

# VANDOR SENIOR DAYCARE CENTER

## Caregiver Handbook

### WELCOME:

Vandor Senior Daycare Center welcomes you and your family. Our Center is dedicated to keeping families together in the community and to prevent or delay placement in a long term care facility.

We strive to provide enriched daily therapeutic activities, healthcare monitoring, socialization and supervision for impaired adults.

We have a dedicated and caring staff that has been trained to meet the individual needs of our participants. Our motto "Caring from the Heart"

Each participant will have an individualized plan of care to address His/her specific needs.

We encourage you to ask questions, make comments and suggestions. Your thoughts are very important to us.

We want you and your family member's experience with us to be Worthwhile, satisfying and enjoyable.

### MISSION STATEMENT:

The mission of Vandor is to provide a viable alternative to Long Term Care placement.

Our service allows impaired adults to remain as independent as possible in their home and community as well as to provide respite for their family during the day.

Families gain peace of mind knowing that their loved one is in an environment that offers safety and enrichment.

**ENROLLMENT CRITERIA:**

Impaired adults (18 or older) who require assistance and/or supervision during the day.

The enrollee shall be able to move about independently or with the assistance of a person(s) or an assistive device (walker, cane, wheelchair, etc.) and have needs that fall within the scope of services Provided by Vandor. Enrollment shall not be denied based on race, Color, religion, sex, national origin, or disability. Enrollment may be denied if the Program Director feels that an enrollee would endanger the health and safety of others and cause an undue hardship on the center.

**ADMISSION PROCESS:**

The Agency For Health Care Administration licensing division requires the following forms to be completed by a physician within thirty (30) Days prior to admission: Medical Examination Report which includes a TB Screening and a Medication List.

Once the above forms are completed, return all forms (from admission packet) to the center for review. Upon review an intake meeting will be scheduled. The intake process can take up to an hour to complete for necessary documents for enrollment. The participant's date of admission will be the next business day. Attendance can then begin.

**HOURS OF OPERATION:**

Center hours: Monday thru Friday 7:30am – 6:00pm  
Business hours: Monday thru Friday 9:00am – 5:00pm  
Closed for Lunch 12:30pm – 1:30pm  
Visits/Tours Monday thru Friday 10:00am – 12:00pm  
2:30pm – 4:30pm

**ATTENDANCE FEES**

Part time 1-3 days a week \$65.00 per day  
Full time 4-5 days a week \$55.00 per day  
Half day Up to six hours \$57.00 per day

A Participant Contract is signed during the intake meeting. It will be updated if there are any changes to the contents of the contract either by Vandor or the participant and/or representative. Minimum attendance of two days a week is required for continuity of care. Medicaid recipients must be in attendance at the center for six hours or more each day.

If due to enhanced medical needs such as 2 person assist with ambulation, transfers, toileting and / or showers and any other conditions deemed necessary by the Healthcare Coordinator and /or Program Director a \$15.00 charge will be added to the per day fee. A non-refundable processing fee of \$25.00 will be added to the first month's bill to cover the administrative cost of admitting a new participant.

## LATE FEES

Half day participants picked up after the allotted time (more than six hours) will pay the full day rate based on days of attendance per week.

In addition, the participant must be signed in and out each day

Or the appropriate full day rate charge will apply.

Participants picked up after 6:00 PM will be charged a \$15.00 late fee per half hour.

## PAYMENT FOR SERVICES:

The processing fee and initial month's fee based on the Contract is due upon completion of the intake meeting.

Billing statements are based on the contractual agreement. Monthly statements will not be mailed.

The invoice reflects the current month's billable days per contract as well as any ancillary charges.

Notify the administrative assistant prior to the next billing

Statement for extended absences. Once the billing statement is presented there will be no adjustments.

Payment for services is due by the 5th of the month. After the 5th of the

Month a \$15.00 late payment fee will be assessed and the participant will not be allowed to attend until full payment is received.

## REFUND/CREDIT:

No refunds/credits will be issued for days missed at the center. Refunds will be given upon withdrawal from the program if a two week notice is given.

If Vandor makes the decision to close the center a credit will be given

For that day. A refund/credit will be given for participant hospitalization.

Ancillary services not rendered will be credited on the next month invoice. 1/2011

## PERSONAL DAYS

New Participants must be in the program for 3 month before personal days can be used.

Full-time (4-5days/week) participants will be allotted 10 personal days per year based on date of admission.

Notification of use of a personal day can be made up until 9:00 am of the Requested day.

Failure to make proper notification of an absence will null the use of a personal day.

Part-time participants can make-up a scheduled day as long as it is within the same month. If a missed day falls within the last week of the

Month, a makeup will be allowed the first week of the next month.

Personal days cannot be used once discharge notice has been given.

Personal days will not be carried over year to year. They must be used within the year based on the date of admission.

**Schedule change:**

Any schedule changes must be reported using the Participant Schedule Change form located at the office or verbally by contacting the Administrative Assistant or Program Director. This includes medical Appointments, make-up days, increase/decrease days, etc. Hand completed form to personnel at the office.

Notification of change of schedule MUST be received as early as possible, but not later than the end of a business day before the change.

Failure to make proper notification before 9:00 am on the scheduled day will result in being charged for that day.

Schedule changes may not be accommodated due to participant to staff ratio.

**MEDICAL CARE:**

A medical evaluation must be completed within 30 days prior to admission and annually Thereafter. The Program Director and/or Healthcare Coordinator will provide notification Of

Yearly medical re-evaluations at least six weeks in advance. Failure to complete the Required

Documentation will result in suspension from the program until the completed Medical Examination Report form is received reviewed and processed accordingly.

Medications will be administered at the center only by order of the participant's Physician.

Participants MUST have a month's supply of medication(s) at the center. Medications being

Dispensed at the center must be in their original containers. It is the families' Responsibility to

Maintain an adequate supply of medications. You will receive up to 2 notices (verbal and/or

Written) of inadequate supply of medications. After the second notice the participant may Be suspended from the program until medication is received.

Medications Lists will be verified and updated with the primary physician every six months. Notify the Program Director and/or Healthcare Coordinator of any changes in medications, Diet, Health status or any other medical issues/concerns so that we may address them accordingly.

**INSURANCE:**

Insurance information must be on file in the participant's chart for emergencies. Please

Make sure a current copy of all insurance cards is provided upon admission and at annual

Medical reviews and any other time an insurance change occurs.

## CARE PLANS:

Every six months Care plans will be reviewed and updated. The Activities of Daily Living Assessment (ADL) will assist with addressing any significant changes in the participant's Functional ability. The assessments will be mailed out in April and September of each year.

## LEGAL:

Any legal documents (i.e. Living Wills, Advance Directives, Power of Attorney) must be on file In the participant's chart for emergencies. Please make sure a copy of all legal documents are provided Upon admission and as needed. EMS will be provided a copy (s).

## GUIDELINES FOR EXCLUSION FROM ADULT DAYCARE:

Certain symptoms in adults may suggest the presence of a communicable disease.

Communicable Disease means a disease that may be transmitted directly or indirectly from one individual to another.

Adults who have the following symptoms will be excluded from the adult care setting until

- (1) A Physician has certified the symptoms are not associated with an infectious agent or they are no longer a threat to the health of other adults at the center or (2) the symptoms have

Subsided for a minimum of 24 hours.

*For the mildly ill adult, exclusion should be based on whether there are adequate facilities and staff available to meet the needs of both the ill adult and other adults group.*

## FEVER:

Axillary or oral temperature of 100 degrees F or higher, or rectal Temperature of 101 degrees F or higher; especially if accompanied By other symptoms such as vomiting, sore throat, diarrhea, headache And stiff neck or undiagnosed rash.

## RESPIRATORY SYMPTOMS:

Difficult or rapid breathing or severe coughing:

Makes high-pitched croupy or whooping sound after he/she coughs

Unable to lie comfortably due to continuous cough

## DIARRHEA:

An increased number of abnormally loose stools in the previous 24 hours. Observe the adult for other symptoms such as fever, Abdominal pain or vomiting.

## VOMITING:

Two or more episodes of vomiting within the previous 24 hours.

## EYE/NOSE DRAINAGE:

Thick mucus or pus draining from the eye or nose.

#### SORE THROAT:

Sore throat, especially when fever or swollen glands in the neck are Present.

#### SKIN PROBLEMS:

Rash – Skin Rashes, undiagnosed or contagious.

Infected Sores – Sores with crusty, yellow or green drainage which Cannot be covered by clothing or bandage.

#### ITCHING:

Persistent itching (or scratching) of body or scalp.

#### APPEARANCE/ BEHAVIOR:

Adult looks or acts differently: unusually tired, pale, lacking Appetite, confused, irritable, difficult to awaken.

#### UNUSUAL COLOR:

Eyes or skin – yellow (jaundice)

Stool – grey or white

Urine – dark, tea colored

These symptoms can be found in hepatitis and should be evaluated by a physician.

If your loved one is sick, please keep them at home. We have a fragile population at the center, and we want everyone healthy

If you're loved one gets sick while at the center, we will notify you

Immediately to pick them up. Once you have received notification, you or a designee must pick up your family within two hours.

Failure to pick up within the allotted time will result in a late fee charge (See late fees). We understand that this may be difficult with schedules.

This may cause an inconvenience especially with schedules but, please know that we have everyone's health and safety in mind.

#### SERVICES:

. Alzheimer/Dementia Care

Offers a 2,800 square foot secured facility including two outdoor recreational areas created to promote independence and allow for wandering by the participants in safe surroundings.

The center is Handicap accessible per ADA standards.

#### Music Therapy:

Music Therapy is provided by Music Therapist, John Vandyke

The weekly 45 minute sessions include themes associated with each month's event

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#### Intergenerational Therapy:

Slinky the clown/ John Vandyke and other individuals/groups attend on occasion for

Intergenerational activities with the participant's. Wednesday has been

Designated Intergenerational therapy day. Staff may also bring in their children on Wednesdays.

#### Nursing Services:

The center has nursing services available five days a week. This include ADL care, Assessments, monthly health screenings, health education, medication administration, Dressing changes, respiratory treatments and other care as needed.

#### .Podiatry Services:

Podiatry care is available every eight weeks at the center by Dr. Steven Hirsh D.P.M, F.A.S.P.D. Medicare Part B usually covers the service. The podiatrist office will Bill Medicare directly as well as any other secondary insurance. Any deductibles or Co-Pays Are billed directly to the participant. Podiatry service is announced at the center, via our monthly calendar.

. A participant must be signed up by the family for each visit.

#### Rehabilitative Services:

Rehabilitative services such as Physical Therapy, Occupational Therapy and Speech Therapy may be provided at the center through our rehabilitative providers.

Rehabilitation is available on-site as needed. Physician orders required for therapy.

#### Showering Program:

Showers are available at the center for \$20.00. Showers are scheduled between 10:00 am And 3:00 pm on Mondays, Wednesdays and Fridays. Families must bring in a personal care kit including, but not limited to.

Shampoo/conditioner combo, liquid soap, comb/brush and any other desired toiletries. The kit can stay at the center. A change of clothes needs to be brought in on shower day.

#### Meal Program:

Breakfast is served from 7:30 am to 9:00 a.m.

Lunch is served 12 noon - 1:00 pm.

Mid-morning and mid-afternoon snacks are offered daily.

#### HOLIDAY SCHEDULE

New Year's Day CLOSED

Martin Luther King, Jr's Birthday OPENED

President's Day OPEN

Good Friday CLOSED

Memorial Day OPENED

Independence Day OPENED

Labor Day OPENED

Columbus Day OPEN

Veteran's Day OPEN

Thanksgiving Day CLOSED

Friday after Thanksgiving OPENED

Christmas Eve OPENED until 4: PM

Christmas Day CLOSED

Holiday charges time and a half; – In the event any of these days are changed by national or local custom or proclamation, the day observed will be observed by the center.

Vandor encourages communication between the center and families. Here is a List of extensions to facilitate that process.

Program Director Ext. \_\_\_\_\_

Healthcare Coordinator ext \_\_\_\_\_ Medical issues and other concerns

Front Desk ext. \_\_\_\_\_ Absences, closure notices

Administrative Assistant ext \_\_\_\_\_ billing, schedule changes.

Absences can be reported by leaving a message, if before 9am or after 5pm.

The program assistant's primary focus is the health and safety of your family member while at the center.

Please direct your communication regarding medical issues, closure notices, billings and schedule changes to the appropriate extension above and not to the program assistants.

Between the hours of 7:30-9am, 12:30-1:30pm and 4:00-5:00pm, please leave a message if you do not get someone to talk to.

Remember that supervision of the participant's is our utmost CONCERN.

And remains top priority. If there is an emergency during the hours of 7:30-9AM or 4-5PM call the Program Director cell phone 954-376-0336 or the Administrator 954-249-5931

During regular business hours the Program Director's cell phone is not answered. Call the main number 954-985-4267

#### SECURITY:

The facility has secured doors and outdoor fencing. The access code will be provided only to the Fire, Ambulance, police and personnel's

Admission to enter/exit the main doors. The door code MUST remain confidential. No

Participant should have access unless approved by the center. Be observant upon

Entry/exit of persons.

The center. Make sure the door closes behind and no one else exits.

#### INCLEMENT WEATHER

Vandor will utilize the local news channel to address closures, delays, etc.

During inclement weather as well as our phone system and website. Tune into -----Or view our website: [www.vandorinhome.com](http://www.vandorinhome.com) we will be listed as: "Vandor Geriatric Homecare Inc. Or Vandor Adult

Daycare" Our phone numbers are 954-985-4267 / 954-249-5931 cell

On our website click on the Closing;

Announcements in the column on the left side of the page. Announcements will be made by

5:30 am on the day in question or earlier if possible. Be advised that the health and safety of all will be our priority.

Participants, family members/caregivers and staff will be taken into consideration when making a decision regarding potential closures,

Delays, etc. SAFETY MUST COME FIRST!

Failure to pick up on time will result in a late fee being charged (see late fees).



TRANSPORTATION:

VANDOR does not provide transportation over 5 miles.

If you are a Medicaid recipient, transportation is available. Appropriate form must be completed By VANDOR to access transportation through \_\_\_\_\_Medicaid.

DISHARGE CRITERIA:

1. Participant would endanger the health and safety of self and/or others.
2. Participant behavior poses undue hardship for the center.
3. Participant and/or family needs can no longer be met by the program.
4. Breach of contract
5. Family notification of discharge. (Two week notice required for refund).
6. VANDOR will give a two week discharge notice unless health and Safety warrants immediate discharge from the center.
7. At the discretion of the Program Director and Healthcare Coordinator.

GRIEVANCE AND APPEAL PROCESS:

The participant/caregiver may appeal decisions made regarding care of your loved one. If you have a grievance, make an appointment with the

Program Director and or Healthcare Coordinator.

If this discussion does not resolve the grievance, a written description may be submitted to the Chairman of Vandor Committee.

Grievances not resolved through the committee shall be presented to the administrator.

The Administrator's appeal decision is final

## ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES

Vandor does not discriminate on the basis of race, color, national origin, Sex, religion, age, or disability in employment or provisions of services. Vandor provides, upon request, reasonable accommodations including auxiliary aids and services necessary to afford an individual with a Disability an equal opportunity to participate in all services, programs and activities.

## PERSONAL BELONGINGS:

Vandor is not responsible for lost or stolen personal items brought to the center on a daily basis. Valuables should be left at home where they belong. (i.e. purses / wallets, jewelry, money etc.)

## WEBSITE:

Forms and other information such as our Newsletter and Activity Calendar are available on the website [www.vandorinhome.com](http://www.vandorinhome.com)

Thanks for your interest in vandor programs, trust we will be of great source to you and your family member while we thrive to serve to the best of our ability. Our “Moto” is “Caring from The heart” Excellence is our pride, Caring is our joy.

Manager /Owner  
Dorothy & Scott Roberts

1/2011