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DIRECTOR

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**DEPARTMENT OF SOCIAL SERVICES**  
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GOVERNOR

April 20, 2020

PIN 20-02-HCS

TO: ALL HOME CARE ORGANIZATION LICENSEES AND HOME CARE AIDES

FROM: ***Original signed by Pamela Dickfoss***  
PAMELA DICKFOSS  
Deputy Director  
Community Care Licensing Division

SUBJECT: **INFORMATIONAL CALL REGARDING COVID-19 PHYSICAL DISTANCING, ISOLATION AND DISINFECTION PROCEDURES**

**Provider Information Notice (PIN) Summary**

PIN 20-02-HCS announces an informational call to be held on April 22, 2020 to discuss COVID-19 physical distancing, isolation and disinfection procedures and best practices.

The Community Care Licensing Division (CCLD), Home Care Services Bureau, will be hosting an informational call to provide Home Care Organization (HCO) licensees and Home Care Aides (HCAs) with procedures and best practices for physical distancing, isolation, and disinfecting during the COVID-19 outbreak. The call features the following guest speakers:

- Susan D. Mitchell Mattera, RN, MN, CHA, Assistant Director, Southern California Region, Quality Continuing Care Services, Kaiser Permanente
- Cameron Akrami, President, American Board of Home Care

HCO licensees and HCAs are encouraged to participate. **Please view the Physical Distancing, Isolation and Disinfecting Procedures [PowerPoint Presentation](#) available on the CCLD website while participating on the call.**

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April 22, 2020 2:00pm-3:00pm (callers may call in beginning at 1:45 pm)

- **Dial In: 888-790-1898**
- **Participant passcode: 6925913**

Please continue to monitor the [CCLD homepage](#) for updated information regarding COVID-19. If you have questions regarding this PIN, please contact the Home Care Services Bureau at 877-424-5778 or [HCSB@dss.ca.gov](mailto:HCSB@dss.ca.gov).