Adult Day Centers
and
Group Respite Programs

Caregiver Handbook
of
Program Policies

2015

Well•Spring

The Adult Center for Enrichment is a member of Well•Spring Services, Inc.
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Locations and Contact Information

Administrative Office

Physical Address:  
3859 Battleground Avenue  
Greensboro, NC 27410

Phone: (336) 274-3559  
Fax: (336) 373-0926  
E-mail: chip@well-spring.org

Mailing Address:  
4100 Well Spring Drive  
Greensboro, NC 27410

Adult Day Center (Open Monday – Friday, 7:30 am – 5:30 pm)

ACE Adult Day Center  
2701 Henry Street  
Greensboro, NC 27405

Phone: (336) 373-4301  
Fax: (336) 373-4523  
E-mail: info@well-spring.org

Group Respite Programs

ACE at First Baptist  
First Baptist Church  
1000 W. Friendly Ave., Ste. 111  
Greensboro, NC 27401

Phone: (336) 274-3286 Ext. 244  
E-mail: trandall@well-spring.org

ACE at Muir’s Chapel UMC  
Muir’s Chapel United Methodist Church  
312 Muir’s Chapel Road  
Greensboro, NC 27410

Phone: (336) 404-2504  
E-mail: lmcnair@well-spring.org

ACE at Temple Emanuel  
Temple Emanuel  
1129 Jefferson Road  
Greensboro, NC 27410

Phone: (336) 292-7899 Ext. 337  
E-mail:
**Welcome and Goals**

*The goal and mission of the Adult Center for Enrichment (ACE) is to enrich the lives of frail and impaired adults, their families and community through specialized adult day services, respite care, education and support.*

The Adult Center for Enrichment operates Adult Day Centers and Group Respite Programs to care for adults with physical, emotional, and/or mental impairments. Program participants may receive assistance with activities of daily living, health monitoring, supervision and restorative services to help participants achieve and maintain optimum level of functioning.

Program staff provides meaningful experiences for participants while providing respite for families/caregivers of impaired adults who need this support to meet a range of needs: career obligations, family emergencies, time for shopping, medical appointments or as relief from the day-to-day responsibility and stress of caring for a dependent family member.

**SERVICES PROVIDED:**

**Adult Day Center**
ACE operates an adult day center that offer care Monday through Friday from 7:30 a.m. to 5:30 p.m. Participants can choose from one to five days per week on a scheduled basis. Our center provides a safe and secure setting for frail and impaired adults. Participants engage in on-site activities such as art and music and are provided with a nutritious lunch, snacks, and/or breakfast. On-site nursing services with a registered nurse are available to participants. Our center is very much like a family unit. The participants form friendships and interact with each other and the staff. They are well cared for, and it becomes very much like a home away from home. In addition to the above services, specialized services such as therapies, bathing and podiatry services may be arranged for an additional fee.

**Group Respite Programs**
Group Respite is designed to expand the participants’ abilities through stimulating and fun social activities. The participants for this program need to be a physically independent as there is no hands-on care provided. The group respite programs are offered at four locations in Greensboro: ACE at Muir’s Chapel meets on Mondays, Wednesdays, Thursdays and Fridays at 312 Muir’s Chapel Rd, Greensboro, NC, ACE at First Baptist meets on Mondays, Tuesdays, Wednesdays and Fridays at 1000 W. Friendly Ave, Greensboro, NC and ACE at Temple Emanuel meets on Tuesdays and Thursdays at 1129 Jefferson Road, Greensboro, NC. All three of these programs meet from 10 am through 2 pm and lunch is provided.

**Caregiver Education**
Caregiver Education is another service that we offer. The focus here is on the caregiver and providing them with the information they need to best help themselves and their loved ones live up to their potential. In addition to trainings, retreats and seminars, the Adult Center for Enrichment offers two ongoing support groups. One meets the second Tuesday of each month from 12:30 pm to 2:00 pm at First Baptist Church, 1000 W. Friendly Avenue in Greensboro; the second meets 1st Wednesday of each month from 1:00 pm to 2:30 pm at Pennybryn at Maryfield, 109 Penny Road in High Point. Meetings provide information, resources and relationship building with peers.
NON-DISCRIMINATION
The Adult Center for Enrichment does not discriminate against participants, caregivers, responsible parties, or any other potential recipient of service because of race, color, creed, disability, national ethnic origin, sexual orientation, age, religion, or gender.

TARGET POPULATION
Services are available for adults 21 years of age or older who are in need of socialization in a safe secure setting. Special consideration is given to those between the ages of 18 - 21 whose needs may be met in an adult day program setting. Decisions regarding acceptance into the center are determined on an individual basis. Determination of eligibility is based on whether the center has sufficient resources to provide quality care based on the applicant’s functional limitations and the limitations of those already enrolled. The adult day care/day health center may serve semi-ambulatory participants, but will not enroll adults that are non-ambulatory. Services are typically provided to residents of Guilford County, but special consideration may be given to any adult in need regardless of the geographic location of their residence.

HOURS
Adult Day Centers are open from 7:30 am to 5:30 pm, Monday through Friday. Group Respite Programs are available from 10:00 am to 2:00 pm on the following schedule: First Baptist Church: Mon., Tue., Wed., Fri.; Muir’s Chapel: Mon.Wed., Thur., Fri. & Temple Emanuel: Tues. &Thurs.

STAFF
Adult Day Centers are supervised by the Executive Director and staffed with a Program Director; Assistant Program Director; Health Coordinator; and other program related staff along with Volunteers. Group Respite Programs are supervised by the Assistant Executive Director and staffed with a Respite Director as well as Volunteers. Administrative staff consisting of the Executive Director; Assistant Executive Director; Business Manager, Executive Assistant and Family Support Specialist are available to all program services and locations.

MEALS AND SNACKS
ACE offers a hot, nutritious breakfast and lunch and an afternoon snack at the Adult Day Center. The Group Respite Programs offer a morning snack and hot, nutritious lunch and the ResFit Club offers an afternoon snack.

TRANSPORTATION
Family members should provide transportation whenever possible. The Adult Center for Enrichment does not provide transportation.

INSURANCE
The Adult Center for Enrichment maintains liability insurance.
MEDICATIONS

Adult Day Centers: All medications will be kept by the staff in a locked area. Medications must have a prescription label. Medications kept by the program shall be in containers in which they were dispensed. The containers shall be clearly labeled with the participant’s full name, the name and strength of the medicine, and dosage and instructions for administration. Medicines kept by the program shall be kept locked in a safe place. Participants may not keep or administer their own medications while at the program. Medications no longer needed shall be sent home with the responsible party. If that is not an option then the Health Coordinator shall dispose of the medication in accordance with agency policy.

Group Respite Programs: If a participant is unable to be responsible for his/her medication, the medications and written instructions for administering them must be signed and provided by the caregiver and marked with the participant’s name and time of dose. The medication shall be kept in a secured and designated place for him/her and given for him/her to take at the time indicated in the caregiver’s written directions by the program manager or a person designated as first responder.

APPLICATION

Persons applying for enrollment must attend a pre-enrollment interview/assessment. If necessary, a trial day may be scheduled and continued assessment will determine enrollment eligibility.

ENROLLMENT AGREEMENT

This is the most preferred method of enrollment. Participants may choose a schedule of attendance from 1 to 5 days per week.

INTERMITTENT USE

Participants with other care arrangements who choose to attend a program on an intermittent basis (less than one time each week) may use intermittent services. Arrangements for attendance must be made at least 24 hours in advance. Availability is limited.

FEES

All participants are obligated to pay for each scheduled day he/she has agreed to attend, regardless of actual attendance. Fees are due on the first day of the month. Fees for intermittent use are due at the time of services. Bills will be mailed prior to the first of the month and will reflect payments made in the previous month. If payment is not received by the 15th of the month a late fee of $15.00 will be assessed. If payment in full is not received by the end of the month further charges may be assessed and the participant may be discharged from the program. Any account over 60 days past due will be subject to being sent to a collection agency and all costs related to collecting the account will be added to the participant’s account.

FINANCIAL ASSISTANCE

It is our desire that no one be denied services because of inability to pay. Qualification for financial assistance will be determined by a confidential, multi-criteria assessment. If funds are not available the participant will be placed on a waiting list.

WEATHER CLOSINGS

Check the ACE website at www.ACEcare.org or TV channels WFMY News 2, WGHP/FOX 8, and WXII-12 for detailed information. Closings and delays are made considering the safety of both participants and staff. Information is posted under the Adult Center for Enrichment.
HOLIDAY CLOSINGS

<table>
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<td>Martin Luther King, Jr. Day</td>
<td>Labor Day</td>
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<tr>
<td>Good Friday</td>
<td>Thanksgiving Thurs. &amp; Friday</td>
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<tr>
<td>Memorial Day</td>
<td>Christmas Day plus 1 additional day at this time</td>
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Additional staff development days to be announced.

ABSENCES

Please call the program if you will not be attending on a scheduled day. Vacation and illness not requiring hospitalization are counted as regular absences and the terms of the financial agreement will be maintained.

EXTENDED ABSENCES

Participants who are or will be absent for an extended period of time (10 consecutive days) with the intention of returning will be considered inactive, unless payment is received to hold their space(s). Inactive participants will be placed on a priority waiting list, giving them first access to available spaces in our programs when they are able to return.

RETURNING TO THE PROGRAM

Following an extended illness or hospitalization (An illness is considered extended after 10 consecutive days of absences) the following is required before the participant may return to the program: Licensed Physician, physician’s assistant or nurse practitioner to complete the medical update form or a signed note stating participant’s ability to return to the program, as well as a reassessment by the staff. Reassessment can be scheduled through the Program Director.

MAKE-UP DAYS

Absences from the program may be made up on another day subject to eligibility for reimbursement. If eligible for make-up days, participants who have less than full time enrollment may add additional days to their schedule as space permits. Make-up days must be used within the timeframe set by the funder not to exceed 30 days from the absence.

*Absences due to holidays, staff training days, and weather closings may not be made-up.

LATE PICKUP FEES

**Adult Day Center:** If at closing time, we have not heard from anyone and no one has picked up the participant, we will make every effort to reach emergency contacts. If no contact has been made with responsible party by 6 p.m., Adult Protective Services will be called. They will arrange for the participant to spend the night in a safe environment. The caregiver will be charged for this service. Caregiver’s will be billed $1 per minute the participant is left after 5:30 pm.

**Group Respite Programs:** If at 2:15 pm the caregiver and emergency contacts cannot be reached, the participant will be taken to the Adult Day Center. If no contact has been made with responsible party by 6 p.m., Adult Protective Services will be called. They will arrange for the participant to spend the night in a safe environment. The caregiver will be charged for this service. The caregiver will be billed $1 per minute the participant is left past 2:00 p.m.
WITHDRAWAL
The Adult Center for Enrichment requests a 30 day notice if a participant is withdrawing from our program(s). This notification should be in writing. We require participants and responsible parties paying privately to pay for the full 30 days even if the participant will not be attending the program. Please contact the program director with any questions.

TERMINATION
In the event that the determination is made that our services are no longer appropriate for the participant, the family will receive a 2 week notice, unless immediate termination is necessary due to the participant's condition making enrollment a danger to self or others. Staff will assist families by making referrals to other more appropriate services.

EMERGENCIES
Upon enrollment at the Adult Center for Enrichment, family members should provide two emergency contacts that will be available to pick up the participant or respond to an emergency in the course of the day should we be unable to reach the primary caregiver. These contacts should be aware they have been listed and of their responsibility to respond in case of emergency.

Minor injury or illness will be treated at the Center. The family member may be requested to take the participant home for the day. Serious illness or injury will be treated using emergency procedures. The 911 system may be activated. Family members will be notified as soon as possible.

DISASTER PREPAREDNESS
The Adult Center for Enrichment prepares for a number of possible emergency scenarios. One scenario is that the participants and staff shelter-in-place. Shelter-in-place is a precaution aimed to keep participants and staff safe while remaining indoors. Staff will follow instructions of local authorities and have a plan in place for such an occurrence. Center staff will notify local authorities as well as the agency’s executive leadership that they are sheltering-in-place. The outgoing voice mail recording will be changed to indicate that the Center is closed and that staff and participants are remaining in the Center until authorities advise it is safe to leave. Participants’ emergency contacts will be notified of what is occurring as soon as possible.

If an ACE Adult Day Center or Group Respite Site cannot be safely occupied following an emergency, participants and staff will be evacuated to the nearest unaffected ACE location, Well•Spring Retirement Community, 4100 Well-Spring Drive, Greensboro, NC 27410 or Buffalo Presbyterian Church, 803 Sixteenth St, Greensboro, NC 27405 for temporary shelter. Buffalo Presbyterian Church’s contact information is (336) 375-3380 or (336) 392-7238 and Well•Spring’s contact information is (336) 545-5400. To the best of our ability, each participant’s caregiver will be contacted, notified of what is occurring and requested to pick up their loved one. The outgoing voice mail recording will be changed to indicate that the Center is closed and that staff and participants have evacuated to a specified location. If communication challenges arise a message will be created on the Executive Director’s outgoing cell phone voice mail about the location of the evacuated participants and staff (336) 601-0464. Other means of communication may also be implemented such as through facebook [http://www.facebook.com/ACEcare](http://www.facebook.com/ACEcare) and the agency’s website, www.ACEcare.org.
ADVANCED DIRECTIVES

Adult Center for Enrichment provides adult day care and is not a medical facility. In the event a person has a medical emergency, it is the Center’s policy to perform basic first aid and if deemed necessary, begin CPR procedures. It is the Center’s policy to call 911 so trained personnel can determine the problem and continue proper treatment.

When a participant has an Out of Facility Do Not Resuscitate Order (DNR), the Center staff will honor this document. The original form must be kept at the Center. The Program Director is responsible for the location of the document and informing all staff. Should a medical emergency arise while the person is at the Center, staff will not initiate CPR but will call 911 and provide comfort measures until medical personnel arrive. The DNR document will be given to appropriate medical personnel when they arrive at the Center.

PERSONAL BELONGINGS / CLOTHING

Participants are requested not to bring money or valuables to the Center. The Center will not be responsible for the loss of such items. Participants are provided a storage space for personal belongings. Pocket knives and other weapons are not permitted at any time.

All participants must maintain a full set of clothing at the Center. Clothing and other items should be marked with the participant’s name. Participants should wear comfortable, practical shoes and clothing. Sneakers and walking type shoes are recommended. Clothing that allows for movement such as jogging suits, blue jeans, etc. are appropriate. Note: Ladies should not wear shoes with dress heels.

SMOKING

In some cases, smoking may be permitted on an individualized basis in designated outdoor areas. Smoking materials should be under the care and supervision of staff while the participant is at one of our programs.

VISITS

Visits to the programs are welcomed and encouraged.

GRIEVANCES

It is the intent of the Adult Center for Enrichment, that should any problems or concern arise, it will be handled effectively, efficiently and positively by the Center’s Program Director. Should there be an inability to resolve a concern in this manner, the participant/family member/or responsible party is encouraged to seek an outcome, satisfactory with all parties, from the Program Director’s Supervisor. Following this effort, problems or concerns that continue may be addressed to the Executive Director. Any issue related to client rights that is not resolved by the Executive Director should be brought to the attention of the Adult Center for Enrichment’s Client Rights Committee. Refer to Client Rights Committee policy for more information. Grievances that continue to be unresolved may be submitted in writing, to the Executive Committee of the agency’s Board of Directors. All parties need to recognize that the Board of Directors is responsible for governance of the agency only; daily operations are the responsibilities of staff.
**ABUSE and NEGLECT**

It is the responsibility of each staff member to be aware of the possibility of any incident of abuse or neglect of all participants. If such is suspected, a report and documentation must be made immediately to the Program Director who will report directly to the Executive Director who in turn will notify Adult Protective Services of the Department of Social Services. Guidelines are included in orientation and regular staff in service training. When participants have assigned case managers from a funding source, including but not limited to Medicaid CAP-DA and Medicaid CAP-MR/ DD, reports will follow the specific instructions of the funding source. At a minimum, the case manager will be apprised of the APS report.

**GIFTS TO EMPLOYEES**

Gifts to employees from anyone receiving services are strictly prohibited. Families who wish to show their appreciation for care provided by program staff can do so in the form of an honorarium to the agency or specifically to the Staff Appreciation Fund. Money donated to the Staff Appreciation Fund will be used for staff appreciation.

**RULES/EXPECTATIONS OF PARTICIPANTS AND RESPONSIBLE PARTY**

The Adult Center for Enrichment expects the following assistance from the responsible party of a program participant: (Failure to adhere to these rules and expectations may result in discharge from the program).

- **That** arrangement for prompt pick-up of a disruptive or ill participant be made when staff request that such action be taken.
- **That** participants with fever, flu, or other contagious illness be kept out of the program.
- **That** annual medical forms be completed in a timely manner.
- **That** payment of bills be prompt.
- **We** expect that participants conduct themselves in an appropriate manner and pose no harm to themselves or others.
- **We** expect that participants are picked up on time when the program closes. *See page 7. Paragraph heading LATE PICK UP FEES for more information.*
- **Honorariums:** If an employee acts on behalf of the organization, honorariums are to be paid directly to the Adult Center for Enrichment.
- **That** the participants who leave the programs for medical/dental appointments discuss the nature of the appointment with the nurse
- **That** the responsible party be present for service plan meetings and be available for other family conferences at the request of the program staff.
Know Your Rights

As a client of or participant in programs offered by the Adult Center for Enrichment, you have the right:

…to be treated as an adult, with consideration, respect and dignity, including privacy in treatment and in care for personal needs;

…to receive professional care in an environment that is safe, secure and clean; and in an atmosphere of sincere interest and concern;

…to be free from harm, including unnecessary physical or chemical restrain, isolation, excessive medication, abuse, or neglect;

…to participate in developing and changing your plan of care or services as your needs change; and in program planning and operation, to the extent possible;

…to participate in activities that encourage learning, independence and growth; and that provide opportunities to develop and expand your awareness, interests and talents;

…to decide whether or not to participate in program activities; to refuse treatment; or to end program participation at any time;

…to voice grievances about your care or treatment that is or is not provided, without fear of reprisal or discrimination;

…to expect the preservation of your privacy, respect for your property, and confidentiality of information shared and on file with the agency; and to require written consent for release of information to those not authorized under the law to receive it.

You have the right to be fully informed:

…in advance of receiving services, of available services and activities offered;

…at the time of acceptance into the program, of costs for services and related charges;

…in consenting for care prior to the time it is provided to you; and of amendments or changes in your care to be provided by the program;

…of the consequences of decisions to refuse treatment and/or end program participation.

Client’s Bill of Rights

(As a provider of Adult Day Services funded through the Home and Community Care Block Grant in North Carolina, the Adult Center for Enrichment assures these rights to our participants and family members.)

1. You have the right to be fully informed of all your rights and responsibilities as a participant of the program.
2. You have the right to appropriate and professional care relating to your needs.
3. You have the right to be fully informed in advance about the care to be provided by the program.
4. You have the right to be fully informed in advance of any changes in the care that you may be receiving and to give informed consent to the provision of the amended care.
5. You have the right to participate in determining the care that you will receive and in altering the nature of the care as your needs change.
6. You have the right to voice grievances with respect to care that is provided and to expect no reprisal for the grievance expressed.
7. You have the right to expect that the information you share with the agency will be respected and held in strict confidence, to be shared only with your written consent and as it relates to the obtaining of other needed community services.
8. You have the right to expect the preservation of your privacy and respect for your property.
9. You have the right to receive a timely response to your request for services.
10. You shall be admitted for services only if the agency has the ability to provide safe and professional care at the level of intensity needed.
11. You have the right to be informed of agency policies, charges and costs for services.
12. If you are denied service solely on your ability to pay, you have the right to be referred elsewhere.
13. You have the right to honest, accurate information regarding the industry, agency, and of the program in particular.
14. You have the right to be fully informed about other services provided by this agency.

**Client Rights**

*(Medicaid CAP/Sandhills Center I/DD)*

**Clients have the right to:**

1. Be fully informed of all rights and responsibilities as a participant at the program.
2. Appropriate and professional care relating to your needs.
3. Be fully informed in advance about the care to be provided by the program.
4. Be fully informed in advance of any changes in the care that you may be receiving and to give informed consent to the provision of the amended care.
5. Participate in determining the care that you will receive and in altering the nature of the care as your needs change.
6. Voice grievances with respect to care that is provided and to expect no reprisal for the grievance expressed.
7. Expect that the information you share with the agency will be respected and held in strict confidence, to be shared only with your written consent and as it relates to the obtaining of other needed community services.
8. Expect the preservation of your privacy and respect for your property.
9. Receive a timely response to your request for services.
10. Be admitted for services only if the agency has the ability to provide safe and professional care at the level of intensity needed.
11. Be informed of agency policies, charges and costs for services.
12. Be referred elsewhere in the event you are denied service solely on your ability to pay.
13. Honest, accurate information regarding the industry, agency and of the program in particular.
14. Be fully informed about other services provided by this agency.
15. Contact Disability Rights North Carolina(formerly the Governor’s Counsel for Persons with Disabilities) at 877-235-4210.
16. Treatment, including access to medical care and habilitation, regardless of age or degree of mental illness, developmental disabilities, or substance abuse.
17. An individualized written treatment plan to maximize the development or restoration of his/hers capabilities.
18. Dignity, privacy, humane care, and freedom from mental and physical abuse, neglect, and exploitation.
19. Live as normally as possible when receiving care and treatment.
Participant’s Statement of Rights

(Certified by the North Carolina Division of Aging, the Adult Center for Enrichment assures the following rights of participants, as outlined in the adult day services standards.)

The right to be treated as an adult, with respect and dignity.

The right to participate in a program of services and activities that promote positive attitudes on one’s usefulness and capabilities.

The right to participate in a program of services designed to encourage learning, growth and awareness of constructive ways to develop one’s interests and talents.

The right to be encouraged and supported in maintaining one’s independence to the extent that conditions and circumstances permit, and to be involved in a program of services designed to promote personal independence.

The right to self-determination within the day care setting, including the opportunity to:

- participate in developing one’s plan for services;
- decide whether or not to participate in any given activity;
- be involved to the extent possible in program planning and operation.

The right to be cared about in an atmosphere of sincere interest and concern in which needed support and services are provided.

The right to privacy and confidentiality.
Typical Day at Group Respite Programs

10:00 am  Participants arrive
          Coffee & Snack served
          Informal conversations
          Discussion of Current Events

10:45 am  Bathroom Break

11:00 am  Activity
          (Could include musical program,
           Cognitive games, active games,
           Devotional programs, inter-generational
           activities, arts & crafts)

11:30 am  Armchair Aerobics

12 Noon  Lunch

12:45 pm  Rest Time

1:00 pm  Activity

2:00 pm  Caregivers arrive to pick up participants
Typical Day at the Adult Day Center

7:30-9:30 am  Welcome, Morning Snack
               Individual Activities

9:30-10:00 am  Discussion of Current Events

10:00-11:00 am  Activity
                (Could include any of the following: Our activity
                requirements are Horticulture, Gender Specific,
                Cultural/ethnic, Arts and Crafts, Music, Travel,
                Culinary/Food Related, and Spiritual. The state
                requires the following activities: Diversional,
                Educational, Social, Volunteer Services, Program
                Assistance.)

11:00-11:45 am  Armchair Aerobics

11:45-12:00 Noon  Bathroom Break

12:00 Noon-1:00 pm  Lunch

1:00 pm-2:00 pm  Rest Time

2:00-2:30 pm  Activity

2:30-3:00 pm  Afternoon Snack

3:00-3:30 pm  Armchair Aerobics

3:30-5:30 pm  Small Group and Individual activities geared towards
               a smooth transition from Day Care to Home
You Never Win an Argument
With a Person with Alzheimer’s

“I’ve told her time and time again not to put things in the wastebaskets, but she doesn’t listen.” “He tells me that he wants to go home. We’ve lived here for thirty-five years, and I try to explain that to him and he gets mad at me.” “My mom and I used to go round and round about what day it was. I’d get so involved and finally we’d both sit down and cry.” “I can’t help it,” she would say. Then we would laugh and say we’d take turns crying… today is my turn.” We have a hard time letting go of the old habit of reasoning with our spouse, parent or friend who now has moved beyond reason and learning by Alzheimer’s disease.

It is important to keep in mind that the real deterioration of brain tissue is the cause of apparently irrational behavior. The victim is not behaving this way to annoy or irritate. In fact, they are probably unable to consider the impact of their action on others. It is never going to work to “teach” the woman not to hide things in the wastebasket. Instead we must teach the caregiver to accept this behavior as harmless and to check the wastebaskets before emptying them. The woman whose husband wanted to go home learned that she only frustrated both of them when she tried to “explain” that they were home. Rather what worked was to go outside, walk to the corner and back: Upon entering the house a few minutes later, the husband was content. This is an important lesson for the caregiver.

There is no reason why the patient’s reality has to conform to ours. Another caregiver told me of the time her husband woke her at midnight. “Let’s go to San Francisco”, he insisted. Rather than explaining to him why this wasn’t a good idea, she said, “All right, but would you like some ice cream first?” After that they turned on the television and were eventually able to return to sleep. His lack of short-term memory actually worked to her advantage.

It sometimes helps to become a co-conspirator. Perhaps you have hidden the keys to the car and Dad wants them. Instead of explaining why it isn’t a good idea for him to drive you might suggest that, “Well, we’ll find them, but let’s sort these clothes right now. We really need to get this done.” Wait for an opportunity to redirect. Talk positively about the future. Support groups talk about how to agree, deflect, redirect. Don’t confront, argue, reason. You never win an argument with a person with Alzheimer’s.

-Courtesy of Western New York Chapter Alzheimer’s Association
Accepting Adult Day Care:

*For Families who Love Someone with Dementia*

Adapted from *The 36-Hour Day*,
By Nancy Mace, M.A. and Peter V. Rabins, M.D., M.P.H.

Adult day centers provide a much needed break for caregivers and invaluable benefits for attendees. People on the receiving side of care may experience failures and reminders of their inadequacies at every turn. But even when they cannot feed or dress themselves, they often retain their ability to enjoy music, laughter, friends and the pleasures of doing some simple activity.

For most of us, the pressures of family life can be relieved by getting away sometimes to be with friends or to be alone. A care receiver may not have this opportunity. She must be with her caregiver day after day, but her disability does not take away her need to have her own friends and time apart. The burden of this enforced togetherness may be difficult for the caregiver and care receiver.

All of us have a need to be of service. Unless we have been on the receiving side of care we may not fully understand how satisfying it can be to hear someone say thank you to us. At ACE, each participant can be of help to somebody in some way. They may help another participant by being a friend, they may support staff by helping with an activity, or to their family by bringing home a specially crafted item. Participants have many chances to be thanked for giving of themselves throughout each day.

Staff will often tell you that most participants will regain a sense of humor, appear more relaxed and become more engaged in activities as time goes on. Many family members speak of a significant improvement in their loved ones level of engagement with the world after enrolling in day services and to hear that other friends, family & church members notice the same things.

People with dementia may adjust to change slowly: it may take a month or more for a person with dementia to accept a new program. When you are already exhausted, persevering with a new routine may seem overwhelming. You may feel guilty about enrolling your loved one in a program, so that you can get a break. Make a commitment to yourself to give the program a chance to work. Loved ones will often accept a new plan when caregivers can weather the initial storm. If your loved one says she does not want to go, you do not have to take this literally. She may mean that she does not understand what you are suggesting. She may not remember earlier visits at all. Avoid getting into arguments at all costs.

Remember that at first, for a person with dementia, each visit may feel like the first time. More frequent visits to day care may help the person experience a sense of continuity. Most people will gradually begin to accept the new routine and the benefits to your loved one will be tremendous!

Warner Books, 1992
Helpful Resources

Alzheimer’s Association Helpline *available 24/7*
1-800-272-3900.
The helpline is staffed with masters level clinicians trained in supporting people with dementia and those who care for them. This is the right number to call when you are frustrated with caregiving, looking for help or just want a friendly ear.

Area Agency on Aging - Piedmont Triad Regional Council
(336) 294-4950
The Area Agency on Aging plays a lead role in assisting individuals and communities in becoming knowledgeable about issues facing older adults as well as services available to older adults and caregivers.

Mobile Crisis Management *available 24/7*
1-877-626-1772
This service offers crisis response for people experiencing a mental health crisis; this may include difficult behaviors related to dementia or other chronic illness. A licensed mental health professional will assess your need over the phone and, if needed, make a visit to the home for further help.

NC Senior Health Insurance Information Program
1-800-443-9354 or 373-4816
NC SHIIP is a program operated by the NC Department of Insurance designed to help older and disabled adults make good decisions about insurance coverage without the bias that private providers may have. Their counselors can help you determine the most cost effective Medicare, Medicare Supplement and Part D, (medication coverage), plans for your individual needs.

Sandhills Center *available 24/7*
1-800-256-2452
One of NC’s Managed Care Organizations charged with helping people access mental health, intellectual/developmental disabilities, and substance abuse services. Callers can talk with a licensed mental health clinician for support as well as information and access to services.

SeniorLine
336-333-6981, (Greensboro) or 336-884-6981, (High Point)
This is a telephone based service of Senior Resources of Guilford. They are available to answer your questions about where to find services such as legal, transportation, financial and caregiving resources that may help older adults and their caregivers.

Veteran’s Benefits
Veterans and widows of veterans may be eligible for VA benefits that could offset the cost of care. For more information, contact the Adult Center for Enrichment’s Family Support Specialist at 336-274-3559.
Adult Center for Enrichment, Inc.
NOTICE OF PRIVACY PRACTICES

1. Adult Center for Enrichment, Inc. may use and disclose protected health information for treatment, payment and healthcare operations. Examples of these include, but are not limited to, requested preschool, or sports physicals, foster care homes, home health agencies and/or referral to other providers for treatment, notify you of appointments by phone, email, text, or U.S. mail. Payment examples include, but are not limited to, insurance companies for claims including coordination of benefits with other insurers; collection agencies. Healthcare operations include, but are not limited to, internal quality control and assurance including auditing of records.

2. Adult Center for Enrichment, Inc. is permitted or required to use or disclose protected health information without the individual’s written consent or authorization in certain circumstances. Two examples of such are for public health requirements or court orders.

3. Adult Center for Enrichment, Inc. will not use or disclose PHI for marketing purposes and/or disclosures constituting a sale of PHI without the individual’s Authorization.

4. Adult Center for Enrichment, Inc. will not sell or make any other use or disclosure of a patient’s protected health information without the individual’s written authorization. Such authorization may be revoked at any time. Revocation must be written.

5. Adult Center for Enrichment, Inc. will abide by the terms of this notice currently in effect at the time of the disclosure.

6. Adult Center for Enrichment, Inc. reserves the right to change the terms of its notice and to make new notice provisions effective for all protected health information that it maintains. Adult Center for Enrichment, Inc. will provide each patient with a copy of any revisions of its Notice of Information Practices at the time of their next visit, or at their last known address if there is a need to use or disclose any protected health information of the patient. Copies may also be obtained at any time at our offices.

7. Any patient, guardian or personal representative has the right to object to the use of their health information for directory purposes.

8. Any patient, guardian or personal representative has the right to inspect and obtain copies of their medical record. The records will be provided within 30 days of the request, and a reasonable charge may be assessed for any copies after the first request in a 12-month period. If Adult Center for Enrichment, Inc. is unable to act within the required period, Adult Center for Enrichment, Inc. may provide the patient with written notice of the reason for delay and expected date of completion of the request. This extension of time will not exceed 30 days.

9. Any patient, guardian or personal representative has the right to request amendments be made to their medical record.

10. Any patient, guardian or personal representative has the right to request a 6-year accounting of all disclosures of their medical record. The history will be provided within 30 days of the request and a reasonable charge may be assessed for any copies after the first requested in a 12-month period. If Adult Center for Enrichment, Inc. is unable to act within the required period, Adult Center for Enrichment, Inc. may provide the patient/person with written notice of the reason for delay and expected date of completion of the request. This extension of time will not exceed 30 days.

11. Any patient, guardian or personal representative has the right to request restrictions as to how their health information may be used or disclosed to carry out treatment, payment or healthcare operations. Adult Center for Enrichment, Inc. is not required to agree to the restrictions
requested, but if Adult Center for Enrichment, Inc. does agree, Adult Center for Enrichment, Inc. must abide by those restrictions.

12. Any patient, guardian or personal representative has the right to restrict disclosure of certain Personal Health Information to a health plan for payment or health care operation purposes, but not for treatment purposes, for items or services that have been paid in full and out-of-pocket.

13. Any person/patient has the right to be notified by the Adult Center for Enrichment, Inc. Security Officer following a breach of unsecured Personal Health Information of the affected individual. Adult Center for Enrichment, Inc. may use email to notify the person/patient of a breach.

14. Any person/patient may file a complaint to Adult Center for Enrichment, Inc. and to the U.S. Secretary of Health and Human Services if they believe their privacy rights have been violated. To file a complaint with the Practice, please contact the Privacy Officer at the following address and/or phone number, P.O. Box 13048, Greensboro, NC 27415; telephone 336-274-3559. All complaints will be addressed and the results will be reported to the Privacy Officer.

15. It is the policy of Adult Center for Enrichment, Inc. that no retaliatory action will be made against any individual who submits or conveys a complaint of suspected or actual non-compliance of the privacy standards.