

DAYBREAK – ADULT DAY HEALTH CARE
A PROGRAM OF CATHOLIC COMMUNITY SERVICES IN WESTERN ARIZONA



Daybreak – Adult Day Health Care

Participant and Caregiver Handbook

To replace former Participant Handbooks

Revised: October 2019

This program is supported and in Partnership with: Department of Economic Security – Division of Aging and Adult Services, Western Arizona Council of Governments (WACOG), Emergency Food and Shelter Program (EFSP), Department of Education – Child and Adult Food Care Program (CACFP), Yuma Community Food Bank and United Way of Yuma County.

The content of this Participant Handbook is to provide a guide for the Participants and Caregivers interested in program services and/or obtaining program services. The contents of the Handbook may be changed at the discretion of CCS Corporation, Agency or Program. All revisions will be provided to existing and new Participants.

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Daybreak Adult Day Health Care Program
A Program of Catholic Community Services Yuma

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Participant Handbook

Dear Participant,

Thank you for considering the Daybreak program as a supplement to your care needs. We are committed to providing you with quality care that is consistent with your needs and those of your loved ones and Physician.

Daybreak provides for a safe, caring and interactive environment that is aimed to support your social, cognitive and emotional development. Daybreak adopts the notion that remaining active is critical in aging; thus, provides activities that are appropriate for maintaining and/or increasing level of functioning. The program also provides skilled nursing on a daily basis, to ensure the health and well being of all Participants in the program.

The program has over 27 years of experience in providing services to the elderly and disabled adults, with an emphasis on Dementia and Alzheimer's, with services to support you and your loved ones in a manner that will be consistent with your ability to stay involved in your own community. The Daybreak program is an alternative to other long term care services, such as nursing homes, which supports the Participant's ability to remain in the home longer.

Additionally, the Daybreak program provides respite services for Caregivers who are responsible for the 24 hour care of a loved one and who require continual care and supervision. For example, the services can be available for both the Participant and a Caregiver when:

- The Caregiver has an appointment;
- The Caregiver needs to run errands; or
- The Caregiver needs to relax.

A schedule of attendance can be arranged to ensure the appropriate care is available and provided to the Participant and their Caregiver. We look forward to providing you with a crucial service, which we hope will be beneficial to your needs.

Sincerely,

Daybreak – Adult Day Health Care Staff

Daybreak History and Background

Catholic Community Services in Southern Arizona was established in 1933 as a response to a mandate of the National Conference of Catholic Bishops. The purpose was to provide a stable organization under the auspices of the Catholic Church to minister to the concrete needs of those suffering deprivation as a result of the Great Depression. As a result food, clothing and counseling services were created in Southern Arizona.

In 1961, under the auspice of Catholic Community Services of Southern Arizona, Catholic Community Services Yuma is established, later becoming Catholic Community Services in Western Arizona (CCSWA), was founded as a response to the need for care and services to the elderly and disabled, more specifically specializing in providing nutritional services in the Yuma Community. CCSWA is one of six agencies under the auspice of Catholic Community Services of Southern Arizona and has thus expanded its presence and services within the Yuma and La Paz Communities and remains committed to support those who are in need of care.

In 1987, CCSWA opened Daybreak as a result for the need of adult day health care services for the elderly and disabled adults in the Yuma Community. Daybreak is one of six programs that are provided by CCSWA in the Yuma and La Paz Counties, and is unique in the Yuma Community as it is licensed as an Adult Day Health Care with a capacity of 51 participants by the State of Arizona, Department of Health Services. This program serves as a deterrent from institutionalizing those who required a level of care that may not be continually available in the home. The program has also been designed to provide respite services to Caregivers to prevent burnout.

The Corporation and its agencies are a Non-Profit Organization. CCS is an equal opportunity provider. Additional information can be obtained on its website:

www.ccs-soaz.org

Days and Hours of Operation

The Daybreak Program is open five (5) days a week Monday through Friday. The days of operations are posted in the facility.

The hours of operation are between the hours of 7:30am and 4:00pm. The hours of operation are posted in the facility.

Daybreak Holidays

In conjunction with the Corporation and Agency, Daybreak observes and closes on the following holidays:

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

Emergency Program Closures

Definition:

Emergency Program Closures: An unplanned or unexpected event beyond the Program's control, in which the ability to provide quality and optimal care, as defined by the State of Arizona, results in the need to close the Program.

In an event of a programmatic emergency, the program has the ability to contact Emergency Contacts on file and/or Caregivers to inform of the closure and the reason(s) for it.

When it has been determined, by Daybreak's administration, that there is a need to close the program on an emergency basis, Emergency Contacts or Caregivers will be contacted and informed of the reason for the closure. Below are examples for an Emergency Program Closure; however it is not inclusive:

- Concern over Staff to Client ratio;
- Determination that a Nurse will not attend the center; or
- If the center is declared to be a safety hazard.

Program Fees and Payment Requirements

Enrollment and participation in the program can be provided in five ways:

1. Private Pay Services
2. Services covered via a Home and Community Based Services (HCBS) system, by Western Arizona Council of Governments (WACOG) through the CCS Catholic Community Services Case Management Program
 - a. Adult Day Health Care Funding (ADC)
 - b. Adult Day Care – Caregiver Respite Funding (AC5)Donation for services are welcomed in accordance to the posted donation schedule;
3. Services via the Arizona Long Term Care System (ALTCS) Case Managers;
4. Services via Arizona Health Care Cost Containment System (AHCCCS) Case Managers; or
5. Services via Department of Economic Security (DES) – Division of Developmental Disabilities (DDD) Support Coordinator.

Private Pay Services Fees are as follows:

<u>Attendance</u>	<u>Hourly Rate Fee</u>	<u>Total Fee</u>
Hourly Fee -One (1)- five (5) hours a day	\$12.50/per hour	Varies
Half Day -Five (5) hours per day*	N/A	\$45.00
Full Day -Five (5)-Eight & a half (8.5) hours a day**	N/A	\$65.00

Daybreak will bill all services authorized and determined by the entities identified above (points 2-5). In the event the Entities have made it known to the program and the Participant that services will no longer be authorized or covered under the identified funding programs, the Participant and/or the Caregiver will assume responsibilities for the charges of the services.

Billing will be done on a monthly basis and/or as determined by the contract. In the event authorizations are not provided and/or the Participant's account becomes delinquent, Daybreak has the right to place services on hold until the fees are paid in full or as determined by the contract.

Contracts and billings are based upon an **hourly rate**, **half day** or **full day**. Please read conditions below.

*Participants MUST attend a minimum of five (5) hours; fees and contract are subject to change if there is a pattern of the Participant attending less than five (5) hours.

**Participants MUST attend a minimum of five (5) hours or more; fees and contract are subject to change if there is a pattern of the Participant attending less than five (5) hours.

Admission Process

Visits and tours of the Daybreak program are welcomed. It is important for the Participant and loved ones to research the program, understand the services and potential benefits. Arrangements to tour the facility can be made with the Administration of Daybreak.

Enrollment into the program can either be made by a Case Management agency (described in page 5), or through Private Pay services. The Program Coordinator of Daybreak can assist in answering any questions for the enrollment in services.

The admission process consists of the completion of the following items:

- Physician's Orders (completed by the Participant's Primary Care Physician)
- Program Intake (completed at Daybreak with Participant and Caregiver)
- Care Plan Development;
- Current Tuberculosis Screening (valid for one year); and
- Service Contract Agreement (completed with Responsible Party)

Daybreak Services and Confidentiality

Daybreak provides the following services:

- **Skilled Nursing:** Moderate Nursing is provided on a daily basis at the program. All Nursing services must be consistent with the current Physician's Orders.
- **Assistance in Activities of Daily Living:** Personal care is provided to Participants as identified in their Care Plan or as needed. For example, shaving, showering, etc.
- **Social and other Group Activities:** Activities are developed and provided to maintain, restore and/or improve the cognitive abilities of the Participants of the program.
- **Exercise:** Physical activities are developed to maintain and/or improve the physical capabilities of the Participants of the program.
- **Nutritional Services:** Nutritional meals and snacks are provided to the Participants of the program during the scheduled timeframes. Any special diets must be authorized and submitted in writing by the Physician. Meals may be packed for the Participant, upon the Participant's request.
- Bi-monthly vital signs recording, or as needed.
- Services are provided in a culturally sensitive manner, to include bilingual staff.

Confidentiality:

Daybreak is in compliance with confidentiality standards set forth by Federal Regulations and State Laws. Information will not be released without a signed consent, by the appropriate authorized party. However, Daybreak Staff are mandated reports, according to Arizona State Law. The limits to confidentiality are as follows:

1. Suspicion of abuse or neglect of a or vulnerable or incapacitated adult;
2. Suspicion of abuse or neglect of a child;
3. Danger to Self or Others;
4. As ordered by the State of Arizona

In medical emergencies relating to a Participant, Daybreak will disclose pertinent information to emergency personnel to ensure the assessment and appropriate care.

Physician's Orders and Other Annual Requirements

In accordance with the State of Arizona, adult day health care services must ensure current Physician's Orders are maintained on file. All nursing services and care plans must incorporate the Physician's Orders.

The Physician's Orders consists of:

- Current Diagnosis;
- Authorization for over the counter medication;
- Patient Vital Signs Range;
- All Allergies Information;
- Tuberculosis screening (if applicable);
- Current Medications and Medications to be Provided at Daybreak;
- Diet and Exercise Information;
- Independence, to include Medical Directives; and
- Health History

Annual requirements for continued services include:

- Current Physician's Orders;
- Current Tuberculosis Screening; and
- Update all intake and/or programmatic forms.

If any of these two requirements are expired, services will be put on hold until the requirements are updated/current.

Medical Services

Moderate skilled nursing is available daily at the program to include, but may not be limited to:

- Blood Sugar Checks (Participants must bring their own machine and supplies);
- Dispense of Over the Counter or Prescription Medication; or
- Nursing services determined by the Participant's Physician and orders.

Medications:

All medications that are ordered to be provided at Daybreak must be kept in its original prescription bottle. Any medications **NOT** in its original container **CANNOT** be given to the Participant by the Nurse. Daybreak recommends a supply of at least seven (7) days is provided to the program. Please work with your pharmacy to ensure for a duplicate prescription bottle.

Participants who can self medicate, according to the Physician's Orders may do so while attending the program. Medications may be kept at the nurse's office located in the facility.

If the Physician's Orders do not contain the medications the Participant is insisting on taking, they cannot be provided. All authorizations for medications, to include over the counter, **MUST** be authorized, in writing, by the Physician. Any changes in medications must be reported to the Nurse, to ensure the Participant's file is updated.

Schedule of Services and Attendance Guidelines

Attendance Schedule:

During the admission process, a schedule for days of attendance will be developed to meet the Participant and Caregivers needs. In the event attendance is needed outside the scheduled timeframe, arrangements must be made with the Program Coordinator to ensure availability.

Absence(s):

If the Participant is not going to attend the program according to the scheduled days, then it will be the responsibility of the Participant or the Caregiver to notify the program of the absence, reason and probable day of return.

Transportation Arrangements:

Any and all transportation services that are arranged for the Participant, **MUST** be cancelled/arranged by the Participant or the Caregiver. Daybreak is not responsible for cancelling/arranging transportation services for a Participant.

Absences Relating to Illness:

If the Participant is ill due to a viral or bacterial infection, it is important the Participant does not attend the program to prevent spread of an infection. Daybreak provides services to a critical population and certain infections may lead to more serious health problems or consequences. Please be respectful of this and ensure re-entry into the program is conducted according to the Physician's recommendations.

Any concerns relating to a Participant's symptoms will be directed to the Caregiver and the Physician. If a Participant has a **fever**, the Participant cannot attend Daybreak until at least 24 hours of being fever free. If the Participant is being treated with antibiotics, it is important the Participant returns in accordance to the Physician's recommendation.

Participants who are observed to have a severe cough or nasal/eye discharge cannot attend the program until the symptoms have subsided or upon the recommendations of the Physician.

If you have any questions in reference to the Attendance Guidelines, you can contact 928-783-8316 and speak with the Program Coordinator or Designee.

Mandatory Meetings

Daybreak schedules monthly staff meetings with the Participant's treatment team. Progress and concerns are discussed at this point. Participants and Caregivers are welcomed to attend and notices will be provided for **mandatory attendance** by the Participant and Caregivers. Lack of participation in mandatory meetings may lead to a hold and/or termination of services.

Care Plan meetings are coordinated every three (3) to six (6) months. The Care Plan meetings **ARE MANDATORY** and require participation by the Participant, Caregiver and treatment team. Notification of these meetings will be provided by Daybreak.

Facility Rules and Conduct

Facility Rules:

The Program is designed to maintain, restore or improve the cognitive, physical and/or the emotional status of the Participants. Participation in program services is critical to the Participant's overall goal. Daybreak strongly agrees that Participants and/or Caregivers will optimally benefit from the program, when the Care Plans are followed.

All Participants are required to participate in all drills and evacuations as determined by the State of Arizona. Lack of participation can lead to a false assessment of the ability to carry out emergency procedures and ensure the safety and well-being of all Participants.

All Participants must be signed in and out of the facility. The sign in/out sheets are vital to documenting the Participants that are in the program on a daily basis, and serve as a support to billing for services. Participant's who CANNOT sign themselves in and out of the facility will NOT be allowed to do so.

Any health directives, to include "Do Not Resuscitate" (DNR) orders MUST be provided to the program. Without the legal documentation, such wishes CANNOT be honored by medical/emergency personnel.

Participants and Caregivers are required to abide by the Attendance Guidelines to ensure appropriate program services for all the Participants.

Participants will be provided with the independence that is outlined in their chart and Physician's Orders.

Conduct:

Participants CANNOT be physically/verbally aggressive to other Participants or Staff. Any episodes of aggression will be evaluated on a case-by-case basis and all dynamics will be taken into consideration. Continued display of aggression MUST be staffed and termination of services may be determined.

Any sexual conduct is prohibited in the facility. If the Participant displays inappropriate behaviors and/or sexual conduct towards other Participants or Staff, the Participant and behaviors MUST be staffed and continued services will be evaluated, on a case-by-case basis.

Dress Code:

Participants must attend the program dressed comfortably **and** appropriately. Clothing bearing violent, hateful or sexual wording or images is inappropriate and prohibited. Daybreak cultivates a safe and healthy environment and such clothing contradicts such practices. In the event this type of clothing is worn, the Participant will be asked to change immediately. If there is no change of clothes immediately available, the Emergency Contact on file will be contacted to assist in the matter and/or arrangements may be made for the Participant to go home.

Facility Rules and Conduct (cont.)

Dress Code (cont.):

Loose fitting clothing or low cut shirts/blouses are not permitted. Loose fit clothing poses a safety concern for the Participants. Loose fitting pants can disrupt the Participant's mobility or can easily fall and expose the Participants undergarments. Loose fitting shirts can get caught and may lead to injury. Low cut shirts/blouses is inappropriate as it can expose the Participant's chest area. If there is a concern over the clothing, the Participant will be asked to change immediately. If there is no change of clothes immediately available, the Emergency Contact on file will be contacted to assist in the matter and/or arrangements may be made for the Participant to go home.

Personal Belongings

While Daybreak staff is cautious in preventing accidents and prevent clothes from being soiled, it is important to have an extra change of clothes, in the event an accident occurs. Clothes must be labeled with the Participants name, and another change of clothes MUST be replenished the next attendance day. The soiled clothes will be sent home with the Participant in plastic bag.

Bringing valuables, purses or wallets by Participants are discouraged, as we cannot guarantee the safe keeping of such items and Daybreak is NOT responsible for lost/stolen items. Participants are encouraged to guard their belongings and/or store them in a designated area. Bringing cash to the facility is discouraged; however, if cash is brought relating to a specific outing, it can be maintained in the Program Coordinator's office until needed.

Under no circumstances can personal electronic devices be used to record or get pictures of other clients in the facility.

Outings

The Activities Director will schedule outings as necessary. Notification of outings will be provided to Participants/Caregivers in advance and the option to participate in them.

Recommendations relating to outings are determined in the Participant's Council Meetings.

Participant Council Meetings

Participant council meetings are held on a monthly basis. These meetings are mandatory in accordance to the Arizona Department of Health Services. The Council is made up of the Participants of the program. Any issues, concerns, questions or recommendations relating to the program and activities are addressed in the meetings.

Termination of Services

Below are examples for termination of services:

- Incompliance with Facility Rules or Program Requirements;
- Behaviors that are a danger to self or others, i.e. excessive physical/verbal aggression towards self or others;
- Continuous behaviors that interferes with the care and services of other Participants;
- Participant's care becomes beyond the scope of the program;
- Upon the Participant's wishes;
- As indicated by the service authorization or contract agreement;
- Delinquent account and documented proof of failure to pay;

Daybreak reserves the right to terminate Participant services based upon the examples provided above. The list is not inclusive; however, any concerns relating to the potential for terminating services may be staffed with the treatment team. A notice will be provided that is consistent with the care and well-being of the Participant and others.

Participant's Rights

The Participant's Rights are provided during the Admission Process. The Participant and their Caregiver is provided with a copy of the Participant's Rights. The Participant's Rights are read and explained to the Participant and their Caregiver during the intake process.

Receipt of Participant's Rights must be completed and maintained in the Participant's chart. Additionally, the Participant's Rights is posted in the facility and are made available upon request. If at any time you need a copy of the Participant's Rights, please call Daybreak at 928-783-8316 to request a copy.

Participant's Grievance Policy and Procedure

The Participant's Grievance Policy and Procedure is provided during the Admission Process. The Participant and their Caregiver is provided with a copy of the Participant's Grievance Policy and Procedure. The Participant's Grievance Policy and Procedure is read and explained to the Participant and their Caregiver during the intake process.

Receipt of the Participant's Grievance Policy and Procedure must be completed and maintained in the Participant's chart. Additionally, this Policy and Procedure will be posted in the facility and are made available upon request. If at any time you need a copy of the Participant's Grievance Policy and Procedure, please call Daybreak at 928-783-8316 to request a copy.

Acknowledgment Form

During the intake process the Participant and/or their Caregiver will be provided with various forms. An explanation of these forms will be highlighted in the "Acknowledgement Form" and will serve as proof that the identified documents and/or points were adequately explained by Daybreak Staff and understood by the Participant and/or the Caregiver. Receipt of this documentation will be maintained in the Participant's chart.

Daybreak Handbook Acknowledgment Form

This form will be retained in the Participant Chart to demonstrate the information that was provided at enrollment. The following content is outlined in this handbook:

- Letter to Participant
- Daybreak History and Background
- Daybreak Eligibility
- Daybreak Scope of Services & Customary Services
- Days and Hours of Operation
- Holidays
- Emergency Program Closures
- Program Fees and Payment Requirements
- Enrollment Process
- Physician's Orders and Other Requirements
- Nursing Services
- Confidentiality
- Attendance Guidelines
- Mandatory Meetings
- Participant Rights
- Participant Responsibilities
- Participant Grievance Policy and Procedure
- Facility Rules and Conduct
- Personal Belongings
- Participant Council Meetings
- Termination of Services

I understand that if I have any questions or need clarification, I can ask the Program Administrator or staff. I have received a copy of this handbook that provides specific information relating to the program participation.

Participant Signature
-or-

Date

Caretaker Signature and Relationship

Date

Office Use Only

Staff Printed Name, Credentials Position

Date