

Adult Foster Home Provider Alert

Policy updates, rule clarifications and announcements

Date: August 11th, 2022
To: APD Adult Foster Home Providers
From: Safety, Oversight and Quality Unit
Topic: **Licensee Call Notes**

Notes and links from our June 22, 2022, Licensee Call

Workday Learning

Is the intention to consolidate all required training and certifications to Workday Learning?

- Yes, all trainings offered by the Oregon Department of Human Services (ODHS) will be tracked and supported in the Workday Learning (WDL) system.

Only one person at a time can attend a class per computer. Correct?

- That is correct. When you join a class through Workday Learning, the system tracks that you have started the class. This allows us to give you credit for attending class. If you use a shared computer to join a class through Workday Learning, please ensure the display name for the webinar is updated and matches the profile name that is enrolled in class. This is how we match up the attendance roster from the webinar and the class roster from Workday to ensure you get credit for attending.

When you create your WDL account, which option should we choose under the affiliation?

- “Human Services, Department of” is the correct affiliation.

If you still need help after using our self-guided instructions, you may reach out to DHSTraining@dhsola.state.or.us for WDL account issues such as issues with logging in and resetting your password. If you email DHS Training, please make sure you include your name as it appears on your account, your email address that

is on your account, and exactly what you need help with. In the subject line of your email, list the problem type...Log in help, Password help, Updating my profile, etc. This will help them prioritize the request. ***Please note that DHS Training is currently short-staffed and help times will be longer. You could wait several days for your email to be seen and your request to be resolved. Do not send more than one email, as it will cause a delay in you receiving help.**

Workday Learning tips shared on the call:

1. Create an account at least a week before you want to sign up for a class and make sure you follow the instructions exactly. The instructions explain what information to include in your profile so you can see our classes. The instructions can be found at: <https://www.oregon.gov/dhs/BUSINESS-SERVICES/Documents/Job%20Aid-EELEarnerAccountCreation.pdf>
2. You must use an individual email address for your account. Email addresses can only be listed on one account in Workday Learning. If you have a shared email address, be sure to create an individual one before you create a Workday Learning account, that you will use for your Workday Learning account, notifications and to email DHS Training from. To ensure confidentiality, you should be the only one using this email address and account in Workday Learning.
3. You must select “Human Services, Department of” in the “Affiliation” drop down when creating your account in order to see our classes and trainings. If you have already created your account and did not select this, you will need to email DHS training with a request to update your Affiliation.
4. After you sign up for an account, you will receive two emails. One email will contain your username and the other will contain your password. These can take up to 24 hours to receive. Depending on your email settings, these emails may go to a “trash” or “spam” folder in your email account. You will need to check these folders if you have not received these emails in your inbox after 24 hours. If you still do not find your username and password emails after 24 hours, please email DHS Training for help. **DO NOT ATTEMPT TO CREATE ANOTHER ACCOUNT**, as this will delay the help you receive and could result in you not being able to enroll in a training in time. Keep your account information in a safe place so you can access it when you need to sign into Workday Learning.

5. You can list your supervisor, or manager, on your account information. Doing this will tell Workday Learning to send them a notification that you have enrolled in a class. This can be helpful to you so you can work with them to make sure you have time off scheduled so you can attend class. **DO NOT** list any ODHS staff, the Licensor, or the class instructor as your supervisor or manager. You need to list the supervisor or manager of the AFH you work in and report to.
 6. We set up our classes to send out Notifications once you have enrolled. These notifications contain important information you need to read before the day of class. They also contain instructions and tips to help you with Workday Learning. Please read these and follow any instructions you are asked to follow. – we send out notifications ahead of classes to remind you that you are enrolled and will need to make you can attend. If you put your supervisor’s information on your account, they will also get the notification and you should be working with them to make sure you are not scheduled with residents during class time. **DO NOT LIST** ODHS staff as your supervisor, or your licensor
 7. **DO NOT** log into someone else’s Workday Learning account and **DO NOT** sign other people up for classes. The account holder is the only one who should have access to their account and account information. Logging in to others account and signing them up for classes results in account privacy and access concerns, no-shows for classes, and accountability of attending required trainings.
 8. **ON THE DAY OF CLASS**, log in to Workday Learning **AT LEAST 15** minutes before class is scheduled to start so you can navigate to the class listing and find the link to launch webinar. If this is your first time joining a webinar through Workday Learning, allow yourself extra time. We suggest logging in to Workday Learning before the day of class, so you are familiar with the log in process and know your username and password are working. Logging in to Workday Learning late, or just before class can result in you missing the class altogether. Most classes start promptly at the time listed and do not allow people to join late. If you attempt to join late, you will not be admitted and will have to enroll in another class.
 9. Instructors do not check emails or answer phones during class...we are teaching. If you are having problems with your computer or computer
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system, or Workday Learning account, we cannot assist you. It is your responsibility to know the equipment and systems you are using and test them to make sure you can join Workday Learning and the class on time.

10. Workday Learning is updated regularly. This is common for this type of system. Sometimes, an update may change how Workday Learning looks, or how you find a class, or join a webinar. We update our class guides as soon as we can and know something has changed. We suggest you spend some time before the day of class to get to know Workday Learning and how to navigate to what you need so you can feel comfortable and confident using it on the day of class. Taking some time to plan will save you a lot of stress on the day of class.

[Provider Alert for Extreme Heat Preparedness](#)

COVID-19 Protocols

If residents are out on a group walk, do they need to wear masks?

- Residents may choose whether they want to wear a mask.

<https://www.oregon.gov/dhs/PROVIDERS-PARTNERS/LICENSING/APD-AFH/Alerts/Masking%20Requirements%20Continue%20Policy%20and%20Guidance.pdf>

Can we resume family outdoor events? Do people need to be masked?

- COVID restrictions have relaxed considerably though this does not mean we are ready to go back to all pre-COVID practices. Outdoor events are okay, and the mask requirements are detailed in our most recent provider alert (linked above). An outdoor event does not guarantee absolutely safety from COVID-19.

What is the purpose of screening visitors?

- Screening helps the provider to determine if a guest is running a fever, while also asking guests about possible recent exposures to COVID.

How many visitors inside for one person, masked or unmasked?

- This depends on your home's capacity and comfort level. Since each home is unique as to how much space is available, we have not set restrictions on the number of visitors.

Round table questions

When we send a resident to the hospital, and they get admitted we must do a new screening before they come home to the AFH. If we make the decision that we can no longer take care of the person, why are we being made to bring them back and then to give them a 30 days' notice?

- To issue a less than 30 days' notice while the resident is still in the hospital there needs to be an assessment and details available as to how the resident's condition had changed in a manner that prevents you from being able to meet their needs. Screening and the 30-day notice are required so the resident will have time to find placement in a facility that can care for their needs properly.

We have a caregiver shortage, how is DHS helping with?

- The Department recognizes the challenges with hiring. Please check with your licensors as they may know of resources other AFH providers have used and found success with. On the call the website Indeed was mentioned as an option and there are other web pages and hiring resources available online.

Regarding video monitoring in the adult care homes, in which areas are cameras allowed and where are they not?

- Currently AFH rule is silent on this issue though Resident Rights guarantee them the right to privacy as well as preservation of their dignity. No camera should ever capture resident care or be an extension of caregiving, meaning cameras should not be used to actively watch the residents when a caregiver should be doing so.
 - o Multnomah County providers, please refer to Multnomah County Administrative Rule for video monitoring guidelines in your area.

Do we get a CEU certificate for this call?

- CEUs are not offered for this call because we keep it open and anonymous so provider's feel they can talk freely. Call times can also vary from 20 minutes to an hour depending on topics needing to be discussed.

If you have any questions about this provider alert, please email
APD.AFHteam@dhsosha.state.or.us

Our next Licensee call will be held August 23, 2022.