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Dear Friend,

Thank you for your interest in the Ruth Sheets Adult Care Center.

Enclosed please find information describing our program. It includes the policies, days of operation, fee schedule and other pertinent information. There is a second section that must be completed by the participant and/or guardian and returned to the Center to be considered for admission.

A pre-admission assessment is required. This will allow us to meet with you and your loved one and get a better sense of their needs and interests. This also helps your loved one get acquainted with the staff, participants, and program we offer. There is no cost to you for this assessment. Once you have completed the application forms (including having the medical forms completed by a physician), please contact us to schedule the assessment.

I look forward to being of assistance to you and your loved one.

Sincerely,

Matt Frazier  
Executive Program Director

## PAYMENT SCHEDULE

This payment schedule is based on the projected days of enrollment and reserves a space at the Center for your loved one. Payment is due by the 15<sup>th</sup> of each month.

All holidays that the Center is closed have already been taken into consideration.

The Ruth Sheets Center offers three levels of care, depending on a participants needs for personal care and nursing assistance. The Nurse Assessment (completed upon enrollment and at least every six months) will be used to determine the level of care needed.

**Social** – Includes supervision and group and individual activities to promote the participants dignity, independence, social, physical, and emotional well-being

**Health 1** – Also includes Personal Care such as assistance with or supervision of activities of daily living; OR Nursing Care such as providing injections, administering medications, special feedings or provision of other treatment or services related to health care needs

**Health 2** – Includes Personal Care AND Nursing Care

### MONTHLY RATE

<u>DAYS PER WEEK</u>	<u>SOCIAL</u>	<u>HEALTH 1</u>	<u>HEALTH 2</u>
5	\$1458	\$1562	\$1812
4	\$1165	\$1250	\$1450
3	\$875	\$937	\$1087
2	\$583	\$625	\$725
1	\$291	\$312	\$362

The daily rates are as follows: Social = \$71, Health 1 = \$76, Health 2 = \$88

**By committing to the monthly payment you are reserving space for your loved one and receiving a slight discount compared to our daily rate. This commitment helps us maintain proper staffing ratios. Although we have tried to be flexible, missed days can not be made up. Please discuss schedule conflicts with the Executive Program Director in advance.**

## **Policy Statement Index**

<b>I. Purpose</b>	<b>Page 4</b>
<b>II. Mission</b>	<b>Page 4</b>
<b>III. Goal</b>	<b>Page 4</b>
<b>IV. Services Provided</b>	<b>Page 4 &amp; 5</b>
<b>V. Hours of Operation</b>	<b>Page 5</b>
<b>VI. Specific Geographic Area Served</b>	<b>Page 5</b>
<b>VII. Holidays</b>	<b>Page 5</b>
<b>VIII. Missed Days</b>	<b>Page 5</b>
<b>IX. Weather Policy</b>	<b>Page 6</b>
<b>X. Staff</b>	<b>Page 6</b>
<b>XI. Eligibility</b>	<b>Page 6</b>
<b>XII. Non-Discrimination Policy</b>	<b>Page 7</b>
<b>XIII. Termination/Discharge Policy</b>	<b>Page 7</b>
<b>XIV. Attendance</b>	<b>Page 7</b>
<b>XV. Transportation</b>	<b>Page 7 &amp; 8</b>
<b>XVI. Insurance</b>	<b>Page 8</b>
<b>XVII. Medications</b>	<b>Page 8</b>
<b>XVIII. Emergencies and First Aid</b>	<b>Page 8 &amp; 9</b>
<b>XIX. Late Pick Up and Abandonment Policy</b>	<b>Page 9</b>
<b>XX. Fire and Emergency Procedures</b>	<b>Page 9</b>
<b>XXI. Suspected Abuse/Neglect (Protective Services)</b>	<b>Page 9</b>
<b>XXII. Smoking and Use of Tobacco Products</b>	<b>Page 10</b>
<b>XXIII. Grievance Policy and Procedure</b>	<b>Page 10</b>
<b>XXIV. Confidentiality</b>	<b>Page 10</b>
<b>XXV. Memorials/Honorariums</b>	<b>Page 10</b>
<b>XXVI. Personal Possessions</b>	<b>Page 10</b>
<b>XXVII. Participant Bill of Rights</b>	<b>Page 11</b>

## **POLICY STATEMENT**

### **I. PURPOSE:**

The Ruth Sheets Adult Care Center provides a quality day service for older or impaired adults and respite for caregivers.

### **II. MISSION:**

The Ruth Sheets Adult Care Center is dedicated to prolonging the independence of older or frail adults, by providing a stimulating and supportive environment in which their capacities are enhanced rather than allowed to deteriorate. Emphasis is placed on assisting the individual to remain living in the family group and maintaining their dignity.

### **III. GOAL:**

The main goal of the Adult Care Program is to create a flexible and stimulating program that will meet the changing needs and interests of the participants and the caregivers. The program content is directed toward the following:

- A. **PHYSICAL WELL-BEING** by offering a pleasant environment, a nutritious lunch and snacks, daily exercise, monitoring of medical records by staff nurse and referrals to other agencies as needed.
- B. **SOCIAL WELL-BEING** by offering the opportunity for contact with peers, a caring staff and volunteers, and increased contact with others in the community.
- C. **EMOTIONAL WELL-BEING** by building on individual strengths and increasing feelings of self-worth, and maintaining each participant's dignity.
- D. **CARE FOR CAREGIVERS** by offering respite care and a Support Group that meets on a regular basis.
- E. **EDUCATE THE COMMUNITY** by offering awareness sessions, providing printed information, speaking to civic and religious organizations, and maintaining a web site.

### **IV. SERVICES PROVIDED:**

- 1. Opportunity for relationships.
- 2. Enrichment activities, including music, arts and crafts, and recreation
- 3. Guest speakers and educational programs

4. Involvement with surrounding community activities and resources
5. Education and motivation for good personal care
6. Nutritious lunches and daily snacks
7. Physical activity appropriate for each individual's abilities
8. Supervision of medications and encouragement of good health habits
9. Inter-generational activities
10. Education/support/referrals to caregivers
11. Nursing services to aide in the continuity of healthcare

**V. HOURS OF OPERATION:**

The Center is open Monday thru Friday 7:30 a.m. to 5:30 p.m.

**VI. SPECIFIC GEOGRAPHIC AREA SERVED:**

The Ruth Sheets Adult Care Center serves the geographical areas of Wake, Johnston, Orange, and Durham counties. The majority of the Center's participants are from Wake County; however, some participants have caregivers that work in Wake County but live in one of the surrounding counties. Sometimes these caregivers prefer that their loved-ones be placed in a program close to his/her workplace; therefore the Center also serves those families in need.

**VII. HOLIDAYS:**

We follow the Edenton Street United Methodist Church calendar and their eleven holiday closings are typically:

New Year's Day, Martin Luther King Jr. Day, Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Day After Thanksgiving, and three days at Christmas – likely Christmas Eve, Christmas, and the Day after Christmas.

**VIII. MISSED DAYS:**

The cost of the Ruth Sheets Adult Care Center service is based on a monthly fee in accordance with the individual's desired number of days per month. There will be **NO** refunds or make-up days given for days missed during the month. This applies to days missed for any reason including illness and when the Center is closed due to inclement weather. (You have secured the space for your loved one and staff is scheduled accordingly to cover the proper ratio between the number of staff and the number of participants mandated by the Division of Aging and Adult Services.) Any deviation from this policy must be brought to the Director's attention that in turn must bring it before the Board of Directors for consideration.

**IX. WEATHER POLICY:**

In the event of inclement weather, follow the Wake County School system directives. If the Executive Program Director feels that it is safe to open the Center you will receive a phone call. In the case of extremely hazardous weather which may develop during the hours of operation, the Executive Program Director reserves the right to close the program early. Caregivers will be notified by phone that the participant is to be picked up early to ensure their safety and the safety of the staff. It is imperative that each participant have emergency phone numbers on file in case the caregiver is not able to be reached.

**X. STAFF:**

The Adult Day Care staff consists of a full time Executive Program Director, Healthcare Coordinator, Assistant Program Director, Program Caregivers, Volunteers and Interns from Colleges and Universities. The Center is licensed for 32 participants per day; this enables more individualized programming and care. The Center more than meets the staff ratio of one staff for every six participants.

**XI. ELIGIBILITY:**

Priority is given to Members, Affiliate Members, and family of members of Edenton Street United Methodist Church.

Eligible Participants must be 50 years of age or older, semi-ambulatory, and able to transfer from wheel chair to commode requiring minimal assistance from staff.

A completed medical form and medical exam which indicates the person is free of communicable diseases is required prior to enrollment. The medical form is to be updated annually. Change in medications/or dosage are to be updated when they occur.

Admission is determined on an individual basis and must include the complete application, medical form, and assessment by the Center's Executive Program Director and Healthcare Coordinator along with the potential participant and their caregiver.

Acceptance into the program is contingent upon a 30 day probationary period, and the Center's capability to meet the person's needs. Decisions are made by the Adult Day Care staff and the Executive Program Director and Healthcare Coordinator. Continued program participation is based on the participant's changing needs and the Center's ability to meet those needs.

## **XII. NON-DISCRIMINATION POLICY:**

The Board of Directors and the staff of the Center comply with all federal, state, and local laws and regulations and seek to be non-discriminatory toward all people.

## **XIII. TERMINATION/DISCHARGE POLICY:**

If a participant plans to withdraw from the program, an advance notice of two weeks is required. Having notice gives the staff and other participants an opportunity to say good-bye, this is important to all concerned. Sometimes it may be necessary to discharge or terminate the enrollment of a participant from the Ruth Sheets Adult Care Center. This may occur if, in the opinion of the staff, continued enrollment is no longer beneficial to the participant, his/her behavior is harmful to others either physically or psychologically, he/she is too physically frail to attend the program, or other conditions arise which are beyond the management of staff, such as non-payment and failure to comply with the policies of the Ruth Sheets Adult Care Center.

In the event the Center finds it necessary to terminate participation in the program, a two week notice will be given when possible. When it becomes apparent that discharge is necessary, the participant's caregivers will be notified by telephone and in writing. The reasons for imminent discharge will be completely and carefully discussed with the participant's caregivers and the Center will work with these caregivers to find alternative solutions. In cases of severe wandering and/or violence, the participant **MUST** be removed immediately for their safety and the safety of the other participants and staff. If there is no immediate threat to the safety of the participant or other participants, the caregivers will be given two weeks to find alternate services for the participant, except when the decision to terminate comes from a third party funding source.

## **XIV. ATTENDANCE:**

Participants may be enrolled for one or more days per week. When days are selected, those are the days assigned to you and fees will be charged accordingly. No refunds will be given for scheduled days that the participant is not in attendance, including illnesses and when the Center is closed due to inclement weather. Caregivers are expected to contact the Center prior to 10:00 a.m. to notify of an absence.

## **XV. TRANSPORTATION:**

Transportation is the responsibility of the participant and his/her family or responsible person. Staff will assist with information about community transportation, such as: CAT, cabs, and other available options.

The person providing transportation MUST ensure the participant's safe entry into and departure from the Center, ensuring that staff is aware of the participant's presence.

#### **XVI. INSURANCE:**

The Center provides liability insurance coverage for participants and staff during operating hours.

#### **XVII. MEDICATIONS:**

The staff of the Ruth Sheets Adult Care Center supervises the administration of medications for the participants. Because of State Adult Day Care Standards adopted in July 2007, participants cannot self-administer medications. This prohibits participants from possessing or self-administering any medication while at the Center. Any intravenous, intramuscular or subcutaneous medications given to a participant while attending the program will be provided under the direct supervision of the Healthcare Coordinator.

All medications to be taken at the Center must be in original containers, those prescribed by a physician must have a pharmacist's or physician's label including the doctor's name, patient's name, date prescribed, dosage and directions for administering. Nonprescription or over the counter medications must clearly show the manufacturer's label and expiration date. Medication charts are kept on all those that receive medications at the Center and all medications are stored in a locked cabinet. It is the responsibility of family/caregiver to give staff a complete and accurate list of all medications being taken at home or at the Center. This list should be updated at least quarterly, and as soon as there is a change in dosage and/or type of medication.

At the time of a participant's termination from the program or if a medication is no longer prescribed to an active participant, it is the responsibility of the caregiver to pick up any unused medication from the Center. Old medications or remaining medications of former participants will be properly disposed of after 15 days. This disposal will be witnessed by two staff and documented. Disposal staff will consist of either Program Director or Assistant Director, AND Healthcare Coordinator or RN Supervisor.

#### **XVIII. EMERGENCIES AND FIRST AID:**

Staff will administer basic first aid treatment when needed. Participants requiring emergency treatment will be transported via ambulance to the nearest available hospital. Family members will be contacted as soon as possible. Any accident resulting in personal injury will be reported in an incident report and sent to the appropriate persons. The Executive Program Director and staff will complete and



keep records of any emergency and/or injury in the participant's file. Any unusual behavior changes will be reported to the participant's family/responsible party and any other appropriate persons or agencies. If there are any advanced directives (such as a DNR) an original must be kept on file at the Center to ensure your wishes are met. Any questions related to advanced directives should be directed to the Program Director. All staff are regularly trained in the proper use of CPR/First Aid/Defibrillator. (A defibrillator is available in the building).

**XIX. LATE PICK UP AND ABANDONMENT POLICY:**

It is imperative that participants are picked up on time. Late pick ups cause an unnecessary hardship on the participant as well as the staff staying late. Caregivers picking their loved ones up late should expect a \$1 per minute late fee. The Center staff will make every effort to contact primary caregivers or other family members when a participant remains at the Center beyond closing time (5:30 p.m.) and/or when the Center is closed due to severe weather conditions. However, if staff is unable to locate the primary caregiver or a family member, we will contact the Police Department and have the participant transported to the police headquarters until the caregiver or a family member is located. If no one is located, Wake County Human Services will be contacted.

**XX. FIRE AND EMERGENCY PROCEDURES:**

Fire drills are performed monthly for staff and participants. Other emergency drills, such as; ice storm, hurricane, tornado, disaster, etc. are reviewed by staff quarterly. Written emergency plans are available and accessible in the Center and evacuation routes are clearly posted by the entrance door.

**XXI. SUSPECTED ABUSE/NEGLECT (PROTECTIVE SERVICES):**

Under North Carolina law and regulations, Center staff are required to notify Adult Protective Services at Wake County Human Services (WCHS) immediately if there is any indication of possible abuse (physical, verbal, sexual, emotional, or psychological), neglect, financial or material exploitation of any of our participants. A telephone call to the supervisor of Adult Protective Services would then be made with a verbal description of the situation. A written report will then be immediately filed with the Director of the WCHS and the supervisor of Adult Protective Services stating the name of the individual in question, the situation that led to the report, a written statement from the staff person who observed questionable physical signs of abuse, and the concern for that individual's overall health and safety. The report will also include all other appropriate information, including the participant's records at the Center if those are requested by WCHS. All Center staff take this responsibility very seriously.

## **XXII. SMOKING AND USE OF TOBACCO PRODUCTS:**

Because various health conditions of other participants can be aggravated or worsened by exposure to tobacco products, smoking and the use of other tobacco products is not permitted within the facility.

## **XXIII. GRIEVANCE POLICY & PROCEDURE:**

If you have any problem with the policies or requirements in this application please speak to the Executive Program Director for clarification. If you have any questions or concerns about the care of the participant please bring your concerns to the Executive Program Director. Any grievances must be brought in writing to the attention of the Executive Program Director within five business days of the occurrence. The Executive Program Director will respond in writing within 5 business days. This decision can be appealed within 5 business days by requesting a meeting with the Ruth Sheets Adult Care Center's Board of Directors. The Board of Directors will reach a decision within 2 business days, and their decision will be final.

## **XXIV. CONFIDENTIALITY:**

The records and activities of all participants and their families will be kept strictly confidential by the Center and its paid and volunteer staff. Such information will not be discussed except in relation to caring for the participant or caregiver. The medical records will be shared with the 911 responding team in the event of an emergency. A copy of medications will be given to the 911 team. Confidential records will be kept locked in the Executive Program Director's and/or Healthcare Coordinator's office and will only be accessible to Ruth Sheets Adult Care Center staff.

## **XXV. MEMORIALS/HONORARIUMS:**

The Center has a "Permanent Fund" designed for memorial/honorarium tributes. As this fund grows the plan is to use the interest to assist families in need of assistance with the daily fee. The Center also has a "Tree of Life" in which memorial/honorarium tributes are engraved onto its leaves. The funds raised from the purchase of these leaves are used for the Center's Long Term Planning efforts, such as the expansion in 2011. Families are welcome but not required to contribute to either or both funds.

## **XXVI. PERSONAL POSSESSIONS:**

A complete change of clothes is to be kept at the Center for the dignity of the participant. It is of great help to the staff to have coats, hats, gloves, pocketbooks, etc marked with the participants' name.

## **XXVII. PARTICIPANT BILL OF RIGHTS**

- A. The participant shall be treated as an adult with consideration, respect and dignity, including privacy in treatment and in care for personal needs.
- B. The participant shall be encouraged and supported to maintain the highest level of personal and functional independence that conditions and circumstances permit.
- C. The participant shall be encouraged to participate in planning for his care, in program planning, and in deciding to participate in a given activity, to the extent possible.
- D. The participant shall be involved in a program of services designed to promote a positive attitude about his usefulness and capabilities, and designed to encourage learning, growth, and awareness of constructive ways to develop talents and interests.
- E. The participant shall be cared for in an atmosphere of sincere interest and concern in which needed support and services are provided.
- F. The privacy and confidentiality of each participant shall be fully respected.
- G. The participant shall not be abused, exploited, punished, coerced or threatened in any way.
- H. The participant shall be protected from solicitation, harassment and unwanted visitors.
- I. Services provided shall meet acceptable standards of care. There shall be a good faith effort to provide care according to the plan of care. Satisfaction with care shall be routinely checked and concerns addressed.
- J. The participant shall have the right to voice grievances about care or treatment without discrimination or reprisal.