



# Caregiver Handbook

900 Henley Street  
Knoxville, TN 37902  
865-521-0289



## Statement of Rights of Kay Senior Care Center Participants

- The right to be treated as an adult with respect and dignity.
- The right to participate in a program of services and activities that promote dignity, self-esteem, and self-worth.
- The right to an environment that encourages and supports maintaining one's independence and concentrates on capabilities.
- The right to self-determination within the adult day care setting, such as:
  - to participate in developing one's plan of service, if possible
  - to choose to participate in any given activity
  - to be involved to the extent possible to participate in program planning and operation
- The right to privacy and confidentiality, according to HIPPA Standards (Health and Insurance Portability and Accountability Act of 1996).

## Statement of Rights of Kay Senior Care Center Family Caregivers

- The right to be notified of planned programs and activities.
- The right to visit the Kay Senior Care Center at any time during the day while their family member is at the center.
- The right to an environment that is supportive and caring towards caregiving responsibilities.
- The right to discuss plans of service or the needs of their family member with the Director or other staff members.
- The right to privacy and confidentiality.

## **Assessment/Enrollment Process**

1. Initial Enrollment Packet completed and received by Director
  - a. Physician release
  - b. Emergency Form
  - c. Medication Form
  - d. Getting to Know You
2. Medical Assessment from Physician
3. Visit to the Center
4. Intake; assessment fee is due at this time.
5. Assessment Period

After the Medical Assessment is received from the participant's physician an assessment period is scheduled. The assessment consists of the New Participant Intake and 2 assessment days. Assessment days include 2 half days of attendance, from 10:00 am – 2:00 pm.

Due to the differences in this population, the Kay Center Director must determine if the Center is able to provide the level of care the participant may need. After the assessment period, the Director or the caregiver may decide that the Kay Senior Care Center is not appropriate and the new participant will not be enrolled in the program. There will be no additional charges (other than the \$75 assessment fee) if the participant and family do not continue with our program after the trial period.

## **Criteria for Participation**

In order for the staff and Center to provide adequate care and appropriate programs all participants must meet the following criteria:

1. Ambulatory, semi-ambulatory, or able to walk with stand by assistance of one staff member.
2. Able to transfer on their own or with the standby/minimal assistance of one staff member.
3. Able to use the bathroom on their own or with cues from one staff member.
  - a. Ability to change clothing and/or undergarments as needed with the assistance of one staff member.
  - b. Participant must be cooperative with staff when providing assistance with toileting, dressing, etc.
4. Ability to adapt to a group setting.
5. Ability to participate in group activities without disrupting the group activity.
6. Able to feed one's self with minimal cueing from one staff member.
7. Ability to take direction and cueing from staff.
  - a. Understand there will be some resistance at time but does not disrupt other participants and/or activities.
8. Does not require skilled nursing care.
9. Ability to take medication following Kay Center policies.

- a. Staff is unable to give injections, test blood sugar, or any other procedure that requires skilled care.
- 10. Stays in the building or is easily redirected by one staff member.
- 11. Does not display combative behavior towards staff and other participants.
  - a. Including both verbally and physically.
- 12. Participant must be cooperative with staff member assistance.

### **Withdrawal/Discontinuation of Services Policy**

Any caregiver that chooses to withdraw or discontinue services of the Kay Senior Care Center must submit a two week written notice to the Director. If a caregiver chooses to withdraw from the program without submitting a two week written notice, fees will not be refunded.

### **Discharge Policy and Procedure**

When a participant's needs can no longer be met or cared for safely, it will be necessary to discontinue services of the Kay Senior Care Center. Termination of services will occur after an evaluation by the Director and a conference with the family. Caregivers will be given a two week notice if it becomes necessary to discontinue services. In some situations, a two week notice may not be possible due to the safety and well-being of other participants and staff.

Participants will be asked to discontinue participation if any of the following conditions occur:

- a) Ambulation becomes limited due to a change in medical status.
- b) The participant can no longer be responsible for his or her own basic self-care.
  - a. Requires assistance with toileting on a daily basis
- c) The participant is unable or unwilling to participate in the daily scheduled activities for more than 50% of their time at the center.
- d) The participant is unable or unwilling to be in a group setting.
- e) The participant is unable to follow simple instruction from staff members
- f) The individual's intellectual, emotional, or behavioral level prevents them from benefitting from the center's activities and plan of care.
- g) Needs more than one person to assist with walking/bathroom tasks/changing clothes/transferring/and activities
- h) Needs one on one attention and/or supervision for more than 25% of their time at the center
- i) Participant is disruptive to individual and group activities and is not easily redirected by one staff member.
- j) The participant needs only leisure time activities, respite care, or sitter services.
- k) Participant family does not follow Kay Senior Care Center policies.
- l) The participant has an outstanding balance that has not been paid.

A 2 week notice of discharge from the Kay Center will not be required for the following:

- a) The participant becomes a safety hazard to himself/herself or others.
- b) The participant becomes verbally or physically abusive.
- c) The participant is disruptive to self and others
- d) Participant requires skilled nursing care.
- e) The participant is a threat to themselves or others.

## **Hours of Operations**

The Kay Senior Care Center is open Monday through Friday, 8:00 am – 4:30 pm; extended hours may be available on an individual basis. Participants may choose from 2, 3, 4, or 5 days per week. Participants are encouraged to arrive no later than 9:45 am and depart no earlier than 3:00 pm. This allows the participants to join the morning and afternoon group activities without interruption to the group and helps establish continuity for all participants in the program.

## **Open Door Policy**

The Kay Senior Care Center encourages caregivers to visit any time during the day while their family member is at the Center. We realize that caregivers may want to observe their family member's response to the program. It is helpful and less confusing if a caregiver observes without the participant's knowledge.

Please be aware of the staff's time as they are here to interact with the participants and implement activities. If you have questions or need to talk about your loved one, please contact the Kay Senior Care Center Director.

Our facility is a secure building. Upon enrollment, a key code will be assigned to each family. You must know your key code to enter or leave the building. This code needs to be shared with anyone that will be dropping off or picking up your loved one. You may use your key code to enter or leave the building from 8:00 am – 5:00 pm.

## **Fee Structure**

### **Assessment Fee**

There is a one-time assessment fee of \$75.00, payable at the time of Intake. This fee covers gathering information from the participant's physician, intake, and 2 assessment days. Should a participant wish to re-enroll after a withdrawal from the program, an additional \$75 assessment fee will be charged.

**Weekly Fee**

A weekly participation fee is charged. The weekly fee is determined by the number of days a week a participant attends. Weekly fees include all activities, meals, and materials.

Fees are due prior to the services being provided. Upon enrollment, participants may choose between a weekly rate or a monthly rate. If paying weekly, fees must be received the first day of each week you attend the center. If you attend Monday, Wednesday, Friday, fees are due on Monday. If you attend Tuesday and Thursday, fees are due on Tuesday, etc. Monthly fees are due on the first business day of the month.

Please make checks payable to: Kay Senior Care Center

Payments may be made in person or by mail:

Kay Senior Care Center

900 Henley Street

Knoxville, TN 37902

If making payments in person, please place payment in the payment box located on the wall inside the Kay Center. Do not hand your payment to staff or leave payments on the desk.

**Late Payment Policy**

A participant, whose fee is received after the due date, will be assessed a late payment fee of \$2.00 per day. Exceptions will be made in case of illness, if the Director is notified that day. You will receive a reminder if your fees are not received. If needed, the Kay Center Director will meet with the family to arrange a payment plan.

**Late Pick Up Fees:**

The Kay Center closes at 4:30 pm. Caregivers must pick up their family member by that time. After 4:30 pm a late pick up fee of \$5.00 per 10 minutes or any portion thereof will be charged. Late Pick up fees are due at time of pick up. If they are not paid at that time, these fees will be added to the next invoice.

**Missed Days**

If a participant is unable to attend the Kay Center, for any reason, on their assigned days, there is still a charge for that day. Participants attending the program will be charged for schedule days regardless of attendance. Please notify Kay Center staff as soon as possible if a participant will not be in attendance.

If a participant is absent due to hospitalization, weekly fees will still be due. Space cannot be held for a participant without payment.

### **Inclement Weather Policy**

The Kay Senior Care Center will follow the Knox County Schools snow schedule. If Knox County Schools close, the Kay Center will be closed. If the Knox County Schools open one hour late, the Kay Center will open one hour late. Please watch your local news for closures. A message will also be left of the Kay Center phone, 865-521-0289

If Knox County Schools close early, the Kay Center will close early. Caregivers or individuals authorized for transport will be notified by phone and will need to pick up the participant within one hour of the call.

### **Holidays**

Church Street United Methodist Church and the Kay Senior Care Center will be closed for the following holiday (Weekly fees are the same for holiday weeks)

New Year's Day

Labor Day

Martin Luther King, Jr. Day

Thanksgiving and the day after

Good Friday

Christmas Eve, Christmas Day, and the day after

Memorial Day

Independence Day

### **Scholarship Fund**

Any caregiver or older person who cannot afford the daily fee may apply for scholarship assistance to defray expense. Please contact the Director at any point if you wish to apply for scholarship. Scholarships may assist with weekly fees and transportation services. Scholarships will not be used for late payment fees or late pick up fees. Evaluations for the necessity of scholarship will be determined by the Kay Senior Care Center Scholarship Committee.

There are numerous programs, outside the Kay Senior Care Center Scholarship, that assist your loved one financially. Not only can these financial support programs help with your care at the Kay Senior Care Center but also help with care outside the Kay Center and further in the future. I encourage you to look into these programs in the near future as it can take several months for approval.

- CHOICES—TennCare's program for long term care services

- Veteran's Administration—support for Veterans and their spouses
- Administration on Aging—National Family Caregiver Support Program
- Tennessee Commission on Aging and Disability—Options Program

## **Transportation**

All caregivers are responsible for providing or coordinating transportation for their family member.

**Participants must be escorted into the building by their caregiver or a responsible person.**

**The caregiver is responsible for signing their loved one in and out of the center.**

This enables the Center's staff to communicate with families and insure the safety and welfare of each participant. No participant will be allowed to leave the Center unless accompanied by their caregiver or a responsible person. It is also extremely vital that caregivers notify the Center staff if drop off or pick up routines change (i.e., time of arrival varies, a neighbor or friend is providing transportation, or if your family member will be absent).

Only those individuals listed on the Emergency Form as authorized to provide transportation will be allowed to pick up your loved one. If we do not recognize the individual to pick up the participant, we will ask for identification and compare the authorized transportation list. If the individual is not listed on the ER form, they will not be allowed to take the participant home.

If CAC van services or other transportation services are utilized, caregivers are responsible for the contract and costs. Individuals using transportation services must have someone walk them into the center. This ensures that the staff of the Kay Center is aware that your loved one has arrived.

## **Medication and Emergency**

According to the TN Department of Human Services Licensing regulations, family member must submit an update medication list and emergency form every 6 months. Caregivers must notify Center staff and complete new Medication and ER forms when there are any changes in medication or emergency numbers.

## **Emergencies and Injuries**

**Injuries:** All Kay Senior Care Center staff are certified in CPR/First Aid. If a minor injury occurs, a staff member will tend to them with the training they have received.

If the Kay Center staff determines they are unable to safely and accurately treat the injury or in the event of any emergency, the caregiver will be notified. If the emergency is serious and the participant requires immediate treatment, he/she will be transported to the hospital of choice (if possible) selected previously by the caregiver.

The Kay Senior Care Center is not responsible for the cost of transportation to the hospital or any medical treatment received. Caregivers will be asked to complete an Emergency information/release form. Any participant that has completed a Living Will and/or Power of Attorney must submit a copy to the Director to retain in the files.

## **Medication Policy**

The Kay Senior Care Center staff is not responsible for determining when or if participants should receive medication. Medications will only be assisted by the staff with a written request from the caregiver. Caregivers must submit a list of all medications (prescribed and non-prescribed) their family member receives. Please see the Director for the appropriate form.

If your loved one requires medication to be taken at the center, a Medication Permission Form needs to be completed and on file prior to participant receiving medication. Any medications brought to the Center must be given to a staff person upon arrival. Medication will be counted and signed by the family and staff member.

**To insure the safety of everyone and to prevent confusion, participants should never keep medicine on their person while at the Center.**

**It is required that all medication be brought to the Center in the appropriate labeled prescription container.**

Medication that is not in the original container will not be given to your loved one. Your pharmacy can give you an extra bottle. All medications will be kept in a locked container at the Center. Caregivers must notify the Kay Senior Care Center Director of any changes in medication schedules. The Kay Senior Care Center is not responsible for assisting with non-oral medication or those requiring injections.

## **Illness**

If your family member appears ill or presents a temperature of 100 degrees or higher upon arrival at the center, he/she will not be allowed to stay. If your loved on becomes ill or presents a temperature of 100 degrees or higher while at the center, you or another emergency contact will be called to come and pick your family member up within one hour.

**A participant should be kept at home for a full 24 hours following vomiting, diarrhea, and must be fever free for 24 hours before returning to the center.** This is for the well being of all our participants and staff.

## **Dietary Needs and Restrictions**

The center provides a hot lunch and one afternoon snack. All participants will receive adequate and nutritious foods provided by Church Street UMC Food Services. The Center will take into

account participants that require special dietary needs. However, due to the nature of the Center's design and program, those that require very specialized diets will be evaluated on a case by case basis. Lunch menus are posted in the Center.

## **HABIT-Pet Therapy**

The Kay Senior Care Center is involved in a pet therapy program called HABIT, Human-Animal Bond In Tennessee. HABIT is a local non-profit organization that utilizes volunteers and their pets in special programs like the Kay Senior Care Center for pet therapy. All HABIT animals are thoroughly checked by a veterinarian to insure they are healthy, disease free, and have had all necessary vaccinations. The University of Tennessee, College of Veterinarian Medicine is involved in evaluating each animal's personality and behavior. Only adult, non-aggressive animals are chosen to participate in the HABIT program. Participants in the Center will be given a choice to interact with any animal from HABIT. If your family member does not feel comfortable around animals or has experienced allergic reactions (i.e., dogs, cats, rabbits, etc.) please notify the Director. Caregivers will be asked to complete a permission form for their family member to participate in the HABIT program.

## **Photo Release**

On occasion the Kay Senior Care Center needs the use of photographs to demonstrate and illustrate the church's ministry of adult day care. These pictures would be used in The Messenger (the Church Street United Methodist Church Newsletter), as slides or videos in a fundraising, educational presentations, or in the Kay Senior Care Center brochure.

Occasionally, outside photographers will be permitted to take pictures to be published in newspapers or broadcasts from television stations. These photographs would never be used to exploit participants or their families but as an educational tool to inform the public about the adult care program. Families would be notified when any photography is being done. Pictures will only be used with caregiver's written consent.

## **Personal Belongings**

Caregivers need to bring an extra change of clothing (labeled with the participant's name) in the event of an emergency. Participants should not bring any sharp objects or valuable items to the Center (i.e., jewelry, razors, pocket knives, matches, or cigarette lighters). To avoid confusion, ladies are encouraged to leave purses at home. The Kay Senior Care Center is not responsible for any lost or stolen items.

## **Extra Clothes**

Please bring a complete change of clothes and incontinent supplies (if needed) that can be kept at the center for the duration of their stay with us. Please mark items with your loved one's name. If the clothing becomes soiled, we will send them home for laundering. We will need replacements for the next day of your loved ones visit.

As the temperature fluctuates in the center and lunch room, please provide a light sweater or jacket.

Please include: Sweater/light jacket, Shirt and Pants, Underwear, Socks, Incontinent pads/briefs (if needed).

Clothing will be returned upon withdrawal/discharge from the center. If clothes are left at the center and are not picked up within 3 months, they will be donated to the Sharing Shop at Church Street United Methodist Church.

## **Smoking**

There is no smoking within any building on church property. Due to limited staff and to ensure the safety of all out participants, participants of the Kay Senior Care Center will not be permitted to smoke while attending the Center. Cigarettes should not be brought to the Center. Violations of this rule may result in discharge from the Kay Senior Care Center.

## **Elder Abuse and Neglect**

In accordance with state law, any individual or organization (i.e. adult care facility), having knowledge of suspected elder abuse or neglect shall report it to the Department of Adult Protective Services.

## **Volunteers**

An integral part of the Kay Senior Care Center is the volunteer program. Volunteers in the Center serve in many different capacities and contribute their time and talents. Volunteers are recruited from Church Street United Methodist Church and the community.

## **Staff**

All staff members of the Kay Senior Care Center are required to:

- Have previous experience working with the senior population and individuals with dementia.
- Submit to a fingerprint background check prior to employment
- Have yearly background checks
- Be certified in CPR/First Aid
- Obtain at least 8 hours of continuing education each year of employment per year

## Grievances

It is the desire of the Kay Center to serve every individual and family in a loving and Christian manner. From time to time concerns may arise about the care that your family member receives through the Center. As we view every concern as vitally important to serving you better, you are encouraged to bring such matters to the attention of our Director as soon as possible. This can best be accomplished by an informal conversation in the morning or afternoon with the Director or by scheduling a meeting at a mutually agreeable time. If it is an issue of great urgency particularly concerning the safety or welfare of one of our participants, you are encouraged to bring this matter to our attention immediately. Every effort will be made to hear your concerns and immediately address and resolve any issues. If you are unsatisfied with our response, the following steps should be taken:

1. A formal written complaint should be filed with the Kay Center through the Director. It will be the Director's responsibility to acknowledge the receipt of your complaint along with an outline of the next steps toward resolution within 5 working days.
2. At the discretion of the Director, a formal meeting with the family and/or participant may be requested to gather more information (fact gathering).
3. Within 10 working days of all fact gathering, a written response will be given to the family along with an action plan.
4. If the family believes that their complaint has not been addressed satisfactorily, an appeal may be filed in writing with the Kay Center board, its current chairperson, and the Director's immediate supervisor. As every appeal will require oversight of the Kay Center board, this process may take up to an additional 30 working days. If the issues raised are deemed as administrative or supervisory, the Staff-Parish Relations committee (SPRC) will also be consulted.

The Kay Center affirms our policy of non-discrimination on the basis of race, color, national origin, religion, age, or sex. We however reserve the right to determine the families and individuals that we are best able to serve within the design and constraints of our program.

## **CONFIDENTIALITY**

Confidentiality of Kay Center participants and their families is very important to us. Information about your loved one will not be shared with others.

No staff/volunteer will discuss any of the Kay Senior Care Center participants or their caregivers with any other church staff or support staff (if not related to care, safety, and well-being the participant), any other agency, any volunteer (past or present), personal friends or family, and any board members.

Staff discussion of a participant will be limited to the care, safety, and well-being of that participant. Any other discussion will require written permission of the participant or their caregivers/family member(s) and the approval of the director of the center.

No staff or volunteer will discuss other staff/volunteer activities that is not related to the care, safety, and well-being of the staff/volunteer with other center staff, church staff, outside agencies, or church member if not related to Kay Center activities without direct permission of the staff/volunteer member they are wishing to discuss. Please do not expect staff to answer questions about other participants and their families.