

Standard Operating Procedures

For the
Senior Circle of Friends
Adult Day Center

Approved
By the Board of Directors

March 22, 2021 Revision

Table of Content

Item 1	Admissions	Page 3
Item 2	Attendance	Page 3
Item 3	Opening/Closings	Page 3
Item 4	Conduct	Page 4
Item 5	Dress Code	Page 4
Item 6	Suspension/Termination.	Page 4
Item 7	Fees	Page 4
Item 8	Liability	Page 5
Item 9	Transportation	Page 5
Item 10	Temperature Control	Page 5
Item 11	Emergency Plan	Page 5
Item 12	Personnel	Page 6

Our mission is to provide a community-based, socially structured group program to meet the needs of functionally impaired adults in a protective setting.

It is the policy of the CMC Ajax Turner Senior Citizens Center not to discriminate based on income, race, color, National origin, sex, sexual orientation, or disability in its hiring and employment practices, or in admission to access to or operation of its programs, services, and activities.

Item 1 – Admission

Participants must have an initial screening conducted by ADC staff and meets the criteria for attendance. The family members or guardian/trustee must complete an Intake Package and schedule the participant's initial evaluation.

Item 2- Attendance

The Senior Circle of Friends Adult Day Center (ADC) is open to participation for people over the age of 50 regardless of income, race, sex, sexual orientation, or national origin who can no longer remain at home alone. Attendance is open statewide with Montgomery County residents given preference.

Days and hours to be spent at the adult day center will be based upon the participant's ability level and caregiver need. Hours will be approved by the ADC Director/Manager and will be reviewed as the participant's ability level changes. A minimum of three days per week is recommended in order for the participant to remain adjusted to the program and receive a maximum benefit from activities. Participants may choose to attend for a few hours or whole days. In addition, participants must be able to understand and follow simple directions, sit for group activities, be continent of bowel and bladder, or be able to attend to bathroom needs independently of staff supervision. Staff will provide reminders, mobility and clothing assistance as needed.

Participants with infectious disease or illness such as vomiting, or diarrhea are not allowed to attend the center. Anyone who becomes ill or injured at the ADC must be picked up by caregiver or designated driver, within one hour of notification by staff. Participants must have had a physical exam within six months of enrollment. Arrangements for ongoing supervision by a physician must be made once a year thereafter.

No children under the age of 18 years can participate in activities at the adult day center or attend on a regular basis with the exception of planned intergenerational activities.

Persons age 18-50 are allowed to visit from 10:00 a.m. to 10:15 a.m. or 2:00 p.m. to 2:15 p.m. but may not attend on a regular basis with the exception of the spouse or caregiver of the participant. Visiting policy is subject to change.

Ongoing family involvement is essential. Families are encouraged to attend special events, caregiver classes, and support group meetings.

Caregivers will give the center 24- hours notice if participant is unable to attend. If participant is ill and cannot attend notification must be made by 8:00 a.m.

Item 3 – Opening/Closings

Adult Day Care Operating Hours: Monday through Friday – 7:30 a.m. to 5:00 p.m.

Closings: Holiday closings will be the same as for other activities of the Ajax Turner Senior Citizen's Center. Closings will be posted and announce whenever possible. Normal closings will be announced in the Monthly Calendar of Events. The adult day center will be closed (unless announced open) on the following days:

Martin Luther King's Day	Thanksgivings Day (Thursday)
President's Day	Day after Thanksgiving (Friday)
Good Friday	Christmas Eve (Dec 24 th or equiv.)
Memorial Day	Christmas Day (Dec 25 th or equiv.)
July 4 th	New Years Eve Day (Dec 31 st or equiv.)
Labor Day	New Years Day (Jan 1 st or equiv.)
Veterans Day	

Inclement Weather Policy: The adult day center will be closed when the Montgomery County schools are closed due to weather conditions. The adult day center may also be closed at the discretions of the Executive Director/Director. Announcements will be made through WSMV, Channel 4's 'Snowbird Report' beginning at 6:00 a.m. If there is a question the caregivers are encouraged to call before starting from home. When possible, the Center's answering machine's outgoing message will be changed to reflect any closings.

Item 4 – Code of Conduct

1. The building and grounds are DRUG-FREE ENVIRONMENTS. There will be no use of illegal substances within the Building or on the Grounds.

There is to be NO SMOKING, NO VAPING, NO E-CIGARETTES or use of any tobacco products within the Building. Use designated areas and receptacles. NO ALCOHOL USE within the Building or on the Grounds. FIREARMS, WEAPONS and EXPLOSIVES are also forbidden. Any infraction will be reported to the Police.

2. Profanity will not be tolerated in any form, written or spoken.

3. Courtesy and respect will be always shown to all persons. Arguments, fights, or any type of disruptive behavior will not be tolerated and could lead to DISCIPLINARY ACTION.

4. Discrimination and/or sexual harassment or “bullying” towards any person for any reason will not be tolerated.

5. Participants are expected to maintain personal hygiene that is healthy and not offensive.

6. Each person is responsible for maintaining the premises in a neat and orderly fashion. If we all respect one another, the building, and the equipment, we will be able to enjoy them for a long time.

7. Anyone desiring to make a complaint is to file such complaint in writing, signed and dated, to the Executive Director.

8. Anyone desiring to speak before the Board of Directors is to request permission of the Chairperson 24 hours in advance to have his/her name placed on the agenda. Then they may speak for a maximum of 3 minutes.

Item 5 – Dress Code

The Dress Code for male and female Participants and Employees on the premises of the Center is designed to put all persons at ease.

Shorts, skirts, dresses, and slacks shall be no shorter than three (3) inches above the kneecap and shall not be skin-tight.

Shoes must be worn at all times.

Tank tops, halter-tops, spaghetti straps* and see-through-clothing are not allowed. The paid staff person in charge will decide if the clothing is questionable.

Persons wishing to file a grievance with any of the above rules should follow the personnel grievance procedure.

*Special consideration may be made for New Year’s Eve dances.

Item 6 – Suspension/Termination

When the ADC management determines a participant no longer meets the *criteria for ADC Attendance* due to a physical, mental, or social impairment which constitutes either a health risk for the other participants or requires individual or specialized medical attention that the ADC staff, cannot provide, the family will be notified. The participant may then attend and participate when the health risk is eliminated as stated by a medical professional.

Participants may be suspended or terminated from the program for behavior which is severe and cannot be managed at the adult day center; communicable diseases; failure of responsible party or caregiver to adhere to center policies; and failure to pay fees.

Caregivers will be informed personally and through a letter of the reason for termination.

If possible, an extra week of service will be provided for the family member to find alternative care. **Exceptions:** Participants that become unmanageable by staff or are a threat to themselves or others must be removed from the facilities immediately and will not be allowed to return. The caregiver must find immediate alternative care.

Item 7 – Fees

Adult Day Center: The cost of services is income based.

Late Pick-up Fees: ADC hours are 7:30 a.m. to 5:00 p.m. (with some exceptions). Late pick up charges are \$5.00 for each five minutes or portions thereof. In addition, caregiver will pay full fees for absences without notice.

Personal Care Charges are in addition to regular daily fees. Services and price-list available upon request.

Medical Emergency: In the event of an emergency the staff will use Emergency Medical Service to transport participants to Tennova Hospital. All charges for services will be the responsibility of the caregiver.

Late Payments: A late fee will be charge for any fees, which are not paid within 30 days.

Item 8 – Liability

The adult day center shall not be responsible for damage, breakage, or theft of participant's personal items. This includes coats, crafts, or anything a participant may bring to the adult day center.

Any donation to the adult day center then becomes the property of the adult day center and subject to usage or disposal as the adult day center staff feels is appropriate.

Medications: Participants who require medication reminders during the day must bring their medication daily in a duplicate prescription bottle. Nonprescription medication must be in original container. The participant must only bring the dose needed for that day. **Staff does not administer medication** but will store it in a locked area in addition to assist and remind participant to take it at the designated time.

Assistance includes reading labels, opening bottles, reminders, checking self-administered dose against dosage shown on container, observing the participant while taking the medication, reassuring participant he/she is taking the right dose, and reporting any changes to the caregiver and/or physician.

A list of the current prescriptions and non-prescription medicines being taken is maintained on record for each participant. The **Current Prescription Medication Form** will be **updated every six months** or sooner if necessary. The caregiver is responsible for keeping the medication record forms up to date. A **Change of Current Prescription Medication Form** must be filled out for all changes.

The center shall maintain records of medications taken by the participant, including the date, dosage taken and time the participant took the medication. All medication errors, drug reactions, or suspected over-medications must be reported to the physician who prescribed the drug and to the participant's responsible party.

Discontinued and outdated drugs and containers with worn, illegible, or missing labels must be returned to the responsible party or disposed of properly.

Participants must be able to operate, maintain, and administer life-saving devices and medications. Examples: Insulin shots for diabetics and oxygen for oxygen-dependent participants.

In-take Package: The ADC participant enrollment package contains detailed information and forms, contracts, waivers, etc. That must be completed before a participant may attend. This package should further explain the operations and activities of the ADC.

Equipment: No equipment, furniture, tools, or supplies will be removed from the center without permission from the ADC Director/Manager. If permission is granted, the said materials will be returned promptly when purpose for borrowing is finished.

Medical equipment (wheelchairs, adjustable hospital beds, walkers, etc.) is available for short-term needs.

Item 9 – Transportation

Families must arrange for participant's transportation. Family members or guardians must provide transportation for participants to and from the adult day care. The caregiver or designated driver must escort the participant into the activity room and sign in. The center must have the name(s) of the designated driver(s) on file. All families using public transit must schedule pick up no later than 4pm.

Item 10 – Temperature Control

The thermostat will be adjusted only by paid staff persons. Every effort will be made to keep everyone comfortable. Sweaters, throws, and additional clothing should be kept on hand for all ADC participants.

Item 11 – Emergency Plan

Fire Safety and Emergency Evacuations

1. Evacuate building through closest, clear exit.
2. Go to the grassy area closest to Clark Street or the Maynard Center, whichever is closer to the safest exit.
3. Caregivers will be notified if pick up is necessary.

Tornado/Lightning Safety

1. Wait in area designated by staff. Stay away from windows, avoid telephones and electrical appliances.
2. Avoid water pipe and shower fixtures.
3. Unplug computers and other sensitive electrical devices.

Natural Disasters: The entire Senior Center is a designated Red Cross Emergency Shelter with several staff members trained as "Shelter Managers". The ADC and all regularly scheduled programs and activities will be canceled when the building is used in this manner.

Item 12 - Personnel

The staff of the ADC will be under the same jurisdiction as other employees of the Clarksville-Montgomery County Ajax Turner Senior Citizens Center. They will abide by all Personnel Policies and Procedures of the center.

In addition, all staff hired for the ADC:

1. Must have a satisfactory criminal background check including fingerprinting.
2. Must meet all requirements in their individual job description.
3. Must be adult CPR and AED certified.
4. Must meet all requirements set forth by the Tennessee Department of Human Services as pertains to personnel a licensed ADC.
5. Convictions of a felony or unsatisfactory results on annual and/or periodic background checks as required by any funding source.

Additional information is available at the Center's office.

I _____ have received a copy of the Senior Circle of Friends
Adult Day Center
's Standard Operating Procedures.

Signature: _____

Date: _____