



Admission Policies and Procedures

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Day Center Program

Description

At Enhancing Life Adult Day Center, our purpose is to provide care, community, and purpose for aging or intellectually/developmentally disabled adults who require assistance or supervision during the day. We are an affordable alternative to assisted living, nursing homes and in-home care services. Our day center allows participants to enjoy safe and productive days in a caring environment while returning to the comfort and familiarity of home at night.

We offer a variety of services for adults in a community based group setting. Our program is designed to give our participants social interaction, physical activity, and a sense of purpose as well as offer respite for caregivers and family members. They can be assured that their loved one is cared for and safe while they go to work, take care of personal business or just relax.

The planning and implementation of activities at the center comes from requests by participants, families, staff, and volunteers. We provide a yearly activities survey to participants and their families seeking their feedback on our activities program but suggestions can be made at any time. Each month a newsletter is sent to all the families informing them of the latest news at the center as well as what is happening in the community that month. If you or your loved one is interested in accessing any of the community events for a particular month and need assistance doing so, please let us know. There is also a community resource board in the entryway of the center that contains additional information regarding available community resources. This information is updated often so please check there regularly.

Services

Our services include but are not limited to:

- toileting
- medication assistance
- exercise
- socialization
- breakfast
- lunch
- snacks
- health monitoring
- intergenerational activities
- group outings
- creative expression
- community engagement

Eligible Participants

Individuals meeting one or more of the following criteria are eligible to participate in the center's program:

- Individuals age 18 or older, who by reason of mental or physical disability require care and/or supervision.
- Individuals with early to mid-stage dementia who want a program to stimulate cognitive functioning.
- Individuals who are ambulatory with the use of a cane or a walker and able to stand with moderate assistance.
- Individuals who are wheelchair bound but able to transfer with moderate assistance.
- Individuals aged 65 or older who are forced to stay home but could benefit from social interaction

Unfortunately, we are unable to enroll individuals that are:

- Dangerous to themselves or others
- Uncooperative with care plans
- Focused on elopement (unwilling to stay at the center, flight risk)

Activities

At the center, we strive to provide a wide range of activities including social, cultural, educational, therapeutic and recreational. The choice of activities is based on the needs and interests of the participants and we encourage them to contribute to the planning and implementation of activities when appropriate. Participants have the right not to participate in any given activity and all activities are supervised by staff members.

Outings

Occasionally, our participants will have the opportunity to go on day trips outside of the center property. All outings require a signed permission form from the caregiver in order for the participant to be allowed to take part in the outing. Permission forms and a description of the activity will be provided prior to the day of the event.

During outings, the staff will have a first aid kit as well as the names and emergency contacts for each participant on the trip. Staff at the center will be able to contact staff on the outing at all times via cell phones.

A cooler with lunches, snacks and water will be taken for the outing participants so that they do not miss their scheduled meals

Center Management and Operations

Structure

The center's director is responsible for the daily operations of all center activities. The assistant director and care team lead report directly to the director. All direct care staff report to their assigned care team lead.

When one or more participants are present at the center or on outings, there will be at least two staff members on duty. The caregiver ratio for the center is one direct care staff member for every six program participants.

Fees and Payment

Our current fees are listed below and are subject to change at any time. A six week notice will be given prior to any fee increases.

Hourly Rate \$12.00/hour

The meal schedule is as follows:

Morning snack served 10:30 am - 11:00 am

Lunch served 12:30 pm - 1:30 pm

Afternoon snack served 3:30 pm - 4:00 pm

A late fee of \$5.00 per 5 minutes will be assessed for participants that are picked up after 5:45pm.

All private pay invoices will be issued weekly on the Monday of the week following services. Payment is due 2 weeks after the invoice date. For Medicaid clients with a monthly patient pay requirement, fees will be billed monthly once the Medicaid claim is processed. Carrying a balance for 30 days or more may result in discharge from the program.

Monthly account statements will be made available upon request.

Enrollment

Admission Process

Getting a participant involved at the Center begins with a tour and discussion of your loved one's needs in order to determine whether or not we can provide the level of care your loved one requires. We strongly encourage a family member to tour the Center first, and then bring the participant back at a later date to meet the staff and explore the Center. During the initial visit/tour we will provide you with the pre-admission paperwork necessary to get started.

Once that is completed, schedule your second visit where your loved one can explore the center and we will work together to develop a plan of care for your loved one. This plan will cover the participant's needs, realistic goals to meet those needs and the activities and or services we can provide to meet those needs. The development of this plan is a collaborative effort between the center, the family and the participant if appropriate.

Scheduling and Payment Policy

After being found eligible for admission, we will work out a schedule to best fit your needs. Communication is very important to providing the best possible services. If the participant is on a regularly occurring schedule, please contact the center as soon as possible to inform us of any changes to that schedule. A participant can increase or decrease days of attendance by request, however additional days of attendance will depend upon availability of days and may require being placed on the waiting list for that day.

For participants **not** on a regularly occurring schedule, you will need to inform the center of your requested days no later than Monday of the week prior. We will make every attempt to accommodate your request based on availability of space.

Services will be billed at the end of the week and invoices will be sent out/provided to the family on the first day of the following week. Payments are due 15 days from the invoice date. We appreciate your prompt payment. Payments may be made at the center (via cash or check), online or by mail. If your services are covered by Medicaid, we will bill your MCO. If your Medicaid benefits require that you pay a monthly patient pay fee, we will invoice you each month for that amount. Unpaid invoices more than 30 days past due may result in discharge from the program.

Waiting List

If there is a need for a waiting list, those waiting the longest and fitting the criteria for admission are admitted first. Notified participants and families have three business days to respond and seven calendar days to begin attendance. Participants already enrolled and those returning after a brief absence get priority on scheduling their days over new applicants for services.