



The Oaks Adult Day Program

The Oaks Adult Day Service Program has three primary objectives:

- To provide a planned program of social and recreational activities with professional supervision.
- To provide respite for primary caregivers.
- To postpone or avoid the need for long-term care placement.

The Oaks Adult Day Service Program is open Monday through Friday from 7:30 am to 5:30 pm. The program is closed on the following holidays:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the Friday after
- One week at the time of the Christmas/New Year Holidays (subject to change)

If the Holiday falls on the weekend, the site will be closed on the Friday or Monday closest to the Holiday.

Other possible closings which will result in caregiver notification:

Snow Days: The program is closed if Ann Arbor Public Schools are closed due to bad weather.

Building problems: The program will close if there is a building problem such as no electricity.

All program participants must meet the following minimum admission criteria:

- To require supervision
- To be able to participate in individualized and/or group activities
- To exhibit non-violent behaviors towards self and others
- To remain in the facility and not be an active eloper (elopement could result in discharge from program)
- To eat independently
- To be partially independent in ambulation/mobility with the use of walker, crutches, and/or wheelchair, and be independent or require only one person to assist in transfers, and must be capable of leaving their residence with assistance in order to receive service
- To be able to take medication per program policy
- To be continent with the use of assistive devices
- To be bowel continent with the use of assistive devices
- To be accompanied by a caregiver and/or care provider prior to attendance for an one hour on-site assessment
- To provide medical information prior to attendance.

*If a potential member does not meet the above qualifying criteria for the adult day program, staff will provide referral sources to the caregiver.



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Cost to Attend:

This is dependent upon availability of current funding sources and physician diagnosis. A participant without a dementia diagnosis will be considered private pay at a rate of \$15.00 per hour. A participant with a diagnosis of dementia will qualify for a sliding scale hourly rate. Additional criteria must be met to qualify.

1. OLDER AMERICANS ACT / STATE APPROPRIATIONS / OFFICE OF SERVICE TO THE AGING funds are available through the **AREA AGENCY ON AGING 1-B** to provide subsidized Adult Day Service.

To Qualify:

- Participant must be over the age of 60 or 18 years and disabled.
- Reside in Washtenaw or Livingston counties

These funds are awarded with priority given to:

- AAA 1-B Community Care Services participants
- Individuals recently released from the hospital requiring services on a short or long term basis
- Individuals with economic need
- Individuals with social need
- Individuals with functional need (mental/physical health, ADL/IADL limitations)

Emphasis is also placed on individuals with the greatest social and economic need with particular attention to low-income minority, persons who are frail, or homebound because of illness, incapacitating disability or otherwise isolated. When funds are sufficient, service may not be denied to persons over age 60 as long as they are not eligible for any other form of funding for these services. Cost share donations are strongly encouraged. **All services may be purchased directly at the private pay rate.**

- The Oaks Adult Day staff will provide caregiver the **Financial Agreement** form to determine hourly cost share rate.
- Cost share amounts will be based on AAA-1B Cost Share Sliding Scale.

Additional Criteria for Members with Dementia to qualify for Area Agency on Aging 1-B (AAA 1-B) funding, participants must:

- Have a diagnosis of Alzheimer's disease or other types of dementia.
- To have significant impairments in cognition, communication and personal care needs that require one or more of the following:
 1. Modification in environmental cues
 2. Supervision to maintain personal safety
 3. Hands-on assistance to perform activities of toileting, grooming, hygiene and bathing



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- To be responsive to re-direction and other supportive verbal interventions when angry, anxious, lost or upset.
- To not have an acute medical illness.
- To be free of communicable respiratory disease and hepatitis.
- Families that understand and are willing to comply with program policies related to participation in quarterly care planning, communication of status changes or planned absences, and payment of fees.
- Transportation assistance available within a 15-mile radius

Lunch/Snacks

The Oaks Adult Day program participates as a congregate meal site for the county Senior Nutrition program. There is an additional per meal cost for participants to receive a meal. Aged 60 and over is \$3.00 and 59 and younger is \$5.50. This is an optional program and cannot meet the requirements of a special diet such as soft foods or pureed. Menus are certified by a Registered Dietician or Nutritionist to meet 1/3 of the Recommended Daily Allowance (RDA). Daily nutritious snacks are also provided.

The Oaks Adult Day Program Expectations

While you are enrolled in our program, we ask for caregiver cooperation with the following:

- Be available, or insure a contact person is available, while the participant is attending the program, to pick up the participant in case of illness or behavior problems.
- Participant should be clean and appropriately dressed.
- Pick up the participant at the scheduled time.
- Escort participant into the building and make contact with a staff member before leaving.
- Notify the site manager of any changes in medication that a participant is taking (especially if the medication is to be taken while at The Oaks).
- If the participant is hospitalized, a note from the Physician must be obtained stating that participant may safely return to The Oaks and given to site manager.
- Read the monthly newsletter and all correspondence sent home.
- You are responsible for scheduling and cancellations in regards to transportation services. (To newly arrange for transportation ask the Site Manager.)
- Keep participant at home if they exhibit cold or flu symptoms.
- Provide input for quarterly care plan updates. You will be notified in advance.

Medication Policy

The Oaks Adult Day staff is unable to administer daily medications but is able to monitor a participant if they need to take a medication while at the program. A copy of the medication policy will be given during the intake process. Please direct all questions to the site manager.

Complaints, Problems, Appeals

- If you have a problem or complaint, you should call and discuss the problem or complaint with the site manager.
- Your complaint will be documented and investigation conducted.



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- You will be notified of the outcome of the investigation.
- If at any time you feel that Rights have been violated or you are unsatisfied with the way a complaint is being handled by The Oaks Adult Day program you may also contact our quality improvement coordinator at (734) 971-9781.
- You may also contact the funding source through which your service is provided.
- You have the right to contact the U.S Department of Health and Human Services, Office of Civil Rights, or the Michigan Department of Civil Rights.

When termination from the program is required, The Oaks Adult Day program site manager will provide written notification of termination of services, which includes the reasons for termination and the effective dates. If a decision is made which denies or terminates your service you have a right to appeal this decision.

Appeals should be addressed to the site manager who will be responsible for investigating the denial or termination of services and provide you with a written response. Termination of services will be documented in the client's file.

The Oaks Adult Day program may terminate a participant's service with the program due to:

- Treatment Plan goal accomplished due to reassessment which determined
 1. A member to be ineligible
 2. Improvement/changes in the members condition so they are no longer in need of services
 3. Ineligible due to eligibility of services paid for from other sources.
- Moved out of the area
- Withdrew from program
- Found other assistance
- Dissatisfied
- Financial
- Needs beyond scope of service
- Non-compliant (i.e. physically/verbally abusive to self or others, active elopement)
- Long-term or medical facility (permanent institutionalization)
- Deceased
- Increase in the availability of support from friends and/or family
- Other

Aftercare

When a participant is no longer eligible for The Oaks Adult Day program, every effort is made to assist the caregiver with aftercare options. This may include in-home services or long-term care placement. Please speak with site manager for assistance.