

**California Department of Social Services
Community Care Licensing Division (CCLD)
Adult and Senior Care Program
COVID-19 Frequently Asked Questions (FAQs)**

1. Will there still be communal dining in facilities?

It is recommended to take additional preventative measures that may include serving meals to all persons in their rooms rather than in congregate dining rooms.

2. Can CCLD help with getting supplies such as masks and hand sanitizer?

You may request supplies such as masks directly from your assigned [Regional Office](#), [local county public health](#) department and Medical Health Operational Coordinator (MHOAC). As there is a limited amount of supplies available, please limit your request to items necessary to meet the needs of persons in care.

3. Facilities cannot purchase necessary items in bulk due to grocery stores limiting certain items to 1-2 per person. This is causing facilities to be low on supplies. How can CDSS help?

Many retailers are limiting the ability for shoppers to mass consume. We all understand it is to assist everyone in their efforts to shelter in place. With the current boundaries implemented, we all need to be creative and be flexible. Here are a few “thinking outside the box” ideas:

- i. Bring a copy/copies of your CCL license to retailers and distributors to show your unique need.
 - a. Your Regional Office may be able to provide supporting letter for credibility and to support your plea to meet the needs of our vulnerable population.
- ii. Sign up for the delivery from the larger companies, like Sysco, with whatever their minimum order is.
- iii. Send multiple staff and/or make multiple trips to stores with supplies you need. Practice social distancing and hand washing/hygiene precautions.
- iv. Invest in extra washcloths and gloves and/or a bidet to minimize the use of toilet paper with the current shortage, or when you run out.
- v. Place orders online with retailers who are out of stock but will be getting some more in soon. You may still need it at that time.

- vi. Take advantage of early or special hours set aside for seniors to shop (you may want to bring a copy of your CCLD license to show you qualify).
- vii. Consider using the CDC recommended solution with bleach and water.

4. In order to protect my residents, can I restrict all visitors including family and caregivers from visiting the facility?

Facilities shall limit entry only to individuals who need entry, as necessary for prevention, containment, and mitigation measures as specified in guidance by the [Centers for Disease Control and Prevention \(CDC\)](#), the [California Department of Public Health \(CDPH\)](#), and [local health departments](#). A facility may also limit a person in care's right to associate with other persons in care, as necessary for containment and mitigation. In lieu of in-person visits and social gatherings, facilities shall make arrangements for alternate means of communication for visitors such as phone calls, video calls, and online communications. [PIN 20-08-ASC](#) provides additional guidance to Adult and Senior Care (ASC) licensees regarding statewide waivers.

5. What should happen if caregivers have been exposed to the COVID-19?

- a. Restrict individuals who have respiratory symptoms and/or potential/positive COVID-19 exposure out of an abundance of caution, including staff, contractors, volunteers, visitors, new admissions, government officials, and health care professionals. Post notices for individuals to assess their risk, which would include any individuals with:
 - i. Respiratory symptoms, including fever, cough, sore throat, and shortness of breath;
 - ii. Contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or ill with respiratory illness within the last 14 days;
 - iii. Domestic or international travel within the last 14 days to areas where COVID-19 cases have been confirmed;
 - iv. Residence in a community where community spread of COVID-19 is occurring; and
 - v. Anyone who has worked in another care setting with confirmed COVID-19 cases.

Note: Extenuating circumstances may be taken into consideration, but those individuals who should be restricted according to the descriptions above must wear a facemask, gown, and gloves to reduce the risk of spreading any communicable disease. If the facility does not have personal protective

equipment, the facility should restrict the visitor from entering and ask them to come back at a later date (e.g. after 14 days with no respiratory symptoms).

- b.** Remind staff to stay home if they are sick.
 - i.** Ensure sick leave policies allow staff to stay home if they have symptoms of respiratory infection.
 - ii.** Staff who are ill should be excluded from work for at least 24 hours after a flu-related fever is absent without the use of fever-reducing medicines.
 - iii.** Follow the CDC and/or local health department guidelines for returning to work.
 - iv.** Once staff return to work, reinforce the importance of performing frequent hand hygiene. Check staff for respiratory infection symptoms, including fever, cough, or shortness of breath, before they start their shift.
 - v.** In general, if staff or persons in care are directed by their health care provider or local health department to quarantine or isolate outside the facility (i.e. home, hospital, etc.), they should obtain medical clearance before returning to the facility.

6. Can a person in care who was recently at the hospital be allowed back into the facility?

Yes a person in care can return to the facility. The facility should follow the hospital discharge orders.

7. If a resident is sick but has no symptoms of COVID-19 can the facility evict them?

No, the licensee has an obligation to meet the needs of persons in care when they are sick. A facility cannot evict a person in care for being sick, including for being positive for COVID-19.

8. How to get mobile testing at your site?

Contact your [local or state health department regarding testing](#). Healthcare providers should immediately notify their local health department in the event of the identification of a Person Under Investigation (PUI) for COVID-19. When working with your local or state health department check their available hours.

If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.

If you are a close contact of someone with COVID-19 or you are a person in care in a community where there is ongoing spread of COVID-19 and develop [symptoms of COVID-19](#), call your healthcare provider and tell them about your symptoms and your exposure. They will decide whether you need to be tested.

Note: There is no treatment for COVID-19 and people who are mildly ill may be able to isolate and care for themselves at home. Refer to [Centers for Disease Control and Prevention \(CDC\) testing for COVID-19](#).