

Kirkpatrick Day Program

# Caregiver Handbook



alzheimer's   
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# Caregiver Handbook

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# Kirkpatrick Day Program

## General Information

441 West Kirkpatrick Street  
Syracuse, NY 13204

**Chapter Office:** 472-4201  
**Day Program Office:** 472-4204  
**Chapter Fax:** 472-4206  
**24-Hour Helpline:** 800-272-3900

The Kirkpatrick Day Program is a social day program specializing in serving people with Alzheimer's disease or related dementias. Our goal is to provide a safe, nurturing environment that allows the person with dementia to remain cognitively, socially and physically active.

The day program operates Monday - Friday 7:30 a.m. - 5:30 p.m.

### **Day program fees (effective July 1, 2010):**

Full day (more than 4 hours):	\$60
Half day with meal (up to 4 hours):	\$40
Half day without meal (up to 4 hours):	\$35

(Details available from day program staff)

### **The day program provides:**

- A nutritious breakfast, lunch and snack
- Supervision with medications
- Assistance with personal care and toileting
- Beautician services (at an additional cost)
- A secure setting (indoors and outside area)

**Activities** are based upon each individual's interests and abilities. Our goal is to help the person remain as active and independent as possible.

Activities include:

- Arts & crafts
- Exercise program
- Reminiscing activities
- Recreational programs: bowling, horseshoes, bingo, etc.
- Games to enhance short- and long-term memory
- Musical programs and sing-a-longs
- Pets/animal visits

# Kirkpatrick Day Program

## Sample Schedule

7:30 a.m.	Day program opens Current events, horoscopes, crosswords
7:30 – 10:00 a.m.	Breakfast
9:30 – 11:00 a.m.	Arts & crafts, baking, cooking, card games and recreational activities
11:00 a.m.	Exercise program
11:30 a.m.	Word games
Noon	Lunch
1:00 p.m.	Music and sing-a-longs, piano player or guest entertainers (music therapy)
1:30 p.m.	Trivia, proverbs, famous sayings
2:00 p.m.	Crafts, small group programs, special programs (i.e. storytelling and reminiscing), recreational activities, outdoor games (weather permitting)
3:00 p.m.	Snack
3:30 p.m.	Bingo, movies, recreational games
4:30 p.m.	Reminiscing programs
5:30 p.m.	Center closes

### Hair Care Services

#### Available Wednesday by appointment

Shampoo & Set.....	\$15.00
Shampoo, Cut & Set w/Blow dry .....	\$20.00
Men's Cut.....	\$10.00
Blow Dry .....	\$12.00
Color.....	TBD
Permanent.....	\$50.00
<i>includes cut, set, blow dry</i>	

Payable by cash or check to Image Force

# Kirkpatrick Day Program

## Admission Criteria

Kirkpatrick Day Program is a social model program and is designed to serve the following participants:

- A diagnosis of Alzheimer's Disease or related dementias
- Medical conditions which are stable and do not require medical supervision during program attendance
- Free of communicable diseases
- Require limited assistance from staff to remain continent
- Require limited assistance with ambulation
- Able to eat independently or with minimal assistance
- Behaviors which are safely managed in a group environment; are not at risk of injury to self or others
- Able to benefit from a therapeutic activity program and from group socialization
- Able to take medication on their own with staff supervision

Approved by Respite Committee 1/7/00

# Kirkpatrick Day Program

## Operating Policies

### **HOURS**

The Kirkpatrick Day Program is open 7:30 a.m.-5:30 p.m., Monday-Friday. Participants can attend for a full- or half-day.

### **ARRIVING AT THE DAY PROGRAM**

Our front door is secured for participant's safety. There is an intercom system on the left side of our inner door to alert the staff during times when a greeter is not on duty.

### **RESERVED DAYS, ABSENCES & VACATIONS**

At the time of registration, a space will be reserved for a particular day or days of the week for the participant and will not be given to any other participant. The participant will be automatically charged for the reserved day or days. If a participant is unable to attend on a reserved day, please notify the staff as soon as possible. If a participant is absent on a reserved day, there will be a program fee charged:

**Calls to cancel by 9 a.m.: 50% of the regular rate**

**Calls after 9 a.m. or no call: Full rate**

Notice should be given **two weeks** in advance of vacations or respite. If your plans change after you cancelled your reserved day, please call the Day Program to assure that the day has not been used for a person on our wait list.

### **PERSONAL CARE**

Staff is available to provide reminders and assistance to help participants remain continent while at the day program. Manageable incontinence does not present a problem.

### **CLOTHING**

Please bring an extra set of clothing with the participant's name written on them to be left at the day program. These are used in case of spills, etc. We will launder the clothes. We suggest that participants wear comfortable clothing and footwear. Clothing should be washable and dryer safe. You may also wish to leave an extra sweater, sunhat and sunglasses depending on the season.

### **MEDICATIONS**

If a participant needs to take medication while attending the day program, please use a medication envelope provided by the day program. We can only accept medications to be used for that day. Please include on the outside of

# Kirkpatrick Day Program

## Operating Policies

the envelope the participant's name, date, name of medication, time to be taken and any other special instructions. We ask that you also update the day program on any changes or new medications.

### **ILLNESS**

If a participant becomes ill while attending the day program, the family will be called to arrange for transportation home. To prevent the spread of infection or illness in the day program, we ask that you keep your loved one home for 24 hours after they are free of symptoms described below:

- Temperature of 100 degrees or higher
- Vomiting or diarrhea
- A productive cough (coughing up sputum)
- An infection that has not been seen by a doctor or the person has been on an antibiotic less than 24 hours
- Any infectious illness or condition that can spread to others

Our primary concern is to keep participants, staff and volunteers free from illness. We appreciate your assistance in helping us to keep everyone healthy. Please contact the day program before your loved one returns from a hospital admission.

### **MEDICAL EMERGENCY**

In the event of a medical emergency, the assistant day program director or designee will call 911. The staff will request an ambulance and emergency response personnel to evaluate the participant's medical condition and transport the participant to his or her designated hospital. A day program representative will accompany the participant to the hospital and remain with them until a family member arrives.

The Kirkpatrick Day Program is not a medical day service. We rely on the skills of first responders to assess the medical condition of the participant. Program staff will always follow the recommendations of emergency personnel.

### **MEALS/DIET**

The day program serves breakfast, lunch and a snack. All meals are low sodium. If there are other dietary needs, please alert the day program staff.

### **HOLIDAYS**

The day program is closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

# **Kirkpatrick Day Program**

## **Operating Policies**

### **PAYMENTS**

**We request that payments be made one month in advance or at the time of service.** Please refer to the billing policy in your admissions paperwork folder that is provided at the time of enrollment or guest visit. Make checks payable to the Alzheimer's Association and indicate the date(s) for which you are paying. For questions, please contact the billing coordinator in person or at 472-4201 x102.

### **FINANCIAL ASSISTANCE**

Financial assistance is available for those who qualify. Please see the Day Program Director for more details. Grants are available from the New York State Office for the Aging, Onondaga County Department of Aging and Youth and other sources for those who apply and qualify. For more information on financial assistance, call (315) 472-4204.

### **CONFERENCES**

The family or staff may request a family conference at any time. Conferences offer an opportunity for an exchange of information and ideas that will aid in the care of the participant.

### **SUPPORT GROUPS**

Support groups are free and a great way to get encouragement, meet others that have similar situations, share ideas and know that you are not alone. Please ask our staff or the chapter staff for a current listing.

### **MEDIC ALERT + SAFE RETURN**

The Alzheimer's Association's national safety and identification service used to locate and safely return individuals with dementia to their home in the case they wander and become lost. Financial assistance is available. See a staff member for details.

### **CARE CONSULTATIONS**

The Alzheimer's Association's care consultation is a service to assist the person with Alzheimer's disease or related dementias and/or their family care partners in planning for, and dealing with, all aspects of the illness experience. Individuals with dementia and their care partners will receive valuable one-on-one assistance that will enable them to better manage care and make more informed decisions regarding services and treatments.

# Kirkpatrick Day Program

## Late Pickup/Inclement Weather Policy

While most families and caregivers are very responsible about picking up their family member in a timely manner, occasionally, families will arrive after the designated closing time (5:30 p.m.). We recognize emergencies can occur, however, as our staff is required to remain overtime, the Day Program incurs additional salary costs. Therefore, the following policy is enforced in all late pick-up situations:

- First 10-minute interval:..... \$5
- Second 10-minute interval:..... \$15
- Third 10-minute interval:..... \$25

It is the responsibility of the family member/responsible party to contact the day program in the event the participant will be picked up late.

The responsible party and day program staff member will sign the late pickup form indicating the time and date of the late pickup.

### **SEVERE WEATHER ALERTS**

In the event of severe weather, we will alert you of the Kirkpatrick Day Program closing on the following TV and radio stations:

#### **TELEVISION STATIONS**

- WSTM-TV Channel 3
- WSYR-TV Channel 9
- News 10 Now

#### **RADIO STATIONS**

- WWHT (FM 107.9)
- WSYR (AM 570)
- WYYY (FM 94.5)
- WBBS (FM 104.7)

# **Kirkpatrick Day Program**

## **Participant Rights and Responsibilities**

The following is a statement of rights of persons enrolled in the Kirkpatrick Day Program. Though the statement is not intended to be all-inclusive, it suggests an outline of basic rights that should be guaranteed to all adult participants.

- The right to be treated with dignity and respect, including privacy in treatment and in care of personal needs
- The right to participate in a program of services and activities designed with the participant's own abilities, interests, and talents in mind
- The right to make personal choices about accepting or refusing the services and activities offered
- The right to a safe, secure and clean environment
- The right not to be subject to verbal, sexual, mental, physical, or financial abuse, corporal punishment, or involuntary work or service by the program
- The right not to be subject to chemical or physical restraint by the program
- The right to voice grievances about care or treatment without discrimination or reprisal
- 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 and/or responsible party's written consent
- You have the right to voice your grievances about care or treatment to:

Alzheimer's Association, Central New York Chapter  
441 West Kirkpatrick Street  
Syracuse, NY 13204  
315-472-4201

**and**

Onondaga County Department of Aging & Youth  
Civic Center – 13<sup>th</sup> Floor  
421 Montgomery Street  
Syracuse, NY 13202-2919  
315-435-2362

# Kirkpatrick Day Program

## Grievance Policy

The Kirkpatrick Day Program strives to provide the best care possible. Unfortunately, there may be occurrences when families are unhappy with the outcome or manner in which a situation was handled. Family complaints and grievances can involve the quality of care, limitations of service provided, or discharges from the program.

Should you need to address an issue or a complaint, please contact the Assistant Day Program Director. If a resolution can not be reached, then you have the right to address the concern through the following grievance process:

### 1) Meeting with the Day Program Director

- a) The Day Program Director shall maintain in writing a log of all grievances
- b) Notes of progress toward resolution shall be filed in the log
- c) A written finding of fact and decision within 30 days of the recording of the grievance shall be filed in the log
- d) Within 5 days of the decision, the following will be sent by the Day Program Director to the responsible party:
  - A written copy of the finding of fact
  - An explanation of the decision concerning the grievance, and the responsible party's right

### 2) Meeting with the Chief Executive Officer

If the first step is not satisfactory, the responsible party can request a meeting with the Chief Executive Officer of the Alzheimer's Association, Central New York Chapter.

### 3) Executive Committee

If the Chief Executive Officer can find no amicable solution, the responsible party may proceed with his/her grievance to the Alzheimer's Association, Central New York Chapter Executive Committee. At this meeting, all information is presented and the Executive Committee will complete a written finding of fact and decision within 30 days of the meeting. The written decision will be forwarded to the responsible party within five days of the decision.

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[www.alzcnny.org](http://www.alzcnny.org)