

Adult Life Programs Program Policy Statement



Adult Life Programs' Vision

To be the leading provider of adult day services in North Carolina

Adult Life Programs' Mission

To enhance the vitality of participants' lives and support their caregivers by providing quality adult day services designed to keep them connected to and involved in the community.

Adult Life Programs (ALP) operates day centers for adults who are over 18 years of age and desire or need adult day services. The centers are located in Catawba County serving residents of Catawba, Caldwell, Alexander, Burke, and Lincoln counties. Trained and experienced employees staff each center. Maiden is a social model center; Conover is a Psychosocial Rehabilitation model, and the Hickory center is an adult day health model.

Hours of Operation are 6:30 AM to 5:30 PM, Monday through Friday. Centers are closed on the following days: New Year's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the day after Thanksgiving, and three days at Christmas. *Days closed for holidays are subject to change from year to year.*

Non-discrimination: ALP does not discriminate based on a participant's gender, gender identity, race, ethnic background, nationality, sexual orientation, religion, disability, or degree of disability.

Levels of Care: Each new participant will be assessed during the initial trial visit to determine the appropriate Level of Care needed. Participants will receive a score that relates to the level of assistance needed in the areas of ambulation, transfer, eating, toileting, medications, activities, hearing, vision, speech, confusion, anxiety, concentration, interaction, group participation, wandering, judgment and memory loss. Points are scored accordingly, and one of three Levels of Care is assigned. The Level of Care will correspond with the daily fee for attendance and will be reflected in the financial agreement. The maximum daily fee is \$66.00 for Private Pay.

Emergencies: A plan for the proper handling of emergencies for medical and non-medical problems is posted, as well as an evacuation plan. Staff are trained and certified in standard first aid, CPR, and

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North Carolina Interventions. Emergency drills are conducted on a re-occurring schedule. Records are maintained of dates and time required to evacuate the facility.

Activities: The staff, in partnership with participants and caregivers, plan activities that enhance participants' present level of functioning and focus on social and community integration. The following types of activities may be offered: educational, social, community based and health focused. A schedule of activities is posted weekly or monthly in a prominent place in the facility and on our website. Physical activity will be encouraged within the limits of the participant and his or her physician. Outings and community activities will be used as much as possible as a regular part of the day care program. Participants may refuse to participate in any activity and all activities are supervised by qualified staff. Alternate activities are offered if a participant does not wish to participate in a certain type of activity.

Adult Life Programs will schedule a trial visit for perspective participants interested in enrolling. After a tour of the facility, an explanation of services and interview with the Day Services Manager, the new participant and his or her caregiver will establish a schedule for attendance. The Trial visit day will provide an opportunity for the staff to observe and assess each new participant, ascertaining whether his or her needs can be met. Fees are based on the Level of Care, and any available funding will be discussed.

During the assessment process, participants will receive a numerical rating for each of 17 areas. Assessed areas include:

*ambulation transfers eating toileting medications hearing interaction vision
speech wandering concentration anxiety judgment cognitive memory
orientation participation*

Examples of assistive devices used to meet these needs include but are not limited to accessible environment, adaptive communication devices, modifications to programming/environment.

Points are scored accordingly, and a corresponding Level of Care is determined. Initial assessments and assessments that result in a Level of Care change will be shared with the participant and his or her caregiver. The Executive Director will be available for consultations with participants and/or caregivers. Assessments to determine Level of Care are performed as follows: at the end of the Trial Visit day, 30 days post-enrollment., bi-annually, in conjunction with care-plan updates, following a hospital admission or extended absence, as requested by the caregiver or a staff member (if a significant change in physical or mental status is apparent).

Enrollment Criteria:

- Completion of medical form supplied by program and signed by a licensed health practitioner. *This is completed annually.*
- Participants must be manageable in a group setting.
- Participants at the Conover or Maiden Centers must be functionally mobile, either independently or with devices (does not apply to the Hickory Center)
- Participants must be continent for the Conover Center and need minimal assistance at the Maiden Center.

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- Participants requiring intravenous, intramuscular, subcutaneous medications or requiring insulin during times while attending the program are appropriate for Day Health or combination programs only.

Under certain circumstances, the Day Services Manager, in consultation with the Executive Director, may make an exception to the enrollment criteria. All such enrollments are subject to a 30-day trial period. Any unusual behavior, mood changes, crisis, personal problems, etc. will be communicated between the family and the staff. If it is known or appears that a participant or individual applying for admission has a communicable disease, their attendance at ALP will be subject to the standards established to evaluate persons with communicable diseases.

Adult Day Health Care: At our Hickory site only, the following services are available: wound care, enteral or parenteral feedings, bowel and bladder training/maintenance, tracheotomy care and suctioning, bathing (for an additional fee). Physical, Occupational and Speech Therapies are available for qualified individuals.

Sickness: In order to maintain strict infection control standards and prevent the spread of communicable diseases, participants may not attend ALP if they have the following symptoms:

- Vomiting
- Diarrhea
- Fever
- Rashes
- Flu-like symptoms (fever, chills, muscle aches and sore-throat)
- Symptoms related to COVID or respiratory illness

After illness, we require participants be free of symptoms or on antibiotics for 24 hours, have been free of fever-reducing medication for 24 hours, or have a statement from physician documenting illness is not contagious. For the safety of everyone, there are no exceptions. This protocol may change without notice due to prevailing CDC guidance in the event of a pandemic or outbreak of disease or virus. ALP reserves the right to refuse admission to anyone exhibiting any symptoms or signs of a suspected contagious illness.

Absences: Participants and/or caregivers are required to provide a 72 hour advance notice of absences. A charge of \$25 may be imposed for unexcused absences. Charges for a maximum of five absent days per month will be accrued and could result in termination. Participants and/or families may leave messages on the answering machines/voice mail at the Centers. In certain circumstances (such as medical emergencies or inclement weather), the 72 hour advance notice can be waived by the Executive Director for good cause. The Day Services Manager will follow up on unreported absences by telephone on the day of the occurrence.

Transition/Discharge Criteria: Upon enrollment, the Day Services Manager will work with family members/caregivers to draft a transition/discharge plan. The transition/discharge plan will come into effect if the:

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- Participant requires continuous or highly specialized help to maintain functioning.
- Participant is not manageable in a group setting.
- Participant's functional ability deteriorates to the point that he or she is unable to participate meaningfully in the program.
- Participant violates the Center's Rules of Conduct.
- Participant no longer wishes to continue with the program as a matter of personal or family choice.
- Participant fees are more than two months past due.
- Participant funding source is no longer available, and no other options are possible.

Family members/caregivers will be notified verbally of any decisions made regarding transitions, suspensions, and discharges. In some cases, the participant may be suspended due to repeated violation of rules or in cases where they present a danger to themselves or others. A suspension may range from half day to five days. In no case will a suspension be beyond five days; however, inactive status may be assigned while a resolution and/or return to service is investigated. The Executive Director and the Day Services Manager will determine the best course of action to ensure the client's safety and well-being. When appropriate and depending on the participant's needs, a participant may be transitioned from other centers to the Hickory Adult Day Health site. For incidents that involve the safety and/or well-being of another client, the Executive Director, in consultation with the Day Services Manager, will decide whether immediate discharge is necessary and/or appropriate. If not, an appropriate course of action to ensure the safety and/or well-being of the participant and other clients will be implemented. If services are determined to not be appropriate, a two week written notice of discharge will be provided to the participant/caregiver. If the safety of the client or other clients cannot be ensured, immediate discharge will occur and appropriate referrals for optional services made.

Transition/Discharge Action: Participants whose needs can no longer be met by Adult Life Programs will be referred for alternative services as applicable. A two week written notice of discharge will be provided to the participant/caregiver. If the safety of the participant and/or other participants cannot be ensured, immediate discharge will occur. In the event of non-payment for services, the following steps will be taken to collect the overdue amount: Payments more than one month overdue will receive written notice. Payments more than two months overdue will receive a certified collection letter and payments more than three months overdue will receive a two week notice of termination of services. Delinquent accounts may be turned over to a collection agency.

Rules of Conduct: If a participant exhibits disruptive behavior, including but not limited to, negative verbal and physically abusive behavior or behavior that violates rules of conduct, or presents a danger to self or others, staff will work to determine the cause and appropriateness of service. It is the practice of ALP to assist individuals and their caregivers with problem areas. To that end, ALP practices "behavior acceptance" to a degree that all persons are safe. Substance abuse of any type will not be tolerated on Adult Life Programs' property and will result in termination of services. Violation of rules of conduct could result in suspension or termination.

Signing In and Out: It is essential that each day, upon arrival and departure, participants are signed in and out. This allows us to relay any needed information to caregivers, and this is documented in the participant's record.

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Abuse/Neglect/ Exploitation: Adult Life Programs has a zero tolerance policy for abuse, neglect, and/or exploitation of participants. Staff are required to report all instances of alleged or suspected abuse, neglect, or exploitation immediately to the County Department of Social Services and Adult Life Programs' Central Office. If allegations are made against an Adult Life Program employee, he or she will be suspended with pay until a full investigation can be completed.

Inclement Weather Policy: Every attempt will be made to operate with as little interruption and/or suspension of services as possible in the event of inclement weather. The Executive Director will make the decision to close for the day, open late, close early, postpone or cancel services or limit transportation to and from centers, as necessary. Center closings, delays or transportation changes will be announced on our website, Facebook page, and on WSOC ,WCNC and WBTV. For early closings, center staff will contact caregivers and facility staff by phone to arrange transportation as soon as possible for the safety of the participants. If unable to contact caregivers, emergency contacts will be notified. ALP staff will remain with the participant until they are with a responsible party.

Advanced Directives: At enrollment, participants/caregivers will be asked if they have an advanced directive, power of attorney or living will. Two copies of the original Do Not Resuscitate (DNR) Order will need to be provided to Adult Life Programs. Adult Life Programs will honor all documented living wills, powers of attorney, and DNR orders.

Confidentiality: The confidentiality of your care and treatment is protected by law. Unless the law requires it, your records and other information about you will not be released without your written permission. A complete listing of what may be released and when it can be released without your permission is found in your Rights and Responsibilities handout you will receive at enrollment. All records are locked in a secure location in the center and all staff & volunteers sign a confidentiality agreement upon employment.

Medications: While attending Adult Life Programs, participants may not keep their medications in their possession. For the safety of all participants, medications will be kept in a locked location while participant is present at the Center and administered at the prescribed times. The staff will keep a record of all medications administered. Medications kept by the Center shall be kept ONLY in the original containers as dispensed by the pharmacy. The containers must be clearly labeled with the participant's full name, the name and strength of the medicine, dosage, and instructions for administration. Any medication administration order changes must be in writing and signed by a physician. There can be no exceptions to this policy. Upon discharge of a participant, the remainder of his or her medication supply will be returned to the caregiver or facility where person resides. The caregiver or responsible person from the facility will sign a waiver form indicating that they have received the remaining medications. If this is not possible, Adult Life Programs staff will dispose of the medication by FDA approved guidelines through a contracted company to ensure adherence to all federal requirements. No medications shall be held for more than 30 calendar days after the date of discharge. For any suspected overdoses of any medication/substance or medication reaction, 911 will be called.

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Grievance Procedures:

1. If clients, caregivers, or family members are dissatisfied with services provided by ALP or feel they were treated unfairly, they have the right to file a complaint or grievance at any time.
2. Please use the following steps to ensure your complaint is effectively and efficiently managed:
 - Informal - A person with a grievance should first meet with the Day Services Manager to achieve a resolution within 30 days.
 - Formal - If the matter is not resolved to the satisfaction through informal discussion, you may submit a written grievance to the Executive Director within 15 calendar days of the informal complaint. The statement of grievance should specify the nature of the complaint and the remedy being sought.
 - Response from the Executive Director - The Executive Director will investigate the matter further and will give you a written statement within 5 working days of the receipt of the complaint which will specify the understanding of the matter, along with a rationale and a decision.
 - Appeals – should you be dissatisfied with the Executive Director’s decision then a written grievance may be taken to the ALP’s Client Rights Committee (CRC) via the CRC representative. If the grievance is against the Executive Director, then the written grievance will be sent directly to the Board President. Within 2 weeks of receiving the appeal, the CRC representative will call a meeting of the Client Rights Committee to hear the complaint. At a minimum, the CRC will invite the person who filed the complaint and the staff member(s) against whom the complaint is being made. The person filing the complaint may bring anyone with them to the CRC meeting to assist them in describing the basis of the complaint. The CRC may, at its discretion, invite anyone they believe can assist them in adequately assessing the complaint. The CRC will provide a written decision to the aggrieved party within 5 business days after the meeting.
 - Resolution - should dissatisfaction of Client Rights Committee decision exist then the grievance in writing shall be taken to ALP’s Board of Directors at their next scheduled meeting. The aggrieved party is encouraged to attend the meeting. The aggrieved party will be notified in writing by the Board President of the board’s decision within 5 business days of the meeting. The Board of Directors decision will be final.
 - Assistance is available in making a complaint/grievance known. There are several agencies a client may contact for assistance. The following information is given to all clients upon enrollment and is posted at each center. The North Carolina Protection and Advocacy Agency and Local Management Entity offices are available to provide external review of a complaint if requested by the participant.
 - The administrative office at Adult Life Programs (828-326-9120).
 - The North Carolina Protection and Advocacy agency, Disability Rights North Carolina at 877-235-4210 or 919-856-2195 or at info@disabilityrightsncc.org.
 - Your Local Management Entity (LME) for Adult Life Programs clients:
 - Partners Behavioral Health at 1-888-235-4673
 - Vaya at 1-800-962-9003

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Participants' Rights: It is the policy of Adult Life Programs that individuals enrolled experience the following rights: basic human rights; an individualized service plan; to be informed about medication; to refuse treatment; to confidentiality; to see your own record; to know the cost of services; privacy; to be free from unnecessary physical restraint and physical abuse; and to make a complaint. It should be noted that Adult Life Programs does not utilize restraints or restrictive interventions of any kind. You have the right to view your medical record, and to do so simply need to ask the center manager to set up a time for you and whoever you wish to be with you to view your record. A complete listing of your rights will be given to you upon enrollment.

Meals: Nutritious breakfasts, lunches, and afternoon snacks are provided for each participant. Dietary restrictions and/or supplements prescribed by a physician will be honored and followed. By virtue of participation in the NC Child & Adult Care Food Program, a registered dietitian or certified nutritionist plans, approves, and provides consultation for meals. Centers are inspected upon initial licensure and annually thereafter by local sanitation agencies ensuring meals are prepared and served in a sanitary manner.

Ratios: The Hickory Center maintains a 1:6 staff to participant ratio. A minimum of 1:8 ratio is maintained at the Conover and Maiden Centers.

Evaluations/Surveys: ALP provides caregivers and participants with an opportunity to provide input and feedback in the form of an annual written evaluation/survey. Compiled evaluations are reviewed by the ALP Board of Directors and incorporated into the quality improvement plan, as necessary.

Transportation: Families are encouraged to transport their loved ones to and from the Center. Responsible parties are required to be present at drop off and pick up if the adult is unable to be alone. Adult Life Program staff will remain with the participant until he/she is with a responsible party if the participant is unable to be alone. Transportation will be available for those eligible within a ten mile radius of the Center. An additional fee will be charged for transportation for Private Pay. Each person transported will have an individual seat with a seatbelt and it must be worn. Participants will be offered a rest stop every 30 minutes. All ALP vehicles are equipped with first aid kits, fire extinguishers, participant travel information, and an emergency procedure booklet.

The following is protocol in roadside situations:

In the case of an accident Adult Life Programs staff will stop the vehicle and/or remove the vehicle from a situation that may cause further damage or harm. If unable to remove the vehicle from a situation that may cause further harm, the driver will deploy flares and/or safety triangles. A check of the condition of each passenger will be performed and first aid will be administered accordingly. If necessary, 911 will be called. The appropriate Day Services Manager and/or Executive Director will be notified who will arrange for alternate transportation if necessary. Appropriate information will be provided to law enforcement and emergency personnel. In the case of a medical emergency Adult Life Programs staff will stop the vehicle and/or remove the vehicle from a situation that may cause further damage or harm. If unable to remove the vehicle from a situation that may cause further harm, the driver will deploy flares and/or safety triangles. A call will be made to 911 and a report of the details of

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the medical emergency including location will be provided. The staff will administer CPR and/or first aid accordingly. The Day Services Manager and/or Executive Director will be notified, and staff will await emergency medical personnel. In the case of heavy rain, hail, snow, ice, sleet, or other temporary weather emergency Adult Life Programs staff will stop the vehicle and/or remove the vehicle from a situation that may cause further damage or harm. If unable to remove the vehicle from a situation that may cause further harm, the driver will deploy flares and/or safety triangles. A call will be made to the Day Services Manager and/or Executive Director. An estimate of the predicted duration of the storm and a decision about waiting for it to end will be made. If necessary, Day Services Manager will call emergency services in each county by dialing 911. In case of a roadside emergency, such as a flat tire Adult Life Programs staff will stop the vehicle and/or remove the vehicle from a situation that may cause further damage or harm, the driver will deploy flares and/or safety triangles, than call roadside assistance or 911 if necessary.

Tobacco Use Policy: All centers are tobacco free. This includes all related e-cig products as well as chewing tobacco products. Violation of this policy will result in suspension and termination for repeated violations.

Personal Belongings: Participants can bring personal items the centers such as iPods, mp-3 players, cellular phones, iPads, tablets, laptop computers, etc. Adult Life Programs cannot be responsible for participants' personal items. These items are the responsibility of the participant. All weapons, weapon like items, or toys that simulate weapons are banned on Adult Life Programs properties, as well as any tobacco or vaping related items .

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CONTACT INFORMATION:

CENTRAL OFFICE

www.adultlifeprogams.com

Adult Life Programs, Inc. P.O. Box 807 Hickory, NC 28603

828-326-9120 phone 828-327-2661 fax

Executive Director: Karin McDaniel, MS, QP

kmcdaniel@adultlifeprogams.com

Director of Operations: Jill McLelland, BS, QP

jmclelland@adultlifeprogams.com

Director of Finance: Crystal Brackett, BS

cbrackett@adultlifeprogams.com

Administrative Assistant: Lauren Kerns, BS

lkerns@adultlifeprogams.com

HICKORY ADULT DAY HEALTH CENTER

Day Services Manager: Cassandra Hall, MHR, QP

chall@adultlifeprogams.com

Behavioral Health Coordinator:

Health Care Coordinator: Michele Hamby, RN, BS

mhamby@adultlifeprogams.com

1265A 21st Street NE Hickory, NC 28601

324-1313 phone 322-9174 fax

CONOVER ADULT DAY CENTER

Behavioral Health Program Manager: Tess Gardner, BS, QP

tgardner@adultlifeprogams.com

Center Resource Manager: Peggy Smith

psmith@adultlifeprogams.com

Behavioral Health Coordinator: Kim Williams, BS, QP

kwilliams@adultlifeprogams.com

211 2nd Ave. NE Conover, NC 28613

464-0078 phone 464-6081 fax

MAIDEN ADULT DAY CENTER

Day Services Manager: Rachel Hamilton, MS, AP

rhamilton@adultlifeprogams.com

Behavioral Health Manager: Jill McLelland, BS, QP

jmclelland@adultlifeprogams.com

3390 Shepherd Rd. Maiden, NC 28650

428-9010 phone 428-9991 fax

