



# INLAND REGIONAL CENTER

...valuing independence, inclusion and empowerment

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September 22, 2021

To: Inland Regional Center (IRC) Service Coordinators and  
Quality Assurance Liaisons

Subject: Directive Regarding Visitation to Clients Residing in  
Residential Facilities

Beginning October 1, 2021, Inland Regional Center (IRC) Service Coordinators (SC) and Quality Assurance Liaisons (QAL) will again begin doing their Individual Program Plan (IPP) meetings, quarterly meetings, and the Quality Assurance Annual Reviews, at the facilities. The facilities include all licensed residential facilities (Community Care Facilities, Intermediate Care Facilities, Skilled Nursing Facilities), Family Home Agency settings. Clients in supported living are to also be seen quarterly.

All visits should be announced via a scheduling call, where the SC and the licensee/staff or client will discuss the following items (examples and not to be limited to these topics):

1. Client or facility records prior to the visit.

It has been communicated to the providers that if they cannot send the records prior, then they must have them all ready for review at the time of the visit and allow the IRC staff an appropriate and safe place and the time needed to review the records. Many providers of service are struggling with adequate staffing levels, and we would prefer in those cases that they focus on client care versus sending records, in those situations.

2. The vaccination status of the client.

Each client's vaccine information must be filled out in SANDIS. Ask the client/provider about vaccination status and pursue further questions on the topic if consumer has not been vaccinated (e.g., "could you share with me why you decided not to get the vaccine at this time?"). Consumers should have a range of options to support how they wish to live.

3. If any clients or staff in the facility are exhibiting signs or symptoms of Covid-19.

The Quality Assurance Team will inform staff of any homes going onto or coming off the Covid-19 quarantine list. Do not visit if the home is on the quarantine list or there is a positive answer to your question(s). Document appropriately, inform the QAL revisit a scheduling call in 2-3 weeks.

4. Level and amount of PPE necessary for entry to the facility.

Some facilities will allow entrance with just an N-95 mask and others will want a face shield, gloves and or gown. It is dependent on the variables in each home. Please wear what they think is the safest layer of PPE for your visit.

5. Discuss any outstanding stimulus checks.

Inform the licensee/staff or client that the check(s) must be cashed and documented on the consumers P&I ledger within the next five business days. Provide the IRC Revenue Department with an update on the status, immediately.

Stimulus checks that were issued:

1. 1,200 - issued in May 2020
2. \$600 - issued in January 2021
3. \$1,400 - issued in April 2021
4. Golden State Stimulus, \$600 - issued in August 2021

On the day of the physical visit, IRC staff must comply with all entry standards to include answering the facility questionnaire and having their temperature checked, if requested by the facility staff. IRC staff must also wear adequate and agreed upon PPE during the entirety of the visit.

Although it is recommended that most of the visits be done outside and record collection via remote technology, there is an expectation that IRC staff enter the facility and complete thorough assessments of entire physical plant. This may include but is not limited to the client(s) rooms and closets, the kitchen to include the pantry and refrigerator, the living areas, garage and facility and client records (MARS, client notes, medical/dental records, P&I Ledgers, etc.).

Please be mindful that our residential care providers have had to bear the heavy burden of client care for over a year and a half and that they may be uncomfortable with visitation. Before a situation gets difficult, please work with your Program Manager or with the QAL for the residence to have a respectful and collaborative restart to visitation.

Finally, we are suspending all 513 audits until the end of the calendar year, so you can focus on your clients. Thank you to our IRC staff for your attention and desire to begin in person visitation with our IRC clients. I am sure many of our clients have greatly missed seeing you all, so this should be a positive reunion.

Sincerely,



Vince Toms  
IRC Director of Community Services