



HANDBOOK

Mission Statement

A Home for the Day Adult Day Service provides a caring, encouraging, Christian atmosphere, designed to support dependent adults and their families or caregivers. We assist with the activities of daily living. The program addresses physical, psychosocial, educational, and spiritual interests of each individual.

Licensure Statement

A Home for the Day Adult Day Service is licensed under Minnesota Rules 9555.9600 to 9555.9730 and 9555.8000 to 9555.8500. The licensure contains the following information: definitions, licensure, licensing process, negative licensing actions, administrative responsibilities, policy and program information requirements, personnel policies, personnel records, participant records, participants' rights, personnel requirements, staff ratio and staff coverage, admission procedures, and service program requirements. A copy can be provided for anyone who wishes to review specific details of our licensure.

A HOME FOR THE DAY ADULT DAY SERVICE

PHILOSOPHY

We believe in the dignity of each individual and the right to maintain a meaningful life in the community.

We believe that peace of mind is an important factor in creating a manageable family life and therefore we are devoted to providing a safe, secure and comfortable environment for participants and their families.

We believe in the importance of life long learning. The professional staff has been selected for their creativity, enthusiasm and credentials.

We believe in socialization, making friends and having fun. Daily activities are designed to promote interaction and provide the opportunity for friendships to develop.

We believe inter-generational opportunities provide opportunities for fostering inter-generational friendships.

We believe that we are a team with participants and family/caregivers. We support them through close communication and education.

A HOME FOR THE DAY ADULT DAY SERVICE FACTS

A Home for the Day Adult Day Services is a community-based adult day service organization licensed by the Minnesota Department of Human Services, serving adults 18 years of age or older, who need supportive services to live as independently as possible.

A Home for the Day is open Mondays - Fridays, Most participants attend from ½ -5 days each week, depending on their individual needs and interests. A Home for the Day Adult Day Service is closed on most major holidays and participants are rescheduled for other days during the holiday week.

A Home for the Day provides State-of-the-art Parallel Programming with two levels of care for its participants:

- **Core services:** The participant who receives core services needs socialization, some supervision, supportive service and minimum assistance with activities of daily living (ADL). This person may have multiple physical problems but is stable and does not need nursing observation or nursing intervention. There may be some cognitive impairment, but the resulting behavior can be handled with redirection and reassurance. This participant can communicate (though not necessarily verbalize) personal needs.
- **Enhanced services:** The participant who receives enhanced services needs moderate assistance. He or she may need health assessment, overview, or monitoring by a nurse, therapy services at a functional maintenance level, or moderate assistance with 1-3 ADL's. He or she may have difficulty communicating or making appropriate judgements or may periodically demonstrate disruptive behavior that can be accommodated with increased skills or time on the part of the staff.

A HOME FOR THE DAY'S POPULATION

A Home for the Day Adult Day Service serves the person who needs an adult day program to support their ability to live alone in their own homes or apartments, or to support their care providers in providing them assistance.

Eligible participants may have one or more of the following concerns:

- Need some assistance with their activities of daily living.
- Have physical problems, which need health monitoring.
- Have some memory loss.
- May live alone and have difficulty getting out to visit others.
- Have developmental disabilities.
- Have psychological problems.
- Recent discharge from a hospital or nursing home.
- Have incontinence problems that are manageable.

Eligible participants must:

- Be medically stable and able to participate in the program.
 - Be free from communicable diseases that require isolation.
 - Be able to move around safely (walking or in a wheelchair) with the help of no more than one other person.
 - Exhibit no behaviors, which could seriously hurt themselves or others.
 - Be able to spend time in-groups without need for continuous one to one attention.
- Not have unmanageable incontinence
Not have uncontrollable wandering

REGISTRATION PROCEDURE

- You are invited to visit A Home for the Day to become more familiar with what we do on typical day.
- A home-visit interview may also be arranged.
- **Prior to attending, you will need to complete required forms
Which include a medical health assessment completed by your
Physician.**

SUMMARY OF SERVICES PROVIDED

A Home for the Day Adult Day Services is dedicated to providing a variety of professional, supportive services in a comfortable, professionally supervised environment to assist the frail, elderly and other homebound adults that help them maintain their current individual living situations.

Our base services include:

- Lunch and snacks
- Health monitoring and medication assistance
- Goal-oriented individual care plans
- Structured daily group and individual activities
- Assistance with activities of daily living (ADLs)
- Liaison with personal physician
- Referral to support groups and education for caregivers

PROGRAM DESIGN

A Home for the Day Adult Day Service provides State-of-the-art Parallel Programming including multiple onsite and off-site community programs designed to meet every participants needs. After written assessments of your social needs, functional skills, health and physical needs, vulnerable adult status, and self-preservation skills are completed, individual program plans and abuse prevention plans are developed. You will be involved in developing your own individual goals mid plans involved in the quarterly review process of these plans.

A wide range of social, recreational, educational, and physical group individual activities is planned each day based on your needs and interests.

MEALS AND SNACKS

Lunch and an afternoon snack are provided daily at A Home for the Day Adult Day Service. The cost of the meals and snacks are included in the daily charge for adult day service.

Special and therapeutic diets, as well as regular diets, are served according to specific physician's order. A full component of lunch and the snacks meet all the daily-recommended dietary allowances.

SAMPLE DAILY SCHEDULE

Here is an example of a typical day at A Home for the Day:

- 11:00-12:00: Lunch
12:00-1:00- Jigsaw Puzzle, Sharing Stories, Trivia
- 1:00-2:00: Choice of activities, including, discussions, table games, sing-a-longs, cards, baking, arts and crafts, and other opportunities for creative expression and memory jogging
- 2:00-3:00: Choice of activities that include gym games, crafts, music, entertainment, and field trips
- 3:00-5:00: Snacks. Small group activities including art projects, videos and games. Departure for home depending on individual participants schedule
- 4:00 Center closes

COMMUNITY OUTINGS

Community outings are part of the recreational programming at A Home for the Day Adult Day Service. They are scheduled frequently and are planned based on your needs and suggestions. There may be additional costs charged to individuals involved in certain outings, i.e., bowling, trips to restaurants, billiards at Whitney Senior Center, county fair etc.

ATTENDANCE

Regularly scheduled attendance at A Home for the Day Adult Day Service is expected. If you are unable to attend on one of your regularly schedule days because of an illness or an appointment, you should notify us as early as possible beforehand. In order for A Home for the Day Adult Day Service to staff and maintain its high level of programming and participant care, we require a 24-hour notice of cancellation of scheduled services such as program attendance and transportation. Services cancelled with less than a 24-hour notice will be billed to the participant at our regular rate unless the absence is due to sudden illness supported by a Physician's statement.

PARTICIPANT ILLNESS

When a A Home for the Day Adult Day Service participant has an illness that may be passed to other participants or staff, he/she will not allowed to attend the adult day center on his or her scheduled days. The caregiver is asked to contact the day center when they believe the participant's attendance can be resumed and the Center Manager, Program Director or Program Coordinator will discuss and coordinate the return with the Caregiver. If the participant becomes ill during the day, the Program Director or Program Coordinator will contact the caregiver to arrange appropriate transportation home.

SCHEDULED HOLIDAYS

The following holidays are observed: **Thanksgiving Day and Christmas Day.**

HEALTH MONITORING

You must have a health history and physical examination form completed by your physician at the time of your enrollment at A Home for the Day Adult Day Service, and annually thereafter.

Trained staff is present at A Home for the Day 5 days per week and will monitor your blood pressure, pulse and weight on a regular basis. Any concerns or changes noted in your condition will be discussed with you and/or your care provider, and other staff members.

The R.N. is available to assist you with your health concerns. Health education is provided and is an important part of A Home for the Day's program. Instruction/discussion topics are designed to meet your health needs and interests. In addition, health and resource lists are available to you, if interested.

MEDICATION ASSISTANCE

If needed, staff at A Home for the Day Adult Day Service will supervise or assist you in the self-administration of your medications. Your doctor must prescribe these medications. We request that specific procedures be followed if you take medications while you are at A Home for the Day Adult Day Service. Be sure to let the staff know if you have any medications that you must take during your scheduled days at A Home for the Day Adult Day Service.

Any medication you need assistance with taking must be brought in a clearly labeled container from your pharmacy with your name, name of the medication, the dosage, and the amount that must be taken, as well as the time that the medication must be taken.

SOCIAL HISTORY

The social history contains four parts: 1) social history 2) family history 3) social interaction, and 4) hobbies/ and interests. The social history portion includes: general information regarding the participant's name, date of birth, phone number, address, marital status, spouse's name (and each of their work histories) and several contact people. The family history portion contains: the participant's place of birth, their mother and father's names and work histories, brother(s), sister(s), children, grandchildren, educational background and financial status (optional). The social interaction portion consists of: present supportive relationships, community activities, religion/church affiliation, recent trauma (personal or physical losses) and drug and / or alcohol use. The last portion, hobbies/interests, encompasses: a list of activities that the participant enjoys, an overall description of the participant's management of daily activities, sequence of events leading to Adult Day Service admission and their attitude/ acceptance concerning their situation/enrollment to A Home for the Day Adult Day Service.

CARE PLAN

The participant's "30 day preliminary" is completed within the first 30 days of admission. This includes: a brief needs assessment of the participant's psychosocial status, functional status, and physical status. Additionally, a preliminary plan of services is established which includes: the days of participation, transportation, role of the caregiver in the plan, nutritional needs/dietary restrictions, and the services and activities upon arrival. Each participant has a "Care Plan" to help him/her reach his or her potential of physical, social, and psychological needs. The staff and the participant or caregiver creates a plan of care to best meet the participant's needs. The Care Plan is developed within the first 90 days of admission. This detailed plan is established through the combined effort of an interdisciplinary team of: the participant, primary caregiver, staff, social worker(s) and any other person that the participant chooses. The staff records monthly progress notes that are used during the participant's quarterly review and to note special incidents and medication changes. A record of attendance is also kept.

PHOTO RELEASE

Photographs of the participants involved in activities at A Home for the Day Adult Day Service may be used for promotional use such as brochures, publications or educational programs. Photographs to be used have prior approval from the director of A Home for the Day Adult Day Service. The participant, the caregiver, and the executive Director of A Home for the Day Adult Day Service sign one release form for all photographs.

Adult Day Center Participants Bill of Rights

All individuals who participate in an Adult Day Center in the state of Minnesota have a number of rights. They include:

1. The right to participate in the developing of a participant's plan of care.
2. The right to be treated with respect and dignity.
3. The right to refuse care or to participate in activities.
4. The right to confidentiality of participant's records.
5. The right to physical privacy during any treatments or cares.
6. The right to be involved to the extent possible in program planning.
7. The right to present grievances and have them resolved within a reasonable amount of time. Minn Rules, part 9555.9640 D
8. The right to participate in a program of services and activities promoting positive attitudes.
9. The right to participate in a program of services designed to encourage growth and awareness of constructive ways to develop one's interests and talents.
10. The right to be encouraged and supported in maintaining one's independence to the extent that condition and circumstances permit.
11. The right to be cared about, to be in an atmosphere of sincere interest and concern in which needed support and services are provided.
12. The right to be free from abuse from staff or other participants.
13. The right to contest the accuracy and completeness of the data maintained in the participant's file/record.

DATA PRIVACY POLICY

The information contained in a participant's records is not disclosed without the informed written consent of the participant or the participant's legal guardian, except as required by law.

Release of Information

Day services are periodically required to release participant's information to:

- 1) The participant, the participant's legal guardian or a person known to the center staff as the participant's caregiver.
- 2) To center staff, for the use in developing and implementing the participant's plan of care.
- 3) To the commissioner, for the purpose of investigating complaints about the center or determining a center's compliance with parts 9555.9600 to 9555.9730.
- 4) To a building official or fire marshal, to the extent necessary to determine a center's compliance with part 9555.9730.
- 5) To a person authorized to conduct inspections required by third-party payment contract, to the extent necessary to perform those duties.
- 6) And, to the extent necessary to protect the health and safety of the participant and participants.

Storage

All participants' records are stored in a locked drawer of a file cabinet.

Release of Information Authorization

A written consent form is provided for the participant and/ or legal guardian. A Home for the Day Adult Day Service will release only the information necessary for the recipient to provide service to the participant.

Right to Contest

The program provides each participant with a written notice ensuring that each participant, or participant's guardian or caregiver, has been informed of their right to contest the accuracy and completeness of the data maintained in their records.

Participant Records

Each participant record includes a needs assessment (intake screening), an initial service plan and a more detailed Plan of Care, Discharge summary, Photograph release, Social History, Service agreement, Bill of Rights, Data Privacy, Medical Emergency agreement,

Physical Condition report, Medication Self-administration checklist, Monthly Progress notes, Daily Participation report, Individual Abuse Prevention plan and the Self-preservation status

PARTICIPANT'S GRIEVANCE PROCEDURE

For Participants and Authorized Representatives

If you have any concerns or complaints about policies and procedures, the program, treatment, care, the overall operation of the facility or any other concerns, the Director, staff and volunteers are available to assist you and/or an authorized representative in developing or processing your grievance. If you have a complaint about one of the above-mentioned staff or volunteers, you may be assured that you may speak to one of the other staff (mentioned above) in confidence.

If a grievance is in order, you should speak with the person involved (if appropriate) and if you feel comfortable in doing so. If you are unable to do so, you may speak to the immediate supervisor. If the problem continues to be unresolved, you may speak to the Director. You may in fact, speak to any staff you feel most comfortable in dealing with and not necessarily in the order suggested.

- All grievances will be responded to within 24-48 hours
- If you feel that you must go beyond the Director, staff or volunteers, you may contact, by writing or calling the:

Minnesota State Department of Human Services
Division of Licensing
444 Lafayette Road
St. Paul, Minnesota 55101
651-296-3971

VULNERABLE ADULTS ACT SUMMARY

(Minnesota Statutes 626.557)

A Home for the Day Adult Day Service complies with the Vulnerable Adults Act and the rules adopted regarding vulnerable adults. The Vulnerable Adults Act is summarized below. A copy of the complete Act is available at A Home for the Day Adult Day Service for those of you interested in reading it.

It is the policy of the State of Minnesota to protect adults who may be particularly vulnerable to abuse or neglect, to assist adult day care centers and other agencies who care for vulnerable adults in providing a safe, protected environment, and to require specific and thorough reporting of suspected abuse or neglect.

Vulnerable Adults are defined as:

Persons age 18 or older

Who live in licensed facilities such as nursing homes, hospitals, treatment centers for chemical dependency, mental retardation, mental illness or physical disabilities **OR**

Who receive services from licensed facilities such as developmental achievement centers or home health agencies **OR**

Who are in family settings and would not themselves report abuse or neglect to authorities because of impaired physical or mental function, or because of emotional status.

Abuse is defined as:

- Conduct, which could produce non-accidental pain or injuries such as bruising, burns fractures, or injuries that are not properly cared for.
- Repeated conduct, which could produce mental or emotional distress such as use of threats, insults or harassment.
- Sexual conduct between staff and participants.
- Prostitution.
- The illegal use of a participant's property for profit or advantage.

VULNERABLE ADULTS ACT SUMMARY Continued

(Minnesota Statutes 626.557)

Neglect is defined as:

- Caretaker neglect - failure of caretaker to provide necessary food, clothing, shelter, health care, or supervision.
- Self-neglect - absence of necessary food, clothing, shelter, health care or supervision.
- Exploitation through neglect - absence of necessary financial management that might lead to exploitation.

It is A Home for the Day Adult Day Service's policy to report all suspected abuse, neglect or financial exploitation immediately and to thoroughly investigate all reports. A

Home for the Day Adult Day Service will cooperate fully with our common entry point, Stearns County Social Services Adult Protection Unit.

Each A Home for the Day staff member is familiar with this act and is mandated to report any suspected abuse, neglect or financial exploitation. Each staff member is oriented to this Vulnerable Adult Act and Rules, as well as the Vulnerable Adult Abuse Prevention Plan, including A Home for the Day's abuse and neglect reporting system. Staff members review these procedures, role, and act, annually.

Each of you and/or your care providers is also made aware of the reporting procedure and is informed that you could and should report any abuse and/or neglect of yourself or other participants.

Any suspected abuse, neglect or financial exploitation will be reported to our CEP (common entry point) .

Stearns County:

- Days: Adult Protection Services: 320-656-5225
- Evenings/Weekends/Holidays: Children & Family Services: 320-251-1200

Reports include name of vulnerable adult, caregiver, the nature and extent of the suspected maltreatment, any evidence of maltreatment, the time, date, location of incident and other information the reporter believes would be helpful to Adult Protection.

In addition to the Vulnerable Adult Act, A Home for the Day Adult Day Service also has an agency Vulnerable Adult Abuse Prevention Plan that describes how we will protect and keep you safe at A Home for the Day Adult Day Service. The plan also explains how abuse and neglect would be reported and investigated at A Home for the Day Adult Day Service.

VULNERABLE ADULTS ACT SUMMARY Continued **(Minnesota Statutes 626.557)**

This plan is discussed and reviewed with you and/or your care provider within 24 hours of enrollment. A copy of this plan is also available to any interested party and a copy is also posted at A Home for the Day Adult Day Service.

Individual Abuse Prevention Plans are also developed for you at A Home for the Day Adult Day Service. These plans contain information based on the assessment of your susceptibility to abuse (including self-abuse) and the measures that would be taken to minimize your risk of abuse at A Home for the Day Adult Day Service.

Individual Abuse Prevention Plan

Each participant has an Individual Abuse Prevention Plan as a part of his or her enrollment at A Home for the Day Adult Day Service. This two-part plan includes an “Assessment of Susceptibility of Abuse, including Self-Abuse” and “Measures Taken to Minimize the Risk of Abuse”. The assessment identifies characteristics, which make the individual susceptible to abuse, and how these characteristics make the person susceptible to abuse. Three areas are assessed: 1) physical 2) mental, and 3) social, for a complete understanding of the participant’s individual plan. The measures taken include actions by staff, specific written steps, and an address of an emergency contact person.

CENTER STAFF

The following standards and requirements apply to all employees:

- 1) All persons who supervise employees must be at least 18 years of age
- 2) All specialized professionals shall be qualified by training and/or experience in accordance with recognized professional standards for the field of specialty and shall be licensed, certified, or registered in the field of specialty when licensure, certification, or registration is required or practitioners by Minnesota law
- 3) Any employee other than a licensed physician, registered pharmacist, registered nurse, or licensed practical nurse who is responsible for medication assistance are to provide a certificate verifying successful completion of the medication distribution program for unlicensed personnel approved by the Minnesota Department of Health. Medication assistance includes responsibilities for supervising participant’s self-administration of medication, distributing medication to participants, and monitoring the effects of medication.
- 4) Hiring an employee requires that the applicant be physically capable of performing the duties specified in the description of the position for which the applicant would be hire

The center staff includes: Director, and Program Aide All staff is required to have current CPR certification and training in First Aid. Further orientation and training requirements include 20 hours of orientation within their first 40 hours of employment (and four hours of supervised orientation before any direct hands on care with the participants), as well as a minimum of eight hours of in-service training per year. In-service training is in areas related to functional impairment of the current center participants, including provisions of medication assistance and licensing. Areas of required training include: an explanation of Alzheimer’s disease and related disorders, assistance with activity of daily living, problem solving with challenging behaviors and communication skills

Detailed information, on the following areas, is on file within the center:

- 1) Job descriptions
- 2) Personnel File
- 3) Orientation

- 4) In-service training
- 5) Hiring practice statement
- 6) Duty Hours
- 7) Consultant Contracts
- 8) Annual Performance Review
- 9) CPR and obstructed airway certification/first aid
- 10) Vehicle operator's verification
- 11) Written chain of command covering personnel policy
- 12) Mini-orientations

Pre-employment check of criminal history records

Before employing a person whose job responsibilities would include having direct contact with or providing direct service to participants, the center staff request the person to give informed consent under Minnesota Statutes, section 13.05, subdivision 4, authorizing the disclosure of arrest, conviction, and criminal history records to the department. The authorization form states the person's full name, date of birth, the specific nature of information being authorized to be disclosed, which is designated to receive the information, and the expiration date of the authorization. The center sends the dated and notarized form, signed by the person to the department. As provided in Minnesota Statutes, section 245.783, subdivision 3, the commissioner requests the assistance of the Bureau of Criminal Apprehension, the county attorney and sheriff in the county where the center is located or plans to locate, or a chief of a local police department in providing all criminal conviction data, arrest information, reports regarding abuse or neglect and investigation results available from local and state criminal history repositories.

STAFF RATIO

A Home for the Day Adult Day Service shall maintain a staff to participant ratio of one staff member present for every five participants present who are non-ambulatory or non-mobile and not capable of self-preservation, and one staff member present for every eight participants present who are ambulatory or mobile and capable of self-preservation.

VOLUNTEERS

A volunteer can be counted as a staff member in calculating the staff to participant ratio only when the volunteer meets the same standards and requirements as paid staff and regularly performs direct service to meet participant program goals.

EMERGENCY PROCEDURES

A Home for the Day Adult Day Service is designed with smoke and heat detectors and equipped with fire extinguishers. Fire drills are held quarterly. In case of a fire emergency, A Home for the Day Adult Day Service will be evacuated. Those who need more assistance are identified and personally escorted by staff.

SEVERE WEATHER

All closings or late starts of A Home for the Day Adult Day Services due to severe weather will be patterned after that of local school districts and will be announced on several local radio stations. A list will be provided. Our staff will attempt to contact all families with any changes in hours or services impacted by severe weather.

If weather conditions worsen during the day or it would appear that the weather could become severe, all participants would be taken home early to avoid possible dangerous situations. No participant will arrive home early without prior family notification.

MEDICAL EMERGENCY

In the event of a medical emergency at A Home for the Day Adult Day Service, the staff will call 911 and administer First Aid, including CPR, while awaiting emergency health care personnel.

A medical emergency may include injuries such as those caused by falls, injuries or major illness.

A participant's emergency contact would be notified in the event they would have a medical emergency while at A Home for the Day Adult Day Service.

If you have informed us that you have signed a ***Do Not Resuscitate Request Agreement***, we must have a signed copy in the (participant's) file. Emergency health care personnel would be notified of your wishes immediately upon their arrival.

TRANSPORTATION POLICY

The A Home for the Day staff assists in arranging transportation services for all participants. Transportation will be provided through the use of A Home for the Day's own van, Dial-a-Ride, City and County Vans or by a family member or friend. The fee

for transportation varies with the type of transportation used and the distance the participant lives from the center.

TEMPERATURE

A minimum temperature of 70 degrees Fahrenheit is maintained in the Adult Day Service's room used by the participants.

SELF-PRESERVATION STATUS

Each participant is evaluated on his/her ability for self-preservation upon admission to A Home for the Day Adult Day Service. Each person's status is considered incapable of self-preservation until accomplished demonstration of all of the following:

- Is the participant ambulatory or mobile?
- Does the participant have the combined mental and physical capacity to:
 - a) Recognize a danger or alarm requiring evacuation from the program.
 - b) Initiate and complete the evacuation without requiring more than sporadic assistance from another person, such as help in opening a door or getting into a wheelchair.
 - c) Select an alternative means of escape or take other appropriate action if the primary escape route is blocked
 - d) Remain at a designated location outside the program until further instruction is given.

(Participants are given six months to demonstrate these capabilities by participating in a fire drill)

SMOKING POLICY

A Home for the Day Adult Day Service provides a life-affirming day program for older adults. Therefore, NO SMOKING is allowed anywhere in the center. Smoking may be allowed on the outside of the premises.

PET POLICY

A Home for the Day Adult Day Service usually has no animals present. If scheduled with staff in advance, pets such as cats, dogs, hamsters, rabbits and zoo animals, etc. may visit. It is expected that visiting animals will show written proof that they have had all necessary shots and wear necessary tags. In addition, visiting pets would be allowed only in designated areas and would be expected to be properly leashed, supervised and/or

caged. In the pre-planning process for pet visits, participants with allergies to animals would be informed and alternative arrangements for them would be made.

COMMUNICATIONS POLICY

- During normal business hours: M-F 7:30AM to 5:00 PM, contact A Home for the Day Adult Day Service at 320-260-5251.
- After normal business hours: **Non-Emergency:** Contact A Home for the Day Adult Day Services at 320-260-5251 and leave a voice mail. Your call will be returned the morning of the next business day.
- After normal business hours: **EMERGENCY ONLY:** Contact A Home for the Day Adult Day Service at 320-260-5251. Your call will be returned as soon as possible.

INSURANCE

A Home for the Day Adult Day Service is protected with professional and general liability insurance with limits up to \$1,500,000.00, which exceeds standard requirements.

CIVIL RIGHTS AND EQUAL OPPORTUNITY

A Home for the Day Adult Day Service prohibits discrimination in the delivery of services or in personnel matters. It is A Home for the Day's policy to provide equal opportunity and services to all qualified and eligible persons.

The facility and benefits of this program are for the use of all people, regardless of race, color, national origin, gender, religion, age, disability, political beliefs and marital or familial status.

If you feel that you have been denied opportunity to participate in this program and wish to file a complaint of discrimination, you may do so by contacting one or all of the following:

Executive Secretary
MN Board of Aging

MN Dept. of Human Services
4th Floor, Human Service Bldg.

Licensing division
444 Lafayette Road
St. Paul, MN 55155-3843
651-296-2770

Space Center Building
St. Paul, MN 55101
651-296-3971

HOME CARE OMBUDSMAN

The services of the Office of Ombudsman for Older Minnesotans are designed to assist consumers of community-based services, including adult day centers. Participants at A Home for the Day Adult Day Service are entitled to their advocacy services and may contact them with concerns about quality of services, rights, fees, service agreements, and service terminations by calling 1-800-657-3591 or 651-296-0382.

CAREGIVER SUPPORT

The caregiver is an important person. If you are a caregiver, you have accepted a special responsibility to take care of yourself. That means taking care of you physically, emotionally, mentally, spiritually, interpersonally, and financially.

There are caregiver support groups in the area and we will be able to assist you in finding one that may meet your needs. All caregivers are encouraged to participate in a group.

FEES AND BILLING POLICY

The fee of Adult Day Service including meals, snacks and program supplies is based on current reimbursement rate established by the Department of Human Services. The fee for transportation varies with the type of transportation used and the distance the participant lives from the center.

Private pay participants agree to pay A Home for the Day every 2 weeks for days attended and services provided. Fees for program attendance and transportation are invoiced on file 15th and end of each month.

Those needing assistance in paying for services will be referred to their county of residence for an evaluation and assistance with financial arrangements.

DISCONTINUATION OF SERVICE AT A HOME FOR THE DAY
ADULT DAY SERVICE

We ask that you plan to attend the adult day program for at least a one-month trial period. This allows you time to adjust to A Home for the Day Adult Day Service and make a more informed decision regarding your desire to continue. However, you are not required to contract for any specified length of service. You may voluntarily discontinue service at any time after notifying A Home for the Day's supervisor of your desire to stop coming. We will try to arrange a discharge conference whenever possible.

You, as a participant, would be discharged from A Home for the Day Adult Day Service at the time your status changes and your needs can no longer be safely or adequately met. This may include no longer being medically stable and able to participate, needing continuous supervision and assistance, or exhibiting harmful behaviors.

In addition, discharge could occur for any of the following reasons:

- If it were assessed that A Home for the Day's services were helping to support an unsafe living situation
- If you could be more appropriately served in a less restricted setting
- If you were continuously absent for at least a one-month period

Unless you were to suddenly have behaviors that were dangerous to yourself or others, you would receive at least a two- week written notice before being discharged. Ongoing discussion would occur before discharge in most cases.