
POLICIES AND PROCEDURES MANUAL

NORTH END SENIOR SOLUTIONS

ADULT DAY SERVICE (ADS)

THE NESS CLUB

Safety, Comfort, and Well-being

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MISSION STATEMENT OF NORTH END SENIOR SOLUTIONS

Our mission is to ensure the safety, comfort, and well-being of senior citizens living in the North Lincoln County area and to help them maintain their independence and fulfill their desire to remain living at home. We achieve this mission by providing the following:

- The NESS Club: North End Adult Day Services
- Outreach and Referral Program
- Handy Buddies Program
- Education and Training: care giving, nutrition, and other topics of well-being
- Future: Residential Care Center

OVERVIEW

PROGRAM PURPOSE

The purpose of the North End Adult Day Services (ADS) is primarily to provide respite for caregivers who care for seniors and dependent adults. However, experience has shown that participants of the Adult Day Service, as well as their families, benefit from the activities and social exchange that ADS provides. Participants often sleep and eat better, their behavior becomes less of a problem, and their communication, and motor skills improve. With such improvements, the participants, their families, and their caregivers can avoid or postpone placement into a nursing home or long-term-care facility.

PARTICIPANTS

The following people benefit from the Adult Day Service:

- Adults who suffer from chronic illnesses such as arthritis, fibromyalgia, orthopedic limitations, and depression
- Those who have recovered from strokes or brain injuries but continue to need an ongoing program of physical and mental exercise
- Adults with thinking problems (dementia or Alzheimer's disease)
- Frail elders needing balance exercises to prevent falls
- People who are force to stay at home, but would benefit from the social interaction
- The families and caregivers of the elderly and disabled enjoy time-off from constantly caring for their loved ones.

PROGRAM GOALS

ADS goals include the following:

- Prevent or prolong institutionalization
- Provide respite (time off) for caregivers of dependent care receivers
- Maintain or improve the functional level of participants

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- Ensuring medical and personal care of participants through our services or referral
- Provide growth and development of participants through their engagement in arts, crafts, music, games, movement, and by socializing with other people
- Prevent dehydrating
- Promote healthy nutrition

PROGRAM STRUCTURE AND MANAGEMENT

The Executive Director of North End Senior Solutions is responsible for the daily operations of all ADS activities and reports directly to the Board President and Board of Directors. The Board of Directors is responsible for approving all operating budgets, allocating resources, and overseeing all administrative decisions made by the Executive Director.

There must be at least two staff persons on duty at the Adult Day Services, and on field trips, at all times when one or more participants are present. Beyond this, one staff person or trained volunteer is required for every six participants. One staff person for every four participants is required when participants use supportive equipment: walkers, wheel chairs, oxygen therapy. At least one staff person or volunteer certified in CPR and First Aid must be present at all times.

THE ADULT DAY SERVICE PROGRAM

SERVICES

The following is an outline of the services offered by Adult Day Services (ADS):

Adult Day Services are available between 8:00 a.m. and 5:00 p.m. Monday, Wednesday, and Fridays and other times by appointment. The cost is \$15 per hour with a three-hour minimum. (See attach fee schedule) When participation increases, additional days and hours will be available. Contact the director for additional hours of care by special appointment.

Participants and their families may choose the days and hours of attendance, however, remaining committed to specific days is important for scheduling staff and providing competent and quality services to all participants.

Activities and programs provide participants with opportunities for developing confidence, self-esteem, and self-expression. By sharing feelings and ideas, participants experience the creativity that reinforces old skills and develops new skills.

Each participant has an individualized Collaborated Service Plan to promote improvement, maintenance, or delay in decline of physical, social, and mental functioning. The staff, participant, and caregiver meet a minimum of every three months to discuss service needs of participants. Any change in behavior, health, or performance prompts additional meetings and adjustments to the Service Plan.

The staff monitors participants for changes in behavior or health status. Family or caregiver is notified appropriately.

ADS staff and volunteers serve lunch, prepared by staff and participants. Staff also provides morning and afternoon snacks and beverages and at other times as needed. Contact the staff in advance to arrange special dietary needs or choices.

Qualified ADS staff provides personal care such as haircuts, nail care, foot care, when requested for an additional fee

Authorized staff supervises medications taken during ADS hours (See medications.)

Transportation to and from ADS is available. Talk to the staff to arrange for transportation.

ACTIVITIES

Things to know about the ADS activities program:

- Choice of activities is based on participant needs and interest
- Both group and individual activities are provided as needed
- Participants are encouraged to contribute to the planning and implementation of program activities to the best of their ability
- Program staff supervises all activities
- Participants have the right to refuse to participate in any given activity.

The ADS activities program provides a mix of the following types of activities:

- Social activities that provide opportunities for social interaction, friendship formation, and caring relationships
- Cultural activities that contribute to a sense of self-worth and connection to community or society
- Educational activities that provide opportunities to learn new ideas and skills, to rekindle old skills, and to continue personal growth—even among the most frail or impaired participant
- Therapeutic activities, such as art, music, playing with pets, and gardening that nurture the human spirit and allow for personal expressions of emotions and feelings. Also included are reminiscence therapy, problem-solving therapy, motivation therapy, and behavior modification therapy if needed.
- Recreation activities that refresh the mind or body, amuse the individual, and stimulate pleasant thoughts and attitudes. Happy is good.

RIGHTS OF PARTICIPANTS

NESS CLUB BILL OF RIGHTS*

Each Participant has the right to:

- be treated as an adult, with respect and dignity
- obtain professional and appropriate care
- be accurately informed regarding program services and limitations
- expect personal information to be treated with privacy and confidentiality
- participate in activities that promote self-confidence
- receive a timely response to questions and requests for service
- be fully apprised of rights and responsibilities
- be told of program policies, care provided, costs and anticipated changes
- exercise self-determination, to the fullest extent possible
- give informed consent or refusal to the provision of care
- accept or decline services without coercion or risk of retaliation
- be free from chemical restraints and unnecessary mechanical restraints
- voice grievances without fear of retaliation
- be referred to alternative programs, if discharged

CNA HealthPro, Carefully Speaking© 2010 Issue 1

Participants are to receive a copy of the Bill of Rights for their own records, and they are to sign and return a copy for ADS records, indicating they received a copy.

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In addition:

Privacy and confidentiality: The Staff observes the intent and regulations of the Health Information Privacy and Portability Act (HIPPA).

Employees, volunteers, or other persons acting on behalf of ADS, paid or not paid, cannot accept gifts or favors from participants or their families or friends. The size or value of the gift does not matter. This regulation is in effect to protect both the participants and the staff of ADS from misunderstandings or the appearance of favoritism or exploitation.

OPERATION PROCEDURES

HOURS OF OPERATION

Currently, the NESS Club (ADS) is open 8:00 a.m. to 5:00 p.m. (If requested) Mondays and Wednesdays and Fridays. Most participants arrive after 9 a.m. and leave at 4 p.m. ADS is open year round, but closes on holidays commonly observed by the local schools, with dates announced in advance.

MEDICATION MANAGEMENT

To receive medication at Adult Day Services current orders must be on file from the attending physician. Participants or their families are responsible for bringing the medication in the original container from the pharmacy with the current dosage and description label attached. Ask the pharmacist to label a separate container for ADS use so that participant brings only the necessary amount of medication to the ADS staff. The label shall include:

Name of the Participant

Name of the Physician

Name of the Drug

Date Prescription Filled

Prescription Number

Dosage per Tablet

Prescribed Amount

Prescribed Frequency

ADS staff returns all medications to participants at the end of the day.

Staff qualified to administer medications or any other medical intervention, including Over-The-Counter (OTC) medicine, do so as directed by the participant and caregiver on the participant enrollment forms. Participant must sign permission on the enrollment form.

ADS keeps the medications and the medication log in a locked cabinet. Each participant's medications are in separate containers labeled with the participant name.

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When the participant takes a medication, the staff writes in the log, the time and amount, as well as any refused or contaminated medication. When the participant brings in medication, two staff member verify the number of medication units within the storage container. OTC medicine must be stored in the original label container.

STORAGE OF PERSONAL BELONGINGS

Label all personal items with the participant's name. North End Senior Solutions and the NESS Club staff do their best protect each participant's personal belongings, but they do not accept the responsibility of lost items.

FAMILY VISITS

Family members are encouraged to participate in the ADS activities as much as they choose. They are welcome to come to ADS to visit without notice. However, if family members wish to speak to a particular staff person, please make an appointment, in order to insure the staff person is present and not busy with ADS activities. Our mission at the NESS Club is to engage, entertain, and educate each other. Our focus is on the participants. Private conversations are held outside the NESS Club hours. Please call for appointment or address concerns in email.

INDIVIDUALIZED SERVICE PLAN

Families and caregivers collaborate to create individual plans of care and achievement goals using the Collaborated Service Plan. Input from family members is encouraged as events or circumstances may change at home or at ADS. Staff inform caregivers and families if any concerns, problems, or successes arise at Adult Day Services.

PICK UP AND DROP OFF

Please make staff aware of all people authorized to pick up and drop off a participant. Identify authorized people at enrollment, and update the list of any other acceptable people, as necessary. Appearance of an unauthorized person, even though recognized by the participant, delays exit as staff is required to contact known caregivers and obtain verbal authorization.

Caregivers and drivers are required to bring the participant into the center for drop off and to come into the center to pick up a participant. In addition, drivers must sign in and sign out noting the time. Participants, when able, can sign themselves in and out in the presence of their driver. Staff MUST know when participants come in and leave,

and verify signatures. Do not drop off participants to walk in on their own or encouraged them to go out to meet the driver at the curb.

Caregivers are encouraged to be consistent with their pick-up and drop-off times, in order to establish a routine for the participant. Please let us know when a late or early time is necessary.

LATE FEE

A charge of \$5.00 per ten minutes is added for participants picked up after 5:00 p.m. Not only does staff have to remain at work when pick up is late, but also the participant is often very anxious to leave.

FEES

Currently, the daily fee is \$15 per hour with a three-hour minimum.

Personal services may require addition fees.

Participants may make payments each day or can request monthly billings. Payment is late after 30 days from the first of the month following services. A Finance Charge of .0667% (8% APR) is administered on the past due balance in the event of late payment.

Participants or their families can pay the daily fees privately, or with the assistance of Medicaid, Veterans' Affairs, or other grants or sponsor payments that may be available.

Transportation may be available to and from ADS. Call to arrange for transportation: 541-921-0937.

Lunch included in ADS fees. The Staff provides morning and afternoon snacks as part of the daily rate, including alternatives. Please arrange alternative diets or special choices ahead of time. These choices may not be part of the daily rate.

Fee schedule on next page:

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NESS Client Billing Rates, effective June 2014

Based on Hourly billing at \$15.00 per hour, in 1/4 hour increments						
Hours	Rate	Amount		Half Day Rate	Full Day Rate	Notes
1.00	15.00	15.00				
1.25	15.00	18.75				
1.50	15.00	22.50				
1.75	15.00	26.25				
2.00	15.00	30.00				
2.25	15.00	33.75				
2.50	15.00	37.50				
2.75	15.00	41.25				
3.00	15.00	45.00				
3.25	15.00	48.75				
3.50	15.00	52.50				
3.75	15.00	56.25				
4.00	15.00	60.00		60.00		For 4 to 5.75 hours, you will be billed at the Half Day rate of \$60.00 for that day.
4.25	15.00	63.75		60.00		
4.50	15.00	67.50		60.00		
4.75	15.00	71.25		60.00		
5.00	15.00	75.00		60.00		
5.25	15.00	78.75		60.00		
5.50	15.00	82.50		60.00		
5.75	15.00	86.25		60.00		
6.00	15.00	90.00			80.00	For 6 hours or more, you will be billed at the Full Day rate of \$80. for that day.
6.25	15.00	93.75			80.00	
6.50	15.00	97.50			80.00	
6.75	15.00	101.25			80.00	
7.00	15.00	105.00			80.00	
7.25	15.00	108.75			80.00	
7.50	15.00	112.50			80.00	
7.75	15.00	116.25			80.00	
8.00	15.00	120.00			80.00	
8.25	15.00	123.75			80.00	
8.50	15.00	127.50			80.00	
8.75	15.00	131.25			80.00	
9.00	15.00	135.00			80.00	
9.25	15.00	138.75			80.00	
9.50	15.00	142.50			80.00	
9.75	15.00	146.25			80.00	
10.00	15.00	150.00			80.00	

ENROLLMENT

ADS staff makes every effort to work with families who would benefit from Adult Day Services. Address specific questions to the executive director. In general, eligible participants should be:

- 18 years of age or older
- able to communicate needs
- able to follow simple directions
- under the care of a physician
- free from chronic alcoholism or drug abuse
- free from communicable diseases

ENROLLMENT PROCESS

1. The applicant or Care Receiver, with a family member, a caregiver or other responsible person, comes for the “First Day Free” interview at the Adult Day Service to determine the need for and appropriateness of adult day service and a preliminary assessment of needs and a preliminary plan of care.
2. Complete the “Participant/Care Receiver Information” form that details the applicant’s medical history, provides two Emergency Contacts, and gives primary physician’s information
3. Complete the “Policies, Procedures, and Authorizations” form that contains the authorization for Emergency Treatment and Procedures Policy.
4. Submit the Physicians Release form to the primary physician.
5. Participant signs and receives a copy of the Participant’s Bill of Rights.
6. The Staff decides whether they can manage certain care needs, such as, but not limited to, the regular administration medications, oxygen, dressing changes, and managing urine or fecal device. Those needs, if manageable, become part of the Service Plan.
7. We highly recommend copies of the following be filed with ADS:
 - a) A written Advanced Directive for the family to follow in the event of an emergency (Please ask us for information on this if you have not yet sign these papers)
 - b) Any notarized Power of Attorney or Medical Power of Attorney
 - c) An original yellow copy of any existing “Do Not Resuscitate” (DNR) order
8. After the participant signs and submits the application forms, the staff and participant agree upon financial arrangements.

WAITING LIST

If there is need for a waiting list, those waiting longest and fitting the criteria for admission are admitted first. Notified participants and families have three business days to respond and seven calendar days to begin attendance at Adult Day Services.

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Families do have the option of “holding” days for their participant by paying one-half the daily rate for that person for each day held open.

Participants already enrolled and those returning after a brief absence get priority on scheduling their days over new applicants for services.

SCHEDULING POLICIES

Communication is essential to provide continuous services: Please keep staff informed on when the participant plans to attend ADS. Regular attendance on the agreed days is expected. Discharge, waiting list, absences and temporary or regular changes to the schedule are to be expected. The following paragraphs describe the means to work with variations or cessation to the regularly scheduled days.

ABSENCES

If a participant needs to be absent from Adult Day Services, a written notice is requested and some kind of notice, written or oral, is required. The notice should describe the absence reason and estimated duration. Examples of some situations that might impede attendance are communicable illness, hospitalization, family emergency or a physician’s order. As described in the Discharge Policies, absences of more than 60 days (two months) result in automatic discharge and, if return is expected, the participant remains at the top of the waiting list.

VACATION DAYS

Families may have out of town vacations, overnight respite, or other non-mandatory reasons for holding the participant out of ADS on a regularly scheduled day. Mandatory would include doctor appointment and illness. Participants may have vacation from ADS without consequences. Prearranging time away ensures participant a place at ADS upon return.

PROCEDURE FOR DISCHARGE DUE TO ABSENCE

Once a participant is absent for any reason for 16 expected days, he or she is automatically discharged. This is due to the unpredictable recovery rates experienced by participants who are out due to adverse health events as well as the need for Adult Day Services to admit participants on a waiting list and to maintain income levels to support services. Once discharged, the returning participant remains at or near the top of the waiting list ahead of new applicants. This applies only to participants whose families' express an intention to return after the 16 days of absence (60 calendar days.)

In the situation of an absence that is predictably going to last more than 60 calendar days, discharge occurs as soon as it becomes clear that the participant is not to return within 60 calendar days. In both these situations, the participant may stay at or near the top of the waiting list if the family so requests.

CHANGE TO REGULAR SCHEDULE

A participant can add or decrease days of scheduled attendance by request. Additions to the regular schedule depend on the availability of days and placement on the waiting list for that day may be necessary. Arrange for reduced attendance with the Executive Director.

TEMPORARY OPENING LIST

Temporary openings may occur as participants are absent for various reasons. Regular participants, scheduled for other days, may opt to schedule an additional day on occasion. If a waiting list exists, the family may request notification if an opening occurs on a specific date. This is available on a first-come basis and naturally depends on the amount of notice ADS has of the absence. Families on the waiting list may also request notice and scheduling of days as they open temporarily.

WITHDRAWAL

If a participant or their caregivers decide to withdraw voluntarily from the program, please submit a written and verbal notice at least two weeks before the requested withdrawal date. Exemption and involuntary withdrawal includes illness, sudden change in family circumstances, and sudden change in care plan.

DISCHARGE FOR CAUSE

When the NESS Club, Adult Day Service (ADS) can no longer meet the needs of the participant, ADS discharges the participant. Discharge also occurs if the participant is absent for over 16 expected days, or 60 calendar days.

If at any time a participant poses a danger to self or others or cannot otherwise tolerate a group environment, ADS discharges the participant immediately.

If a participant can no longer bear weight during transfer, ADS may, depending of the situation, discharge the participant. When ADS program can no longer meet the participant's needs safely or adequately ADS will discharge the participant. ADS gives verbal and written notification of discharge, unless the situation warrants immediate discharge.

ADS staff will notify family or caregivers when problems begin, alerting them to the possibility of discharge. Using the Collaborative Service Plan, staff and families will make every option available to remedy the situation. ADS will give two-week or longer notice that discharge is likely

Unless clearly unable, the participant shall be informed of and participate in discharge planning. Adult Day Services staff works with families to make this transition as easy as possible by assisting to identify other appropriate programs, service contracts, or in-home care. ADS prepares a transfer report for the new program.

READMISSION AFTER DISCHARGE

In some instances, ADS may readmit participants. Readmission is considered if a participant, who was discharged due to improvement, regresses to the point that adult day services are needed again or if a participant was discharged due to illness or unmanageable behavior improves to the degree that functioning within ADS is again possible. If a waiting list exists, the returning participant receives first priority.

GRIEVANCE POLICY

Participants and families are encouraged to state complaints and/or grievances if they believe their rights have been violated, and to pursue a resolution to their concerns in a format that provides fair and equitable results through due process.

PROCEDURES:

Participants will be informed of the grievance procedures during their initial enrollment. In addition, they will receive a copy of their rights that will provide an overview of this process for later reference.

Day-to-day issues affecting participant shall be resolved informally between the participant and the primary staff member responsible for his/her service coordination. If the problem or complaint is not resolved to the satisfaction of the participant or family, Executive Director will adhere to the guidelines contained in this policy and assist in accessing the procedures necessary to resolve the concern.

Participants have the right to due process with regard to grievances, and the organization will afford every reasonable opportunity for informal or formal resolution of the grievance.

Persons who may bring grievances include, but are not limited to:

- The person served
- The guardian of the person served
- The attorney, designated representative, or a representative of a rights protection or advocacy agency of the person served.

A grievant shall in no way be subject to disciplinary action or reprisal, including reprisal in the form of denial or termination of services, loss of privileges, or loss of services as a result of filing a grievance.

Notices summarizing a person's right to due process in regard to grievances, including the process which grievances may be filed and copies of forms to be used for such purpose, shall be available within each facility and program area.

Each person served will be informed of his or her right to grieve and the right to be assisted throughout the grievance process by a representative of his or her choice, in a manner designed to be understandable to the participant.

During a formal grievance procedure, the participant will have the right to the following:

- Assistance by a representative of his or her choice
- Review of any information obtained in processing the grievance, except that which would violate the confidentiality of another person
- Presentation of evidence of witnesses pertinent to the grievance
- Receipt of complete findings and recommendations, except those that would violate the confidentiality of another person

In all grievances, the burden of proof shall be on North End Senior Solutions and the Adult Day Service to show compliance or remedial action to comply with the policies and procedures established to ensure the rights of all people served.

All findings of a formal grievance procedure shall include:

- A finding of fact
- A determination regarding the adherence of the organization, program, or employee, or the failure to adhere to specific policies or procedures designed to ensure the rights of all people

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- Any specific remedial steps necessary to ensure compliance with organizational policies and procedures

Grievances shall be filed first with the Program Assistant who was in charge of the program in which the grievance occurred. The Program Assistant is responsible for ensuring that a copy of the grievance is forwarded to both the Executive Director and the Secretary of the Board of Directors.

The Program Assistant will meet with the grievant and families or representatives, immediately following the filing to brainstorm resolution of any related issues that may get in the way of full participation in services. Actions may include, but not be limited to, a change in direct care providers or an adjustment in programming schedules or program environments.

North End Senior Solutions and the Adult Day Service will write a response to the grievant and the designated representatives within five working days, excluding weekends or holidays.

If the grievant is unsatisfied with the findings of the written response to a grievance, he or she may appeal the decision to the Board of Directors within five days, excluding weekends or holidays

The Board Secretary will write a response to the grievant and the designated representatives, within five working days, excluding weekends or holidays.

If the grievant is unsatisfied with the findings of the written response, he or she will be referred to a third party outside of the organization. Third parties may include organizations such as adult protective services, professional licensing boards, nursing home ombudsmen, or other appropriate organizations that may serve as an advocate for the participant.

All staff members of North End Senior Solution will be trained in the implementation of this policy and procedures and will receive ongoing training of the procedures to ensure the process is applied in a comprehensive manner if a grievance is filed.

Grievances regarding the actions of specific staff members will be handled in accordance with personnel rules and contract provisions. No disciplinary action may be taken, nor facts found with regard to any alleged employee misconduct, except in accordance with applicable personnel rules and contract provisions.

The North End Senior Solutions and the Adult Day Service will maintain a Grievance Log and detailing the nature of the complaint, relevant information obtained in the investigation, and the outcome of the process. All information contained will maintain the confidentiality of the participants in the process. The Executive Director and the Board of Directors to determine if there are trends in the complaints, and to identify areas to initiate performance improvement activities, will review this record annually.

FAILURE TO PAY FOR SERVICES

ADS does not discharge a participant for failure to pay for services. ADS makes every effort to find supportive funds (donations, gift certificates) to make it possible for everyone to enjoy the benefits offered by the Adult Day Service.

ACTIVITY AND OUTING PROCEDURES

All activities outside of the Adult Day Service and the Odd Fellows Hall (and surrounding outdoors) require signed permission from the caregiver and the participant to accompany the group. Family members get the permission form and description of the activity before the day of the event. The Activity Director plans the event together with the Director to assure appropriate precautions for safety and convenience are included.

Regulations require that at least two staff or volunteers be present with any grouping of participants up to six; additional staff or volunteers accompany the group to accomplish the minimum staff-participant ratio of one to six.

Staff brings along an up-to-date Emergency First Aid Kit on any outing. Staff also brings the participant information plastic sleeve on any trip away from the center. Participant safety is the highest priority and ADS shortens an activity, if any participant has problems continuing the activity.

If a problem develops with transportation during an event, staff works with the transportation agency to provide alternative transportation and notify families or transportation providers of any change in schedule for pick-up from the facility.

SECURITY

CONFIDENTIALITY

All staff, volunteers, and visitors are aware of confidentiality expectations and responsibilities. They all receive a written description of issues and situations concerning the confidential nature of relationships with families and participants, as well as sign an agreement to abide by those policies. North End Senior Solutions management is aware of potential issues regarding names, pictures, discussions, and outside contacts that could violate ADS Confidentiality Policy.

HEALTH INFORMATION PRIVACY & PORTABILITY ACT (HIPPA)

ADS abides by all the requirements of Federal HIPPA rules and all staff and others working with participants are trained and expected to comply with the rules.

MEDICAL RECORDS

ADS secures all medical records in a locked cabinet and, when staff is not in attendance, in a locked facility. ADS shreds all discarded records or copies, and after a five-year period, all discharged participant files.

FINANCIAL RECORDS

North End Senior Solutions management maintains all participant financial (billing) records in password-protected electronic files or locked cabinets. Security is maintained for any numbers, such as, Social Security Number, Driver's License, Health Records, that could conceivably be used to take advantage of a vulnerable adult or attempted Identity Theft. ADS collects no income, banking, credit, or other personal financial information. ADS simply bills participants each month for services rendered that month. ADS staff accept cash and checks payments. ADS handles checks in accordance with the above security policies and procedures.

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