March 26, 2020

TO: Adult and Senior Care Facilities

Original signed by Pamela Dickfoss

FROM: PAMELA DICKFOSS
Deputy Director
Community Care Licensing Division

SUBJECT: NOTICE OF TELE-INSPECTIONS AND RAPID ASSISTANCE AND SUPPORT TEAM (RAST) TELE-VISITS

Provider Information Notice (PIN) Summary

PIN 20-09-ASC provides notice that beginning March 26, 2020 Licensing Program Analysts (LPAs) will conduct tele-inspections and Rapid Assistance and Support Team (RAST) tele-visits as part of Community Care Licensing Division’s (CCLD) emergency response to the spread of Coronavirus Disease 2019 (COVID-19).

NOTE: At the time this PIN was issued and until further notice, annual inspections are suspended as described in PIN 20-07-CCLD.

Consistent with the Department of Social Service’s (DSS) authority under Governor Newsom’s State of Emergency Proclamation, DSS has determined, following current public health guidance, that in order to best protect our employees, avoid harm to the higher-needs populations and support providers, CCLD will implement “tele-inspections” for pre-licensing inspections, case management inspections and complaints that are not Priority 1 level allegations. Priority 1 complaint allegations are those that present a serious risk to the health and safety of residents. COVID-19 technical assistance visits will also be completed via a “tele-visit.” Priority 1 complaints will continue to require an on-site inspection.

Effective March 20, 2020, Community Care Licensing assembled a Rapid Assistance and Support Team (RAST) to provide COVID-19 technical assistance to providers. Many facilities may have already received visits. However, effective March 26, 2020 the RAST technical assistance will continue with its engagement
using a tele-visit approach via virtual video conferencing. The following standards shall apply for RAST tele-visits:

- The RAST tele-visits will be completed by a Licensed Program Analyst (LPA) and a Health Facilities Evaluator Nurse (HFEN) from the California Department of Public Health.
- If you have not already been contacted by your LPA, expect to receive a phone call to schedule a tele-visit using a form of video conferencing.
- The RAST visit may be completed using one of the virtual video conferencing resources provided in Attachment A.
- It is important that the LPA and HFEN be able to conduct a virtual tour of your facility; therefore, a phone call or conference call shall not be used to complete the requirements of the RAST visit.
- Technical Assistance Visits by the RAST are not designed to verify compliance or any necessary corrections with the facility.

**Tele-Inspections**

*Note: This does not include Priority 1 complaints, which will require an on-site inspection*

Pre-licensing inspections, case management inspections and complaint allegations that are not Priority 1 level allegations will receive tele-inspections.

- Facility inspections and other required visits may be completed using one of the virtual video conferencing resources provided in Attachment A.
  - Providers are encouraged to identify the best virtual video conferencing resource to use on a mobile device in order to ensure the success of an inspection.
- A phone call or conference call shall not be used to complete the requirements of the tele-inspection.
- LPAs will be in contact with individual providers to ensure any facility inspection can be completed in this manner.

If you have any questions, please contact your local Regional Office.
ATTACHMENT A: VIRTUAL VIDEO CONFERENCING RESOURCES

The following are all free video chat applications that are also available for mobile devices. All applications require the user to create or sign in with an account. The mobile application can be downloaded through Google Play Store, Apple Store, or Microsoft Store.

LPAs will work with the licensee or any other participant to confirm the best platform to complete a virtual video conference.

WhatsApp –
- Features include: a web and desktop version that uses and synchronizes to your phone account number. Group videos with up to 256 people at once. Uses your phone number and address book to connect with your contacts who also have WhatsApp.

Zoom Meeting –
- Features include: a web and desktop version, a free Basic plan that allows up to 100 participants with a 40 minutes limit on group meetings. Prices change with plans. Ability to record meetings. Host provides meeting ID or link to participants.

Skype –
- Features include group videos up to 24 people on HD video call. Available by Microsoft for all mobile devices. Web and desktop version available.

Google Duo or Google Hangouts –
- Features include: the ability to sign in using Google account and use participants’ email to video conference.

Facetime –
- Only available for Apple iOS and MacOS devices. Group video calls with other iOS users.