Guide to the Program
Caregiver Manual

KEYSTONE
ADULT DAY PROGRAM
Partners In Dementia Care

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The staff at Keystone Adult Day Program strives daily to assure that the best possible care and services are provided to our participants and their families. We are committed to an open communication process and encourage caregivers to freely express concerns and questions at any time. Thank you for this opportunity to partner with you in caring for the population we serve.

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ABOUT KEYSTONE

KEYSTONE
ADULT DAY PROGRAM

Partners in Dementia Care

WELCOME

Keystone Adult Day Program is a non-profit service organization established in February 1988, for the purpose of giving those with dementia and/or functional impairments an alternative to institutional care.

Keystone Adult Day Program partners with participants and their families. Keystone's goals are to provide caregivers with respite from around-the-clock care, and to provide participants with a safe, supportive, and stimulating atmosphere. In a time of rising health care costs, Keystone offers a resource of community-based support for families that can help prevent, divert, or delay the need for institutionalized care and its associated financial and emotional costs.

As always, at Keystone the starting point is the individual, the participant. The needs of the participant form the core of this vision. The level of care revolves around the participant's needs and address the services that allow the participant to function at the highest level of his or her ability.

Specific goals may include:

To maintain a lifestyle as close as possible to the lifestyle of the person before dementia or a debilitating disease and . . .

- To promote independent physical functioning to the highest level possible.
- To promote independent cognitive functioning to the highest level possible.
- To promote a feeling of self-worth.
- To provide a safe environment.
- To provide for privacy, dignity and respect.
- To provide for social contact.
- To provide a nurturing and caring environment.
- To promote gifts of wisdom

"Care is envisioned as being much more than that of meeting basic physical needs; it is a matter of attending to the whole person, of enabling each individual to make the fullest possible use of his or her abilities and to remain a social being." (Kitwood, 1997)

Keystone believes that the staff must function independently and interdependently to meet the physical and psycho-social needs of the participants. We are a team!

Vision, Mission, Goals and Objectives

VISION:

Keystone envisions a world where the enduring presence of the human spirit is celebrated for all those living with dementia.

MISSION:

Keystone Adult Day Program's mission is to provide a structured, supervised and comprehensive day program for adults with cognitive and/or functional impairments while partnering with caregivers in need of respite.

GOALS AND OBJECTIVES:

- Foster self-worth
- Enable each and every individual to be successful at his or her level of cognitive ability through purposeful activity
- Maximize the opportunity for individuals to remain social beings
- Offer an alternative to institutional care
- Provide education and support to caregivers, allowing them to navigate their caregiving journey with the tools needed to make informed decisions about their family member's health as well as their own.
- Be a resource for the Oak Ridge community and beyond by providing subject matter expertise in the field of dementia to churches, civic groups and others.

It is the policy of this agency to provide services to all individuals whose needs may be met by Keystone Adult Day Program's services, without regard to race, creed, age, sex, national origin, or color.

STATE LICENSURE

Keystone Adult Day Program is licensed by the state of Tennessee, Department of Human Services. Keystone operates the program to meet or exceed the minimum national standards for adult day care. The standards relate to the facilities, staff, health and safety procedures, nutrition, staff-participant ratios, and record keeping. State and city health, fire and licensing offices routinely inspect the program.

PROGRAM LOCATION

First United Methodist Church, 1350 Oak Ridge Turnpike, Oak Ridge 37830

HOURS OF OPERATION

Monday thru Friday 7:30 am-5:00 pm

SOCIAL MODEL

Keystone is a social model day program and does not offer any medical services.

AFFILITATIONS AND PARTNERSHIPS

NADSA – National Association of Adult Day Services

TAADS – TN Association of Adult Day Services

HABIT - Human Animal Bond in Tennessee through the University of TN's Veterinary School

Roane State Community College Occupational Therapy Program - field training site

First Steps Child Development Program - daily intergenerational activities

Clinch River Home Health Agency - provides bi-monthly health checks to all Keystone participants and annual flu shots when available and requested by the family.

Methodist Medical Center - nutritious lunches

Lincoln Memorial University Nursing - field training site

Pellissippi State Community College Nursing - field training site

University of Tennessee Therapeutic Recreation Program - field training site

STATEMENT OF RIGHTS OF PARTICIPANTS AND/OR CAREGIVERS AT KEYSTONE ADULT DAY PROGRAM

The right of the participant and/or caregiver to:

- Treatment as an adult, with consideration, respect, and dignity, including privacy in treatment and in care of personal needs.
- Participate in a program of services and activities designed to encourage independence, and promote maximum functioning level while maintaining one's interests and talents.
- Self-determine and decide whether or not to participate in any given activity within the Keystone setting.
- A thorough initial assessment, the development of an individual plan of care, and the determination of level of care needed.
- Care in an atmosphere of sincere interest and concern in which needed support and services are provided.
- A safe, secure, and clean environment.
- Nourishment and assistance with meals as necessary, to maximize functional abilities and quality of life.
- Confidentiality and the requirement for written consent for release of information to persons not authorized under law to receive it.
- Freedom from harm, including unnecessary physical or chemical restraint, isolation, abuse, neglect, and/or financial exploitation.
- Communication and socialization with others to the extent of the participant's capability.
- Participate in developing the participant's plan for services and any changes therein.
- Be involved to the extent possible in program planning.
- Refuse care and be informed of the consequences of such refusal.
- End enrollment in the program at any time by written notice.
- Voice grievances without discrimination or reprisal with respect to care or treatment that is (or is not) provided.
- Be fully informed, as evidenced by written acknowledgement of these rights, of all rules and regulations regarding participant's and/or caregiver's conduct and responsibilities.
- Be fully informed, at the time of acceptance into the program, of services and activities available and related charges.

ENROLLMENT

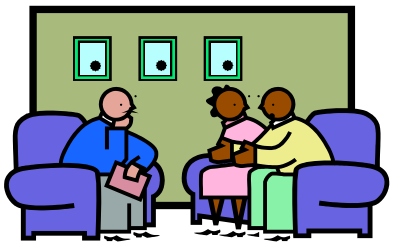
How to enroll

Before a participant can be enrolled in Keystone Adult Day Program, he/she must have:

1. Completed application form on file
2. Medical Exam form completed by a physician
3. A scheduled assessment visit which both the potential participant and caregiver attend.

Who enrolls?

Keystone Adult Day Program enrolls participants who need day time supervision, companionship and/or assistance with activities of daily living, but who are not ready for nursing home placement.



The completed Medical Exam form certifies that the participant is free from communicable diseases and able to participate in the activity program. This is intended to protect the health of the program's participants and is not intended to discriminate against any individual.

The caregiver must complete and return the application forms and secure the physician's statement. Upon completion of the required forms, a staff member will review them and determine if the applicant initially meets the criteria for admission. The caregiver will be contacted, and a date for an assessment visit will be scheduled. This **mandatory visit** begins the care planning process and helps to identify the participant's level of functioning and the needs of the family.

During the assessment, a plan of care will be determined which incorporates the participant's personality, life experiences and interests. This information helps staff and the participant establish a relationship to facilitate the participant's transition into the program. The staff fully recognizes and acknowledges that the participant will have a period of adjustment after admission and the careplan is vital to insuring the best opportunity for a successful transition. **A participant is considered enrolled in the program after successful completion of the assessment visit.**

ENROLLMENT CRITERIA

Applicant:

- Eats a regular diet or a slight variation thereof. Caregivers may be required to provide food for special diet.
- Transfers easily from a wheelchair if one is used.
- May require the stand-by assistance of one person to walk safely.
- Transfers on own or may require **minimal** assistance of one staff person to move from chair to toilet or from chair to standing.
- Helps in own self care; may display some resistance to help but is amenable to staff assistance.
- May be incontinent but wears appropriate undergarment and is able to change undergarment with minimal staff assistance.
- Demonstrates no combative behavior which would endanger self or other participants.
- May exhibit some resistive, aggressive or agitated behaviors which are rendered harmless and non-disruptive through behavior management techniques and environmental modifications.
- May have difficulty communicating but does not routinely make loud or disruptive noises that cannot be redirected through staff interventions.
- Able to participate in program activities, and may choose not to, but does not object to programming occurring in community space.
- Does not need oxygen, assistance with injectable medications, or assistance with monitoring blood glucose levels.
- Does not require assistance with medications more than three times daily while in the program.

PARTNERING

When issues arise:

- Staff conference may be requested with the Executive Director to discuss concerns and/or behaviors and seek ideas for dealing with the concerns and/or problem behaviors.
- A conference with caregiver and concerned parties to discuss these issues and possible solutions may be scheduled.
- Alternative solutions are instituted, if available. If the concern/behavior persists, the participant will be discharged from the program. If the concern is the decline in abilities as the disease advances and this decline is now a part of the day routinely, the participant will be discharged.

WHEN IS KEYSTONE ADULT DAY PROGRAM NO LONGER AN OPTION?

Participants who are inappropriate for adult day services include, but are not limited to, those who:

- No longer meet the enrollment criteria.
- Need the assistance of **more than one staff person routinely** to accomplish activities of daily living either because of functional level or behavioral reasons, or routinely requires one on one activities.
- Do not have the strength or the stamina to attend, or routinely sleep all day.
- Are in an infectious stage of a communicable disease.
- Exhibit emotional or behavioral disorders, who are destructive to self or others, or who are routinely disruptive in a group setting.
- Can no longer participate in activities because of cognitive and functional decline and no longer benefit from minimal attendance at activities of any kind.
- Display disruptive behaviors which are not rendered harmless through behavioral interventions or environmental modifications.
- Is no longer to able to self toilet and routinely requires **maximum** staff assistance.
- Participant is either resistant or no longer able to evacuate Keystone during an emergency situation
- Exhausted every effort/suggestion through caregiver and staff conferences.
- Have an outstanding balance not paid according to Keystone's guidelines.
- Have caregivers or families who fail to abide by the policies and procedures of Keystone Adult Day Program as outlined in this manual and/or received in other forms of communication.

WHEN WE HAVE TO SAY GOOD-BYE

When a participant begins to manifest one or more of the above discharge criteria, the discharge policy will be instituted and may include the following:

- Documentation of issue or behavior in the participant's quarterly progress notes.
- Informal discussion of concerns with the caregiver.
- When a participant reaches a Level III of care and routinely requires one-on-one staff assistance to remain in the program, Keystone is no longer an option.
- Caregiver and participant will be given information about other community resources for support and transition.

ASSESSMENT VISIT

The assessment visit determines the prospective participant's eligibility for enrollment. This visit also allows the caregiver to meet individually with administrative staff to discuss the prospective participant's needs and administrative policies that will directly impact the participant.

During the assessment visit, the potential participant will enter the program while the caregiver meets with staff. Policies concerning attendance, finances and procedures will be explained. This visit typically takes about an hour. **There is a $75 non-refundable fee for the assessment and payment of fees is expected at the time of enrollment**.

The Executive Director may allow the participant to enroll for up to two (2) weeks while waiting for the completed Medical Exam form to arrive. The family is responsible for securing this form. A participant will be discharged if the form is not received by the end of two (2) weeks of enrollment.

TRIAL ENROLLMENT

A participant has a four (4) week trial enrollment period to ensure that his/her placement in the program is appropriate and that the program can meet the individual's needs. Program participation can be discontinued during this period by Keystone without two (2) weeks notice.

FIRST DAY OF ATTENDANCE

Keystone Adult Day Program requests that the participant have a short day on his/her first planned day of attendance. Consider bringing the participant around 9:00 a.m. and picking up the participant after lunch around 1:00 p.m. This will help with the transition and assure the participant that he/she has not been forgotten, or abandoned.

There is a four (4) hour maximum for the first day of attendance. Plan to bring a complete change of clothes on the first day. See "CHANGE OF CLOTHING" page 16.

On the participant's first day, staff will begin the process of easing the new participant into the daily routine and group activities. Efforts will be made by all of the staff to reassure both the participant and the family during this transition period.

Private attendants and family members are discouraged from staying with participants. This allows the participant to meet other participants and to engage in the program's activities. It also allows the staff to observe the participant and to begin establishing a trusting relationship with him/her. Keystone needs to become a part of the participant's routine as quickly as possible.

ARRIVAL TO THE PROGRAM

Keystone's responsibility begins once the participant is signed in. ***Under no circumstances should the participant come into the facility alone.*** Please escort the participant all the way into the program. Please talk to a staff member before leaving. Record the participant's full name on the daily attendance sheet provided , along with the arrival time. Please allow the participant to sign themselves in if they are able to do so. This can provide them with a continued sense of independence.

In order to assure continuity of care and keep disruptions to a minimum, all participants must arrive **by 10am to the program each day. Exceptions are at the sole discretion of the Executive Director. Participants will not be admitted into the program after 12 noon.** In addition, if a participant is taken out of the program for any reason, please be considerate and do not bring them back to Keystone until their next scheduled day. It can be confusing for them as well as disruptive to the other participants in the program.

Any medications should also be signed in at this time. All medications should be handed to a staff member. Please do not leave medications unattended or with the participant.

DEPARTING THE PROGRAM

Keystone Adult Day Program cannot release a participant to anyone except the primary caregiver or someone that the primary caregiver has authorized in writing.

Please make sure that the information on all persons authorized to transport a participant is accurate and up to date. If an unauthorized person needs to pick up a participant, please call and let the program know. Keystone may ask for confirmation of their identity.

Please record the time of departure next to the participant's name on the daily attendance sheet. **Once a participant has been signed out, Keystone is no longer responsible for the participant.**

DEPARTURE MESSAGES

The "Message to Families" section on the sign in sheet is there for Keystone to communicate to families/ caregivers any concerns, notification that they should see a staff member for further information, and other information needed by caregivers. If the message "See Staff" or "See Director" is written next to the participant's name, please do not leave the program until you have seen the appropriate person. This message system is used to share important information about the care of the participant. Please communicate messages to staff directly or by writing them on a blue form. **Blue forms are located outside the office by the deposit box.**

BLUE FORMS

.Blue forms are used to communicate **changes** in any or all of the following:

- Medications
- Contact information
- Transportation authorizations
- Schedules
- Any other important information (e.g. insurance) pertaining to the participant's care

NAME BADGES

Keystone believes that each participant should always be greeted by name. Keystone encourages everyone who comes to the program be it staff, participants, families, volunteers or visitors, to call participants by name.

The background color of Keystone name badges is significant and informs staff and volunteers of vitally important information about the individual participant.

White background – there are no dietary restrictions, allergies to food or mobility issues

Yellow background – this is a "caution" – there is a known food allergy or other special dietary consideration for this participant

Blue background – needs assistance in the bathroom or with walking

Red background – may be at risk for wandering

A name badge will be made for each new participant and badges are removed as the participant leaves for the day.

MEDICATIONS

How to Provide

All medications must be kept in their original prescription containers and should be properly labeled and identified.

The label of each of the participant's prescription medication containers must be permanently affixed and contain the participant's full name, physician's name, prescription number, name and strength of drug, direction for use and cautionary and/or accessory labels.

Keystone will maintain records of medications taken by the participant during the program including: the date, dosage taken and time the medication was taken.

Non-Prescription

All non-prescription, over the counter (OTC) medications must be in their original container and labeled with the participant's name, name and strength of drug, directions for use and cautionary and/or accessory labels.

Medications may not be kept by the participant at any time. All medications including OTC (over the counter) medications, ointments and natural or herbal supplements are locked up and the participant is assisted in taking their medication as directed by the caregiver.

It is the family or responsible party's job to keep Keystone informed of any new medications and changes in dosages or times. The supervision of self-administered medications will be given in the following areas: reading of labels, opening bottles, reminding participants of their medication, checking self-administered dose against the dose on the prescription, observing the participant while taking the medication, and reassuring the participant that they are taking the correct dosage.

Medication assistance schedule

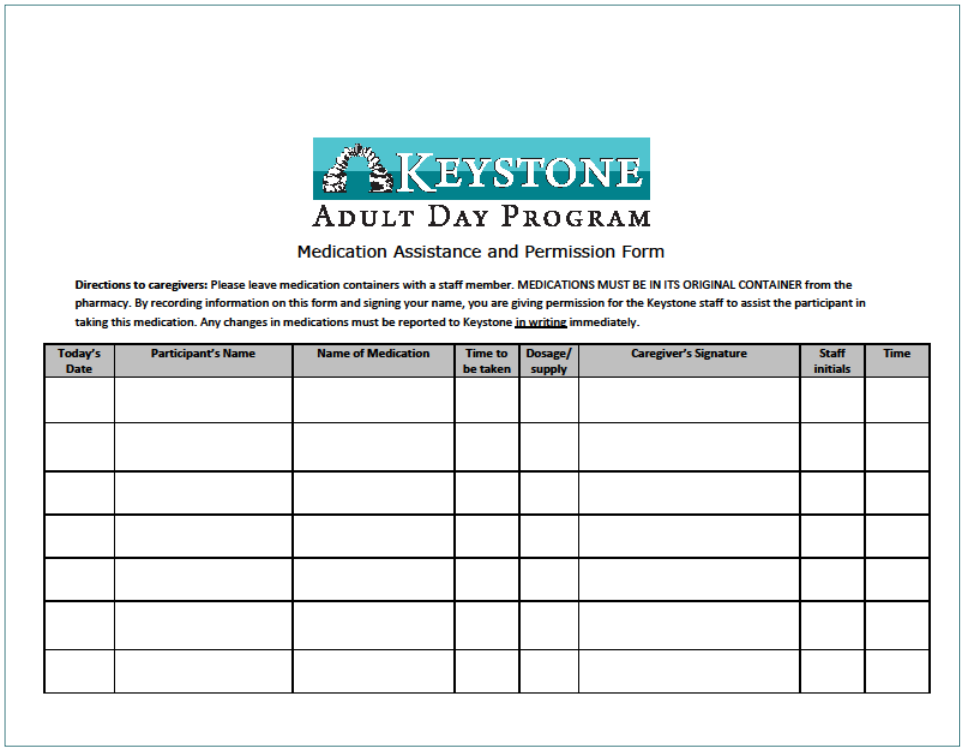
Assistance with medications will be available at pre-determined times:

- Before Lunch 11:30 pm to 12:00 pm
- After Lunch 1:00 pm to 1:30 pm
- Mid Afternoon 3:00 pm to 3:30 pm

The times listed above are the **only** times Keystone can assist with medication. **No other times will be available.**

Medication sign-in

In order for us to assist participants in taking medications prescribed by a physician, the caregiver must give us written permission on the medication authorization sheet EVERY time medication is brought to the program. See example below. Medications should be recorded one medication per line. If a participant takes the same medication at two different times, each dosage must be written on a separate line for each medication time. All medications must be signed in by the caregiver. Keystone cannot assist participants with any medications without written permission. Medications will not be accepted if they come in Ziploc bags, foil, or containers other than the original.



KEYSTONE
ADULT DAY PROGRAM

Medication Assistance and Permission Form

Directions to caregivers: Please leave medication containers with a staff member. MEDICATIONS MUST BE IN ITS ORIGINAL CONTAINER from the pharmacy. By recording information on this form and signing your name, you are giving permission for the Keystone staff to assist the participant in taking this medication. Any changes in medications must be reported to Keystone in writing immediately.

Today's Date	Participant's Name	Name of Medication	Time to be taken	Dosage/ supply	Caregiver's Signature	Staff initials	Time

Clothing

Labeling

Be sure the participant's name is clearly marked on **all** articles of clothing. Walkers, canes and wheel chairs should also be marked.

Clothing Tips For Those With Dementia

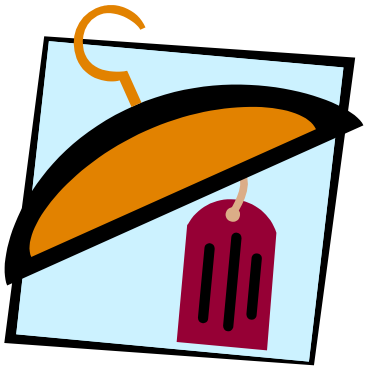
- Shoelaces can easily untie and become a safety hazard. Consider shoes which slip on or have Velcro type closures.
- Belts, buttons and zippers are difficult to manage. Consider elastic-waisted pants.
- Sensitivity to temperature changes is common. Consider leaving a sweater or light jacket to be worn as needed.
- Keystone Adult Day Program recognizes that some participants may not be comfortable in this suggested manner of dress. It is important that they wear what is routine and comfortable for them.

Change of Clothing

We ask each family member to bring a complete change of clothes to be left in the program for use in case of an accident or spill. A full set of clothing, from the skin out, must be left in the program while the participant is enrolled.

If soiled clothing is sent home, please return these items on the next attendance day to insure that a full set of labeled clothing is in the program.

When a participant stops coming to the day program, be sure to pick up the change of clothes that has been kept in the program. After a participant no longer attends, Keystone cannot be responsible for clothing left over thirty (30) days. All unclaimed clothing will be donated to a local charity.



Labeled Hangers

Each participant has his/her own hanger with hang tag in the closet. Please take the time to hang coats up on the proper hanger. Any items of clothing that are removed during the day will be hung on these hangers.

PERSONAL PROPERTY

There is no need for a participant to bring any valuables to the program.

Keystone cannot be responsible for valuables worn, brought to or lost in the program. These include *purses, wallets, money or jewelry (especially rings).*

Some women are not comfortable without a purse and most men want to carry a wallet. This is acceptable as long as they do not contain valuable items.

Personal telephone calls or the use of a cell phone are not allowed for participants. Please call the program to ask a staff member how your family member is doing and we will be glad to report to you.

LOST AND FOUND

Should any item be missing, please inform Keystone staff as quickly as possible. All efforts to locate missing items will be made, however, some items may be lost forever.

Keystone assumes no responsibility for loss or damage to clothing or personal belongings.

DANGEROUS ITEMS

Participants may not possess dangerous items in the program. These items include but are not limited to:

Lighters	Matches
Scissors	Pocket knives
Weapons	Tools, etc.

This is for the safety of participants and others. If a participant comes in to the program with any item felt to be dangerous by Keystone, a staff member will attempt to get the participant to surrender the item. If we are not successful, the family will be called to pick up the participant.

KEYSTONE PROPERTY

Sometimes participants may take home items belonging to Keystone. We understand! Just return them to the program when you become aware of them. Don't fuss at your family member. He/she can't help it. Be on the lookout for common items such as silverware, napkins, aprons, puzzle pieces, colored pencils and nametags.

PARTICIPANT SERVICES

PERSONAL CARE

Incontinence Care: Please provide a supply of incontinence products as needed. Keystone is often the recipient of gifts of these products. Keystone will provide them if able, and you will be notified when a personal supply is needed.

NUTRITION

Dining is a meaningful social activity at Keystone Adult Day Program.

Keystone contracts with Methodist Medical Center to provide nutritious lunches for participants. Please inform Keystone about any food allergies a participant may have. Keystone cannot accommodate strict special dietary needs. Special diets must be sent from home and require only minimal preparation. If a participant requires special nutritional supplements such as Ensure or Boost, it will be necessary to provide a supply marked with the participant's name.

Keystone is routinely inspected by the Health Department. Cleanliness and high standards of nutrition are part of quality care.

10:00 a.m.	Light snack
12:15 p.m.	Lunch includes an entrée, two vegetables, dessert and a beverage.
3:15 p.m.	Light snack

Participants are encouraged to maintain independence by feeding themselves as much of a meal as possible for as long as possible. As needs increase, assistive devices are used to help the participant maintain this independence and promote "dining with dignity". These devices include, but are not limited to: lipped plate, plate guard, covered cup, built up utensils.

The menu for the program is posted on the refrigerator; it will list the meals for each week.

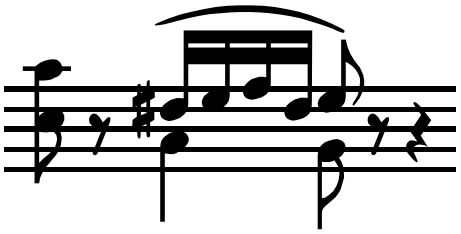
If a participant enters Keystone with food during non-designated eating times (see schedule above), the caregiver must remain with the participant until the participant is finished eating.

THERAPEUTIC ACTIVITY PROGRAM

Creating opportunities for purposeful activity is one of the primary goals of Keystone's activity program. Activities are therapeutically designed to allow participants to be successful and thereby preserve dignity, generate self-respect and maintain independence. Participants are respected as individuals and given the freedom to self-determine the level of engagement that they desire. Our social model gives all participants equal opportunities to exercise their abilities in a positive, encouraging and respectful community and to experience joy, meaning and purpose.

The activity program is part of the overall plan of care and includes fine motor coordination, gross motor coordination, low impact exercises, cognition, socialization and communication skills. Daily activities consist of :

- Devotions
- Exercises
- Cooking
- Crafts
- Recreational Games
- Music appreciation and music interactive sessions



Keystone also offers Music Therapy weekly, bi-weekly Pet Therapy through UT's H.A.B.I.T. program, guest lecturers and entertainers from the surrounding community and intergenerational activities with First Steps from a Child Development Center. These activities, which draw wealth of talent and offerings in the area, enrich the lives and experiences of participants and facilitate community connection and collaboration.

Annual events are planned for the participants and their families. Examples include: Annual Caregiver Picnic, and the Caregivers' Thanksgiving Lunch .

A calendar for routine and special events is available:

- On our website www.Keystonetn.org
- Sent to families with invoices each month

PLAN OF CARE AND QUARTERLY PROGRESS NOTES

Each participant has an individual plan of care developed to meet the specific needs of that person. Certain areas are routinely included in the plan: communication needs, mobility concerns, socialization needs, personal care needs, nutrition concerns, medication assistance needs, behavior concerns and activity program plans.

Every three months, progress notes are completed by Keystone and shared with families. These progress notes assess both the participant's level of participation in the program and the level of staff assistance required for the participant to be successful. It is an important tool to keep open the communication between caregivers and Keystone staff. The information contained in the progress notes is a collective effort of the staff and encompasses the specific areas of need developed in the Plan of Care. These notes are sent home in March, June, September and December. Progress notes are initiated once a participant has been in the program at least two months.

CAREGIVER SERVICES

CAREGIVER SUPPORT GROUP

Keystone Adult Day Program provides a monthly caregiver support group. There is no charge. Anyone in the community is welcome to attend. Please call for specific dates and times. Care for family members enrolled in Keystone is provided free of charge during the meetings, space permitting. If the time and date is not convenient please ask for a list of other support group meetings in the area.

WHY JOIN A SUPPORT GROUP?

Joining a support group has multiple benefits:

- Support from others who are also caring for someone with dementia
- Prevent isolation
- Network …share ideas, learn news about the latest advances in treatment of the disease, find doctors who specialize in the field, etc.
- Gain a better perspective and have realistic expectations.
- Set goals.
- Reinforce efforts for positive action.
- Improve communication skills.
- Cope with and grieve losses.
- Counter depression.
- Make new friends.
- Open up to the need for help and support, both physical or emotional.
- LAUGH!!!

"None of us is an island that can stand alone. Help is there if you are open to it."

Roth, Sherri, C.S.W. L.I.A.F. H\June, 1997 pg.5

KEYNOTES

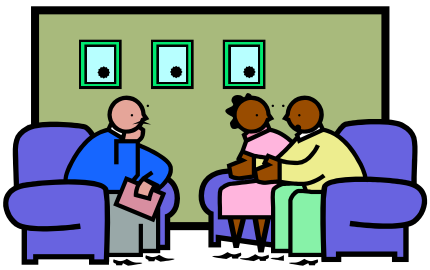
Keynotes is a monthly newsletter. It offers caregiver tips, important information, educational items and highlights of all of the activities going on in the Keystone community. **Keynotes** is available at the first of each month and also includes the monthly activity calendar. It can be found near the activity room or online at www.Keystonetn.org

LIBRARY

Keystone provides a lending library. Educational books, brochures and videos are available on various topics. Wheelchairs and walkers are also available to be checked out as needed.

CONSULTATION

Individual and family conferences may be scheduled as needed and information is available on the following:



- Project Lifesaver
- Internet sites of interest to caregivers
- Caregiver resource materials
- Termination of driving privileges in Tennessee
- Care Tips
- Respite care sources
- Long term care options

TELEPHONE SUPPORT

Support, information and referral are all available by phone from Keystone Adult Day Program. Telephone support is an important part of our caregiver services because:

1. Some caregivers do not drive.
2. Other caregivers cannot leave their loved ones.
3. Still others prefer the anonymity of the telephone.
4. Some caregivers are embarrassed by the questions they want to ask.
5. Caregivers who work may only have seconds to talk.

Whatever the reason, asking for help is non-threatening and often is the first of many contacts we have with families. Go ahead, pick up the phone.

ADDITIONAL SERVICES

- Periodically Keystone offers educational training classes to the families of participants. Watch **Keynotes** for upcoming offerings.
- Keystone does not make any recommendations concerning specific physicians, companion services, assisted living facilities or nursing homes. However, information about such topics is available in Keystone's library. Feel free to help yourself.

LONG TERM PLANS

Keystone recognizes that the needs of participants and their families change as the participant's health changes and/or their disease progresses. It is important to consider all of the possible options open at the time of withdrawal from Keystone. Keystone is available to assist with this transition.

RESIDENTIAL CARE PLACEMENT

Keystone maintains a listing of residential care facilities and medical and non medical home care agencies in Oak Ridge, Anderson County and Knox County. Keystone also has **checklists available for choosing a nursing home, assisted living or home care provider**. The placement process can be lengthy and involved. Planning ahead is critical even if placement is ultimately not required.

If residential placement is planned, Keystone will send a written summary of care if requested. The purpose of this summary is to facilitate the transition from a day program to residential care. Keystone can share information that is known about the individual to make this change as smooth as possible for the participant and family.

Please request this summary at least two weeks in advance of this transition.

POLICIES AND PROCEDURES

ASSSIGNED DAY(S)

After enrollment requirements have been completed, the participant's family and Keystone staff will determine which day(s) each week the participant will attend the day program. Attendance schedules are on a space available basis. Participants may attend five (5) days a week or as few as one (1) day a week. Keystone recommends at least (2) two days a week to help participants establish a routine. The day(s) agreed upon will be his/her assigned day(s) and the day(s) for which the participant will be billed. **ATTENDANCE DAYS CAN NOT BE SWAPPED except for special circumstances and must be authorized by the Executive Director.**

Keystone assumes the participant will use and **PAY FOR ALL ASSIGNED DAYS**.

> For example, if the participant is enrolled Tuesdays, the caregiver/responsible party will be expected to pay for all Tuesdays until the program has received WRITTEN notification of the withdrawal of the participant.

Keystone Adult Day Program maintains a very high staff to participant ratio. Daily attendance numbers determine staffing, supplies and meal counts which makes switching assigned days difficult. If a substitution or switching a day is necessary, this change must be discussed with the Executive Director and may be accommodated if space is available. This day will be considered a "Drop-In" day and requires pre-registration at least forty-eight hours before care is needed. The participant will be charged for the regular planned day of attendance, as well as the drop in day at the drop in rate. **Please call the program if a participant will be absent. This allows us to accept someone who needs a drop-in day.**

A permanent change in the schedule of assigned days may be necessary. A form to request these changes is available at the office or by the deposit box outside the office. Keystone will make every effort to accommodate a request to increase the number of days per week on a space available basis. It may be necessary to be on a waiting list for the desired change.

Missed Days

If a participant is unable to come to the program for his/her assigned day(s), the caregiver or responsible party will still be billed for the assigned days. Please notify the program of any absences as soon as possible.

Unexpected closure days are not made up and fees attributable to those days are not refundable.

Extended Absences

Fee accumulation accrues until written notification of withdrawal from the program. If removed from the program roll, the participant will lose their assigned day(s).

In order to maintain a participant's assigned days in the program, the caregiver can opt to continue to pay for the participant's assigned day(s) thus assuring the assigned day(s) will be available to him/her when he/she is ready to return. If a participant is hospitalized, the caregiver must notify the program in order to remove the participant from the program roll.

Drop-In Service

A caregiver may call to make a reservation for care of a participant on a space available basis. The reservation must be made at least forty-eight (48) hours in advance. If space is not available, the participant will not be able to attend. Special arrangements may be made in an emergency.

A drop-in reservation must be cancelled (24) twenty-four hours in advance or a caregiver will be asked to pay the drop-in fee for the day missed.

Caregivers will be limited to three (3) extra day drop-ins per month. This policy is in an effort to fairly provide space for everyone.

Holidays

Keystone will be closed for the following holidays:

New Year's Day	Independence Day	Christmas Eve
Martin Luther King Day	Labor Day	Christmas Day
Good Friday	Thanksgiving	day after Christmas
Memorial Day	Friday after Thanksgiving	

Keystone may be closed for two (2) "In-Service" days each year to allow staff to attend necessary training and planning sessions. These scheduled days change every year, but families will be notified at least one month in advance. Other closings may be scheduled for necessary renovations.

There will be no charge to participants for holidays, in-service days or other scheduled closings.

SICKNESS/INFECTIONS/CONTAGIOUS DISEASES

Keystone serves an extremely fragile population that does not need to be exposed to illnesses. Keystone cannot allow a participant who has contracted a contagious or infectious disease or skin disease to attend the program since this may threaten his/her health and that of the other participants. We may require that your physician send us a note indicating that the participant is under proper treatment and not contagious before he/she can be readmitted. A participant who has two or more recurrences of a contagious disease may be discharged from the program.

Keystone asks that all participants be free of temperature (fever) for at least 24 hours and show no signs of illness upon arrival. Caregivers will be called to pick up a participant if signs or symptoms develop during the day. A member of the management team will determine if a participant is still too ill to remain in the program, and will call you if it is necessary for you to pick up the participant. Please be prompt for the continued well being of all. Whenever a caregiver is notified that his/her family member needs to go home because of illness, the caregiver must make arrangements to pick-up **within thirty (30) minutes** of notification. If a family repeatedly does not pick up in a timely fashion, or cannot be reached when necessary, the participant will be discharged from the program.

INJURIES

The staff at Keystone make every effort to keep participants safe. If an accident or injury happens which requires emergency care, "911" will be called. If emergency care is not required, the primary caregiver will be notified and informed of the participant's condition.

For minor injuries, the person who picks up the participant that evening will be informed of the occurrence, and a written incident report will be on file.

EMERGENCY CARE

In case of an emergency, Keystone will refer to the signed *"authorization for emergency care"* that is kept in the participant's file and will act accordingly. If, in Keystone's opinion, medical emergency care is warranted, "911" will be called for assistance. If hospitalization is required, we will refer to participant's enrollment form for hospital preference. The caregiver will be notified immediately of any need for medical attention.

When emergency medical technicians respond to the call for assistance, they will ask for basic information about the participant, including all medications taken by the participant. Therefore, **a participant's information must be kept up-to-date by the caregiver.**

In the event the program seeks emergency care for a participant, the caregiver or responsible party will be liable for all fees associated with medical care sought for his/her participant.

EMERGENCY MANAGEMENT PLAN

In the event of an extreme emergency that requires the building to be evacuated, the following procedures will be followed: In case of fire, we will walk to the gazebo or front lawn. If we must evacuate church property we will take participants to Oak Ridge High School. If required to evacuate from Oak Ridge, staff and participants will be transported to Clinton High School or Anderson County High School. In the event that we evacuate church property, a sign on the front door will identity the evacuation site. Staff will contact caregivers by phone as soon as possible.

ADVANCE DIRECTIVES

It is assumed that every participant will receive cardio-pulmonary resuscitation (CPR), should it become necessary, unless there is a properly executed "Do Not Resuscitate " (DNR) form on file at Keystone. If there is a DNR form on file, it will then be provided to emergency personnel.

Please provide Keystone with copies of powers of attorney, living will, and other advance directives. Keystone will be responsible to the person with the Power of Attorney should any conflicts arise among family members.

Please provide the last four (4) digits of the participant's social security number and Medicare number. These will be kept on file in case of an emergency.

BAD WEATHER/UNFORSEEN CLOSINGS

First United Methodist Church, where Keystone is located, has an electronically monitored fire alarm system and DHS approved safety policies and procedures for dealing with emergencies. We schedule, carry out, and document routine emergency drills.

In the unlikely event that Keystone must close for a reason beyond their control, such as a sustained loss of power, water or phone, the Executive Director will notify families as soon as possible by phone or email. Please be certain that all contact information is up to date to facilitate timely communication.

During unforeseen closures due to pandemic-like illnesses, catastrophes, or natural disasters, Keystone will remain closed as long as reasonably necessary and will reopen only when it is deemed safe to do so by the Executive Director and the Keystone Board.

Keystone will be closed when weather conditions make attendance hazardous or unsafe for participants, caregivers and staff. If the Oak Ridge CITY schools are closed then Keystone will also be closed. If Oak Ridge CITY schools are operating one hour late, then Keystone will also be opened one hour late.

KEEPING INFORMATION CURRENT

It is the family's responsibility to let Keystone know, as **soon as possible,** if there is a change in any of the following:

1. Caregiver's daytime telephone number, work number, work hours and cell number.
2. Names, addresses or telephone numbers of persons and the order in which they are to be contacted in case the caregiver cannot be reached.
3. Names, addresses and phone numbers of persons authorized to pick up a participant.
4. Physician and medication changes.

As a licensed day program in the state of Tennessee, Keystone Adult Day Program is required to document that the emergency information is updated every six (6) months. When a request is made by Keystone or enclosed in the invoice, please check over the information carefully, make changes as needed and return promptly. Unfortunately, it will be necessary to discharge families who will not comply with this state requirement.

VISITORS FOR PARTICIPANTS

Keystone welcomes visitors for the participants as long as these visits do not upset the participants or disrupt the normal operation of the program. Keystone reserves the right to alter our visitation guidelines at any time in the best interest of participants. Visitors are welcome only after a participant has been enrolled for one month so as not to interrupt the adjustment period.

Procedure for visitations:

- All visits must be arranged in advance by the caregiver.
- Keystone encourages visitors to come to the program but discourages visits during lunch, 12:15 – 1:30.
- If available, a quiet place will be provided for the visit.
- Keystone cannot assume responsibility for un-chaperoned children.

Restricted Visitors:

If no visitors are to be allowed, Keystone must receive an official written notice to this effect.

KEYLESS ACCESS

In an effort to increase security at First United Methodist Church (FUMC), the trustees of the church decided to keep the doors of the building closed and locked during the day. This action is designed to reduce the number of those who do not have church, Keystone, or First Steps affiliations from wandering in and around the building during business hours. However, for those who do have a valid reason for being in the building, there are policies in place.

Keystone policy is to provide you with up to two fobs that enable you to get in the building to bring and take home your Keystone participant. These fobs are activated for **7:30 am – 5:00 pm – Monday – Friday**, and will only work on the two handicap doors on the Vienna Road side of the building.

Keystone will absorb the cost of the first fob(s), but there will be a charge of $20.00 for lost or destroyed fobs. Please contact Keystone 865-483-6631 <u>immediately</u> if your fob is lost or destroyed.

Please do not share your fobs with anyone; you are asked to return your fob(s) when your participant no longer attends Keystone. The fobs are reusable and this helps us keep cost to a minimum by reissuing them.

SAFETY OF PARTICIPANTS

7:30 AM ARRIVAL: Keystone opens at 7:30 am. Participants may not enter the program prior to that time. The safety of participants is Keystone's primary concern.

5:00 PM PICK UP TIME: Keystone closes at 5:00 and participants must be picked up by 5:00 pm.

SIGNS OF ABUSE: Keystone is obligated to report any suspected abuse, neglect, or unsafe living conditions to Adult Protective Services. Keystone must comply with all requests mandated by law.

TONE OF VOICE: Families need to be considerate of the rights of all participants, personnel and visitors by being respectful of what is said in front of participants and the tone of voice used.

ABANDONED PARTICPANT: If a participant is not picked up by one (1) hour after the scheduled closing time or if Keystone is unable to make contact with a family member or, if, after contact is made, no pickup arrangements are agreed upon, Keystone will call the police to report the participant as abandoned.

PICTURES: Keystone will attempt to honor the family's wish that no pictures be taken except for a routine picture that will be taken for the participant's record for emergency purposes.

STAY IN CONTACT: If the caregiver or family member plans to be out-of-contact for the day, please notify Keystone and provide alternate contact information for who should be notified in case of emergency.

SMOKING

Participants who smoke will be allowed to do so under strict supervision. Smoking will be approached as if the participant is being assisted with a medication. Cigarettes, matches, and lighters must be turned in to the staff upon arrival in the program. Participants will not be allowed to keep these items in their possession. Smoking will be coordinated by the Care Companions.

Smoking is prohibited in and around the buildings except in the designated areas.

CONFIDENTIALITY

All participant records are considered business records and confidential. Records will be released as required by law.

FINANCIAL POLICIES

PROGRAM FEES

AS OF JANUARY 1, 2020

Rates: $70.00 per day

$75.00 per day for extra days / drop in days

Not included: Late Pick up fees

Past due fees

Returned check fees

Other Rates:

Application Fee	$75.00
Late Fee (first 15 minutes)	$25.00
Extended Late (each minute)	$ 1.00
Returned check fee	$35.00
Past due accounts monthly	$50.00

Billing: Monthly, in advance. Due by the 15th of each month.

Keystone Accepts: Checks, cash and money orders.

Tax Statements: Families may call the Executive Director to request this statement.

PAYMENTS AND CHARGES

Payment: An invoice for fees for the upcoming month is generated at the beginning of each month. Fees are due **IN ADVANCE**, on the first scheduled day of attendance but no later than the 15th of each month. Fees must be paid on a monthly basis. Fees for participants who are not scheduled for regular days, ("**Drop-Ins**"), are due the day of the drop-in.

Current Charges: Please refer to the tuition schedule for the present fee amounts. Keystone's general policy is to adjust fees, as necessary. Keystone will give a month's notice of any fee adjustment. The trial enrollment period is billed at regular daily rates. **Keystone reserves the right to suspend all services until payment is received on accounts over 45 days past due.**

Invoice

Date	Invoice #
8/18/2016	2240

Keystone Adult Day Program
1350 Oak Ridge Turnpike
Oak Ridge, TN 37830

Bill To
Sample

Valuing lives - Sharing memories - Connecting community

Quantity	Description	Rate	Amount
12	Adult Day Services	65.00	780.00

Payments/Credits	$0.00
Balance Due	$780.00

Total	$780.00

Phone #	Fax #	E-mail
(865) 483-6631	(865) 483-4391	keystone@fumcor.org

Extra Charges

Late Pick up Fee: Caregivers are required to pick up participants by 5:00 p.m. **Call if you know you will be late.** A minimum of $25.00 will be charged if a participant is picked up after closing time and an additional $1.00 per minute will be charged for each minute thereafter until pick up. After one (1) hour, the police will be called to report an abandoned individual. As a follow-up, Keystone will contact Adult Protective Services. This fee is non-negotiable.

Repeated Late Pickups: If a family is late two times in a month, a meeting with the Executive Director will be required. If there are two or more late pickups in any subsequent months, Keystone reserves the right to discharge the participant.

All late fees must be paid when invoiced or services will be suspended.

Past Due Account: It is critical that financial obligations to Keystone are fulfilled as promptly as possible. Unpaid invoices or portions thereof outstanding by the 15th of the following month will be assessed a late penalty fee monthly. A late payment penalty is $50. Seriously past due accounts will be sent to a collection agency.

Returned Check Fee: Returned checks result in a charge each time the bank notifies Keystone of insufficient funds, etc**.** Returned checks result in a $35.00 minimum charge. Keystone reserves the right to request all future payments in cash or cashier's check after a returned check. Keystone **reserves the right to suspend all services until payment is received on accounts over 45 days past due.**

Scholarships: Some families are unable to pay the minimal fees that Keystone charges. Keystone has a small amount of reserved money for the Jim & Renate Turner Memorial Scholarship fund. Please ask a the Executive Director for an application. Keystone also partners with the Area Agency on Aging and Disability to serve families through the National Family Caregiver Program, and through the Tennessee Medicaid Waver Program, CHOICES. Participants who attend under these programs are encouraged to attend on all scholarship days. Failure to attend on the days awarded means:

- Keystone does not get paid for those days.
- A participant's attendance days have been reserved which prevents other participants from attending.

- The scholarship money is earmarked for the participant to attend and cannot help other families in need.
- Please only ask for the number of days the participant will realistically attend.
- A report is sent to the Area Agency on Aging and Disability and to Choices of attendance and absences.
- Excessive absences will cause the participant to be discharged.

Fee Accumulation: Fee accumulation continues ***until written notification is received by the Executive Director that the participant is being removed from the program.***

Withdrawal: Except in extreme circumstances, Keystone requires **two (2) weeks written notification** prior to the date of withdrawal. The definition of "extreme circumstances" will be at the sole discretion of the Executive Director. The two weeks notice is waived for emergency hospitalization.

Payment will be expected for two weeks of regularly scheduled attendance should the circumstances of the withdrawal not be considered extreme.

TRANSPORTATION

Keystone does not provide transportation. Transportation carriers who may be able to help include:

ETHRA 1-800-232-1565 Oak Ridge Transit (865) 482-2785

(P2P) People2Places (865) 475-3433

There is a **transportation authorization form** that will need to be signed before Keystone may release a participant to be transported by a transportation carrier or facility transportation service. Please remind the transport carrier to notify Keystone by telephone each day as the participant arrives so that we may meet them in the front lobby and escort them to the program if necessary. Keystone cannot be responsible for participants dropped off but not escorted to the program.

Keystone cannot be responsible for any messages for transportation carriers. If the participant rides with any paid transportation carrier and the carrier is late picking up, caregivers are still responsible for any late fees incurred.

Keystone is not responsible for items left on transportation carriers. Please call the carrier directly.

Keystone does not load or unload participants from vehicles.

MICELLANEOUS ITEMS

HOW KEYSTONE IS FUNDED

Keystone Adult Day Program is a community service organization which shares the non-profit 501 (c)(3) tax designation with First United Methodist Church (FUMC). While FUMC does not provide any direct financial support, they do not charge Keystone for rent, utilities, financial services or custodial services. Keystone is funded by participant fees, grants, fundraising activities, and donations of money, goods and services.

Grants: Keystone receives community grants from United Way of Anderson County and applies for additional grants as they become available.

State and Federal Funding:

Keystone is a CHOICES (a.k.a Tennessee Medicaid Waiver) and National Family Caregiver Support Program provider. Please ask the Executive Director for qualification guidelines for these programs.

Jim and Renate Turner Memorial Scholarship Fund :

The Jim and Renate Turner Memorial Scholarship Fund was established to allow Keystone to offer adult day programming to individuals who are unable to pay the participant fees. Donations to this fund are always appreciated.

Fundraising: Keystone holds an annual fundraising event, the proceeds of which benefit our scholarship fund.

Donations: All monetary donations are tax-deductible to the fullest extent provided by law. Memorials are accepted and acknowledged to the family of the deceased and to the donor. Honorariums are also an option for donating.

All memorials, honorariums and gifts go directly to Keystone participant or programming needs. Keystone is a stand-alone entity fully responsible for all things financial.

PARTICIPANT/CAREGIVER COMPLAINT PROCESS

Keystone Adult Day Program wishes to ensure that each person in the program is adequately served. Occasionally concerns may arise, and we ask that these concerns be reported to the Executive Director. Every effort will be made to resolve concerns in a satisfactory manner. The following is the established grievance procedure:

- If a problem continues to exist, please submit a written complaint to the Executive Director. The Executive Director will respond within five (5) working days from the receipt of the complaint and arrange a meeting at a mutually convenient time. Following the meeting, a written response will be given within ten (10) working days.

- If the complaint has not been satisfactorily resolved at this level, then the matter will be referred to the Executive Committee of the Board of Directors. A written letter must be submitted to the Executive Director requesting a meeting with the Executive Committee. A meeting will be scheduled within ten (10) working days of receipt of the letter. The Executive Director will be present at this meeting with the Executive Committee. Following the meeting, a written response will be given within ten (10) working days.

- If, following the meeting with the Executive Committee, the complaint has not been satisfactorily resolved, a written letter requesting a meeting with the Board of Directors must be submitted to the Executive Director. The Board of Directors is the ultimate authority governing Keystone. The Board of Directors will arrange a meeting at one of its scheduled Board meetings. Following this meeting a written response will be given within ten (10) working days.

Keystone Adult Day Program is dedicated to a policy of non-discrimination on the basis of race, color, creed, religion, national origin, age, sex, or debilitating condition.

SUGGESTIONS

Keystone welcomes any suggestions or comments that families may have.

We are here to partner with families and caregivers to provide the best possible care to those we serve. We value and rely upon open communication in this partnership. Please stay in touch.

This handbook does not constitute a contract.

NOTES