



Adult Day Centres Standards

Department of Social Development

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ADULT DAY CENTRES STANDARDS

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GENERAL INFORMATION

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1. GENERAL INFORMATION

1.1 Introduction

These standards are intended to assist staff of Social Development and Adult Day Centres in their provision of service to long term care clients.

1.2 Adult Day Centres

Adult Day Centres is one service option available under the Long Term Care Program offered by the Department of Social Development. Demographic changes find increasing numbers of seniors remaining 'at home' with a variety of support services in place. Participation in Adult Day programming meets both client and caregiver needs and supports continued community involvement. This type of service option offers not only relief for a principal caregiver but may also offer the participant recreation, socialization, stimulation, health monitoring, education, counseling and nutrition.

Variation in programming exists among Adult Day Centres, with goals including respite for caregivers, provision of meaningful activity outside of the home for persons with dementia and related cognitive impairment, rehabilitation and/or maintenance of levels of functioning, supervision, socialization and incorporating a holistic or multi-disciplinary approach through the use of community based services.

Principles and beliefs of an adult day program should be consistent with those of the Long Term Care Strategy, with the potential of such a service option being fully recognized as an integral part of the long term continuum of care. In keeping with the departmental focus, such programming should be seen as preventive in nature. Clients referred to adult day programming fit the profile of having long term functional limitations, needing assistance to remain as independent as possible, and meet the eligibility criteria.

1.3 List of Relevant Legislation

Adult Day Centres providing services to long term care clients must comply with relevant Federal, Provincial and Municipal laws and regulations where applicable. This may include, but is not limited to:

- Family Services Act
- Health Act
- Human Rights Act
- Fire Prevention Act

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- Employment Standards Act
- Occupational Health and Safety Act
- Personal Information and Electronic Documents Act

1.4 Philosophy

The following principles and beliefs provide a philosophical framework for Adult Day Centres. They are based on principles of the Long Term Care Program.

- Most adults wish to live as long as possible in the community and should be able to do so through a strong network of community support services which include Adult Day Centres.
- Most adults at risk of institutional placement wish to care for themselves or receive needed care in their own homes. Adult Day Centres may assist participants in maintaining their independence.
- Family caregivers often provide care giving activities on a long term basis while neglecting their own needs. An essential component of Adult Day Centres is relief for caregivers who may need to have their stress or fatigue relieved, even for short periods of time.
- Participants need to be involved in any decisions about services available to them. They should know and understand the services available, including options, any associated costs, and any limitations, if present. In this way, they are able to be as responsible and independent as possible and have as much control of their own lives as possible.
- Participants and their families must be confident that their needs and their options for services have been thoroughly considered.
- Multidisciplinary programming is important in meeting the physical, psychological, social and emotional needs of participants.
- Knowledgeable staff, sensitive to the needs of individuals and families can help promote feelings of well-being and enable seniors and their families to better cope with the aging process and/or chronic disabling conditions.

1.5 Objectives

- To maintain and/or improve the participant's level of physical, social, mental and emotional functioning, resulting in maintenance of an optimal level of independence within the community care system.

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- To enhance the capacity of eligible older adults and their family caregivers to function as independently as possible in their own homes, for as long as possible.
- To encourage self-determination and prevent or delay institutionalization.
- To supplement that which individuals/families can do independently or with the help of other formal/informal support services and volunteer groups.

1.6 Definitions

Adult Day Centres provide a variety of programs which address physical, psychological and social needs through a holistic approach. These services are provided within a congregate setting that enhances the quality of life of participants and supports their continued involvement in their community. This service option provides out of home caregiver relief, social support and meaningful social/recreational activities in a group setting. Participants may be those living in their own home and admitted through the Long Term Care program. Services may include some or all of the following: supervised individual or group activities, cognitive stimulation, health monitoring, medication monitoring or administration, personal care, provision of snacks and hot, nutritious meals, assistance with toileting, health care teaching and provision of information.

Holistic care uses a multidisciplinary approach, focusing on the person as a whole and his/her support system rather than on specific areas such as physical or cognitive deficits. Holistic well-being considers the body, mind and spirit as interrelated dimensions of a person's being and promotes health through preventive measures.

Service Provider refers to the non-government agency that meets the criteria to provide services to participants referred by Social Development.

Case Manager refers to a Social Worker with Social Development who has case management responsibility for the participant.

The **Department** refers to the Department of Social Development, province of New Brunswick.

An **Informal Caregiver/Support System** is generally the spouse, daughter, son or other person who is closely related who has taken on the responsibility of care/supervision of the participant, without pay.

Participant refers to the Long Term Care client who is taking part in the Adult Day Centre program.

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Staff Member is any person employed to work at the Adult Day Centre.

Program Coordinator refers to the staff person at the Adult Day Centre, who is responsible to make an assessment of the participant prior to attending the Adult Day Centre, and to liaise with Social Development. This person is primarily responsible for the delivery of services at the Adult Day Centre.

1.7 Target Population and Eligibility

Adult Day Centres are provided to eligible Long Term Care clients whose case plan includes their recommended participation. The Department of Social Development determines eligibility through an assessment process based on criteria established for the Long Term Care program. Should the service provider be unable to meet the needs of the participant, the case manager will be notified and informed of the reasons.

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ADMINISTRATION

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2. ADMINISTRATION

2.1 Phases of approval for new centres:

2.1.1 Inquiries phase:

Initial contact should be made with the regional Program Delivery Manager in the region where the Adult Day Centre main operation is located.

The Department of Social Development regional office must provide the inquirers a copy of the *Adult Day standards* as well as per diem funded policy as described in the Long-Term Care Policy Manual under section 6.5.

The applicants will need to inform the interested participants of their Adult Day Centre of the process to register under the Long Term Care Program if these participants require financial assistance to attend their program as per section 6.5 of the Long Term Care Policy Manual.

2.1.2 Reviewing the proposal phase:

The applicant needs to prepare and provide the regional offices with a proposal of the Adult Day Centre.

The proposal should be reviewed by the regional Program Delivery Manager for approval. There are several things that regions should be considering when reviewing a proposal for a new Adult Day Center (See list below). If a start-up grant is also requested in the proposal, central office can participate in the process.

Things to consider:

- History and resume of why they are opening a day center
- Mission (is it aligned to the current *ADCS Philosophy*)
- Vision for the Center (is it aligned with the current *ADCS objectives*)
- Hours of operation
- Days of operation
- Projected clientele
- Location of services
- Building
- Cost of services (fees)
- Meals/snacks (*Canada's Food Guide to Healthy Eating*)
- Transportation (availability- extra cost)
- Optional services (availabilities extra cost)
- Staff qualifications

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- Complaint management
- Protection of confidential information and Data
- Security
- Audit and monitoring
- Insurance policy
- Their promotional strategy (How are they going to attract and retain participants to their program)

Helpful Information

If funding for the start-up of the centre is requested contact can be made to central office.

1. Review of proposal between central office and regional office
2. Required changes/modifications or reviews to the proposal are identified and send to applicant.
3. Mutual decision is made between the region and central office.
4. Region will inform the applicant of the funding which can in place up to 12 months.

2.1.3 Approval or refusal phase:

Approval

If the proposal is accepted, a service agreement will be signed between the regional office and the Adult Day Centre. The Departmental standardized purchase of service agreement template will be used. Regions will also attach to the service agreement the following tools for reporting: Incident Report Form and Activity Report form (Appendix A & Appendix B)

Region will send a letter to inform and explaining decision to the applicant. See (Appendix C) draft letter of decision.

Once the services agreement is completed and signed regions are responsible of registering and monitoring the resource in NB Families.

Regions are also required to inform the provincial consultant responsible for the Adult Day Centres at central office of the new regional Adult Day Centre.

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Refusal:

If the region is not satisfied with the proposal and they do not believe that it meets the requirement of the *Adult Day Centre Standard*.

Or/and if the principles and beliefs are not consistent with those of the Long Term Care philosophy a decision to refused the proposal is made.

Region can send a letter to inform and explaining decision to the applicant. See (Appendix C) draft letter of decision.

Helpful Information

Adult Day Centres providing services to long term care clients must comply with relevant Federal, Provincial and Municipal laws and regulations where applicable. This may include, but is not limited to:

- Family Services Act
- Health Act
- Human Rights Act
- Fire Prevention Act
- Employment Standards Act
- Occupational Health and Safety Act
- Personal Information and Electronic Documents Act

2.2 Allocation of Responsibilities

2.2.1 Departmental Responsibilities

The Department of Social Development determines the appropriateness of their Long Term Care clients being referred to Adult Day programs.

- The Department of Social Development is responsible for the development of all contractual agreements with service providers.
- Social Development develops the Long Term Care client's service plan and determines the frequency of attendance.
- Social Development establishes the Long Term Care client contribution.
- Social Development provides adequate and appropriate referral information to the Adult Day Centre provider.

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2.2.2 Service Provider Responsibilities

The Service Provider must offer authorized services and respects the best interests of the program which includes promoting participant autonomy. The Service Provider is responsible for the Service Management component of adult day programs. Service Management includes the following functions and tasks:

- Administrative Supervision: Recruitment, Selection and Employment of staff
- Training and Skills Development
- Evaluating staff performance
- Billing and collection of client contribution
- Maintaining records and reports (see section 4.3)
- Reporting immediately of events/circumstances including change in participant behaviour, and suspected abuse or neglect to the Department of Social Development.
- Reporting of hospital admissions, incident situations at the Day Centre, deaths, and any significant change in the functioning of the participant, both positive and negative
- Emergency services
- Quality assurance for total program (shared with Department of Social Development)
- Public Relations

Adult Day Centre operators must have an insurance policy to cover the facility and any vehicles owned or operated by the program. The insurance policy must cover the following risks:

- Loss, damage or destruction of physical assets, materials and equipment by fire, flood, vandalism or theft

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- Liability to third parties or participants arising from any accident, mishap or other incident on the premises
- Liability to participants who are passengers in any vehicle owned by the agency, employees and non paid support staff using their own vehicle to transport participants must show proof of minimum \$1,000,000 liability

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SERVICE DELIVERY REQUIREMENTS

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3. SERVICE DELIVERY REQUIREMENTS

3.1 Admission

Applicants meeting the eligibility requirements of Long Term Care services and whose case plan includes day support may be eligible for this service option.

Helpful Information

The case plan should consider respite for the primary caregiver where appropriate.

3.2 Basic Components of Adult Day Centres

All Adult Day Centre programs shall provide the following services:

- 3.2.1 General supervision and physical assistance as required ensuring the safety and security of all participants.
- 3.2.2 Planned recreational and social activities which contribute to the maintenance of functional abilities, mental acuity, optimal autonomy and promote healthy lifestyles and general well-being.
- 3.2.3 Information and education regarding the aging process and healthy living such as wise use of medication, nutrition, physical activity, healthy choices and safety issues.
- 3.2.4 Meals and menu plans will be developed with the assistance of a registered dietician or nutritionist or closely follow the Canada's Food Guide to Healthy Eating.
 - Meals will be provided for full-day programs.
 - Snacks will be provided for both the half-day and full-day program options and shall include healthy food choices such as fruits and vegetables, fruit juices, whole grain crackers, etc.
 - Day programs will ensure food contamination is avoided.
- 3.2.5 Opportunities will be provided for rest periods during morning and afternoon quiet times, reflective of participants' needs.

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3.3 Optional Services

Depending on available resources and the facility site, the following services may be provided or purchased by the participant:

- Assistance with personal care such as bathing, hair care and foot care by appropriately trained personnel.
- Healthcare monitoring by qualified staff on issues such as medications, blood pressure, blood sugar levels, cholesterol, dressing changes and general health status.
- Transportation arrangements which include taxi, accessible van, buses and volunteer drivers. Generally, the cost of transportation is the responsibility of the participant and/or their family.
- Multidisciplinary consultation which includes physical therapy, occupational therapy and speech therapy to enhance physical and cognitive functioning, thus supporting independence with activities of daily living.

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4. OPERATIONAL STANDARDS (Operation of Adult Day Centre)

4.1 Personnel

4.1.1 All Adult Day Centre Staff and Volunteers

- No discrimination against staff/volunteers by service provider in regard to racial or ethnic background, religion, gender, sexual orientation, age, disability or marital status is permitted.
- Adult Day program staff must be appropriately trained and suited to perform required tasks.
- Due diligence must be taken by the facility / Program Coordinator to ensure that Adult Day program staff and volunteers neither have nor are a carrier of a communicable disease which cannot be controlled by standard measures of good hygiene and medical attention.

Helpful Information

Individuals who potentially have symptoms of a communicable disease such as diarrhea, influenza, body rash, Pink Eye, etc. cannot work directly with participants until symptoms are gone or until the individual has medical approval to return to work. Staff and volunteers must maintain current, routine immunizations as recommended by Public Health. Yearly Influenza vaccines are recommended.

- Staff and volunteers must refer to Policy and Procedures Respecting HIV/AIDS, Hepatitis B and Hepatitis C Infections.
- The Social Development Check and Criminal Record Check Policy and Procedure apply to staff and volunteers.
- Personal and Employment references are required (from sources outside of applicant's family)
- Valid Emergency First Aid and Cardio Pulmonary Resuscitation certification is the responsibility of each staff member, and must be renewed prior to expiry date. Volunteers who are left alone and responsible for participants must also have this same certification.
- Staff must report immediately, any situations occurring at the Centre, including change in participant behaviour and suspected abuse and/or neglect of participants

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to the local Family Community Services Regional office. Hospital admissions, incident situations at the Day Centre, deaths, and any significant change in the functioning of the participant, both positive and negative, should also be reported.

- Staff and volunteers shall respect participant confidentiality.

4.1.2 Program Coordinator

Each Adult Day Program must have a Program Coordinator. In addition to the above recommendations for all staff and volunteers, the Coordinator also must have, as a minimum, the following:

- Experience and training in gerontology, rehabilitation, social work, nursing, occupational therapy or related health science
- Training and knowledge of the aging process as it relates to long term care within the community
- Well developed interpersonal skills
- Proven leadership skills
- Knowledge and skills to effectively manage human resources
- Ability to plan and organize work schedules
- Ability to work within a multidisciplinary team

4.1.3 Volunteers

Adult Day programs are encouraged to recruit and train volunteers to support service delivery.

4.2 Operation

4.2.1 Language

Service must be provided in the official language of the participant's choice.

4.2.2. Hours of Service

Full-day programs shall be at least six hours duration, half-day programs at least three hours. Actual hours of operation should reflect local needs. Number of days per week

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Long Term Care client attends shall be subject to approval by the Department of Social Development.

4.2.3 Attendance

Average attendance rates shall be maintained at not less than 80% of space capacity in order to ensure efficient and effective use of services. If the rate falls below this level for more than two consecutive months, the Department may seek modifications to the contractual agreement.

4.2.4 Staff/Participant Ratio

A staff person must be on site at all times, during operating hours. A minimal staff ratio of 1:12 must be maintained at all times. More staff must be on site depending on the functional capacity of participants and dependent of the need of a specific service of the Day Centre. Staffing complement includes the volunteer component.

4.3 Records / Forms / Reports

The Adult Day Centre must maintain appropriate records and files on employees, volunteers and participants. Individual personnel files for paid staff and volunteers must include:

- Identifying information, i.e.: name, address, date of birth
- Education, experience and other related qualifications
- Copies of valid First Aid and CPR certification
- Signed Oath of Confidentiality
- Social Development Record Check and Criminal Record Check results
- Annual documented performance evaluation
- Medical Certificate
- Incident Report

Individual participant files shall include:

- Name and address, phone number

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- Date of Birth
- contact person / next of kin
- Medical Information
- Copy of Social Development service requisition contract
- Individual support plan, schedules, evaluation and progress notes
- Any incident reports that may have involved the participant
- Reports requested by Social Development

Participant files must be maintained in such a way as to protect participant confidentiality. Each serious incident involving a participant must be reported to the Case Manager as soon as possible.

4.4 Service Requisition

The Case Manager must provide the service provider with the necessary participant or potential participant information to help determine whether or not they can provide appropriate service. Following agreement between all parties, the case manager must prepare a service requisition including the participant's service needs and forward a copy to the service provider. Service begins upon receipt of the requisition by the agency/provider. It is the responsibility of the case manager to renew the service requisition prior to its' expiry date.

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ENVIRONMENT AND SAFETY

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5 ENVIRONMENT AND SAFETY

The safety, security and comfort of the participant are influenced by the location, design and maintenance of the facility. The physical environment contributes significantly to the total day program experience of each participant. It must be appropriate for use by the program participants, accessible for persons with limited mobility and inviting.

5.1 Site

The facility physical environment may be either freestanding or attached to a facility such as a nursing home or seniors' complex. Minimal space requirements and accessible bathrooms must meet government standards while the structure itself must meet minimal building code regulations.

5.2 Safety Regulations

The facility must meet approved standards of fire and safety in accordance with government regulations. A written evacuation plan, including escape routes, must be posted in a conspicuous place. This plan must be included in staff / volunteer orientation. Fire drills are recommended to take place, and be recorded on a minimal annual basis, or as recommended by the local Fire Prevention Agency.

5.3 Accessibility

The facility, including at least one washroom/stall must be wheelchair accessible to both male and female. Signage must be simple and easily visible at eye level.

5.4 Space Requirements

Space must be provided for recreation/social activity, group discussion, a quiet room or separate rest area, dining area and accessible washrooms.

5.5 Equipment Requirements

Availability of equipment must reflect participant needs and materials necessary to plan and facilitate program activities. Equipment should include lockers or coat racks, beds or recliner chairs, craft and activity supplies and adequate equipment/supplies for meal preparation where appropriate.

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5.6 Furnishings

All furnishings must be in good repair, comfortable and appropriate for use by the program participants. Sharp corners must be avoided and easy clean materials are encouraged. The number of chairs, etc will adequately meet the needs of the program participants, including any visitors or attendants.

5.7 Bathrooms

Bathrooms must provide the following:

- Disposable towelling, liquid hand soap, facial and bathroom tissue
- Toilets/stalls in the ratio of at least one per 12 participants, with at least one stall (M/F) being fully wheelchair accessible.
- Grab bars, installed next to the toilets are recommended.
- Access on the same floor is recommended.
- Privacy
- Proper ventilation

5.8 Kitchen/Dining Area

Where a kitchen is required, equipment must include:

- Refrigerator, stove and sink, professionally installed and in good working order
- Appropriate storage space for all foods, household items and cleaning supplies
- Cooking and eating utensils in good repair; disposables utensils, if tolerated easily by participants are acceptable in the day program environment
- Dining area must be accessible to all participants, with sturdy tables and chairs provided

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5.9 Halls/Stairways

Halls and stairways must be unobstructed, with two-way lighting where appropriate. Floor surface must be non-glare and steps must be easily distinguished and covered in non-slip material. Banisters must be installed on at least one side of every stairway.

5.10 Exits

There must be at least one emergency exit for every 9 m (30 ft.) of corridor. All exits must remain unobstructed and accessible at all times. All exits must be clearly marked.

5.11 Recreation/Activity areas

Recreation area must provide adequate space for the safety and comfort of participants. Common area furnishings must be comfortable and easily accessed by the participants. A 'quiet' area must be available to participants, and include a recliner chair or bed for resting.

5.12 Heating

All areas of the adult day program should maintain a temperature of 21 degrees Celsius (70 degrees Fahrenheit) while in use, and keep relative humidity maintained in the range of 40 to 60%. Drafts from doors and windows should be avoided. Portable sources of heat are prohibited.

5.13 Fire Prevention

Service provider must ensure fire safety standards using the following procedures:

- Maintain a smoke-free environment
- Post a clear diagram of the established evacuation route in a conspicuous place, and instruct participants accordingly
- Carry out and record regular fire drills annually
- Install smoke detectors in accordance with Fire Marshal's recommendations and test monthly
- Place fire extinguishers in accordance with the Fire Marshal or local Fire department's recommendations and provide regular servicing

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- Maintain heating system in good repair
- Remove all litter and refuse on a daily basis

5.14 Security

5.14.1 The participant must be treated with respect at all times and must not be subject to any form of abuse.

5.14.2 Participant safety must be ensured and the service provider must have a formal procedure for accessing emergency response.

5.15 General Requirements

General health standards must conform to any specifications and orders from the District Medical Health Officer or designate regarding sanitation, lighting, ventilation and the general health standards approved by the Department of Health and Wellness.

Operators must ensure general health standards through the following procedures:

- Keep the facility free of insects and rodents
- Store garbage separate from food handling and recreation areas; remove garbage daily
- Equip with hot water that easily meets the demands of the facility during operation
- Ventilate with open windows or air exchange system
- Ensure that participants who are non ambulatory or require assistance with mobility are accommodated appropriately.
- Place locks on outside doors and windows in accordance with Fire Marshal's specifications
- Lock hazardous or poisonous substances in a cabinet or in containers

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5.16 First Aid Kit

Service providers must maintain a readily accessible first aid kit in accordance with the appropriate authorities. (ie: Canadian Red Cross, St. John Ambulance) All staff and volunteers must be familiarized with kit contents and location.

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APPENDICES

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6 APPENDICES

Appendix A
Incident Report Form

Name of Client: _____

Name of Service Provider: _____

Date, place and approximate time of Incident: _____

Nature of Incident:

- Injury
- Change in Health Status
- Hospitalization
- Behavior
- Alcohol/substance abuse
- Death
- Family support problems
- Suspicion of neglect/abuse
- Other

Description of change or how Incident occurred:

Action(s) taken by Service Provider:

Report completed by:

Name (print): _____ *Date:* _____

Signature: _____ *Telephone number:* _____

Feedback from Case Manager requested:

- Yes
- No

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**Appendix B
Activity Reports**

Reports on program activities are to be prepared annually and submitted to the Minister as stated in the contract. Program reports must include the following information:

1. Reporting Period
2. Name of Program
3. Date prepared
4. Name, title and signature of individual preparing the report
5. Program Activity details including:
 - a. Number of days of operation for the quarter
 - b. Listing of activities/programs/services offered
 - c. Number of participants by activity/program/service
 - d. Number of distinct participants in attendance, by month for the year.
6. Program Management characteristics including but not limited to the following:
 - a. Difficulties encountered and remedial action(s) taken
 - b. Issues requiring clarification (if any)
 - c. Staff or Volunteer training completed
 - d. Number of complaints received (if any)
 - e. Nature of complaints received (if any)
 - f. Resolution to complaints received (if any)
 - g. Success stories (non-identified) (if any).
7. Outcome Trends
 - a. Outcome measure(s) as of the time of report due date.
 - b. Trend indicator depicting how the outcome measure(s) is performing in relation to the target.

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**Appendix C
Decision Letter**

Date

Applicant's name

Name of facility

Address

City, Province and Postal Code

(Applicant's Name):

We want to inform you that we have completed the review of your proposal for __ (NAME OF PROPOSAL) ____ .

Proposals to operate an Adult Day Centre must contain the criteria outlined in the Adult Day Centre Standards. Principles and beliefs of an adult day program should be consistent with those of the philosophy Long Term Care. It was found that your proposal did or did not meet the requirements.

- Your request is denied based on the following:
(list reasons here)
- I will be in touch to sign the services agreement.

If you have any question, please feel free to communicate with me.

Signature

(Your Name)