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**SECTION 10.0 Adult Day Service**

**POLICY & PROCEDURE 10.0.1 PROGRAM DESCRIPTION**

**DEFINITION:**

An integrated support service which provides supervised programming in a group setting for clients who require close monitoring and assistance with personal activities (e.g., hygiene, dressing, etc.). The clients include frail and elderly and those with Alzheimer Disease or related disorders, or adults with physical disabilities who are relatively independent and can manage certain personal activities. Individuals may attend this service for five to twelve hours per service day on average for a fee. This service assists the participants to achieve and maintain their maximum level of functioning, to prevent early and inappropriate institutionalization and it provides respite and information for caregivers. Components of the service include planned social, recreational and physical activities, meals, assistance with activities of daily living and minor health care assistance.

[ based on Ministry of Health and Long-Term Care definition]

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**POLICY & PROCEDURE 10.0.2 ASSESSMENT/ELIGIBILITY CRITERIA, REFERRAL PROCESS AND CLIENT ADMISSION**

**POLICY:**

This service is for the frail elderly, cognitively impaired (i.e. dementia), or adults with physical disabilities living in their own home or apartment. All requests for services will be considered, however, those clients not eligible for the service will be referred to other appropriate services.

Admission to the Adult Day Service is dependent upon a referral by the Champlain CCAC, and an assessment and approval by the Adult Day Service Coordinator.

**PURPOSE:**

* To gather information on the client and family to determine if the individual qualifies for the Service.
* To document information on the client and family and/or caregiver, which will be used by the Service to ensure the best possible care is provided to the client.
* To provide the client/family/caregiver with information on the criteria for admission to the Adult Day Service.
* To have signed documentation indicating that the client/family/caregiver has read, understood and agrees to the admission agreement. This includes having a General Consent Form for disclosure of information, which allows the Adult Day Service staff/relief staff/volunteers to release or obtain confidential information for the following reasons:
  + If the client is deemed to be of harm to himself/herself or other clients of the Adult Day Service and to the staff/relief staff/volunteers of the service.
  + If a medical emergency occurs and information is required by other service providers or professionals.
  + If members of a client’s “circle of care” require an outline of the services the client is receiving and information related to their health and wellbeing in order to develop service plan goals, unless the client and family and/or caregiver have expressly withheld or withdrawn consent.

**PROCEDURE:**

* The Service Coordinator will visit the client and family and/or caregiver at the home. A full assessment of the individual will be completed at this time using the InterRAI-CHA unless a recent InterRAI-CHA or RAI-HC is available to use.
* The Service Coordinator will use this information to determine whether the client qualifies for the service.

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**POLICY & PROCEDURE 10.0.2 ASSESSMENT/ELIGIBILITY CRITERIA, REFERRAL PROCESS AND CLIENT ADMISSION**

* The information obtained will be used to design a care plan developed to meet the specific needs of the client and family.
* Any referral for the Adult Day Service will be sent to the Champlain CCAC for them to complete a telephone assessment.
* The admission process at the service includes providing orientation information to the client/family/caregiver and obtaining client and family and/or caregiver signatures, as required.

This will include explaining the purpose of the confidentiality form to the client/family/caregiver and answering all questions.

* The client/family/caregiver will sign the General Consent Form and other required forms during the assessment.
* A copy of the full orientation package will be provided to the client/family/caregiver:
* Description of the service
* Clients’ Rights and Responsibilities
* Days and hours of operation of the service
* Transportation arrangements if required
* Meal and dietary arrangements
* Fees (as per Long Term Act Regulations) and method of payment (see related Policy and Procedure: SECTION 2: Administration 2.9A – Fee Policy – Community Support Services)
* General Consent Form
* Consent Release Form
* Photo Release Form
* Medication Agreement Form
* Expectations of the service
* Expectations of the caregiver
* Reasons for discharge/limitations of the service

**DOCUMENTS REQUIRED UPON INTAKE:**

Client Assessment Form and Screener

Client Information Package including Client and Family Bill of Rights

General Consent Form

Community Support Brochure

Privacy and Your Assessment Brochure

“What To Do If You Fall” Information Sheet

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**POLICY & PROCEDURE 10.0.3 DISCHARGE CRITERIA**

**OPERATIONAL DEFINITION OF DISCHARGE CRITERIA**

Any of the following circumstances that would make the client ineligible of the services:

* Client requires maximal physical assistance for all activities.
* Client becomes physically and verbally abusive or inappropriate to staff or other clients of the group or to property.
* Client not attending due to personal choice or client declined service.

**PURPOSE:**

* To provide criteria regarding discharge from the service.
* To have a record for future reference on the client, reason for discharge, date of assessment, referrals made to other services and date of discharge.

**PROCEDURE:**

* The Adult Day Service Coordinator will meet with the staff and the client/family/caregiver to discuss the reason for discharge.
* The Adult Day Service Coordinator will refer the client/family/caregiver to other resources.
* On the client’s last day of the service, the Adult Day Service Coordinator will record the discharge information in the Client Information Management System (CIMS).

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**POLICY & PROCEDURE 10.0.4 WAIT LIST MANAGEMENT**

**PURPOSE:**

A system for setting priorities is based on the community’s requirements and any specific circumstances as may be defined by regulations. Individuals applying for services are assessed and his/her particular circumstances are considered in determining where they are placed on the waiting list. Some factors that are considered include:

* The imminence of institutional or facility placement if the individual does not have the service. For example, the individual’s caregivers are no longer able to provide appropriate levels of care and support.
* The individual is attempting to leave, or has left an abusive situation.
* The individual is being discharged from or has requested to leave an Institutional setting.
* The program is unable to expand at this time.
* All program spaces are full at this time.

**PROCEDURE:**

1. If a wait list exists, the client/family/caregiver will be notified.
2. The wait list will be checked on a weekly basis.

The Champlain LHIN maintains the Adult Day Program wait list for tracking vacancies across the region.

Once a month the Adult Day Service Coordinator communicates vial e-mail with the Champlain LHIN to notify them if there are any ADP spaces available.

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**POLICY & PROCEDURE 10.0.5 INDIVIDUAL CARE PLANS**

**PURPOSE:**

To ensure that clients are respected as individuals and involved as appropriate in all aspects of their individual care plans as developed by the Adult Day Service.

**PROCEDURE:**

1. The individual care plan is:

* based on the assessment information from the completed Inter RAI-CHA/RAI-HC and in keeping with the statement of client rights;
* developed with the client and family and/or substitute decision-maker and takes into consideration their expectations;
* a plan of action which reflects and builds upon the individual’s strengths and abilities; and
* based upon the systematic and ongoing assessment of the client.

1. The Adult Day Service has a format for recording individual care plans.
2. The individual care plan is reviewed as defined by the specific Adult Day Service or when there is a significant change in a client’s status.

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**POLICY & PROCEDURE 10.0.6 STAFFING FOR SERVICE NEEDS**

**PURPOSE:**

The Adult Day Service ensures that there is appropriate staffing to meet program needs. There is a team of qualified paid staff and volunteers to address the safety needs of the clients, paid staff and volunteers.

**PROCEDURE:**

The service has an appropriate staff and volunteer to client ratio based on needs and level of functioning of the target client group being served and the services offered.

The service provides an attendant/escort for clients on site, as required, within the service setting including arriving and departing assistance.

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**POLICY & PROCEDURE 10.0.7 CLIENT TRANSPORTATION**

**PURPOSE:**

To provide transportation to and from the Service on an “as needed” basis.

**PROCEDURE:**

* There is a transportation plan in place for each client based upon the individual’s/family/caregiver’s needs. The plan includes:
* mode of transportation
* days
* time
* reminders
* Staff/volunteer drivers will be recruited and screened by the Centre.
* Drivers of the Centre’s van will be required to meet standards as set by the Ministry of Transportation.
* Instruction on dealing with special needs clients will be given.
* The service provides an attendant/escort in addition to the driver for clients who are at risk when travelling.
* Drivers using private cars will be required to complete a mileage compensation form indicating that it was utilized specifically for the Adult Day Service and submit it to the Program Manager/Coordinator on a monthly basis.

**Related Policies and Procedures:**

SECTION 4: Human Resources Policy & Procedure 4.5.4 - Expense Claims & Automobile Liability Insurance

SECTION 2.11 Administration & Financial Management – Expenses Compensation

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**POLICY & PROCEDURE 10.0.8 CLIENT ASSISTANCE AND SUPPORT**

**PURPOSE:**

To provide assistance and support to the client and family/caregiver based on client needs.

**PROCEDURE:**

* Staff provides appropriate supervision based on each client’s needs.
* Staff observe and document changes in each client’s status (e.g., living arrangements, financial situation, health status, etc.) with appropriate follow-up.
* The agency has policy and procedures outlining the assistance and supervision of medications (see attached Medication Agreement). These include :
  + clients who are able to self-administer medications
  + clients who require medication reminders
  + clients who require assistance with medications
  + how medication is sent to the program
  + documentation when clients are assisted with medications
  + storage of medications while the client is at the Adult Day Service

* The Service provides assistance and supervision to clients with their activities of daily living. These would include: ambulation, eating, transferring, toileting and dressing.
* Staff provide information, education and referral to the client/family/caregiver.
* The Service may offer additional services depending upon the needs and interests of the clients and family/caregiver and the resources available.

**ATTACHMENT:**

Medication Supervision & Reminder Agreement



**J.W. MacIntosh Community Support Services**

**Medication Supervision and Reminder Agreement**

I hereby authorize the J.W. MacIntosh Community Support Services Staff to assist me, the client, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in medication supervision and reminder. I understand that I will be reminded and supervised by staff that is not qualified to give me any advice regarding medications.

The client and/or caregiver will provide pre-poured medication with written instructions including the name of the client, name of the medication, and what time it is to be reminded to take. It is the responsibility of the client or caregiver to ensure that the medications and other products have accurate written instructions. The client or caregiver is responsible to provide updates on medication changes. The client or caregiver is responsible to confirm medication instructions if notified by the Supervisor.

The agency staff will not check the pre-poured medication prior to the reminding service and the staff will not administer measure or count the number of pill for the client. The medication must be pre-poured.

The staff’s responsibility is to remind and supervise the client with medications following the client or caregivers written instructions. Staff are not medical personnel, do not have knowledge about medications and are not responsible for making decisions regarding issues with medication. Staff are not expected to answer medical questions or questions regarding client’s medication. If asked, the staff can inform the Pharmacist, Doctor or other healthcare personnel of the list of medications and information from the written instruction.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client/SDM/POA Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature Date

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**SECTION 10.0 Adult Day Service**

**POLICY & PROCEDURE 10.0.9 MEDICATIONS**

**POLICY:**

It shall be the policy of the Adult Day Service to promote the safe use, handling, and storage of medications.

**PURPOSE:**

To ensure that medications are stored safely.

To assist a client who requires physical assistance or prompting/cueing to take his/her medications.

**CLIENT RESPONSIBILITY:**

Each client and family/caregiver will have full responsibility for the ordering, safe keeping, and pre-measuring of their prescribed medications.

Some clients who come to the Adult Day Program take care of their own medication administering entirely and some only need a reminder. In either of these situations, the clients will keep the medication on their person. Clients who need assistance with medications will be provided with a locked box for the storage of their medications while they are at the Adult Day Program.

Client care plans will include a notation on the client’s needs with respect to medication reminders or assistance.

The client and family/caregiver will provide written instructions on the use of the pre-poured medication and over the counter medication, including the name of the client, name of the medication, and what time it is to be reminded to take. It is the responsibility of the family or caregiver to ensure that the medications and other products have accurate written instructions. It is the responsibility of the client or family to provide updates on medication changes.The family or caregiver is responsible to confirm medication instructions if notified by the Adult Day Coordinator.

For those clients in the Adult Day Program who require reminders or assistance with medication, A Medication Supervision and Reminder Agreement will be signed by the client at the time of admission to the program.

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**SECTION 10.0 Adult Day Service**

**POLICY & PROCEDURE 10.0.9 MEDICATIONS**

**STAFF RESPONSIBILITY:**

The agency will not check the pre-poured medication prior to the reminding service and the Adult Day Program staff will not administer, measure or count the number of pills for the clients. The medication must be pre-poured.

The staff’s responsibility is to remind and supervise the client with medications following the family or caregiver’s written instructions. If asked, the staff can inform the Pharmacist, Doctor or other healthcare personnel of the list of medications and information from the written instruction.

All medications for clients requiring assistance will be placed in the designated lockbox. The key for the lockbox will be kept by the staff on shift.

High-alert medications, including heparin products, narcotic (opioid) products, and concentrated electrolytes will also be kept in the lockbox.

The staff will confirm the ID of the client using the following two methods. Compare the client’s name on the pre-poured medications and call the client by name.

Staff receive training in regards to their appropriate role in assisting clients in managing their medication. This training occurs during orientation and during ongoing training during in-services.

Staff shall not participate in making decisions regarding medications of choice or dosages. The client always has the right to take or not take the medications as directed.

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**SECTION 10.0 Adult Day Service**

**POLICY & PROCEDURE 10.0.9 MEDICATIONS**

If a client has a reaction to a medication, e.g., a new medication, the following processes will be followed:

* For a mild reaction, the staff will notify the family or caregiver and add a notation in the progress notes.
* For a serious reaction, the staff will contact the supervisor, and follow emergency protocol.

The staff shall report on the progress notes any suspicious or misuse of medications by any client who is being assisted to take medications. The Coordinator and/or Supervisor will then follow up with the client and family/caregiver on the next working day to assess further.

**ATTACHMENT:**

Medication Supervision & Reminder Agreement

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**SECTION 10.0 Adult Day Service**

**POLICY & PROCEDURE 10.0.10 NUTRITIONAL REQUIREMENTS**

**PURPOSE:**

To provide meals that meet the generic standards for nutritional composition and client needs.

**NUTRITIONAL REQUIREMENTS:**

* The family/caregiver or Service Coordinator is informed when a client’s nutritional intake is affected for any reason.
* The staff record and maintain records regarding client nutritional intake during the service including likes, dislikes, diet requirements, etc.
* The family/caregiver can contact the Adult Day Service Coordinator for any questions about daily intake.

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**SECTION 10.0 Adult Day Service**

**POLICY & PROCEDURE 10.0.11 SERVICE ACTIVITIES**

**PURPOSE:**

To describe the variety of activities that are planned and provided to activate, stimulate, motivate and work toward supporting a person’s health and well-being.

**SERVICE ACTIVITIES:**

1. A written plan of activities is developed for each service day, which can allow for a flexible delivery of service.
2. The social, physical, intellectual, cognitive, creative and social domains of everyday living are included in the planned activities, such as inter-generational events, pet therapy, outdoor activities and special outings.
3. There is a client-centred rationale for all planned activities and there is a specific purpose (e.g., to maintain and/or enhance the functioning level of the client).
4. Activities are planned with the client/family/caregiver.
5. The activities are appropriate for the clients and will meet their needs as determined by the individual care plans.
6. Activities are supervised by appropriate staff.
7. The activities allow for active and passive participation.
8. The Adult Day Service has access to sufficient resources to allow for a varied plan of activities such as:
   * 1. resource manuals
     2. equipment: e.g., table and floor games, target and toss games, access to baking utensils, audiovisual equipment, craft supplies, etc.
9. Planned activities allow for both individual and group participation.
10. Clients have the choice of participating in any given activities.
11. Rest periods and relaxation according to individual need are allowed.

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**SECTION 10.0 Adult Day Service**

**POLICY & PROCEDURE 10.0.12 COMMUNITY COORDINATION**

**PURPOSE:**

To ensure that the location of any new Adult Day Service is made in consultation with other agencies, facilities and organizations serving the client population group and with community planning bodies, funders, clients and family and/or caregivers.

**COMMUNITY COORDINATION**

1. The planning for the location of the Service takes into consideration the following:

* demographic information and projections of the targeted client group
* the catchment area
* accessibility to the targeted client group (wheelchair, handicap washrooms, etc - Refer to Section 3: Accessibility Standards)
* proximity to other services and facilities
* ease of evacuation
* safety and security of clients, staff and volunteers
* clean and hazard free environment

2. Planning and Coordination with the Community

* consultation meetings are held on a regular basis with other agencies in the region
* agency is a member of the Community Support Coalition, Eastern Counties & Area
* agency works closely with other health and community providers

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**POLICY & PROCEDURE 10.0.13 SERVICE AND FACILITY ENVIRONMENT**

**PURPOSE:**

To describe how the Adult Day Service is accessible to the client population group, in keeping with the agency’s accessibility standards and in order to enhance the ability of the clients to function as independently as possible in a safe environment.

**SERVICE ENVIRONMENT**

* The environment is designed and furnished in consideration of the special needs and interests of the client population group and the activities and services to be provided.
* The space is flexible and adaptable to accommodate a variety of activities.
* The design of the facility assists clients’ movement throughout the service site and encourages involvement in activities and services.
* The environment reinforces orientation and awareness of surroundings by providing visual cues and information as appropriate for the client population.
* The facility provides sufficient space to accommodate safe freedom of movement and to allow for the provision of a number of different types of activities to run simultaneously.
* The Adult Day Service is located in its own identifiable space during service hours.
* Private office space is available to permit staff to work effectively.
* There is adequate storage space assigned to the service.
* There are adequate operating supplies.
* The facility and washrooms are wheelchair accessible.

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**POLICY & PROCEDURE 10.0.13 SERVICE AND FACILITY ENVIRONMENT**

**FACILITY ENVIRONMENT**

* The facility is maintained in compliance with all applicable building codes/by-laws, local and provincial health, fire and safety regulations and accessibility standards.
* The centre makes arrangements as necessary for the security of the client population and their possessions in the facility.
* There is appropriate locked storage space for medications.
* Outside lighting is available at facility entrances and on the facility grounds.
* The facility is free of hazards consistent with the agency’s health and safety policies and procedures.
* Potentially hazardous areas (e.g., electrical rooms) are restricted.
* Procedures for fire safety are adopted and posted including provisions for fire drills, inspection and maintenance of fire extinguishers, and periodic inspection by local fire department.
* Emergency first-aid kits are available and accessible.

**Related Policies and Procedures**:

SECTION 3: Accessibility Standards

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**POLICY & PROCEDURE 10.0.14 COMMUNICATIONS and PROGRESS NOTES**

**PURPOSE:**

* To keep a record of pertinent summary information related to each service day under the Adult Day Service.
* To keep a record of the client’s progress.

**PROCEDURE:**

* .
* The Adult Day Service Coordinator will document information on the client’s changes and progress as needed each service day on the CIMS narrative.
* The points below are to be followed when completing the CIMS narrative:
  + Refer to clients by name
  + The staff members will sign the narrative on CIMS
* The Adult Day Service files will be locked in a filing cabinet at all times and/or kept on CIMS which is protected by passwords.

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**POLICY & PROCEDURE 10.0.15 EMERGENCY CLIENT STATUS FORM**

**PURPOSE:**

* To provide health care professionals with information on client status in relation to an emergency both on and off-site.
* To provide the best quality of care to the clients.

**PROCEDURE:**

* The Adult Day Service Coordinator will document in the Client Information Management System (CIMS) all client status information that he/she feels necessary in order to provide the best possible care to the clients.
* The client status information face sheet of CIMS can be printed as needed for onsite activities to be used whenever required in relation to emergencies. It will also be printed to accompany ADS Coordinator on outings.
* An incident/near miss form will be completed as soon as possible after the incident occurred and is dealt with.
* The information will include the time, the apparent problem occurring, signs and symptoms and action taken.
* The family or caregiver will be contacted as soon as possible.

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**SECTION 10.0 Adult Day Service**

**POLICY & PROCEDURE 10.0.16 MONTHLY STATISTICS**

**PURPOSE:**

* To document monthly information on the clients, services, staff, volunteers and general public relations.
* To document an accumulation of monthly statistical information.
* To maintain monthly statistical information for planning purposes, to review service needs and to comply with other required reporting.

**PROCEDURE:**

* The Adult Day Service Coordinator will accumulate monthly statistical information by recording pertinent service information each service day on the Client information management system (CIMS).
* A copy will be kept in the Adult Day Service File
* The Adult Day Service Coordinator will review this statistical information of the Adult Day Service on a quarterly basis as a minimum or more often as needed.
* The report of these statistics will be forwarded on a quarterly basis to the Champlain LHIN and Ontario Healthcare Reporting Standards (OHRS).

**Related Policy & Procedure:**

SECTION 2: Administration 2.1A – Information Collection – Community Support Services

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**POLICY & PROCEDURE 10.0.17 SERVICE EVALUATION**

**PURPOSE:**

* To receive feedback from the client and family and/or caregiver on any issues related to the Adult Day Service.
* To utilize feedback obtained to enhance the service.

**PROCEDURE:**

* The Adult Day Staff will provide or send an Evaluation Form to the client/family/caregiver on a yearly basis.
* All evaluation forms shall be kept confidential.
* All completed evaluation forms shall remain on file for future reference.
* The evaluation forms will be reviewed by the Adult Day Service Coordinator and suggestions for improvements implemented if possible.
* Evaluation of the service shall include the tracking the number of complaints and the follow ups undertaken.

**Related Policy and Procedure:**

SECTION 7:

General Policies & Procedures For All Client Services: Policy & Procedure 7 b) - Client Complaints And Appeal Process