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This handbook is designed to outline our program's services and policies. Adult Day Service is not a guaranteed service and the enrollment process includes consideration of the person's abilities and needs in light of our abilities to maintain our therapeutic setting. We reserve the right to modify, add or delete policies or services that influence safety and quality of care. For further information, please call Julie GeBott, Program Coordinator at (248) 723-3530.

Philosophy of Care

The Bloomfield Township Adult Day Service program (ADS) is a community-based therapeutic program dedicated to assisting older adults with dementia to maintain their highest level of ability. Enrollment is recommended as soon as possible after receiving a dementia diagnosis. Research indicates early intervention is important to maintaining quality of life and maximizing stability. Improvement in mood, sleep patterns and socialization with peers are benefits of participation. The stimulating and caring environment is designed to enhance the self-esteem, well-being, and dignity of each member through the creation of person-centered programs. This partnership in caregiving enables families to keep their loved one at home, by providing the much-needed respite.

Social Model Adult Day Services

Friendship Club is based on the social model of service provision. Social model ADS provides non-medical supervision in a safe and engaging setting to those living in their homes who do not need 24-hour care*. The service provides respite to family caregivers giving them much needed breaks.

We provide therapeutic activities and structured socialization to meet the strengths and needs of people with dementia.

*Medical model ADS has medical professionals on staff and offers care to those with higher levels of need. Friendship Club is not a medical model ADS

Persons in the program are carefully grouped with others who share common interests and abilities to ensure successful engagement for all members.

Our handicap accessible facility, which includes a safe, secure program area, is important to creating a successful environment for our members.

We provide a nutritious lunch and snack. We also provide ancillary services on a case-by-case basis (see page 9).

The above-mentioned services are designed to meet the following program objectives:

- Encourage and support each participant's highest level of functioning
- Enhance the well-being and dignity of each participant
- Provide a safe and secure homelike environment
- Provide caregiver support and respite

Those who would benefit in a social model adult day center are:

- No longer able to plan and accomplish daily activities independently
- No longer safe at home alone
- Experiencing dementia but still living in their home
- Living with informal or family caregiver(s) who need a break
- Mobile with possible assistance of a cane, walker, or wheelchair

An intake assessment of each applicant is completed before enrollment and includes a non-refundable enrollment fee of \$100 to be paid prior to the intake assessment. Non-residents pay a higher fee. This assessment allows us to carefully plan activities specific to the abilities and interests of each participant. The following therapeutic, social, and recreational activities are planned to meet each participants' interest level and ability: active games, physical exercise, variety of musical experiences, reminiscence discussions, creative arts and crafts, cooking, pet visits, cognitive and sensory stimulation activities, cultural and spiritual support.

Admission Criteria

The program may enroll older adults who:

1. Have been living with dementia diagnosed by a physician.
2. Benefit from a structured activities program, based on evaluation by our BTSS social worker.
3. Are able to participate in the program with existing staffing ratios of 4:1.
4. Are 50 years of age or older.
5. Are able to participate in the program at least two days per week.
6. Are responsive to redirection and other supportive verbal interventions when angry, anxious, lost, or upset.
7. Do not have an acute medical illness.
8. Are free of communicable respiratory diseases and hepatitis.
9. In advance of enrolling in the program, the guardians/responsible parties have agreed to pay the designated fee and participate in service planning.
10. Non-residents are welcome to enroll if criteria are met and do pay a higher fee.
11. The participant's family must understand and be willing to comply with program policies related to participation in service planning, communication of status changes, and planned absences.

Program Hours and Attendance

The program is open Monday through Friday 9:00 a.m. to 4:00 p.m.

As you know, regular attendance allows participants to feel comfortable and secure. Participants need to attend at least two days per week. Beyond that minimum requirement, attendance at the program is individualized based on the needs of participants and family members.

The program is closed for the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after Thanksgiving, Christmas Eve Day and Christmas Day. Closings may occur on additional days with advance notification to families.

If a BTSS Friendship Club closure occurs, family will be notified as soon as possible by telephone. Credits are not available for inclement weather and other "acts of nature" related closures.

Member Illness

Member illness can lead to absence from the program. It is better to keep participants home in the early stages of a cold or flu for their comfort and to avoid infecting others. This includes any physical changes such as fatigue and/or weakness, fever, vomiting or diarrhea that impede program participation.

A member must be fever, diarrhea and vomiting free for 24 hours before returning for their scheduled day of participation. We are committed to preserving our 4:1 member to staff ratio.

Any infectious disease must be reported to the Coordinator. A doctor's note is required to confirm that the period of contagious illness has passed.

Please call the Program Coordinator at 248-723-3530 if any uncertainties arise regarding illness.

Planned Absences

For planned absences, we request that you inform us as soon as you know or at least 7 business days. Billing adjustments may be possible with advance notice if expenses can be modified.

Please call the Program Coordinator at 248-723-3530 as soon as possible when members are unable to attend.

Leave of Absence (LOA) Criteria

There may be instances when a member will not be participating in the program for an extended period of time. This may be due to medical and/or personal reasons. We understand and want to coordinate the best service possible, so we utilize the following guidelines for LOAs.

1. At any time services may be stopped, as indicated in the Family Acknowledgement Form, which is signed at the time of enrollment. Leave of Absence circumstances related to program participation changes should be discussed with the Program Coordinator. Written notification must be provided for a non-medical LOA. Medical LOAs are determined by the Coordinator.
2. Friendship Club will hold a member's place while on LOA for a maximum of ten (10) business days from day of notification. This includes medical and personal LOAs.
3. There is a re-enrollment fee of \$100 for return following an LOA lasting longer than ten (10) business days regardless of the reason for absence. Non-residents pay a higher fee.
4. A telephone consultation and/or an in-home visit may be required for any member who has been out of the program for longer than ten (10) business days.
5. Friendship Club cannot guarantee that a member's place will be open when they return. If the place has been filled while the member is on leave, the member will be offered a

new place based on availability and determination by the Coordinator. If there is no such opening, the member will be placed on the program's waiting list.

6. If the caregiver/family does not communicate their intent for a member to return to Friendship Club, the file will be closed. Please contact the Coordinator for additional assistance with extended absences.

Introducing Structure and Socialization

Change is often difficult for persons with cognitive and memory losses, so we want to do everything possible to ease each participant's entry into the program. Do not be surprised if your loved one expresses doubts or fears about going to an unfamiliar place. The social worker will discuss with you approaches that assist your loved one in feeling comfortable about attending the program.

Your family member may find it stressful if asked many questions about what happened during the day. For the most part, participants do not remember specifics about activities or whom they encountered. On the other hand, program staff will readily give you direct feedback about how each participant's day went, and it is helpful to reinforce what you hear from staff with comments like, "They really loved your story about..." or "Everyone smiled when you sang..." Participants are more likely to maintain positive feelings about coming to the program, as they hear you expressing enthusiasm about their visit.

Ancillary Services

Ancillary services are based on staffing capacity. Primary service is our priority and ancillary services are considered on a case-by-case basis.

Personal Care Services

By caregiver request, showering, grooming or shaving services on-site will be considered on a case-by-case basis, with advance scheduling. There is an additional charge of \$50 for each shower and \$20 for each grooming service. For the comfort of participants, please send a marked container with familiar soap, shampoo, etc. and a robe. We provide washcloths and towels.

Transportation Services

Based on availability of staff, we may be able to offer transportation service for those members who are assessed to benefit from transport. This is a prescheduled service that is offered either one-way or roundtrip. One-way is considered **either** picking the member up from home and bringing to the center, **or** taking the member home at the end of the day. Roundtrip is considered picking the member up, bringing to the center **and** returning home at end of their scheduled attendance. The fee for this one-on-one service is \$18 one-way or \$36 roundtrip. Transportation is available within the township only.

The member is considered in the program during their transport time, as we are providing care and supervision. Responsible party must be present at the home for service timing.

Transportation service is tied to attendance and thus is non-refundable for an unplanned absence. If a BTSS Friendship Club closure occurs, family will be notified as soon as possible

by telephone. Credits are not available for inclement weather and other “acts of nature” related closures.

If there are poor road conditions, no transportation will be available and families will be notified by phone. Occasionally, transportation is cancelled while FC remains open. A transport credit will be on the next month’s invoice but if the Club is open, no daily refund is available. PLEASE HAVE A BACKUP PLAN FOR TRANSPORTATION TO ENSURE ATTENDANCE.

Safety of your loved one and our staff are essential. You must ensure that your walks, porch and approach to the door be clear from debris, slippery conditions and are safe for all. These areas should be checked and cleared prior to our arrival. We reserve the right to suspend transportation if unsafe or questionable conditions exist.

Services for Family Members

Helping family members is as central to our mission as serving participants. We are your partner in caregiving. While the participant is attending the program, caregivers have respite time for their own needs and restoration. To build a partnership in caregiving, the social worker (assisted by other staff) provides or facilitates the following services to assist family members:

Counseling is provided as needed to assist family members in understanding the course of the illness and how to cope with behavior problems and related challenges.

Caregiver support groups, co-sponsored by the Alzheimer’s Association, are offered to build mutual support among caregivers and to learn from each other about helpful resources. Support group meetings will be held on the second Monday of

each month from 2:00 pm to 3:30 pm. For more information, call Julie GeBott, Program Coordinator, at (248) 723-3530.

Coordination of the participants' person-centered care plan to build a strong foundation for a partnership in care with families.

Safety and Security

We are vigilant in maintaining safety and security. Examples include:

- The program has alarms to inhibit wandering. Doors automatically unlock during an emergency.
- Staff is trained in safety procedures and emergency first aid.
- Do Not Resuscitate instructions and DNR Order forms are provided at the intake assessment. Policy requires a copy of your loved one's DNR Order and a copy of the Power Of Attorney paperwork. Once submitted, this paperwork would be provided to EMS as needed to convey your loved one's wishes.
- Participants are supervised at all times and one-person assistance for restroom needs is available.
- We encourage ID bracelets or other forms of ID. The Safe Return program of the Alzheimer's Association has proven effective in wandering situations.
- Families must provide response kits for any potential allergy reactions.
- No medication may be carried or sent in with a member.

Clothing and Personal Belongings

Program activities include light exercise and activities such as crafts, baking, and gardening. We suggest the following:

- Comfortable, casual clothes
- Walking or gym shoes with a flat, nonskid sole

The following are needed for members' personal storage at the program:

- A change of clothing, for possible accidents or spills
- A sweater/jacket for those sensitive to air-conditioning

We wash and dry soiled clothing to the best of our ability; we cannot always guarantee the outcome. Please supply only washable items.

Valuables and Personal Assistive Devices

Some persons with memory impairment may misplace belongings. Please do not send the following in with your loved one: Cell phone, money, valuable or any items easily misplaced.

Glasses, canes, walkers, as well as personal valuables that may be brought in to share with group members like mementos or photos, should be carefully labeled with the participant's name. Please label sweaters, coats, hats, and winter boots.

Dentures, hearing aids and glasses are recommended for members as needed. We are unable to provide 1:1 monitor to insure these items are maintained.

Payment of Program Fees

In-home health care ranges \$20-26 per hour. ADS is a reasonable way to provide care with the added value of socialization and therapeutic activities.

The following fees are charged to participants:

Half Day Rate	\$ 80
Full Day Rate	\$ 90
Leave of Absence (LOA) Re-enrollment Fee	\$ 100
For Service Outside of Our Operating Hours	\$ 25
	<i>(Per 15 Minute Increments - Must Be Scheduled and Approved)</i>
Personal Care	See Ancillary Services
Transportation	See Ancillary Services

- The half-day rate is charged for attendance of 4 hours or less and offers full caregiver support.
- The full day rate is charged to participants who attend the program for a full day, defined as more than 4 hours.

Non-residents are welcome to enroll if criteria are met and do pay a higher fee.

Advance payment flows from the Fee and Schedule Determination Form. As we commit to staff and program expenses in order to provide the best service to our members, we are a pre-paid service. The first payment is due on the member's first day and covers the first month's attendance.

Subsequent fees are paid at the start of each month, payable no later than the 10th. Scheduled attendance and ancillary services are pre-paid.

Checks are made payable to Bloomfield Township with "Friendship Club" in the memo line. We accept Visa, MasterCard, Discover and American Express in person or via telephone with our on-site Administrative staff. Please discuss any billing concerns with our Administrative staff.

Donations to Friendship Club

Donations are accepted at any time. Your support would honor a loved one or create a special way to celebrate a milestone event. Some families have donated the balance of their invoice as a convenient way of paying it forward. Funds preserve enriching opportunities and diverse programming. Letters acknowledging donations are provided as a donation is processed.

Discharge Criteria

Participants may be discharged for the following:

1. Are assessed as not benefiting from structured day service activities.
2. Are bedfast or lack the stamina to attend the program for at least two day per week. This includes persons requiring physical assistance greater than can be provided by one staff caregiver or who's medical needs exceed program capabilities.
3. Are unresponsive to redirection and other supportive verbal interventions when angry, anxious, lost or upset.
4. Engage in behaviors that are physically dangerous to self or others or are disruptive to program operation and whose behaviors are unable to be managed by medical or behavioral intervention.
5. Have an infectious illness that puts other participants at risk.
6. Families decline to continue payment of agreed-upon program fees.

Participant and Caregiver Rights

A. Participant Rights

Based on the policies of the Bloomfield Township Adult Day Service Program, the laws of the State of Michigan, and our Professional Code of Ethics, we recognize the following:

1. The right to be treated with dignity and respect in all aspects of your programming.
2. The right to be involved in the development of your individual care plan.
3. The right to have full knowledge of your individual care plan.
4. The right to confidentiality in all aspects of your programming within the limits of the law.
5. The right to refuse services.
6. The right not to be photographed, videotaped, or tape recorded without your knowledge and consent.

B. Caregiver Rights

The program social worker will communicate with caregivers for the purpose of discussing mutual concerns. Purposes may include:

1. To ensure that your services are based on your strengths, abilities, needs, and preferences.
2. To obtain your informed cooperation toward making the most efficient use of program resources.
3. To receive your suggestions and to answer your questions.
4. To understand your level of satisfaction with services on a regular basis.