



POLICY PACKET

25 Brayton Avenue
Cranston, Rhode Island 02920
(401) 946-9220 Fax (401) 946-3850

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SERVICES PROVIDED BY HOPE ALZHEIMER'S CENTER

Program Activities:

A full range of daily social and therapeutic activities includes, but is not limited to the following:

- | | | |
|------------------------------|-----------------------------------|------------------------------|
| * Watercolor Program | * Dance & movement therapy | * T'ai Chi |
| * Yoga | * Tap N'Time (seated tap dancing) | * Dakim (Computer program) |
| * Pet therapy | * Arts & crafts | * Community service projects |
| * Intergenerational programs | * Cooking | * Clay sculpting |
| * Woodworking | * Poetry Club | * Men's Club |
| * Current events | * Horticultural therapy | * Reminiscence |
| * Entertainment | * Participant's Council | * Music programs |

Nutrition:

- Two meals and a snack provided (Hope participates in the CACFP Nutrition Program which helps us to provide balanced meals)
- Cueing and feeding assistance as needed

Personal Care:

- In-house hairdressing services, including wash, cut, styling, perms, coloring, etc.
- Toileting assistance
- Nail care
- Showers can be provided on an emergency basis by certified nursing assistants

Health Care:

- **Skilled nursing services provided by registered nurses**
 - Monthly health assessments; weight, BP and respiration
 - Multidisciplinary care planning
 - Medical follow-up and care coordination with physicians
 - Nutritional supervision and management of special diets
- **Care may also include:**
 - Dispensing of medication
 - Dressing changes
 - Injections
 - Lab specimen collection
 - Podiatry services provided by a visiting podiatrist
 - Occupational, speech and physical therapy (arranged on a contractual basis)
 - Health assessments
 - Care planning assistance and family support

Social Services/Care Management

- Client assessment
- Care Coordination
 - In home service
 - Respite care
 - Hospice care
- Support groups
- Transportation services- may be arranged, on specially equipped vans on a space-available basis
- Guidance in determining eligibility for and in accessing financial assistance programs
- Assistance with long term care planning
- Educational programs for caregivers

HOPE ALZHEIMER'S CENTER PARTICIPANT BILL OF RIGHTS

Hope Alzheimer's Center insists upon the preservation of the following **Participants Rights**:

- The right to be treated as an adult with respect, dignity, compassion and an emphasis on individuality and the right to privacy in treatment and in care for personal needs.
- The right to participate in therapeutic programs, services and activities that encourage independence, stimulate interest and provided an opportunity for self-expression while working to rebuild or maintain self-esteem.
- The right to optimal, appropriate independence and self determination within the context of each person's cognitive capacities, and the right to participate in or have one's caregiver participate in:
 - Developing or changing the plan of care and services.
 - Deciding whether or not to participate in any particular program, activity or service.
 - Providing input for program planning and operations.
 - Refusing treatment and being informed of the consequences of refusing treatment.
 - Ending participation in the adult day program.
- The right to a thorough initial assessment, development of individualized, appropriate person centered plan of care, and a determination of the level of care required.
- The right to be cared for in an atmosphere of sincere interest that offers needed support services and assistance with the activities of daily living.
- The right to a safe, secure, clean and home-like environment.
- The right to receive nourishment and assistance with meals as may be necessary to maximize functional capacities and optimize quality of life.
- The right to confidentiality and the assurance that no personal or medical information will be released to persons not authorized under law to receive it without the participant's or responsible party's written consent, in accordance with R.I.G.L. 5-37.3.
- The right to be cared for by staff who ensures that conversations about individuals occur privately and not within earshot of other persons in the setting. When staff does talk to other staff about individuals it is always respectful and dignified.
- The right to voice grievances without concern for discrimination or reprisal
- The right to be fully informed, or to have one's caregiver informed of all participant rights, rules, regulations regarding participant conduct and responsibility (see discharge policy) and have disclosure verified by written acknowledgement in the participant's individual record.
- The right to be optimally free from harm, coercion or restraint, and from isolation, excessive medication, abuse or neglect. The use of restraints shall be restricted to those participants whose physicians (or other authorized provider acting within the scope of his/her practice) have ordered such restraints.
- The right to be fully informed or have one's caregiver informed at the time of the enrollment. Disclosure shall include, but not be limited to a listing of agency programs and services and the associated costs.

- The right to communicate with others and to be understood by them to the extent of the participant's capability written or oral communication is conducted in a language individuals understand.
- The right to be addressed in the manner in which the individual would like to be addressed as opposed to terms of endearment.

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Nondiscrimination Policy

As part of the Center's mission of treating all individuals with dignity and respect, Hope Alzheimer's Center will not discriminate in serving any person on any legally recognized basis, including, but not limited to, race, color, religion, sex, marital status, pregnancy, physical or mental disability, age, national origin, sexual orientation (including gender identity and sexual orientation), ancestry, or veteran status, or reprisal or retaliation for prior civil rights activity, provided that the individual meets admission criteria defined in the agency's established policies and procedures.

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Billing Policy

The Hope Alzheimer's Center daily fee will be established and agreed upon at the initial interview. The Center defines a full day as seven (7) hours of care. A half day is defined as four (4) hours of care, and is limited to either a 9 a.m. – 1 p.m. or 12 p.m. – 4 p.m. day.

- Participants are billed at the end of the month based on actual attendance
- Payment for services is required upon receipt of the bill. Unpaid balances that extend beyond 45 days will result in suspension of services until payment is received.

Absentee Policy

The Hope Alzheimer's Center requests a courtesy call if your loved one will not be attending the Center on his or her scheduled day. Please call 946-9220 to cancel attendance.

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Hospitalization and Extended Illness Policy

In the event that your loved one should be hospitalized for a period of 24 hours or more, the Hope Alzheimer's Center requires that a post hospitalization form be completed by the attending physician prior to re-enrollment.

This medical form will update your family member's current diagnosis, will list any medication changes, will define dietary, mobility or activity restrictions and will provide information necessary for an optimal care plan.

Day Care Center staff will mail the post hospitalization form to the caregivers as soon as the center is notified of a participant's hospitalization. For the protection of your loved ones' health and safety, no participant will be readmitted to the Hope Alzheimer's Center without a completed post hospitalization form.

The Center will make every effort to preserve enrollment access for absentees who hope to return to the program within a responsible time frame. If others are awaiting program entry, the Center reserves the right to place the name of long-term absentees at the top of the list of persons awaiting the program.

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Holiday Policy

The Hope Alzheimer's Center will be closed in observance of the following holidays:

New Year's Day	Columbus Day
President's Day	Veteran's Day
Memorial Day	2 Day Thanksgiving Holiday (Thurs, Fri)
Independence Day	Christmas Eve
Labor Day	Christmas Day

The center will remain open on Martin Luther King Day and Victory Day, though transportation services may not be available. Scheduled participants opting not to attend on that day will be expected to pay standard daily fee.

Inclement Weather Policy

Whenever there is a snow or ice storm the MTM transportation program may choose not to provide transportation services. Stations participating in the Rhode Island Broadcasters Association Cancellation System will announce transportation program closings and, if applicable, Hope Alzheimer's Center closings. Even though schools and transportation programs may close, the Hope Alzheimer's Center may remain open. Depending upon the severity of the inclement weather, the Center may open to receive program participants who are transported to and from the program by their caregivers.

Emergency Closing Policy

In the event of an emergency situation during the program day which warrants the closing of the Center, the primary or secondary caregiver will be called and asked to pick up his or her loved one. The situation would be necessary only if the usual transportation providers were forced to discontinue service during the emergency. At no time will participants be left unattended.

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Personal Belongings, Clothing, and Personal Care Policies

The comfort, safety and dignity of program participants is a priority at the Center. Room temperature is maintained within the comfort zone, but each individual has his or her own level of tolerance. We encourage individuals to dress in clothes that fit, are clean and are appropriate for the time of day, the weather and to their preference. To ensure optimal comfort and safety, we recommend:

- Sturdy, low-heeled shoes
- Relaxed, loose-fitting garments
- An available sweater

Spills and accidents are inevitable. To preserve you loved one's dignity and minimize the potential for embarrassment, we request that a complete change of clothing be left in your family member's personal storage bin at the Center. Should your loved one require protective undergarments, a supply of continence products of your choice should also be left at the Center and replenished as necessary.

The Hope Alzheimer's Center respectfully requests that all clothing and personal belongings be labeled with the name of the program participant and reserves the right to label unmarked items.

Despite the best efforts of a conscientious staff, confused individuals sometimes share or give away personal items. In order to avoid the loss of personal items, we request that money and valuables (including valuable jewelry) remain at home.

It is responsibility of the caregiver to pick up clothing and medications within 1 month of discharge from program. Clothing that is not picked up will be dispensed at the Center's discretion. Unclaimed medications will be discarded.

The Hope Alzheimer's Center is equipped with handicapped accessible shower facilities. Personal care services are available and are provided by Certified Nursing Assistants under the supervision of a Nurse. If you wish to utilize these services, scheduling may be arranged at the time of enrollment or by calling the agency case manager.

Every individual has the right to be treated as an adult with respect, dignity, compassion and an emphasis on individuality and the right to privacy in treatment and in care for personal needs. All individuals who require assistance with grooming, have the right to be groomed as they desire.

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Medication Policy

- All prescribed medication(s) given during the program day at the Hope Alzheimer's Center will be dispensed by a staff Nurse.
- No medications, prescription or otherwise, may be administered unless prescribed by the participant's physician.
- All medications must be delivered to the Center's Nursing Department by a family caregiver.
- Medications must be in the original container, labeled with the participant's name, name and address of the pharmacy and prescribing physician, the date dispensed instructions for use, brand/generic name and strength of the drug.
- Transportation system drivers are not permitted to transport medication to the facility.
- A weekly or monthly supply of all medications administered at the Center must be given to the Registered Nurse by the caregiver and must be replenished as needed.
- All medications will be stored in a locked cabinet.
- Participants are not permitted to medicate themselves with prescribed or over-the-counter medications.
- All changes in prescribed medications, dosages and medication schedules must be submitted in writing or via telephone by the physician to the Hope Alzheimer's Center Registered Nurse.
- Caregivers are encouraged to request a medication update form prior to each medical appointment. Available upon request, this form should be completed by the participant's physician each time there is a change in the medication treatment plan.
- The Nursing Department will make **one** courtesy phone call to the family when the medication supply is getting low. It is up to the family to bring more medication in a properly labeled pharmacy bottle.
- Any medication bottle that has alterations on it, such as items crossed off, **will not** be accepted.

Caregiver Signature

Date

Procedure for Advanced Directives/Medical Emergency

The Hope Alzheimer's Center is an Adult Day Care 911 facility. If a participant requires emergency services, staff will administer life sustaining measures and call 911. Caregivers are encouraged to discuss advance directives with their primary care physician. If provided, advance directives will be attached to interagency report and given to rescue personnel upon arrival at the Center.

Signature

Date

Information Sheet For Families

Greetings! My name is Dr. Alan R. Nowick, and I am very pleased to offer my podiatry services to your loved ones at Hope Alzheimer's Center. I have been in practice since 1988, and have worked at Adult Day Care Centers since 2006. Ever since I was a youngster (according to my parents), I've demonstrated a genuine sensitivity and caring for people in general and senior citizens in particular. I provide a gentle yet thorough approach to foot care; over the years, I've received many compliments from patients, family members and staff/administration regarding my work.

- Podiatry services offered by me at Hope Alzheimer's Center:

- * Trimming/reduction of toenails
- * Paring of corns and calluses

(Note: treatment for other foot issues, such as foot pain, may be provided at my office, by appointment). For questions pertaining to covered vs. non-covered foot care, contact your loved ones' insurance companies).

- I accept most insurances, including but not limited to:

- | | |
|------------------------|------------------------------|
| * Medicare | * Neighborhood Health |
| * Tricare | * Aetna |
| * Medicaid | * Cigna |
| * Blue Cross/Blue Chip | * Tufts |
| * United/AARP | * Harvard Pilgrim Healthcare |

- Any applicable copays and deductibles/balance owed are due in full at the time of service. At Hope Alzheimer's Center, I accept cash (exact amount, please, as change in not provided) and checks (payable to me). (In addition, I do accept credit card payment, but only at my office: in this instance, payment would need to be made prior to my visit at the Hope Alzheimer's Center. Please call my office to make credit card payment arrangements).

For any additional questions, please contact my office at 401-943-1020. Thank you, and I look forward to serving and helping your loved ones! :)

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Transportation Policy

- Participants of the Hope Alzheimer's Center may be privately transported to and from the center or may qualify for participation in the MTM Program. MTM's transportation services are provided on a **space available and route available basis**.
- MTM arranges transportation with local providers independently from the Hope Alzheimer's Center.
- Transporters are not required to provide door to door service. They are forbidden to enter any premises. Drivers are not allowed to lose sight of their vans. Drivers are not allowed to carry medication to and from the center.
- Drivers are unable to wait for passengers who are not ready.
- Drivers are not permitted to deviate from pre-arranged destination unless arranged by the center's case managers.
- The use of seat belts is required.
- Vans are generally not allowed to enter the driveways of riders. Passengers will disembark at the curbside closest to the entrances of their homes.
- Families/Caregivers are expected to be at the drop off destination at the previously arranged discharge time.
- Families/Caregivers are expected to keep walkways free of snow and/or debris.
If a caregiver is not present to receive the participant at the drop off destination, the driver may return the participant to Hope Alzheimer's Center, and it will become the caregiver's responsibility to transport the participant home. Care after 4:00 p.m. will incur an additional caregiver charge.

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Outdoor Walks

Hope Alzheimer's Center offers participants who are interested and physically capable the opportunity for outside walks.

Involvement is dependent on nursing judgment, your wishes, your loved ones interest.

Hairdressing Service Policy

Each week a licensed hair care professional visits the Hope Alzheimer's Center. Available hair care services include: wash and set, wash-set and cut, barber cut, permanents and coloring.

As the hairdresser is an independent contractor, a price list may be obtained and appointments booked by calling the Center's Social Service office.

Visitation

The Hope Center's daily program is carefully planned to engage every individual in meaningful activity. Our day is structured to help keep our participants oriented to place and time. For these reasons, we recommend that visits from family and friends be kept to a minimum during the day time hours. Any visits from family or friends must be authorized in advance by the caregiver.

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Photograph & Videotaping Policy

From time to time, the center takes photographs or videos to capture happy and successful program activities. Occasionally the photographs or videos may be used when teaching Alzheimer's care skills to community groups or to other long term care professionals. Photographs are also used in promotional materials for the Center this includes our website, newsletters and brochures and the Hope Center's Facebook page that we encourage you to visit. Our focus is invariably positive and respectful of the dignity and sensitivity of individual participants.

On occasion, members of the media who have heard about our programs may wish to visit and/or write articles about our center, its special programs, and its program participants.

The center will make an earnest effort to uphold your wishes by including or withdrawing your loved ones from these video or photo opportunities.

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Fundraising and Community Service Program Policy

Each year the Center hosts one or more events in which some of the artworks, craft projects, baked goods, canned foods and other products created by participants in the Center's therapeutic programs may be offered for sale. Proceeds generated are re-invested in the program and are used to help offset the agency's operational costs.

Hope Alzheimer's Center respectfully requests that the responsible family member or caregiver sign the following statement agreeing to the use of select client projects for these purposes:

"I understand that selected items created individually or as part of a group project at the Hope Alzheimer's Center may be used for fundraising, community service and/or educational purposes. I specifically give my consent to Hope Alzheimer's Center staff to select items created by my (our) loved one of the fund development, educational, marketing or community service programs of the agency."

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Assessment Period

On an ongoing basis, a multidisciplinary team of staff members will meet to discuss your loved one's adjustment to the program to evaluate the agency's capacity to meet his/her needs. We recognize that a successful transition to the program may take anywhere from one to four weeks. During that time the Center reserves the right to suspend day services if:

1. The participant's medical or psychological needs exceed the ability of Hope Alzheimer's Center to provide care.
2. The participant's behavior is harmful to himself or herself, other participants or staff members.
3. The participant's behavior is disruptive to the operation of the program.
4. The participant becomes verbally abusive or physically combative.
5. The participant cannot physically tolerate a structured day.

After this trial period the team will recommend appropriate supports, interventions, and modifications in the care plan. If the Hope Alzheimer's Center recommends that attendance be discontinued, case management staff will assist the caregiver in securing appropriate alternative services.

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Discharge Policy

The Hope Alzheimer's Center is committed to supporting the care giving capacity of families and to sustaining the meaningful program participation of individual enrollees. Towards this end, professional staff members may recommend services and interventions, which will help extend the individual's ability to participate. It is our sincere desire to be partners in the care of your loved one. The Center's staff will attempt to address behavioral problems by documenting negative behaviors and their antecedents in a behavioral log. Behavioral and medical interventions will be attempted prior to any consideration for discharge.

While the Center consciously seeks to extend each individual's period of viable participation, changes in physical or emotional status may necessitate discharge and alternative care arrangements. Every effort will be made to assist and support caregivers as they explore care options. When feasible, each caregiver shall receive a minimum of thirty-(30) days notice prior to the participant's discharge. A participant may be discharged if:

1. Participant's medical or psychological needs exceed the capabilities of the Hope Alzheimer's Center
2. Participant's behavior is harmful to himself/herself, other participants or staff members
3. Participant's behavior is disruptive to the operations of the program
4. Participant becomes verbally abusive or physically combative
5. Participant cannot physically tolerate a structured day

When a participant begins to display one or more of the above conditions or behaviors, a multidisciplinary team conference will be scheduled to assess the participant. The caregiver and other appropriate providers of care will be notified as to the date and time of the conference and will be encouraged to participate. This conference will allow the "team" and the family member or caregiver to:

- Assess the individual's strengths, vulnerabilities and needs
- Review the participation in program activities
- Assess the changes in physical condition since enrollment in the program
- Evaluate the ability of the Hope Alzheimer's Center to meet the current service needs of the participant
- Develop strategies to support an optimal care plan and quality of life
- Make referrals which assist the participant and the caregiver in obtaining an appropriate community-based service or long-term care placement

Although it is the Center's policy to provide caregivers with adequate notice, optimal support and helpful information prior to discharge, circumstances occasionally necessitate immediate discharge. Changes in the participant's condition may make continued enrollment potentially dangerous. In these unusual situations the center reserves the right to affect immediate discharge.

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Grievance Procedure

The Hope Center encourages participants, caregivers, representatives from the Department of Health or any other involved agency to call or stop in at anytime with questions or concerns.

If a participant, representative of their choice or a representative from the Department of Health or any other involved agency has any type of concern, complaint or grievance, they are encouraged to bring the issue to the attention of the Case Manager, who will attempt to resolve the issue.

If attempts at resolutions do not satisfy the caregiver or program participant, the problem may be referred to the President and CEO, who will respond within 5 working days of receiving the complaint.

Should the grievance remain unresolved at this level, the problem will be addressed by the Board of Directors or by its Executive Committee during the next regularly scheduled meeting.