



Our Services

Our day service program provides interventions and services to help delay the progression of the participant's existing disability and maintain or improve the individual's health, level of functioning and independence to their optimal level. Attending enables participants to continue living in their own home and community while therapeutic and holistic care enhances their quality of life.

Our services include:

- A safe and secure environment
- Health monitoring and medication administration supervised by a Nurse
- Level of Functioning assessments
- Individualized Plan of Care based on level of functioning, family goals and interests/pastlife's work
- Planned therapeutic activities: *pet therapy, art and music therapy, crafts, wood working, cooking club, table games, cards, daily exercise, manicures, entertainment, parties and special events, intergenerational programs, physical games both indoors and outside*
- A Spiritual Program
- Health and safety education to improve level of functioning and independence
- Light breakfast, noon meal, and nutritious snacks
- Assistance with personal care needs
- Community referrals for additional services

Other Services

These services are also provided for a nominal fee:

- Showers
- Shaves
- Transportation – Referrals available on request to REAL Services Transportation and/or other community transportation servers

Our Mission

Provide attentive day services for adults in a community environment that honors individuals and supports their families.

Who We Serve

Milton Adult Day Services provides a therapeutic activities-based program designed to serve adults with the following conditions:

- Alzheimer's disease
- Decrease in physical, mental, or social functioning
- Dementia
- Illness, injury or surgery recovery
- Socially isolated
- Stroke, Parkinson's disease, Multiple Sclerosis, Diabetes, etc.
- Adults who would benefit from a day service despite any given diagnosis, determined on a case-by-case basis



Statement of Rights

Milton Adult Day Services Responsibilities

The following is a statement of rights of persons enrolled in adult day services programs. Though the statement is not intended to be inclusive, it suggests an outline of the basic rights that should be guaranteed to adult day services participants.

- The right to be treated as an adult, with consideration, respect and dignity, including privacy in treatment and in care for personal needs.
- The right to participate in a program of services and activities designed to encourage independence, learning, growth, and awareness of constructive ways to develop one's interests and talents.
- The right to self-determination within the day services setting, including the opportunity to:
 - Participate in developing or changing one's plan for services.
 - Decide whether to participate in any given activity.
 - Be involved to the extent possible in program planning and operation.
 - Refuse treatment and be informed of the consequences of such refusal.
 - End participation in the adult day services at any time.
- The right to a thorough initial assessment, development of an individualized plan of care and a determination of the required level of care.
- The right to be cared for in an atmosphere of sincere interest and concern in which needed support and services are provided.
- The right to a safe, secure, and clean environment.
- The right to receive nourishment and assistance with meals as necessary to maximize functional abilities and quality of life.
- The right to confidentiality and the guarantee that no personal or medical information will be released to persons not authorized under law to receive it without the participant's written consent.
- The right to voice grievances about care or treatment without discrimination or reprisal.
- The right to be fully informed, as documented by the participant's written acknowledgment, of all participant rights and responsibilities and of all rules and regulations regarding participant conduct and responsibilities.
- The right to be free from harm, including unnecessary physical or chemical restraint, isolation, excessive medication, abuse, or neglect.
- The right to be fully informed at the time of acceptance into the program of services and activities available and related charges.
- The right to communicate with others and be understood by them to the extent of the participant's capacity.



Participant Responsibilities

To the extent possible, the responsibilities are to be carried out by the participant or by the caregiver on behalf of the participant, if necessary.

These responsibilities include:

- The responsibility to treat personnel with respect and courtesy.
- The responsibility to communicate with staff to develop a relationship of trust.
- The responsibility to make appropriate choices and seek appropriate care.
- The responsibility to ask questions and confirm understanding of instructions.
- The responsibility to share opinions, concerns, and complaints with the director.



Enrollment Criteria

The staff at **Milton Adult Day Services (MiltonADS)** will be happy to assist you to determine if our day center meets your loved one's needs. Appointments can be made for a free assessment of levels of functioning and individual and family needs.

The following is to provide for fair and informed admission to the **Milton Adult Day Services**. It is our intent to serve adult individuals in the St. Joseph County area who are living with cognitive or physical impairments without regard to race, religion, culture, or sexual orientation. These people may have experienced a stroke, a cognitive deficit from Alzheimer's or related dementia, traumatic brain injury, need socialization, or have a medical condition that requires assistance during the daytime hours. There may be certain conditions inappropriate for the facility's environment. These may include but are not limited to some psychiatric illnesses, those who are profoundly developmentally disabled or have aggressive behaviors. Appropriateness will be determined on a case-by-case basis. Upon assessment and history of the participant, the enrollment team will make the final decision.

Participant shall:

- Be able to transfer from chair/wheelchair/toilet safely with the help of staff members.
- Be able to function in a group setting without aggressive or disruptive behavior.
- Abide by the admission policies of **MiltonADS**, which include a history/physical and Mantoux test or clear chest x-ray.
- Be willing to attend MiltonADS.
- Benefit from the social environment as evidenced by interactions with others.
- Feed themselves, respond to cues to eating, or benefit from hand over hand.
- Be exempted from the above points on a case-by-case basis.



For us to meet our Indiana Medicaid guidelines, the following must be obtained prior to admission:

- A TB/Mantoux/PPD test within the last 90 days of enrollment, or
- A chest x-ray within the last 6 months of enrollment, and
- A physician's order for adult day services.

Attendance

Attendance is flexible and determined according to the needs of the participant and family. Planned attendance should consist of at least two half-day periods with a half-day consisting of five hours. This will enable the participant to become oriented to his or her new surroundings and avoid undue anxiety or stress with new situations.

Professional Staff

Milton Adult Day Services exceeds staffing guidelines set by Indiana Family & Social Services Administration for Medicaid Home and Community-Based Services. All staff and consultants are certified and/or licensed professionals consisting of a Registered Nurse, a Licensed Practical Nurse, a certified Social Services Coordinator, Certified Nursing Assistant(s), and an Activities Coordinator. Staff have specialized training in the care of adults with Alzheimer's disease, a related dementia, and other neurological conditions.



Discharge Criteria

1. Enrollment at **Milton Adult Day Services** is voluntary.
2. The admission can be on a two-week trial basis to determine if the program is appropriate for the participant. Discharge may occur at any point in these two weeks.
3. Reasons for discharge may include:
 - a. Care needs of the participant exceed program's capacity.
 - b. Participant's behavior becomes unmanageable, disrupting the environment and quality of the program.
4. Discharge from the program will require a 30-calendar day written notice from **Milton Adult Day Services** to participants and family caregivers. Specific discharge plans will be developed to assure participant's continuing needs are met.
5. If a participant is associated with case management/Area Agency on Aging, **Milton Adult Day Services** agrees to continue adult day services until a new program can be found. Exceptions will be made if the participant is a threat to other center participants or unless written permission is received from the Division of Aging specialist.
6. In the case of an emergency discharge, the 30-day notice may be waived.
7. Reasons for such an emergency discharge include:
 - a. Violent or abusive behavior which is uncontrollable.
 - b. Intentional or continuing disruptive behavior which interrupts the program services for others.
 - c. Unpredictable elopement.
8. A participant may be considered for readmission if there is a documented change in condition.
9. Participants will be discharged from the program if they are absent for 90 days unless leave of absence has prior arrangements. Leave of absence will be reviewed every 90 days for a maximum of 180 days at which time discharge will be initiated.



Keep In Mind

Complete All Information

To complete our records, we ask that you fill in all the blanks on each of the forms. The "Life History" form is a useful tool as we plan our client's activities and get to know your loved one. We will schedule an appointment to complete the paperwork with you.

Meetings with the Social Worker

The Social Worker is your point of contact at **Milton Adult Day Services**. If you have any questions or concerns, please share them with the Social Worker. We ask to have regular contact with you to keep you informed about your loved one. The following is a schedule of meetings with the Social Worker:

- First meeting: Approximately one month after enrollment.
- Second meeting: Approximately 6 months after enrollment.
- Third meeting: At the yearly anniversary of enrollment at **Milton Adult Day Services** and every six months thereafter.

Meetings can be scheduled more frequently if changes in level of functioning occur, or you have concerns that develop.

Participant Assessments

A Level of Function assessment will be completed after the first month at **Milton Adult Day Services**. The results of the assessments will be shared with the family/caregivers at a meeting scheduled with the Social Worker.

Medications

All medications are to be brought in by a family member/caregiver in containers with pharmacy instruction labels on them. At least a one-week supply should be at **MiltonADS**. Please notify the nurse promptly of any medication changes.

Extra Clothing

We request families supply an extra change of clothing for your loved one. This will be kept in a bag labeled with their name in case a change of clothing is needed. If your loved one is incontinent, please send their incontinent products weekly.



Complaints/Grievances

Policy: Milton Adult Day Services is committed to providing a high-quality therapeutic day program in a safe and enjoyable atmosphere for all participants. Complaints or grievances will be willingly accepted to improve care and meet individual needs.

Procedure:

1. If a participant or family member/caregiver has a concern or complaint about their loved one's experience at Milton Adult Day Services, they are strongly encouraged to register their complaint with the Director of Milton Adult Day Services at 574-232-2666. A complaint may be registered in person or in writing in lieu of a telephone call. All complaints are documented.
2. Complaints are considered opportunities for improvement, so Milton Adult Day Services encourages participants and their families/caregivers to notify the above staff whenever they feel a participant's needs are not being met.
3. Participants and their caregivers have the right to exercise all guaranteed rights without fear of interference, coercion, discrimination, or threat of reprisal by any staff at Milton Adult Day Services. We make every effort to meet or exceed expectations.
4. If Milton Adult Day Services is unable to meet a specific need, participants and their caregivers will be notified, and appropriate community referrals made for follow-up.
5. If the complaint is not resolved satisfactorily, participants and/or caregivers may also contact the Case Manager/Area Agency on Aging.
6. Copies of the Complaint/Grievance policy and procedure will be provided to participants and their caregivers at enrollment.



Financial Assistance

Veteran's Health Care

St. Joseph County VA Outpatient Clinic
1540 Trinity Place
Mishawaka, IN 46545
(574) 272-9000

To be eligible for VA health care benefits, the participant must be a veteran and a patient at the St. Joseph County or Ft. Wayne VA Outpatient Clinic.

IN COLLABORATION WITH REAL SERVICES, MILTON ADULT DAY
SERVICES RECOMMENDS YOU CONTACT:

Aged & Disabled Resource Center (ADRC)

(574) 284-2644 or (800) 552-7928

The above phone numbers are for the Aged & Disabled Resource Center (ADRC) of REAL Services, Inc., our Area Agency on Aging. An ADRC Options Counselor will take basic information from you for an initial assessment and will transfer the information to a Resource Counselor. The Resource Counselor will then arrange for an in-person assessment in your home. This will allow your loved one to receive individualized options that best fit his or her needs. If it's determined that you need financial assistance, they will advise you and help begin the application process. ***It is important to start this process as early as possible.***



Rate Sheet

A minimum fee of \$75.00 is charged and includes (5) hours of attendance.

Additional hours will be billed at \$15.00 per hour, in 15-minute increments of \$3.75 (see examples below).

Up to 5 hours in one day\$75

Each additional 15-minute increment.....\$3.75

(Example 1: 5 ½ hours = \$75.00 + 7.50 = \$82.50)

(Example 2: 8 hours = \$75.00 + (12 X \$3.75) = \$120.00

Billing

Caregivers are billed monthly following the service rendered. Payment is due upon receipt of the invoice. The caregiver is responsible for direct payment of the bill by check or money order.

Please make a check or money order payable to: Center for Adult Day Services, LLC.

Other Services

Other services are available for an additional fee. Those include:

Showers..... \$ 20.00

Shaves..... \$ 10.00

Transportation.....Referrals on request to REAL Services Transportation
and/or other community transportation providers

Insurance Plans

Many long-term care insurance plans will help pay for adult day services. Reimbursement from insurance plans and other funding sources is the responsibility of the caregiver.