

Action Request Transmittal Aging and People with Disabilities



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Number: APD-AR-20-045

Issue date: 4/1/2020

Topic: Licensing

Due date:

Subject: Temporary changes to licensing complaint practices due to COVID-19 precautions

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Action required: APD AFH Licensing visits are currently limited to initial licensing visits in which the prospective AFH is empty, and visits related to licensing complaints that impact resident health and safety. In determining whether an in-person licensing visit can be safely made the following questions must be asked.

Risk of COVID-19 exposure:

1. Have any residents or staff of the AFH been confirmed as positive or have tests pending for COVID-19?
 - a. If this question is answered yes, no in-person visit is to take place.
 - b. If the AFH provider answers yes and no Executive Order has been issued, notify the Safety, Oversight and Quality Unit (SOQ) immediately.
2. Has anyone in the AFH recently returned from travel outside of the country?
3. Has anyone in the AFH had direct contact with someone who has recently returned from travel outside of the country?
4. Has anyone in the AFH had direct contact with anyone who has tested positive for COVID-19, or is suspected to have it?
5. Within the last 14 days, have any residents or occupants of the AFH reported

any of the following symptoms?

- Shortness of breath, or *change in usual breathing*
- New or recent cough
- Fever
- Other flu-like symptoms

Entering Adult Foster Homes:

When visiting an AFH with an applicant for purposes of conducting an initial licensing inspection PPE does not need to be worn though the licensor should keep the visit length to a minimum and perform as many duties as possible in the office. Additionally, the applicant and the licensor shall ensure physical distancing requirements are met and universal precautions are followed.

When it has been determined there is an emergent need requiring an in-person licensing visit, licensors must consult the most recent list of AFHs under Executive Order by SOQ to determine whether the AFH is under restriction due to COVID-19. The list is sent daily by SOQ to local District Managers and Program Managers and the local offices receive signed notices as they are prepared. **If the provider in question is on the distribution list, no in-person visit is to take place.**

If an AFH with a complaint is licensed by another licensing authority, (e.g. Adult Foster Home licensed by Office of Developmental Disabilities Services), licensors should contact the appropriate licensing authority to determine what restrictions are in place. If more support is needed, licensors should contact their manager or SOQ.

If the answers to questions 2-5 above are yes, and a visit is still deemed to be necessary, AFH licensing staff must use appropriate PPE (mask and gloves minimum) when entering the AFH. This requirement is in place for **all visits** and if PPE is not available licensors must not enter the AFH, instead consulting with their supervisor and SOQ on next steps. In addition to using PPE when entering an AFH, licensing staff must also follow standard physical distancing guidelines and universal precautions at all times.

NOTE: If there is a complaint in an AFH where COVID-19 is presumptive or confirmed, an in-person visit is not allowed. Other means must be used to gather information.

Field/stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

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