

Policies and Procedures Manual



Safety, Comfort and Well-being.

Revised Feb 12th, 2020

Director

Time Together Adult Day Services/ ISR/Policies and Procedures

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Director

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MISSION STATEMENT

The mission of Time Together Adult Day Services (ADS) is to recognize and nurture body, mind and spirit of adults with disabilities and seniors, regardless of their cognitive or physical ability. We endeavor to create an atmosphere of community where every participant is respected and valued and becomes a contributing member of the whole. We affirm the worth and dignity of every person in a welcoming, nurturing and safe environment. In everything we do, we conduct ourselves with compassion, caring, patience, understanding, determination and the highest standards of safety and professionalism, to support and/or improve the well-being and quality of life for those we serve.

OVERVIEW OF PROGRAM PURPOSE

Time Together ADS is a social model adult day program. The purpose of Time Together ADS is to provide socialization and meaningful engagement to participants, and respite for caregivers of seniors and dependent adults, and those who are experiencing isolation and live independently. Experience has shown that participants of ADS as well as their families, benefit from the activities and social exchange that ADS provides.

Research shows that day programs provide

- Mental stimulation which can preserve memory and improve brain function. Activities that involve multiple tasks or requiring communication, interaction, and organization offer the greatest protection.
- A sense of accomplishment, purpose and an opportunity for self-expression by engaging in art projects and other creative activities.
- A reduction in agitation and improved behavior through music and singing.
- Stress reduction for participants and their caregivers. Research shows that chronic stress can take a heavy toll on the brain leading to shrinkage in a key memory area, hampering nerve cell growth and increasing the risk of dementia. Time Together incorporates many fun and stress-reducing activities including the ancient science of yoga, other forms of exercise, music and games.
- Improved sleep, eating habits, communication, motor skills and a more positive state of mind. With such improvements, the participants, their families, and their caregivers can avoid or postpone placement into a nursing home or long-term care facility, or if the participant is living independently and experiencing isolation, support them to remain in their homes by receiving the socialization that is vital for a happy life.

PARTICIPANTS

The following people benefit from the ADS:

- Adults with brain changes (dementia or Alzheimer's disease)
- Adults with developmental disabilities
- Frail elders
- Isolated elders who would benefit from the social interaction
- Those who have Parkinson's, MS or have experienced strokes or brain injuries.
- The families and caregivers who need respite (time off) in order to continue giving quality care.

PROGRAM GOALS

- Socialization and meaningful engagement for participants.
- Provide respite for caregivers
- Prevent or prolong the need for institutionalization
- Maintain or improve the functional level of participants
- Be care partners with primary caregiver; recording, informing and discussing any changes in participant.
- Provide growth and development of participants through their engagement in arts, crafts, music, games, movement, and by socializing with other people
- Prevent dehydration
- Promote and provide healthy nutrition

PROGRAM STRUCTURE AND MANAGEMENT

Time Together Adult Day Services has two locations (Freeland & Oak Harbor) and is a service of Island Senior Resource (ISR). The Director of Time Together ADS is responsible for the daily operations of all ADS activities and reports directly to the Executive Director of ISR. ISR (formerly Senior Services of Island County) is a 501c (3)

Non-profit. The Board of Directors, along with the Executive Director, are collectively responsible for approving all operating budgets, allocating resources, and overseeing all administrative decisions made by the Director. There are two staff members in program each day and on field trips. One staff person is required for every six participants. All staff persons are certified in CPR and First Aid within three months of employment commencement. Trained volunteers are also an important part of Time Together ADS, providing additional social and personal care support.

PROGRAM SERVICES

The following is an outline of the services offered by Time Together ADS:

Program activities at the Freeland location are currently held between from 10 a.m. to 2 p.m. Monday, Tuesday, Wednesday and Friday with extended hours from 8:30am – 4pm upon request. Excluding public holidays. Thursdays 10 a.m. till 12 noon in Freeland is a short program with a focus on Adults with developmental disabilities who benefit from a shorter program and who are not sensitive to sound. Program activities at the Oak Harbor Location are currently held between 10 a.m. and 2 p.m. on Monday and Wednesday with transport to the Freeland location on Fridays.

Program Activities provide participants with opportunities for developing confidence, self-esteem, and self-expression. By sharing feelings and ideas, participants experience the creativity that reinforces old skills and develops new skills. Each participant has an individualized Care Plan to enable Activity Coordinators to tailor activities and fulfil personal care needs.

Progress notes are written on each client where any change is documented, whether the change is a decline in ability or health, or an improvement. Anything out of the ordinary for a client is noted in the progress notes.

Staff chart on the first day for every new participant and follow up within two weeks noting how participant is settling in. Progress notes are updated weekly.

Staff meets regularly to discuss service needs of participants.

The Director communicates with primary caregivers to discuss changes in behavior, health, or performance which prompts adjustments to the Care Plan. Family or caregivers are notified of any significant changes.

ADS staff and volunteers serve lunch, prepared by the ISR Nutrition program. Staff provides morning tea and beverages throughout the day. Water is always available and encouraged.

Staff supervise medications taken during ADS hours (See Medication Management.)

Transportation to and from ADS may be available through Island Paratransit and Ridelink.

Additional things to know about the Time Together activities program:

- Time Together ADS is a social model program, adhering to the guidelines set out by North West Regional Council and the Washington Administrative Code WACs.
- Activities are inspired by participant needs, interests and personal history.
- Participants have the right to refuse to participate in any given activity.

Time Together activities provide a mix of the following types of activities:

- Social activities that provide opportunities for social interaction, friendship formation, and caring relationships.
- Cultural activities that contribute to a sense of self-worth and connection to community or society.
- Spiritual activities such as, meditation and singing of hymns to inspire the heart and move the soul.
- Educational activities that provide opportunities to learn new ideas and skills, to rekindle old skills, and to continue personal growth—even among the most frail or impaired participant.
- Therapeutic activities, such as art, music, poetry, dance and gardening that nurture the human spirit and allow for personal expressions of emotions and feelings. Also included are reminiscence therapy and daily physical exercise.
- Recreation activities that refresh the mind or body, amuse the individual, and stimulate pleasant thoughts and attitudes.

PARTICIPANT STATEMENT OF RIGHTS

All persons, in attendance at Time Together Adult Day Services, whether socially isolated, yet quite healthy and those suffering debilitating conditions are endowed with human rights/and those rights are not lost by decree of a condition or diagnosis. We choose to support their remaining capacities and enhance their quality of life by adopting the standards set forth in the following: **Statement of Rights of Adult Day Services Participants**, developed by the National Council on Aging.

*** Each Participant has the right:**

To be treated as an adult, with consideration, respect, and dignity, including privacy in treatment and in care for personal needs.

To participate in a program of services and activities designed to encourage independence, learning, growth, and awareness of constructive ways to develop one's interests and talents.

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

- Participate in developing one's plan for services and any changes therein,

- Decide whether or not to participate in any given activity,

- Be involved to the extent possible in program planning and operation,

- Refuse treatment and be informed of the consequences of refusal,

- End participation in the adult day care center at any time.

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 a safe, secure, and clean environment.

The right to confidentiality and the requirement for written consent for release of information to persons not authorized under law to receive it.

The right to voice grievances without discrimination or reprisal with respect to care or treatment that is (or is not) provided.

The right to be fully informed, as evidenced by the participant's written acknowledgment of these rights, or all rules and regulations regarding participant conduct and responsibilities.

The right to be free from harm, including unnecessary physical or chemical restraint, isolation, excessive medication, abuse, or neglect.

The right to be fully informed at the time of acceptance into the program, of services and activities available and related charges.

The right to communicate with others and be understood by them to the extent of the participant's capability.

Participants are to receive a copy of the Bill of Rights for their own records, and they are to sign and return a copy for ADS records, indicating they received a copy.

HOURS OF OPERATION

Currently, at the Freeland location program hours are from 10:00 a.m. to 2:00 p.m. Pacific, Monday, Tuesday, Wednesday and Friday, with extended hours upon request. Thursdays is a short program day from 10 a.m. – 12 noon for Adults with developmental disabilities and who are not sensitive to sound. Oak Harbor location program hours are from 10 a.m. to 2.00 p.m. on Mondays and Wednesdays. ADS is open year-round, but closes on public holidays and in extreme weather situations commonly coinciding with local school closures. Communication is made on the day. In the event of an unplanned closure, caregivers will be notified by phone as soon as possible on the morning of the closure. If a participant arrives on the morning of an unplanned closure, ADS staff will remain with the participant until arrangements can be made and they are picked up by their caregiver.

MEDICATION MANAGEMENT

A participant requiring medication during the program must have their medications labeled with the name of the participant, name of drug, dosage, time to be take and any other instructions.

Participants must be able to take the medication independently, with assistance from staff. Time Together is a Social model program and staff cannot administer medications within this model of care. Staff can assist with the opening and presenting the correct dosage in a container, providing a glass of water, watching to ensure that pills have been ingested, etc.

Medications are kept in a locked cabinet and given to the participant at the prescribed time.

STORAGE OF PERSONAL BELONGINGS

Caregivers may label personal items with the participant's name. Time Together ADS do their best to protect each participant's personal belongings, but they do not accept responsibility for lost items. Participants are asked to label their jackets with their name on the inside tag.

CARE PLAN

Within 30 days of acceptance to the program, the Program Director will develop a Care Plan.

The Care Plan will:

- Document the client's needs and the services that will be provided to meet those needs.
- Document the client's choices and preferences concerning the provision of care and services and how those preferences will be accommodated.
- Document potential behavioral issues identified in the assessment, service plan, or through the intake evaluation, and how those issues will be managed.
- Document contingency plans for responding to a client's emergent care needs or other crises, and be approved by the client's Primary Caregiver.

Care plan must be revised if the client's condition changes to meet the client's needs. Changes in the client's condition or unanticipated absences of more than three consecutive days must be reported to the client's case manager COPES within one week if applicable.

PICK UP AND DROP OFF

Only authorized persons can pick up and drop off a participant. Appearance of an unauthorized person, even though recognized by the participant, delays exit as staff is required to contact known caregivers and obtain verbal authorization. Caregivers and drivers are required to bring the participant into the center for drop off and to come into the center to pick up a participant. Caregivers must not drop off participants to walk in on their own or encourage them to go out to meet the driver at the curb.

FEES

There are three payment options for participants depending on income, and eligibility.

Participant fees for ADS are as follows:

1. Daily rate \$80 (4 hours)
2. Sliding scale: \$45.49 - \$80 (4 hours) for qualified applicants who fulfil the Sliding Scale criteria.
3. Respite, COPES or DDA are available for qualified applicants.

Sliding Scale:

The purpose of the Sliding Scale is to make Time Together ADS available to families or other unpaid caregivers of adults (18 and over) who are living with functional disabilities and are unable to pay the regular daily rate.

The guidelines for determining participation in the Sliding Scale payment plan is based on the participants, and primary caregivers single or combined (if married or domestic partners) yearly taxable income. (See chart below)

TIME TOGETHER SLIDING SCALE

	\$ 45.49	\$ 55.00	\$ 60.00	\$ 65.00	\$ 70.00	\$ 75.00	\$ 80.00
Household Size	Poverty Level	Sliding Scale Income					
1	\$ 12,490.00	\$ 15,101.12	\$ 16,473.95	\$ 17,846.78	\$ 19,219.61	\$ 20,592.44	\$ 21,965.27
2	\$ 16,910.00	\$ 20,445.15	\$ 22,303.80	\$ 24,162.45	\$ 26,021.10	\$ 27,879.75	\$ 29,738.40
3	\$ 21,330.00	\$ 25,789.18	\$ 28,133.66	\$ 30,478.13	\$ 32,822.60	\$ 35,167.07	\$ 37,511.54
4	\$ 25,750.00	\$ 31,133.22	\$ 33,963.51	\$ 36,793.80	\$ 39,624.09	\$ 42,454.39	\$ 45,284.68
5	\$ 30,170.00	\$ 36,477.25	\$ 39,793.36	\$ 43,109.47	\$ 46,425.59	\$ 49,741.70	\$ 53,057.81
6	\$ 34,590.00	\$ 41,821.28	\$ 45,623.21	\$ 49,425.15	\$ 53,227.08	\$ 57,029.02	\$ 60,830.95
7	\$ 39,010.00	\$ 47,165.31	\$ 51,453.07	\$ 55,740.82	\$ 60,028.58	\$ 64,316.33	\$ 68,604.09
8	\$ 43,430.00	\$ 52,509.34	\$ 57,282.92	\$ 62,056.50	\$ 66,830.07	\$ 71,603.65	\$ 76,377.23

Respite:

The purpose of Respite is to provide relief for families or other unpaid caregivers of adults (age 18 or over) who are living with functional disabilities. ADS is one of the services that may be available to eligible applicants through the Family Caregivers Resource Program.

For your information, in addition, where available, in-home and out-of-home respite care options can be provided on an hourly or daily basis, including 24-hour care for several consecutive days. Emergency 24 hour respite may be available in the event that a primary caregiver is unable to provide care due to illness.

For more information about Respite options please contact Aging and Disability Resources on 360 321 1600 ex: 2

COPES:

Medicaid Case Management is a service available to older adults and adults with disabilities who live at home and who qualify for a Department of Social and Health Services DSHS-funded long-term care program.

People who are eligible for case management services receive a comprehensive assessment of their health and need for long term services and support and an individual service plan. That service plan may include ADS.

BILLING

Invoices will be issued on the first of each month for the previous months attendance. If a participant is unable to attend a regularly scheduled day for reasons other than illness, the Director must be informed at least 24 hours in advance. Private pay and sliding scale rate Participants will be charged their regular fees for absences taken without notice. If a participant is unable to attend their regular scheduled day due to illness, the Director must be informed by 8am on their scheduled day or regular fees will apply. Respite and COPES Participants are subject to the policies and guidelines set out in their service agreement. Payment is due within 30 days from date of issue. A late payment fee of 10% will be added to the total fee each month in the event of late payment, until the total payment is made.

TRANSPORTATION

Participants may be eligible for free Island Paratransit transportation through Island Transit. Island Paratransit is a curb-to-curb service for registered, eligible persons of disability who are unable to use regular bus service. Call the Specialized Services Coordinator Main Office: (360) 678-7771. Ex: 1 for more information.

RIDELINK VAN

Participants who live outside the Paratransit bus route, or who need transportation in other situations may be able to be transported to and from program by the Together Ridelink Van. The Ridelink Van is a 6-7 seater van that is maintained by Island Transit, and that Time Together is able to use to transport Time Together participants. Only trained staff may drive/ use this vehicle for the sole purpose of transporting Time Together Participants who have signed a transportation approval letter, and whose emergency contact information and medications list are in the vehicle in a locked device, at the time of transportation. There will be a minimum of 1 Time Together staff member during all Ridelink trips, and when there are 2 staff in the van, the driver is the lead staff member, and will direct all procedures in the event of an accident, or van breakdown.

In the event of an accident all staff are trained in CPR and First Aid and will enact the emergency procedure.

Staff are required to document each trip in detail. The van is required by Island Transit to adhere to a strict maintenance schedule to ensure the safety of the vehicles.

LUNCH

Morning tea, lunch and beverages are included in ADS fees. Participants with extra special dietary needs may need to bring their own meal supplies. Some special dietary choices may not be part of the daily rate. Specifics will be documented in the Care Plan.

ADMISSION AND DISCHARGE

Admission is based upon the Level 1 care as described by the WAC (Washington Administrative Code). If a person's care needs fit within Level 1, are also appropriate for the ability of the staff and facility layout to manage, and no untoward (disruptive, excessive wandering, etc.) behaviors are present, that person will be admitted to ADS. The intake and initial caregiver interview is the basis for this determination, with final approval driven by the ADS Director. The client packet will be completed by the caregiver and submitted to the ADS staff no later than the first attendance day.

Upon determination that a person is to be admitted to Time Together Adult Day Services, the following will take place:

- A chart will be compiled with all forms signed.
- A New Client Information page/ Care plan will be provided to staff and volunteers outlining care needs and social information prior to the first day of attendance.
- An annual Survey will be mailed to each caregiver each Fall.

Discharge: If a client's condition has advanced beyond the Level 1 care as stated by the WAC, their behavior has become disruptive, or the client has excessive wandering, the client will be discharged from ADS. This is determined by a documented pattern of behaviors, and level of care needs. This will follow an ongoing dialogue with the caregiver and assisted intervention, also involving the physician if warranted. Every effort will be made to modify the care plan and physical environment to allow the client continued ADS use. In addition, the ADS Director will help the client and caregiver's transition to their next plan of care. Upon discharge the ADS Director will fill out the discharge form and add it to the client's file.

ENROLLMENT PROCESS

The following steps should be followed to enroll a participant in Time Together ADS:

1. The Caregiver contacts ADS Director on 360 321 1623 and discuss participant needs and arrange for a “Free Day” visit to program for Participant and Caregiver to determine if Time Together is a “good fit” for loved one.
2. Receive Application Packet.
3. Complete all forms in the Application Packet and return to Director.
4. Discuss payment options with Director.
5. Once payment option is agreed upon and payment documents signed, then Caregiver and Director can plan the starting date to begin service.

WAITING LIST

If there is need for a waiting list, those waiting longest and fitting the criteria for admission are admitted first. To be enrolled in the waiting list, all documents in the application packet will need to be completed and payment options agreed upon, with applicable documents signed. When a space becomes available, notified participants and families have three business days to respond and seven calendar days to begin attendance at Time Together Adult Day Services.

Note: Participants already enrolled and those returning after a brief absence receive priority in scheduling their days.

SCHEDULING POLICIES

Changes to the schedule are to be expected however, regular communication between caregivers and ADS is essential to providing continuous services: Please keep staff informed on any changes in attendance. Regular attendance on the agreed days is expected. The following paragraphs describe the means to work with variations or cessation to the regularly scheduled days.

ABSENCES

If a participant needs to be absent from ADS, a written notice is requested and some kind of notice, written or oral, is required. The notice should describe the absence reason and estimated duration. Examples of some mandatory situations that might impede attendance are communicable illness, doctors appointment, hospitalization, family emergency or a physician’s order. Absences of more than 30 days (one month) result in automatic discharge and, if return is expected, the participant remains at the top of the waiting list.

VACATION DAYS

Families may have out of town vacations, overnight respite, or other non-mandatory reasons for holding the participant out of ADS on a regularly scheduled day.

Participants may have vacation from ADS without consequences. Prearranging time away ensures participant a place at ADS upon return.

PROCEDURE FOR DISCHARGE DUE TO ABSENCE

Once a participant is absent for any reason for 30 days, he or she is automatically discharged. This is due to the unpredictable recovery rates experienced by participants who are out due to adverse health events as well as the need for ADS to admit participants on a waiting list and to maintain income levels to support services. Once discharged, the returning participant remains at or near the top of the waiting list ahead of new applicants. This applies only to participants whose families express an intention to return. In the situation of an absence that is predictably going to last more than 1 month, discharge occurs as soon as it becomes evident that the participant is not able to return. In these situations, the participant may stay at or near the top of the waiting list if the family so requests.

CHANGE TO REGULAR SCHEDULE

A participant can add or decrease days of scheduled attendance by request. Additions to the regular schedule depend on the availability of space, and placement on the waiting list for that day may be necessary. Caregivers may arrange for reduced attendance with the Director.

TEMPORARY OPENING LIST

Temporary openings may occur as participants are absent for various reasons. Regular participants may opt to schedule an additional day if available. If a waiting list exists, the family may request notification if an opening occurs on a specific date. This is available on a first-come first-served basis and naturally depends on the amount of notice ADS has of the absence. Families on the waiting list may also request notice and scheduling of days as they open temporarily.

WITHDRAWAL

If a participant or their caregivers decide to withdraw voluntarily from the program, they must submit a written and verbal notice at least two weeks before the requested withdrawal date.

DISCHARGE FOR CAUSE

When the ADS can no longer meet the needs of the participant, ADS will discharge the participant. Discharge also occurs if the participant is absent for over 1 month. If at any time a participant poses a danger to self or others or cannot otherwise tolerate a group environment, ADS discharge the participant immediately. If a participant can no longer bear weight during transfer, ADS may, depending of the situation, discharge the participant. When ADS program can no longer meet the participant's needs safely or adequately, ADS will discharge the participant. ADS give verbal or written notification of discharge, unless the situation warrants immediate discharge. The Director will notify family or caregivers when problems begin, alerting them to the possibility of discharge. Using a collaborative approach, staff and families will make every option available to remedy the situation. ADS will make every effort to give two-weeks or longer notice that discharge is likely. The Director works with families to make this transition as easy as possible by assisting to identify other appropriate programs, service contracts, or in-home care. ADS will prepare a transfer report if requested.

RE-ADMISSION AFTER DISCHARGE

In some instances, ADS may re-admit participants were discharged due to:

- improvement, regresses to the point that ADS are needed again
- if a participant was discharged due to illness or unmanageable behavior
- improves to the degree that functioning within ADS is again possible.

If a waiting list exists, the returning participant receives first priority.

GRIEVANCE POLICY

Participants and families are encouraged to state complaints and/or grievances if they believe their rights have been violated, and to pursue a resolution to their concerns in a format that provides fair and equitable results through due process.

Grievances shall be filed with the Director who will forward a copy to the Executive Director. Staff will meet with the Director, Family Caregiver and Participant immediately following the filing to brainstorm resolution, of any related to issues that may get in the way of full participation in services. If the grievant is unsatisfied with the response to a grievance, he or she may appeal the decision to the Northwest Area Agency on Aging. Call 360-676-6749 or 800-585-6749 register your complaint. If you are still not satisfied,

you may request a local/regional hearing, and potentially a state level hearing through the AAA.

FAILURE TO PAY FOR SERVICES

ADS makes every effort to avoid having to discharge a participant for failure to pay for services. Caregivers should speak to the Director regarding any issues surrounding payment.

ACTIVITY AND OUTING PROCEDURES

All activities outside of the Adult Day Service and the South Whidbey Senior Center's physical location require signed permission from the caregiver and the participant to accompany the group. Family members will receive a permission form and description of the activity two weeks before the day of the event. The Activity Director plans the event together with the Director to assure appropriate precautions for safety and convenience are included. Regulations require that at least 1 staff be present with any grouping of participants up to 6: Additional staff and volunteers will accompany the group to accomplish the minimum staff-participant ratio of one to six. Staff brings along an up-to-date Emergency First Aid Kit on any outing. Staff will bring participant emergency information on any trip away from the center. Participant safety is the highest priority and ADS shortens an activity, if any participant has problems continuing the activity if a problem develops with transportation during an event, staff works with the transportation agency to provide alternative transportation and notifies families or transportation providers of any change in schedule for pick-up from the facility.

CPR POLICY

Time Together Adult Day Service seeks to honor the wishes of our program participants and/or their guardians regarding CPR procedures.

As a social-model adult day center, we are legally required to administer CPR to every participant while at the program unless they have a "POLST" form on file. The "POLST" (Physician orders for life-sustaining treatment paradigm) form is a directive instructing medical personnel to abstain from administering CPR. This is in addition to a person's "Living Will", or "Advanced Directive."

The "POLST" form can be obtained through physician. The form must be completed by the physician and the family. It will not be honored unless signed by the physician. If you have any questions, please contact Time Together at (360)321-1623.

CRITICAL WANDERING

Definition: Critical Wandering: Anyone with dementia or other cognitive impairment

who wanders away from supervised care, a controlled environment, or cannot be located.

- 1) The Lead Staff person (LS) will make all necessary measures to ensure the other Participants are supervised adequately (kept safe) while available volunteers and Staff begin an area search on foot and/or in vehicle.
- 2) a. The LS will call 911/EMS, giving a description of the Participant and clothing, how long they have been missing, and their medical condition.
b. The LS will notify Island Transit 360-678-7771
c. The LS will then call the family/caregiver to report the incident and steps being taken to recover the Participant.
d. The LS will pull the chart with the Participant's picture and have that ready for EMS and other searchers to view.
- 3) The LS shall remain available by phone until such time as the Participant is located. Also the LS will make notation of who is called and the time they are called.
- 4) The LS and involved Staff will fill out an incident report, to be completed no later than closing the following day
- 5) The Adult Day Service Director and/or LS will follow up with the family in the workweek following the incident to report on continued steps taken to prevent further critical wandering incidents.
- 6) The Adult Day Service Director and LS will hold a Staff Meeting within five working days to review the incident, our system in place, Staff responsibilities and how to prevent a recurrence of critical wandering incidents.
- 7) Critical wandering is a part of the ongoing evaluation process for each participant. A Participant will be discharged from the Program if his/her critical wandering becomes disruptive and/or the Adult Day Service Director determines that the Participant's needs are unable to be fulfilled by this social program.

EMERGENCY PROCEDURE

In the event of a medical emergency or critical wandering, 911 will be called. This includes any falls, or events that require more than basic first aid. Participant family members will be called after 911 has been called. Family members will then communicate with EMT staff for further care instructions. Time Together staff are not authorized to make medical evaluations. Medications can be kept on site for use in the

event of a medical emergency, but these medications must be administered by EMT staff.

CONFIDENTIALITY

All Time Together ADS staff, volunteers, and visitors are aware of confidentiality expectations and responsibilities. They all receive a written description of issues and situations concerning the confidential nature of relationships with families and participants, as well as sign an agreement to abide by those policies.

If confidential information is requested by a third party, a written consent will be signed and dated by all parties including but not limited to, the participant and/or guardian, staff or volunteers. Information will not be shared without written consent exceptions include:

Adult Protective Services.

Emergency Medical Technicians.

Case Managers

Please be aware that all staff and volunteers are mandatory reporters and are required by law to report any suspected abuse or neglect to Adult Protective Services.

HEALTH INFORMATION PRIVACY & PORTABILITY ACT (HIPPA)

ADS observes the intent and regulations of the Health Information Privacy and Portability Act (HIPPA).

MEDICAL RECORDS

ADS secure all medical records in a locked cabinet during business hours and with the facility locked during off hours. ADS keep client records for 6 years from the end of service date. All discarded records or copies are safely destroyed after 6 year.

FINANCIAL RECORDS

Time Together Adult Day Services maintains all participant financial (billing) records in password-protected electronic files or locked cabinets. Security is maintained for any personal numbers, such as, Social Security Number, Driver's License and Health Records, that could conceivably be used to take advantage of a vulnerable adult or attempted identity theft. ADS handle credit card information and checks in accordance with the above security policies and procedures.