

The Bridge Adult Day Program Handbook

A Program of Catholic Community Service

Committed to promoting health, independence and quality of life for all seniors



Call us for more information at 907-463-6170

WELCOME TO THE BRIDGE!

We are happy to have you and your loved one join our community here at The Bridge Adult Day Program. Our staff strives to create an environment in which our participants can thrive physically, socially, and emotionally. We pledge to provide the highest level of care as we try to maintain quality of life, health and independence for your loved one in a warm and caring atmosphere.

We stand ready to help family members in any way we can. Towards that goal, we have outlined some basic information about our program in this handbook. Please feel free to ask any questions or make suggestions that might improve the experience for you and your loved one.

MISSION STATEMENT AND ORGANIZATION

The Bridge is one of many programs offered by Southeast Senior Services under the umbrella of Catholic Community Service. Southeast Senior Services provides a variety of programs for seniors throughout Southeast Alaska including meals, care coordination, in-home services, and family caregiver support. These programs, along with The Bridge, help us succeed in our mission...

to promote the health, independence, and quality of life of seniors in Southeast Alaska.



These efforts also serve a vital role in helping Catholic Community Service in its mission...

to strengthen families and individuals in Southeast Alaska with dignity, care, and compassion.



Participants may come to The Bridge to fill a temporary need due to a changing home situation or they may want to prevent institutional placement as long as possible, or they may simply want to enjoy the company of other people during the day.

ELIGIBILITY, ADMISSIONS AND DISCHARGES

The Bridge offers therapeutic and rehabilitative services to adults over the age of 60 who are physically frail, or people of any age with Alzheimer's disease and related dementias, or other cognitive impairment. Other populations may receive services depending on available space, staffing considerations, and the needs of the prospective client.

Admission to the program includes the family receiving an Enrollment Packet and completing essential forms. After a thorough assessment, each participant, with the involvement of his or her caregiver, works with the Bridge staff to design an individualized plan setting goals for stabilization, growth, and development.

Participants may be discharged due to relocation or change in level of care that exceeds program guidelines. Whenever possible, the Program Supervisor will work with the participant and family to develop a discharge plan to ensure a smooth transition and the continuation of adequate care.

OVERVIEW OF SERVICES

- Mental Stimulation
- Physical Activity
- Multisensory Therapy
- Social Environment

- Direct Care from Staff
- Activities (daily exercise, card games, entertainment from volunteers, board games, puzzles, physical games, memory games, etc)
- Visits from Students and Community Members
- Birthday Celebrations
- Nutritious Lunch and Snacks and Drinks
- Bathroom Care and Hair Care

DAYS AND HOURS OF OPERATION

Regular Hours of the Program: Monday-Friday 7:30 AM-5:00 PM

Your family member's individual schedule may be discussed with The Bridge Supervisor at any time, and we will do our best to accommodate your requests. Prompt pick-up is very important at the end of the day.

When staff are not available to answer the phone, voice mail is available; messages are checked frequently, and your call will be returned promptly.

MEALS

The Bridge is fortunate to have hot, nutritious lunches provided every day by the Juneau Senior Center. Milk is offered at each meal for participants who want it. Others may want to drink water, coffee, tea, or juice. A menu will be provided each month for our families.

We are generally able to meet special dietary needs such as diabetic restrictions. **Please let us know of any food preferences or restrictions your family member may have.** We may ask caregivers to bring a lunch or any specialty foods or drinks needed by participants.

In addition to lunch, a light snack will be served during the early morning hours of The Bridge. A cup of coffee or a cup of tea is always a relaxing way to start the day as well. A light snack of coffee, tea, juice, fruit, cheese, and crackers, etc., is also provided in the afternoon. Water is always available.

Lunch and snacks are included in the daily rate.

MEDICATION AND HEALTH MONITORING

If it is at all possible to adjust your family member's medication schedule so that medications are taken while at home, this is preferred.

However, we realize that this might not always be possible. All medications to be taken by a participant while at The Bridge must be sent to us in a medication cassette (available at most drug stores) and labeled by the pharmacy or family, with clear instructions about the drug, name, dosage, time of administration, and any other pertinent information that is found on the original pharmacy label.

For safety reasons, we request that participants do not carry any medications on their person while at The Bridge. All medications are kept in a locked cabinet in the Supervisor's office. The staff member in charge of medications will remind a participant when to take his/her medications and provide the medication cassette, but we do not administer any medications.

It is important to let The Bridge staff know of any medication or treatment changes prescribed by the physician. This will help staff monitor the effects of changes in medications or treatments.

FUNDING

The Bridge is funded through a combination of grants, the Medicaid Waiver Program, participant fees, and contributions. Grant funds are received from the State of Alaska Division of Senior and Disabilities Services and the City and Borough of Juneau. These grants enable The Bridge to offer services to participants at a slightly discounted fee. These discounted fees are established based on the family's ability to pay.

At present, there is no reimbursement for adult day services through Medicare. However, some private insurance carriers with long-term care policies may provide coverage for adult day services.

There is also no coverage under the Medicaid program, with one exception: the cost of adult day services may be reimbursed through the Medicaid Waiver Program, which has strict eligibility requirements. To qualify, a person must

- Meet Medicaid Waiver income guidelines and
- Require a level of care provided in nursing home,

as determined by a nurse assessor with the Division Senior and Disabilities Services. Their Bridge Program Supervisor can refer you to a Care Coordinator for more information on the Medicaid Waiver program.

COSTS AND FEES

The Bridge Program Supervisor will provide clients and families with a current rate schedule upon initial interest in The Bridge. **We do receive grant funding that allows us to provide a client discount if the client qualifies.** If you request a discount, you will be asked to provide household financial information. The expectation is that each participant will pay as much as possible toward the cost of his or her care while attending The Bridge.

At the beginning of each month, you will receive a statement from Catholic Community Service showing what is owed for services provided the previous month. Prompt and regular payments are expected and appreciated. For your convenience, payments may be made by credit card.

We will be happy to work with you to find an affordable way to pay for services received at The Bridge. Your fee may be reevaluated and adjusted if there is a change in your financial situation. If you have any questions or concerns about fees at The Bridge, please contact our Billing Manager at 907-463-6149 or Program Supervisor at 907-463-6171.

CONFIDENTIALITY

Every effort is made to protect the confidentiality of each person at The Bridge. We strictly adhere to all rules and regulations, State and Federal, that govern privacy issues. A copy of our Privacy Policy is given to each new participant at The Bridge.

All participant files are kept in a locked cabinet. These files contain all personal and medical information. All financial information is likewise protected in our Accounting Department. No unauthorized information is given in person, in writing, or over the phone regarding any participant or staff member.

PARTICIPANT RIGHTS

While at The Bridge Program, participants have the right to...

- Receive confidential services.
- Review your case record, except those protected by law.
- Request a change in your case record.
- Ask questions about any service, policy, or procedure.
- Receive service and information in a manner that honors your language, culture, and individuality.
- Receive an explanation of what services you can expect to receive.
- Know the requirements for receiving services.
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- Make a complaint/grievance about services you receive.
- Receive service in a fair, respectful manner.
- Be treated with dignity and respect.
- Be protected from abuse, harassment, and exploitation.
- Review and comment about your rights.
- Refuse service.
- Receive information about the consequences of refusing service.

CRITICAL INCIDENT AND MANDATORY REPORTING

Within 24 hours or 1 business day after observing or learning of an incident involving a recipient for whom services are provided, the supervisor or his/her designee shall file the Critical Incident Report form. The form will be submitted to Alaska's Division of Senior and Disabilities Services, if applicable, and a copy should be given to the CCS Deputy Agency Director. The Deputy Agency Director shall submit to our insurance company, if applicable. The supervisor shall address any health and safety concerns related to the event should they be related to the provision of services.

Any staff member who suspects abuse or harm of a vulnerable adult from abandonment, abuse, exploitation, neglect or self-neglect is required to report to Alaska Adult Protective Services within 24 hours.

EMERGENCY RESPONSE PROTOCOL

The staff member first alerted or concerned will alert other staff present. Lead staff, usually the Program Supervisor or Activity Coordinator, will further assess the situation and

determine appropriate action, such as contacting the family caregiver, calling 911, isolating the participant from the group, or moving the group from the participant. The lead staff member will issue directions to other staff depending on the situation. All staff will remain calm and limit discussion of the situation in front of other participants.

In life-threatening situations, staff will clear an area in which to perform CPR and initiate measures to do so. Simultaneously, other staff will call 911, provide pertinent information, calm (and/or remove) the other participants, and make room for emergency medical personnel. Once the immediate emergency has been handled, attempts will be made to notify the emergency contact for the participant until contact has been made or all efforts have been exhausted. Subsequent contact with CCS managerial staff will be made for completion of the Critical Incident Reporting form.

Emergency evacuation drills must be held at least once a quarter in daytime group care settings.

GRIEVANCE POLICY AND PROCEDURES

All Clients of Catholic Community Service will be given the opportunity to address their concerns or grievances through an orderly process that assures the consumer a respectful, timely, and impartial resolution without fear of retribution. Clients are encouraged to initially discuss any grievance they have about their care, treatment, and/or services with their primary service provider.

If the grievance is not resolved through discussion with the primary service provider, the client may present the grievance to the primary service provider's supervisor in writing or orally to seek resolution.

If the grievance is not resolved through presentation to the primary service provider's supervisor, the client may contact the appropriate Division Director in writing or orally describing the grievance.

A client may designate a representative/advocate to assist him or her in presenting a grievance, and to be present during any and all grievance proceedings. Any questions can be directed to the Deputy Agency Director at 907-463-6162.