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# Office of Assisted Living Licensing

## Hello From The Program Manager

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

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Welcome to the Office of Assisted Living Licensing's ninth newsletter. All of us in the Office of Assisted Living Licensing hope that you had a great holiday season. We wish everyone a very happy New Year. The newsletter is intended to provide information to our providers and interested community members. As always, we are interested in providing information that is important to you. If there is a particular area you think would be of interest to include in upcoming newsletters, please send your request to "Newsletter Editor", Office of Assisted Living Licensing, 150 N. 18<sup>th</sup> Avenue, Suite 420, Phoenix, AZ, 85007.

The Office of Assisted Living Licensing had a very good 2009. Many of you have commented that the timeliness has improved with renewal surveys and initial surveys. In fact, this is very true. Our backlog of surveys was once as high as 575. We began 2010 with a backlog survey number below 100. This is a fantastic effort by our surveyors and support staff.

As we move forward into 2010, there will be many changes taking place in Assisted Living Licensing. Many of the changes will be occurring on our website; [www.azdhs.gov/als/gov](http://www.azdhs.gov/als/gov). Currently providers have the option of paying their licensing fees by credit card. Our office has also been developing an Online Complaint System. The new Online Complaint System will be posted on our website in the very near future. Also later this year we will hopefully offer providers the opportunity of completing the licensing renewal application on-line as well. So please continually check our website for what is new in Assisted Living Licensing.

As we have mentioned before, Joy Johnson, State Licensing Surveyor, is also our Newsletter Editor. Once again, I am sure that you will agree, she has truly prepared another high-quality newsletter.

Going forward into 2010, we will continue to improve our customer service efforts to ensure timeliness and quality in accomplishing the survey process.

We wish everyone a Happy New Year!!!!!!!!!!

Thank you!

*-Larry*

### Top Ten Most Cited Deficiencies 1/1/09-12/31/09

1. R9-10-723.E. A licensee shall ensure that medication requirements in R9-10-722 (D) are met for a resident receiving personal care services or directed care services.
2. R9-10-703.B.3. A licensee shall ensure that a manager of an assisted living facility: Ensures that each resident and each individual living in the facility provides documentation of freedom from pulmonary tuberculosis at least once every 12 months as required in R9-10-706.A.1.
3. R9-10-706.A.1. A licensee shall ensure that: At the starting date of employment or service and every 12 months from the starting date of employment or service, each support staff and volunteer who interacts with a resident on a regular basis and each employee submits evidence of being free from pulmonary tuberculosis.
4. R9-10-713.B.3.a. A licensee shall ensure that: Medication stored by the licensee is stored or controlled as follows: Medication is stored in a locked container, cabinet, or area that is inaccessible to residents.
5. R9-10-717.A.3. A licensee shall ensure that: An employee fire drill is conducted at least once every 3 months on each shift.
6. R9-10-711.6.a. A licensee shall ensure that a resident has a written service plan that: Is signed and dated by: the resident or the representative.
7. R9-10-713.B.6.b. A licensee shall ensure that: A separate medication record is maintained for each resident receiving assistance in self-administration of medication or medication administration that includes:  
Name of medication, dosage, directions, and route of administration.
8. R9-10-718.10. A licensee shall ensure that: Poisonous or toxic materials stored by the assisted living facility are maintained in labeled containers in a locked area separate from food preparation and storage, dining areas, and medications.
9. R9-10-723.B.1. A licensee of an assisted living facility licensed to provide directed care services shall not accept or retain a resident who: Is bed bound, unless the requirements in R9-10-722(A)(3) are met.
10. R9-10-703.B.9. A licensee shall ensure that a manager of an assisted living facility: Ensures compliance with fingerprinting requirements contained in ARS 36-411.



## PROVIDER ORIENTATION and MEDICATION RULES TRAINING CLASSES

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. New Provider Orientation will be held at the Phoenix Office (150 North 18<sup>th</sup> Avenue, Suite 420) on the following dates:

March 10, 2010  
May 12, 2010  
July 14, 2010  
September 8, 2010  
November 10, 2010

**MEDICATION RULES** (NO FEE, but space is limited...)  
Classes will be held at the Phoenix Office on the following date:

April 14, 2010  
June 9, 2010  
August 11, 2010  
October 13, 2010  
December 8, 2010 (to be confirmed)  
Please call for reservations (602) 364-2639.

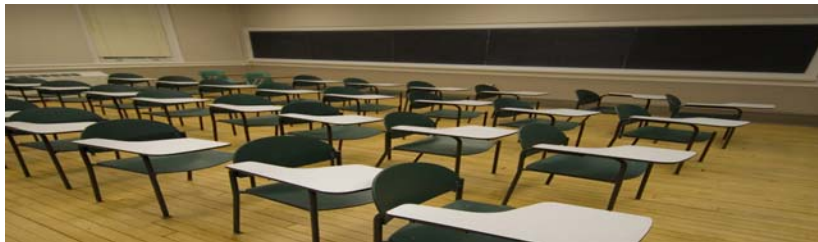
**New Provider Orientation** will be held at the Tucson Office  
(400 West Congress, Suite 116) on:

April 6, 2010 (Room 131)  
June 15, 2010 (Room 158)  
August 3, 2010 (Room 158)  
October 26, 2010 (Room 158)  
December 21, 2010 (Room 158)

**Medication Classes** (from 8 AM – Noon in Room 158)

March 23, 2010  
May 11, 2010  
July 8, 2010  
September 2, 2010  
November 4, 2010

**Please call the Tucson office at (520) 628-6965 for more information.**



## 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

# Assisted Living Licensing

from 8:00 a.m. to 5:00 p.m. For the Tucson office, Please call: (520) 628-6965...

## CENSUS 2010

### ( According to the Census Bureau... )

Participation in the Census is mandatory, but all personal information is protected by Federal Law.

#### ***Do I have to respond to the 2010 Census?***

Yes, your participation in the 2010 Census is vital and required by law-- Title 13 of the United States Code, requires your response. Title 13 also requires that the Census Bureau keep respondents' answers confidential and uses them only for tabulations that do not reveal any personal data about individuals or households. By being counted, you help ensure that your community receives its fair share of political representation and government funding. The census form will only take about 10 minutes to complete

#### ***Do I have to respond to the American Community Survey / Puerto Rico Community Survey?***

Yes. Respondents are required to answer all questions on the American Community Survey (ACS) to the best of their ability. Response to this and other Census surveys is required by law (Section 221 of Title 13, Chapter 7, United States Code). This chapter also contains information regarding offenses and possible penalties.

According to Section 221, persons who do not respond shall be fined not more than \$100. Title 18 U.S.C. Section 3571 and Section 3559, in effect amends Title 13 U.S.C. Section 221 by changing the fine for anyone over 18 years old who refuses or willfully neglects to complete the questionnaire or answer questions posed by census takers from a fine of not more than \$100 to not more than \$5,000. More information.

Your answers are very important because they represent the answers of many other similar households in your community. The data that you and others provide in response to this survey are required to manage or evaluate federal and state government programs. If you submit an incomplete form or provide data that are unclear, we may contact you by phone or in person to obtain or clarify the missing information.

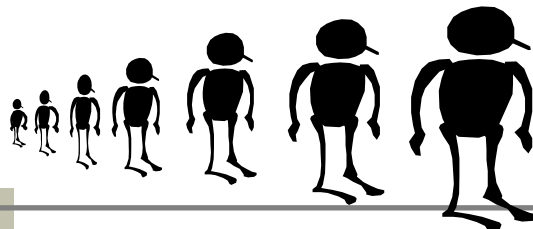
The ACS is part of the Decennial Census Program. It is a survey that is sent to a small percentage of our population on a rotating basis. These data previously were collected only in census years in conjunction with the decennial census. Since the ACS is conducted every year, rather than once every ten years, it will provide more current data throughout the decade. The Census Bureau may use the information it collects only for statistical purposes. Title 13 requires the Census Bureau to keep all information about you, and all other respondents, strictly confidential. Any Census Bureau employee who violates these provisions is subject to a fine up to \$250,000, a prison sentence up to five years, or both.

#### ***Will census workers come to my door? How will I know them?***

Census workers may need to visit your household to update the Census Bureau's address list, deliver a questionnaire or ask you to complete the questionnaire face-to-face. All census workers carry official government badges marked with just their name. You also may ask them for a picture ID from another source to confirm their identity. In addition, some census workers might carry a 'U. S. Census Workers' bag. If you still are not certain about their identity, please call the Regional Census Center toll-free number to confirm they are employed by the Census Bureau.

Source: [www.census.gov](http://www.census.gov)

Census Bureau  
PHONE: 303-264-0202  
TDD: 303-969-6767



## PETS and YOUR FACILITY

### Frequently Asked Questions About Leptospirosis

*R9-10-718.12.c.i. Environmental Services*

*A licensee shall ensure that:*

*Pets or animals are:*

*Vaccinated as follows:*

*A dog is vaccinated against rabies, leptospirosis, distemper, hepatitis, and parvo; and...*

#### Can people get Leptospirosis?

Yes, The U.S. Centers for Disease Control and Prevention estimates that up to 200 human cases of leptospirosis a year are identified in the United States.

You may reduce disease risk by complying with preventative measures including vaccinating your dog. For more information about this and other canine diseases, visit your veterinarian.

[www.cdc.gov/ncidod/dbmd/diseaseinfo/leptospirosis\\_t.htm](http://www.cdc.gov/ncidod/dbmd/diseaseinfo/leptospirosis_t.htm)



## DOG LICENSES

The law in Arizona requires that all dogs over the age of three months have a license and rabies vaccination. Maricopa County Animal Care & Control licenses dogs in all unincorporated areas in Maricopa County and all other municipalities within Maricopa County with the exception of Fountain Hills and Native American reservations.

Source: [www.maricopa.gov/pets/](http://www.maricopa.gov/pets/)

## MEDICATION ADMINISTRATION

***“Medication administration” OR “administration of medication” means the application of a medication to its ultimate destination on the body of a resident.***

R9-10-722(D). In addition to the medication requirements in R9-10-713, a licensee shall ensure that:

3. Only the following individuals provide medication administration:

c. An employee authorized in writing by a resident’s physician;

R9-10-723.E. A licensee shall ensure that medication requirements in R9-10-722(D) are met for a resident receiving personal care services or directed care services.

***PLEASE NOTE: When trained managers/caregivers are providing medication administration, a written authorization should be obtained from the resident’s physician (primary care provider) authorizing trained caregivers/managers (the specific individuals) to administer medication to the resident. This information should be updated when doctors, managers, and caregivers change from the original authorization.***



## ADHS Office of Assisted Living Licensing

### PHOENIX OFFICE

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Supervisor

### TUCSON OFFICE

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Leader  
Betty Rocha,  
Program Specialist  
Pam Grumeretz,  
Examiner Tech II

We're on the Web!  
See us at:

[www.azdhs.gov/als/hcb](http://www.azdhs.gov/als/hcb)

## RUMOR HAS IT!

**Rumor has it...** *"I don't have to submit a renewal application until the day my license expires."*

**The truth is...**

An application for renewal is required to be filed at least 60 days but not more than 120 days before the expiration date of the license.

**Rumor has it...** *"I own my own assisted living business and I work as a caregiver/manager. Since I own the business, I don't have to be on the personnel (work) schedule because I'm not an employee...I'm the owner!"*

**The truth is...**

Everyone who works in the assisted living facility has to be included on the personnel schedule.

**Rumor has it...** *"I, as the Manager, can provide the training and certify individuals to become caregivers"*

**The truth is...**

Only an approved trainer for an approved (ADHS) training caregiver program, with an ALTP number, can provide caregiver training. However, the manager can provide the ongoing education for the caregivers he/she supervises.

## NEW EMPLOYEE

Great news!

We are fortunate to have joining us from Office of Behavioral Health Licensing, a new employee, Julia Rondot.

Julia has been a Licensed Practical Nurse for 36 years. Her career began in Indiana where she worked in medical surgical nursing. Julia then relocated to Arizona and went into psychiatric nursing, serving numerous valley hospitals. She then settled in at Banner Scottsdale, where she worked in adult and adolescent psychiatric nursing and also gained experience in eating disorders and substance abuse. After a long career with Banner, Julia joined Office of Behavioral Health Licensing and has been with ADHS for five years as a surveyor.

Welcome to Assisted Living Licensing, Julia!

## REMINDER: R9-10-706.A.2.b. PERSONNEL QUALIFICATIONS AND RECORDS

A licensee shall ensure that: Each manager and caregiver:

Obtains CPR training specific to adults which includes a demonstration of the individual's ability to perform CPR (cardio pulmonary resuscitation).

***\*Please NOTE:*** *on-line instruction or video only is not acceptable; there must be demonstration by the individual... Pulmonary resuscitation means the mouth to mouth demonstration in addition to chest compressions. Currently, the rules do not include the chest-compression-only model.*