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2/24/18

CURRICULUM VITAE

Areas of Expertise — Standards of Care - Facility Types

Types of Facilities/Homes: Case experience in corporate chains, multi-level care facilities, stand-alone communities and all types of small care homes.

*I review cases that I choose for both Plaintiffs and the Defendants. My experience in reviewing cases covers Corporate Chains; Government Agencies; and Large, Medium and Small Facilities/Homes. I have over 40+ years in the long-term care field specializing in **Community Care Home Based Services (HCBS)** which includes Assisted Living Facilities (ALFs) also called Residential Care Facilities and programs for the Elderly (RCFE)”; Residential Care Facilities (RCF); Adult Residential Care Facilities (ARF); Group Homes (GH); Case Management Agencies; and Day Treatment Programs (DTP; for Developmentally Disabled and Mentally Ill adults.*

If I accept a case, I based my expert opinion on my standard of care experience as a:

Patient	Patient and Care Provider Advocate
Licensed Care Home Provider & Vendor	Care Services Teacher, Vendor, and Teacher’s
Provider & Family Care Consultant	Teacher
Family / Responsible Party	Public Policy Advocate
Family Home Provider	Writer, Law and Government Policy Publisher, and Standard of Care Publisher

Note to Reader: After 27 years of being an Expert Witness, I was disqualified on a case that I should not have been. Due to that issue, I have expanded my original 6 page CV to 16+ pages, so that will never happen again.

Licenses and Certificates

- 1981 – 2019 Licensed Nursing Home Administrator (LNHA) # 4089
- 1978 Certified Activity Director
- 1988 Certified Medical Assistant
- 1989-1990 Certified Red Cross First Aid Instructor
- 1992-1994 Registered Lobbyist for the Community Care Industry
- 1990-2013 State approved Community Care Teacher for all types of Community Care Homes and Home and Community Based Service (HCBS) programs for the elderly, developmentally disabled, and mentally ill adults. See classes and vendor approvals below.

I still teach through writing policies, procedures, articles, and training programs which are published on ProvidersWeb.com. I am currently working on a new book on abuse in community care facilities. I do plan on teaching the administrator certification classes again before I retire.

Education

BA Equivalent

- In 1978-1980, in order to be a nursing home administrator you had to take the classes required by the Board of Nursing Home Administrators, complete an extensive 1000-hour AIT program, and pass your state (250 questions) and federal boards (650 questions). The total of my course units via the Board of Examiners of Nursing Home Administrator's (BENHA) program is equivalent to a Bachelor's Degree (**120+ units**). I successfully completed the Health Care Administrator program and college unit requirements. I have been licensed as a Nursing Home Administrator since 1981. I have **over 200 college credits**.

Colleges

- 1976-1977, College of the Redwoods Field's Landing, Eureka, CA
- 1978-1980 Chabot College, Hayward, CA
- 1978-1979 CE classes through University of Berkeley Extension Program
- 1981 Peralta College, Oakland, CA
- 1988 Andon College, Stockton, CA *Certified Medical Assistant* program (**30 units**)
- 2009 FEMA College - Emergency Management Institute, **Emergency Management Training (12 units** over 19 classes)

Over the years to keep my licenses current, I have taken several continuing education classes since 1981. That equates to about 72 CE classes. Therefore I don't include all of them in this CV. Most recent 23 classes:

Diagnosing and Treating Overweight and Obese Patients 2017

Caring for the Developmentally Disabled Adult 2017 Updated with Latest Trends

Elder Abuse: Cultural Contexts and Implications 2017

Cancer Screening 2017

Depression and Suicide 2017

Celiac Disease 2017

The Mechanism-Based Approach to Pain Management 2017

Aging and Long-Term Care 2015

The Role of Spirituality in Health and Mental Health 2015

Diabetic Hypoglycemia 2015

Osteoporosis: Diagnosis and Management 2015

A Review of Psychiatric Emergencies 2015

Sexual Assault: Evaluation and Care 2015

Caring for the Developmentally Disabled Adult 2013 Updated Class

OSHA and Healthcare Facilities 2013

Alzheimer's Disease 2013

- Influenza: A Comprehensive Review 2013
- Women and Heart Disease 2011
- Diagnosing and Managing Headaches 2011
- The Role of Spirituality in Health and Mental Health 2011
- Rheumatoid Arthritis 2011
- Dental Considerations for Geriatric Patients 2011
- Caring for the Developmentally Disabled Adult 2011

Experience

I. Chief Executive Officer, ProvidersWeb, Inc

2000 – Present: ProvidersWeb.com Inc. Angels Camp, CA – (central California area)
 ProvidersWeb is an international assisted-living residential care organization which has over 30,000 members through its www.providersweb.com website.

From 2003 to 2007 ProvidersWeb published most all 50 State laws and regulations for Community Care on the ProvidersWeb website. Back then many of the states did not have the laws and regulations online. It was very expensive to keep updated. Eventually, most states started publishing online, and so we quit providing this service in 2007.

Our website stats below prove that all types of people use ProvidersWeb to help them meet the care and service standards across the nation and the world.

Response	Total	Percent
Assisted Living Residential Care	12,038	38.2%
Medical or Nursing Facility	5,854	18.6%
Other	2,788	8.8%
Senior Services	2,013	6.4%
Adult Services	1,989	6.3%
Home for Developmentally Disabled	923	2.9%
Non-Profit Agency	873	2.8%
(no response)	805	2.6%
Retirement Center	749	2.4%
Day Care - Adult	704	2.2%
Family Care Giver	650	2.1%
Consultants	604	1.9%
Rehabilitation Program	562	1.8%
Children Services	285	0.9%
Government Agency	271	0.9%
Vendors	156	0.5%
Home for Children	146	0.5%
Day Care - Child	136	0.4%
Medical Professional	2	0.0%
Emergency Shelter	1	0.0%

We have around 5500 free and paid members using our website every month. ProvidersWeb now publishes over 4000 documents, and I probably authored 3000+ of those documents. I spend ample time every month developing, researching and updating the care and service standard of care documents. I usually tackle some of the most important and latest issues in the community care industry. Recent articles include video surveillance (affects every type of care business), sex

and dementia, disasters, generators, emergencies preparedness and marijuana use by residents and staff, etc.

I wrote many of the ProvidersWeb's documents before ProvidersWeb. Many documents stem from my first published book in 1990, and many other books. I have been updating some documents since the 1980s! Due to laws and standards changing I have updated some documents as many as seven times since they were first published in 2004 on ProvidersWeb.

You can find the care and service standards subjects that I cover on www.ProvidersWeb.com by typing in any community care related subject like "Falls" or "Evictions" into the search box. Below are documents on Behaviors and Eloping that I wrote or published:

BEHAVIOR TEACHING MATERIALS AND DOCUMENTS WRITTEN BY DIANE MORROW

[Do's and Don'ts for a Resident with Aggressive Behavior](#)
[Effects of Behavioral Medications](#)
[Eviction, Disruptive and Violent Behavior](#)
[Facility - Physician Plan for Behavior Medication Use](#)
[How to Handle Wandering, Eloping, and Exit Seeking Behaviors](#)
[Mood and Behavior Log](#)
[Protective Supervision Log - for documenting possible harmful actions and behaviors](#)
[Behavior Observation](#)
[Behavior Problems](#)
[Behavior Provision Sample House Policy](#)
[Behavior Report Form](#)
[Behavioral Assessment](#)
[Dealing with Behavior Problems](#)

PUBLISHED BY PROVIDERSWEB BY OTHERS AUTHORS/AGENCIES:

[AOA's ACL's Responding to Wandering and Exit-seeking Behaviors](#)
[Behavior Modifying Medication Review Form AZ](#)
[Behavioral Restraints and Seclusion](#)
[DEVELOPMENTAL DISABILITIES and BEHAVIOR MODIFICATION](#)
[Behavior Med Reference](#)

WRITTEN BY DIANE MORROW ON ELOPEMENTS:

- [Wanderer Risk Assessment Form](#)
- [Wandering, Elopement or Missing Resident Procedures](#)
- [Agitation and Elopement Preventative Measures for Care Givers & Care Facilities](#)
- [Monthly/Quarterly Elopement Drill - Missing Resident Drill Sample](#)
- [Wandering, Elopement or Missing Resident Procedures](#)
- [How to Handle Wandering, Eloping, and Exit Seeking Behaviors](#)

ProvidersWeb publishes by other Authors/Agencies:

[Elopement Manual developed by several agencies in New York](#)
[AOA's ACL's Responding to Wandering and Exit-seeking Behaviors](#)

Current Teaching Approval:

California Vendor Approval:

NHAP - Nursing Home Administrator's Program Vendor # 1807
Caring About Care Course Approval #1807008-5698 expires 7/18/18

Past Teaching Approvals: (note: I let these teaching approvals go because I thought I was going to be retiring. I do plan on going back to teaching all Community Care Providers in 2018 after I get my new training book on Abuse in Community Care Facilities done.)

Board of Medical Examiners — Nursing Home Administrator Program:
Vendor #CEP 00001723 Date Issued 11/14/2008 – 10/31/2014

Board of Registered Nursing: Vendor #CEP 15042, Date Issued 2/27/2009 – 2/28/2014

Community Care Licensing:

RCFE (Residential Care Facility for the Elderly) Vendor #1000778-740-2, Date Issued 4/23/2009 – 4/22/2013

ARF (Adult Residential Facility) Vendor #1000778-735-2, Date Issued 4/23/2009 – 4/22/2013

GH (Group Homes) Vendor #1000778-730-2, Date Issued 4/23/2009 – 4/22/2013

Course Approvals:

A Higher Calling - Caring About Care,
Quality Assurance and Risk Management:
RCFE – CEU #778-0803-14972
ARF – CEU #778-0803-14971
GH – CEU #778-0803-14970

II. Chief Executive Officer, Owner/Operator Experience RCFE with Elderly, DD, and MI

October 1986 – Present - Grace Estates Retirement Centers, Inc. Angels Camp, CA

As Administrator and CEO, I designed and built a 30-bed residential care facility for the elderly and expanded to a 49-bed facility within a year. Gracewood Manor CCL Lic.# 050310568 was a Residential Care Facility for the Elderly (RCFE) with an approved Dementia Waiver and secured perimeter. Due to having so many programs my duties included a lot of case management and supervision of case management to meet the various levels of need. Gracewood was also vendorized by Valley Mountain Regional Center to care for 4 Developmentally Disabled individuals. Gracewood was one of the only large (over 16 beds) community care homes in the State of CA to have an approved program for Developmentally Disabled. Gracewood was also approved by the County Mental Health Dept to care for the Mentally Ill. My facility also had Hospice Waiver. For ten years we handled all of the County APS's adult abuse emergency placements. In total there were eight programs at Gracewood Manor mainly due to the care home being in a rural community and the community citizens needing those services.

I worked every job in the facility when I wrote the corresponding books:

CARE SERVICES – I worked as a Direct Care Provider; Supervisor of Direct Care Aides/Providers; Facility Care Manager who is over the Supervisors; Administrator who is over the Facility Care Manager; Owner/Licensee over the Certified Administrator
MEDICATION MANAGEMENT: I worked as the Direct Care Provider or Medication Aide to assist residents directly with the medications; I worked as the Med Manager who supervised the Medication Aides and Direct Care Providers.

DIETARY SERVICES: I worked as the Dietary Manager for about a year for my 49 Bed. I also worked as a dietary aide.

I felt it was best to work the jobs that I was writing about. Over the 20 years that I was in business when someone called in sick, I would often cover their shift because I like taking care of dependent people and I wanted to make sure my systems were working well.

There are 11 areas that I cover on ProvidersWeb that were derived from the operating programs of Gracewood Manor:

- Activities
- Admissions
- Business Operations
- Care Services
- Dietary Services
- Emergency Management
- Household Maintenance
- Medication Management
- Rights, Culture, and Beliefs
- Staff Management
- QA-RM – Quality Assurance Risk Management for community care homes

Gracewood Manor **was closed** by eminent domain by Cal-Trans for a highway bypass in December 2004. The S-corporation still has real property assets, and the corporation still exists. Our 2019 - 2020 future plans include developing “Living Centers” which will provide community care. See: Gracewood Manor – Grace Estates Retirement Center

III. Consultant/Expert Witness

1992 to Present Self-Employed

Expert Witness Work — Self-employed as an expert witness specializing in residential care for the elderly, developmentally disabled, mentally ill. I review case files and provide oral and written reports on legal cases. Although I have been an expert witness since 1990 most of my cases settle without going to court. I have been tracking Home and Community federal laws since at least 1993 (see [ACCCE’s Network News](#) page 3)

In recent years I have been to trial four times, and I have done around 15 depositions, plus responses to Motions for Summary of Judgment. I have consulted on cases in various states across the nation mostly on HCBS (residential and community care)

standards of care. States that I have done HCBS cases in include multiple cases in California, Arizona, Nevada, and Idaho. Other States I have consulted on cases include Delaware, Texas, Louisiana, Pennsylvania, Oregon, and Washington. As of the date of this CV, I have cases in Hawaii, Iowa, and Wyoming.

I have an article that I wrote called [Standard Records To Request](#) for Community Care Cases. It is advice for attorneys published by the Expert Institute See [Standard Records to Request](#).

RECENT CLOSED CASES:

2017 CA Case **Armian v. Walters Alicia** Care ARF Level 4i – Dual Diagnosed DD consumer had SIB (self-injurious behaviors) and high-risk behaviors, proper care, and services issue. Defense case. Case settled. LA Regional Center’s client.

Dec 2017 - **Mc Coy vs. Santa Catalina Home** – Developmentally disabled (DD) Defense case, proper placement issue, the case settled. Orange County Regional Center involved.

Nov 2017 – **Lewis et al. v. Canyon Terrace Assisted Living Center**, CA Case RCFE fall case elderly resident- Fall case for Plaintiff. Case settled.

2017 **Arace vs. Foremost Health Care** - CA San Bernardino --trial testimony was given financial abuse case elderly victim. Case over.

2017 **Eastman vs. Bancroft Neurohealth** – State of Delaware – ARF Group Home for DD-MI women, plaintiff case) Rape of A Developmentally Disabled Woman at a six-bed community care home by her family home provider. Trial testimony was given.

2017 Arizona - **Chambers Vs. Tender Hearts Group Home** DD case for plaintiff; case involved case management services of the State of Arizona. Case settled.

2014-2016 Arizona **KC Homes adv. Brackeen and the State of Arizona** – (Defendant Expert for the State) DD Man with High-Risk Behavior died of a heart attack. Staff had used CIT techniques to restrained him after he hit a pregnant staff member at a Day Program. I consulted on what the State requirements/standards were under the federal 1115 AZ Wavier program, and the state’s regional center agency requirements/standards for case management services. Case settled.

2016 - 2017 - **Uribe v Quality Care Plus** (Defense California ARF MI) Case Settled.

2016 CA Case - **Carolyn Clarkson vs. Chateau Senior Living** – RCFE plaintiff case, abuse of an elder. North CA defense case. Case Settled.

2015 Arizona– **Stamm vs. Walmart & Stamm vs. STARS of Scottsdale** Arizona Day Program for DD, plaintiff case) DD Day program case lack of supervision led to the consumer being injured at Walmart. Trial testimony was given.

Consultant Work — Trouble-shoot problem areas in Community Care for both small business owners and large corporations. Help set up new community care HCBS businesses. Conducted facility surveys, audits, and I make recommendations for improvements. I also design community care programs which are required to meet the standard of care policies and procedures for various types of community care and HCBS facilities.

IV. Publisher/Writer/Editor (please see my book list for additional book that I have written)
1996 to 2000 – Residential Care Publications (RCP)

Books written & published:

1996 The Works — RCF/ALF Admission’s Manual (now the admission manual on ProvidersWeb)

1996 When Your Parent Needs Care

1996 RCF/ALF Employee Manual (now part of the Staff Management Manual on ProvidersWeb)

V. Chief Executive Officer / Instructor/ Public Policy Advocate

1990 to 1995 - American College of Community Care Education “ACCCE”

As Lead Instructor, I taught thousands of care providers and supervised over ten professional teachers, including Shelia Burley, RN, the person who wrote most of the *original* RCFE regulations for the State of California especially the restrictive health conditions. I created various regulation subscription “How to” manuals that ACCCE published that pertained to residential assisted-living/community-care facilities.

In 1990 under American College of Community Care Education (ACCCEs) I created the first *law-regulation-policy* subscription service for Community Care in the State of California. Under the Freedom of Information Act, I forced the CA State Department Division of Community Care Licensing to handover their inspectors’ policies and procedures called “the blues.” CCL’s state inspectors were using the “blues” to mandate compliance for the various types of facilities, but they would not let providers see them. Today CCL publishes them online. Today CA’s OAL publishes the fact that policies are not considered the law and are considered “[underground regulations](#).” We were the first to publish just the community care regulations and laws for:

- Residential Care For The Elderly
- Adult Residential Care for the Developmentally Disabled, Including T17
- Adult Residential Care for the Mentally Ill
- Adult Residential Care
- Foster Family Home Agencies
- Group Homes for the Developmentally Disabled
- Group Homes for Kids

I don’t know how many subscribers we had, but I know many of the licensing offices subscribed, and I know that a printer named Edee went from a small print shop to taking

a chunk of a city block in downtown Sacramento during that time. ACCCE's and I quit publishing the subscription service in 1996. To this day there are many care provider associations that now provide this regulation subscription service. See: [ACCCEs Regulation and "How to" Manual Subscriptions](#)

I led ACCCE's Network of 15 to 26 Associations, which coordinated advocacy efforts for industry improvements statewide. See more under advocacy below. From 1990 to 1996 I was the on-call expert for the associations. I consulted with attorney's that helped all types of licensed community care providers/vendors (mostly elderly, developmentally disabled and mentally ill) and occasionally I testified in court cases. Mostly, I just advised defendant attorneys and most cases settled. I did hundreds of cases over about a five year period. See [ACCCEs Network of Associations](#)

Chief Writer/Editor of ACCCE's *Network News*, which had over 12,000 readers. See: [ACCCEs Network News](#)

Books authored and published by American College of Community Care Education:

1994 Personal Care Aide Training

1993 ARF-DD Administration Manual (Co-authored with Marylyn Meredith)

1990 – 1995 RCF Administration Manual

Created curriculum and instructed the following courses:

Certified Residential Care Administrator for the Elderly (CRCA-E) State Approved
I taught the first California RCFE Administrator Certification Class in 1990.

Before they were required by the State of California I also taught:

Certified Residential Care Administrator—Developmentally Disabled (CRCA-DD)

Certified Residential Care Administrator—Mentally Ill/Disabled (CRCA-MD)

See: [ACCCEs Care Home Administrator Certification](#)

Continuing-Education classes instructed:

See example: [ACCCEs CE Classes](#)

Residential Care Administrator Polices & Procedures, Business Management, Labor Laws—Staff Management, General Laws & Regulations, Business Management, Case Management, Psychosocial Needs, Medication Management, Building Maintenance, Admission-Retention Assessment, Dietary Services, Abuse Prevention, Business Operations, Activities, Resident Rights and Community and Support Services.

Past Educational Vendor License Numbers for ACCCEs:

Board of Registered Nursing (BRN), 10233

Board of Examiners for Nursing Home Administrators (BENHA), 1375

Community Care Licensing (CCL), 91C1234-006

VI. Community Care Advocate

Over the years I served as an advocate/advisor on both regional, state and national government workgroups that helped to create the standards for the residential and community care industry. Some laws and regulations that I worked on in California include:

- **RCFE Secured Perimeters, Alzheimer's and Dementia Care Standards** by which the laws and regulations are based. At first Dementia Waivers were required, then the standards became regulations, and waivers were not longer required after 2004. My care facility's policy and procedure manuals were used as the primary outline for developing the care standards for the dementia care standards for community care homes. The secured perimeter standards were created are now used for various types of care homes.
- **R3 Fire Regulations for Community Care Homes** – Transfer Dependency and Bedside Care Requirements. I spearheaded the draft regulations for care providers to provide care for transfer dependent and bedridden residents which relates to all types of community care facilities.
- **Transfer Dependent and Bedridden** – I work on both the CCL and State Fire Marshall's workgroup to develop these standards. Unfortunately, I was unable to get the training for staff to handle transfer dependent, and bedridden passed. I believe this training still needs to be mandated. See: [ACCCEs CA Fire Marshal Group R](#)
- **Death of the Licensee** (family able to have time to get new license instead of closing the business down immediately) I wrote the original draft of this law.
- **Criminal Record Fingerprint Clearance** – It was taking 3 to 9 months to get fingerprint clearances for care home staff. Lonnie Nolta, Registered Lobbyist and my mentor, and I pushed this bill through, and only DSS and two other state agencies got the funding to do Live Scan when it first came out. We had it years before other CA agencies due to our efforts.
- **Admission Agreement Requirements**, charging for specific services, I worked on many, many, of the admission requirements and helped draft some of the proposed regulations that later became law.
- **Home Health Agency and RCFE Requirements** – Requires medical HHAs to have a written agreement with RCFE specifying who is responsible for the various resident care needs. I wrote the original draft of this law. It took us two years to get this passed into law.
- **Administrator Certification Requirements**
1986-1990 CARCH advocate for improving training requirements for RCFE administrators and care staff. The new laws took effect 1990. CA H & S 1569.616
1990 – through ACCCE's we used my Book on RCF Administration to develop the first 40 Hours Administrator Certification Class in CA.

1993-1996 ADMINISTRATOR CERTIFICATION - ACCCE's advocate/registered lobbyist – I tried for several years to get new laws and regulations increasing the Administrator Certification class from 40 hours to 80 hours. I could not get the government agencies and some of the other provider organizations to support it, and my efforts were defeated.

August 2004 – November 2008 – the State of CA, DSS's Community Care Licensing's Central Operation's Branch (COB) Administrator Certification and Education unit, under the direction of Gary Levenson Palmer, Chief of COB, used ProvidersWeb documents to help them establish standards for their community care vendors/teacher's programs for Administrator Certification and Continuing Education Classes.

- **Family Subsidizing SSI for Care and Supervision Services** – It took two years for me to research this issue. At that time CCL prohibited community care homes/facilities from accepting money from the families for care. If a care home was caught accepting money from a family, their license could be revoked. I was able to track down the federal law that allowed for families to subsidize SSI for *care and supervision*. I put my report together and placed it on Dave Dodd's desk; he was the Deputy Director of CCL. Dave said, "suppose you are right Diane? If the families subsidized then how will the people that don't have families get into a care home?" I told him that was not my problem that was the State's problem. My problem was meeting payroll and getting my employees' medical insurance. The State of CA knew they were enforcing a State policy that wasn't in compliance with the federal law. The policy was rescinded, and the new policies and regulations were approved that state that families of SSI residents can contribute for "care and supervision" not room and board. My revenue at my own facility, Gracewood Manor, increased by about 1/3 and I was able to get medical insurance for my employees. This law/policy change help thousands of care homes throughout the state and residents who were on SSI that had family members to contribute get into care homes.
- **2017-2018 Current Advocacy** – I am working on a book to help prevent abuse in community care homes world wide. It is designed to teach care home staff newer information about abuse and how to prevent it, investigate it, and help the abused victim. I should be done the first part of 2018. The book's title is *We Don't Want To Talk About It, Abuse in Community Care Homes for Elderly, and Adults with Developmental Disabilities and Mental Illness.*

For more info See: [DM Advocacy and ACCCEs](#)

VII. RCFE Owner/Operator, 6-Bed Care Home

1984 – 1987 Grace Manor – Owner/Operator of a 6-bed RCFE facility in San Andreas, CA. As the owner/operator, I did almost all the care and services myself. I had a part-time employee 20 hours a week and family to help me. The services provided included care and supervision, assistance with medical appointments, activities, special dietary needs, community integration, medication assistance, plus basic services such as baths,

housekeeping, and incontinency issues. I did have two developmentally disabled residents and one with OCD at my home. This business evolved into the 30-bed facility.

VIII. Skilled Nursing Facility (SNF) Experience

Employed from 1977 to 1986 in various Skilled Nursing Facilities.

Administrator in Training "AIT" Positions held:

AIT — Acting Administrator, St. Michael's Convalescent Hospital Hayward, CA

AIT — Asst. Administrator, Hayward Convalescent Hospital

AIT — Asst. Administrator, Majestic Pines Convalescent Hospital

Other positions held:

- **Admission Coordinator** – St. Michael's Convalescent Hospital, Hayward CA – Admissions, medical records audits (including MARs medication records) and Care Plans/Case Management. I also did a lot of discharge planning and placement location for local hospitals.
- **Assistant Administrator** – Hayward Convalescent Hospital and Rehabilitation. My duties included auditing each department for both compliance and staying on budget. I worked under Roy Pappion, LNHA who was one of my AIT instructors.
- **Medical Records Coordinator** – Majestic Pines Convalescent Hospital, Hayward, CA medical records audits (including MARs medication records) Admissions, and Care Plan Conferences & Case Management.
- **Social Service Director** – Essex's Convalescent Hospital, Oakland, CA and Mark Twain Convalescent Hospital, San Andreas, CA Supervised several restorative programs including feeding and walking. Was SS Director for 129 residents and was very involved in care plan conferences/case management.
- **Activity Director** – Park Merritt and Alpha Convalescent Hospital Oakland CA
- **Program Manager** - HRC Sunshine Program San Andreas - trained Home Health Aides and did case management for elderly and developmentally disabled in their homes. Developed Care Plans for the individuals and taught the HHA how to provide the care the individuals needed.
- **Program Manager** – Pete's Guest Home, (16 bed) Oakland CA. Adult Residential for Developmentally Disabled and Mentally Ill. My duties included Care plans and community integration. I was in charge of the ARF facility when the owner was gone.
- **Glen Haven DP, Eureka CA** - Day Program for Developmentally Disabled Teacher, 3 hours a day, for about six months. Taught dance class and fun activities.
- **College of the Redwoods, 1976-77** I worked for the college as the Asst, Physically Limited Coordinator. I help Vietnam Vets, and other disabled folks get assistance so they they could take classes. I also helped with adaptive PE for the disabled.
- **1974-1975 Arroyo High School** – I set up lunches for the Developmentally Disabled, tutored them, and put on special activity events.

IX. Family Caregiver Experience – the same job most direct care staff, caregivers and family home providers do:

Over the years I have taken care of several family members due to their illness or age.

Great-Grandma Christensen– broken hip, I took direct care of her in her home until she was able to walk again. 1975

Great Uncle Jack Myers– Cancer and Dementia, I took care of him at my own home for just under a year, and then had to place him in an SNF due to inappropriate and high risk behaviors. 1996

Grandpa Walt Denny – Severe Alzheimer’s and Heart Conditions. I was the responsible party and had to place him in an SNF, and later an SNF secured facility due to his Alzheimer’s inappropriate and high risk behaviors. 1996

Brother-in-law – Bob Polvinale – Cancer – I provided 2 to 3 days a week direct care hospice for him in his home, until he passed. 1999

Grandma Fae Denny – Cancer, I took care of her for 11 years and lived with her the last few months of her life providing direct care hospice until she passed. 1996-2006

Grandpa Morgan White – 96-year-old with a seizure disorder, I took direct care of him at his home and our home for two years. 2005-2006

Mother Luana Myers – I moved (Sept 2015) my elderly mom into a house next to mine so I can take care of her and her business. (currently as needed)

Grandson Matthew Downs – I provide respite care as needed for my grandson who has developmental disabilities. (currently as needed)

Certified Foster Mom - I was the certified foster mother (through 3 different agencies) for three teens that all had special needs. They are still living, and I do not want to disclose their names on this CV. Two of them are still part of my life. I was successful in helping all three become productive adults.

Boards, Committees, and Services:

- 1997-1998: Executive Board - Served on Governor Wilson’s **Secured Perimeter Committee for Alzheimer and Dementia** (standards of care for Alzheimer and Dementia and secured perimeter requirements for residents residing in Residential Care Homes for the Elderly (RCFE)).
- 1995-1996: Served on the board as an **Executive Board Member for the [National Institutes for Health’s Residential Care Project](#)** under Dr. Newcomer, SFU - This projects helped set the standards for Community Care Homes for the elderly and DD & MI disabled adults all across the United States in a wide variety of areas: Direct Care, Medications, Staff Training, Dietary Services, Activities, Emergencies, and Case Management services.

1993- Executive Board Member of the National Institutes for Health’s **Residents and the Appropriateness of Placement In Residential Care for the Elderly Project** under Dr. Newcomer, SFU. NOTE: In the introduction for both of these NIH Residential Care

research reports, I was given a special acknowledgment for my contributions. (Under Diane Downs, I now use my maiden name)

- 1991-1994: Served on many committees, boards, and workgroups for California **Department of Health and Human Services, Division of Community Care Licensing's Central Operations Branch**, Sacramento, CA.
- 1996-1997: Served on the Board of Directors for CHAOS, a Group Home for Troubled Teens in San Andreas, CA.
- 2003-2005: Served on the Board of Directors for Common Ground, a Tri-County Senior Meals-on-Wheels program based in Jackson, CA.

PUBLICATIONS

By Diane Morrow, LNHA

ProvidersWeb Publications

2012 To Current:

Manuals, and EBooks (2004 – 2015)

2015 Admission Ebook for Community Care and Assisted Living Facilities

2014 Fall Care Standards Ebook

2014 Dementia Care Updated Ebook

2014 Diabetic Care Standards Ebook

2012 ALF Housekeeping Supervisor's Ebook

2012 Staff Management Forms Ebook on Accidents and Worker's Compensation

For a full list of ebooks that I have written, go to www.providersweb.com and type in: ebook

All these manuals, books, ebooks and handbooks are care and service standards and training programs designed for owners, administrators, caregivers, community based care homes, residential care facilities and assisted living facilities. However, some documents are also utilized by nursing homes & hospitals. ProvidersWeb documents are updated (mostly by me) regularly to keep up with the changing standards. Available at www.providersweb.com

[Activity Director's Manual](#)

[Activity Volunteer Manual](#)

[Business Administration](#)

[Business Operations](#)

[Staff Management](#)

[Employee Orientation](#)

[Employee Handbook](#)

[Admissions Manual](#)

[Emergency Services Manual \(2009\)](#)

[Personal Care Aide 1](#)



[Personal Care Aide 2](#)
[Care Facility Manager](#)
[Dietary Manager Manual](#)
[Dietary Aide Training Manual](#)
[Rights, Culture and Beliefs](#)
[Emergency Service Manual](#)
[Household Maintenance Manual](#)
[Medication Services Manual](#)
[Dementia Care Handbook](#)
[Life Journal](#)
[Heaven's A Destination](#) – Hospice Help



ProvidersWeb Documents

[QA-RM](#) – ProvidersWeb's monthly Owner's QARM and Administrator's QARM: covers almost every area of community care Quality Assurance Risk Management 2004 – 2018

ProvidersWeb estimates as of Dec 2017 the documents that I have written or co-authored since Jan. 1, 2003 have been downloaded/viewed-printed over 1.5 million times. These documents have been utilized in 31+ countries and in all 50 states.

ACCCE's "How To" Manuals & Books (Prior to 2004)

AMERICAN COLLEGE OF COMMUNITY CARE EDUCATION (ACCCEs) 1990 - 1995

Books authored and published:

HOW TO RUN A COMMUNITY CARE HOME



1990 – 1995 RCF Administration Manual (this book went into 3rd edition)
Residential Care and Assisted Living "How To" Administration Manual – this book help set many standards for care homes.

1993 ARF-DD Administration Manual converted from the RCF Administration Manual for homes for the developmentally disabled, (Co-authored with Marylyn Meredith)

1994 Personal Care Aide Training

ACCCE'S REGULATION SUBSCRIPTION SERVICE FOR COMMUNITY CARE HOMES AND A "HOW TO" SUBSCRIPTION SERVICE

ACCCEs was the first to publish just the community care regulations and laws for:

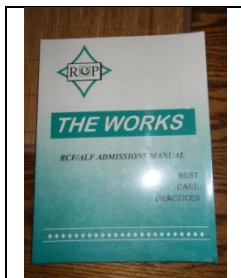
Residential Care For The Elderly

Adult Residential Care for the Developmentally Disabled, Including T17
Adult Residential Care for the Mentally Ill
Adult Residential Care
Foster Family Home Agencies
Group Homes for the Developmentally Disabled
Group Homes for Kids

See: [ACCCEs Regulation and "How to" Manual Subscriptions](#)

RESIDENTIAL CARE PUBLICATIONS (RCP) 1996 to 2000

Books written & published:



The Works – RCF Admission Manual 1996 – 1998 was one of the first books published online for community care providers. They could buy individual documents.

1996 RCF/ALF Employee Manual

1996 When Your Parent Needs Care

Link: <https://web.archive.org/web/19971016110818/http://residentcare.com:80/>

News Publications

[ProvidersWeb's Newsletter](#) for the Community Care Industry 2010 - 2018

ProvidersWeb's The Aspirin Tablet – ALF/RCF Monthly Newsletter 2004 - 2010

ProvidersWeb's The Activity Corner – monthly activity newsletter for care homes 2005 - 2010

ACCCE's NETWORK News, Editor/Writer – 1992 – 2005 circulation 12,000

See: [ACCCEs NETWORK NEWS](#)

BUSINESSWOMAN: In addition to the above, I qualify as a HUD builder and have built several commercial projects. I own a small apartment building and a couple of rentals, plus another investment property.

If I had a bumper sticker on my car, it would say, “*I Would Rather Be Teaching People To Care For People.*” Which is what I have dedicated my life to doing. I enjoy learning, and I learn from each of my expert witness cases. I do my best to pass on any better care standards or develop new standards to prevent harm and abuse when I can.

NOTE: I have never been arrested, and I have no criminal history. I had a great licensing record for the 20 years that I was a licensed provider for elderly, developmentally disabled, mentally ill, dementia, and hospice residents. I have an excellent teaching record.

Additional Information, References and Work Samples Available Upon Request