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Office of Assisted Living Licensing

Office of Assisted Living Licensing

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Hello From The Program Manager

Larry Martens, LPN, BPS, ALL Program Manager
Assisted Living Licensing Program

(602) 364-2639

Welcome to the Office of Assisted Living Licensing's eighth newsletter. The newsletter is intended to provide information to our providers and interested community members. I'm sure you will all agree that the newsletter continues to be a very valuable source of information. Once again, Joy Johnson has produced an excellent, informative and interesting newsletter for you. We continue to receive many positive comments about the newsletter. Please continue to provide your feedback to us. It is greatly appreciated.

Although we have seen improvement, we cannot emphasize enough that you must turn your applications for renewal within the stated timeframe of the rules and statutes. Failure to do so can result in penalties. If you let your license expire BEFORE sending in an application you will be considered an unlicensed facility and subject to penalties, cease and desist orders and many other remedies that will negatively affect your operation.

Since medications continues to rank at the top of our ten most cited deficiencies the Office of Assisted Living Licensing is now offering to providers and their staff a free medication course. The course is an hour long and is taught by Ellie Strang, RN, one of our Team Leaders. Ellie has an extensive background in healthcare and is highly knowledgeable in all aspects of the medication requirements as they pertain to assisted living rules. The course is taught here in our building at 150 North 18th Avenue, Suite 420, Phoenix, Arizona 85007. If you are interested in attending the course which is held every other month, please go to our website: www.azdhs.gov/als/gov, and sign up.

You should also be aware that we are currently developing an Online Complaint System. The public's input is vital for the Office of Assisted Living Licensing to protect the safety and welfare of residents in the thousands of facilities and people we license throughout the state of Arizona. The online system will allow the public to submit concerns to the Office of Assisted Living Licensing 24 hours a day with detailed information about residents or facilities. The new Online Complaint System will be posted on our website in the very near future.

Rest assured we will continually strive to be timely in all surveys, while maintaining the quality of the survey process. Our surveyors continue to receive an overall satisfaction rating of 95% on returned Customer Satisfaction Surveys. We are very proud of these results!

We hope you will find this newsletter to be helpful, informative and interesting. If you should have any suggestions, for upcoming newsletters or comments on this issue, please let our Editor or myself know.

Thank you!

-Larry

William "Bill" H. Gillman, Team Leader



62, of Phoenix, Arizona passed away August 23, 2009. Bill was born May 4, 1947 in Brooklyn, New York. He graduated from Manhattan State School of Nursing in 1970 and worked for the New York City Department of Corrections at Rikers Island. Bill relocated to Phoenix with his family in 1986, but always remained an avid Yankees fan. He worked for Maricopa County and the State of Arizona, most recently with the Office of Assisted Living Licensing. He also was a licensed Real Estate Agent. He has been active for many years with the Knights of Columbus, having attained the rank of Faithful Navigator in the Fourth Degree and also served as District Deputy. Bill was preceded in death by his wife of 35 years, Celeste, and by his parents, William and Genevieve, and brother Richard. He is survived by his daughter, Nicole, cousins George Fedorisko and Jean Fedorisko, eight nieces and nephews and a wide circle of friends.

As published in The Arizona Republic on August 26, 2009

R9-10-703.A.9. and 10. Administration Immediate Access to an Assisted Living Facility

A. A licensee is responsible for the organization and management of an assisted living facility.

A licensee shall:

9. Ensure that an official of the following agencies is allowed immediate access to an assisted living facility:

- a. The Department, (Arizona Department of Health Services)*
- b. A county health department,*
- c. Adult Protective Services,*
- d. The D.E.S. Long Term Care Ombudsman, or*
- e. A county or municipal fire department; and*

10. Ensure that the following individuals have immediate access to a resident:

- a. The representative,*
- b. The resident's case manager, or*
- c. An individual assigned by a court of law to provide services to the resident.*

**PLEASE NOTE: It is very IMPORTANT that ALL EMPLOYEES of the facility understand this rule and provide IMMEDIATE ACCESS as required.*



E-Licensing Reminder House Bill 2366

A licensed facility is required to submit a renewal application with necessary fees no earlier than 120 days but no later than 60 days prior to the license expiration date. The renewal application must be determined by the Department to be complete and in compliance. The Division of Licensing Services (DLS) will be able to issue your license without waiting for a compliance inspection. Licensed facilities should not experience an expired license while waiting for a compliance inspection.

Please do not wait for the Department to conduct a compliance inspection before submitting a renewal application.

Please do not wait for the Department to mail you a postcard reminder.

It is the responsibility of the licensee to submit a timely application for renewal. If the application is late, the fine is \$500 and fines will increase if the application is received after the expiration date of the license.

Guidelines for Long Term Care, Assisted Living and other Licensed Residential Facilities to Monitor and Prevent Spread of Novel H1N1 (Swine) Influenza

Please contact your county health department listed at http://www.azdhs.gov/phs/local_health/health_depts.htm whenever you have questions or need help.

Educate ALL staff and residents of licensed facilities on best practices for preventing influenza spread. These include:

Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.

Wash your hands often with soap and water, especially after you cough or sneeze.

Alcohol-based hand cleaners are also effective.

Avoid touching your eyes, nose and mouth. Germs spread this way.

- Patients/residents with influenza like illness (ILI) [defined as fever $\geq 37.8^{\circ}\text{C}$ (100°F) PLUS cough and/or sore throat] should be placed in a room without room mates, if possible. If not possible, maintain a minimum of 6 feet between patients/residents at all times and offer both the ill person and the room mate(s) surgical masks to decrease the likelihood of spread.
- Patients/residents with ILI should refrain from participation in group activities, group meals, and activities involving exposure to the general public.
- Limit visitors of patients/residents with ILI to those persons who are necessary to the care and social well-being of the ill individual. Visitors of people with ILI should be offered a surgical mask and instructed on its use.
- Residents/patients/clients participating in outpatient programs who develop ILI should not attend these programs until 24 hours after symptoms have resolved.
- Staff of ADHS-licensed facilities with ILI should stay home 7 days after symptoms began or until all symptoms are gone, whichever is longer.

For updated recommendations and information about novel H1N1 Influenza (Swine Flu), visit <http://www.azdhs.gov/flu/h1n1/index.htm> If you have licensing questions, please contact Assisted Living Licensing.

NEW LICENSE NUMBERS

When you get your new license in the mail, you will see that your license number has changed. The Office of Assisted Living Licensing is in the process of changing all facility license numbers to improve our organizational efficiency and enhance customer service. Please be sure to notify any interested parties, such as AHCCCS/ALTCS, who require your facility license number.

LICENSING FEE INCREASE

The budget signed by Governor Brewer includes provisions for increases in all licensing fees. Please visit our website www.azdhs.gov/als for important information about the proposed fee increases and scheduled public meetings.



Assisted Living Licensing

Did you know?

...NEW PROVIDER ORIENTATION CLASSES...

New Provider Orientation will be held at the Phoenix Office (150 North 18th Avenue, Suite 420) on November 4, 2009. New provider orientation is available to applicants who have submitted an initial application for licensure prior to attending the course. Please call the Department at (602) 364-2639 to pre-register for New Provider Orientation. There is no cost for the class but the applicant must submit the \$50 initial fee with their initial application...

***"Medication Rules Review" will be held at the Phoenix Office on the alternate months. Please call for reservations (602) 364-2639.*

New Provider Orientation will be held at the Tucson Office (400 West Congress, Suite 116) October 6, and December 1, 2009... Please call the Tucson office at (520) 628-6965 for more information...

...R9-10-712. B. Activity Programs...

A licensee shall ensure that daily newspapers, current magazines, and a variety of reading materials are available and accessible to a resident at an assisted living facility...

...Limitations on Level of Services R9-10-705...

A licensee shall ensure that an assisted living facility does not accept or retain a resident who requires:

1. Physical restraints;
2. Chemical restraints;
3. Behavioral health residential services;
4. Services that the assisted living facility is not licensed to provide; or
5. Services that the assisted living facility is not able to provide.

Please call the Department at (602) 364-2639 and ask for the Surveyor of the Day with any questions regarding what types of services may be provided to residents...

...Fingerprint Clearance Verification...

36-411. Residential care institutions; home health agencies; fingerprinting; definitions

C. Owners shall make documented, good faith efforts to:

1. Contact previous employers to obtain information or recommendations that may be relevant to a person's fitness to work in a residential care institution, nursing care institution or home health agency.
2. Verify the current status of a person's fingerprint clearance card.

For example: the licensee should contact the Department of Public Safety Fingerprint Clearance Unit at (602) 223-2279 prior to the employee's employment start date to verify the current status of the fingerprint clearance card. The licensee should document in the facility files for the employee such information as:

- ❖ the date DPS was contacted and the individual's name (facility staff) who contacted DPS;
- ❖ the person at DPS (w/Badge number) who verified the fingerprint clearance card; and
- ❖ the current status of the fingerprint clearance card (for example: "valid card through 4/9/2010")...

...We are here for YOU...

..."Surveyor of the Day", Our Support Staff, Our Management Team and YOUR surveyor

are available to provide technical assistance and sometimes guidelines for your questions...PLEASE feel free to call us with your questions and concerns...Surveyor of the Day (ADHS direct line) 602-364-2639 Monday through Friday from 8:00 a.m. to 5:00 p.m.

**For the Tucson office,
Please call: (520) 628-6965...**

ADHS Office of Assisted Living Licensing

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We're on the Web!

See us at:

www.azdhs.gov/als/hcb