

# **The Grand at Rome ADHC**

## **Policy and Procedure Manual**

### **Policy for Providing Registrants with Individualized Choice**

**Effective Date:**  
**October 1, 2019**

**Revised Date;**  
**September 27, 2019**

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#### **POLICY:**

It is the policy of the Grand Health Care System that registrants of the ADHC program will be provided choices in the services that they receive to the greatest extent possible based on their individual needs and preferences.

#### **PROCEDURE:**

##### **I. Admission Options**

- a. Marketers/Screeners will interview potential registrants prior to admission to ADHC and recommend a variety of options in different settings. The different options will include:
  - i. Home care
  - ii. Family care
  - iii. Skilled nursing facility,
  - iv. Assisted living facility
  - v. Adult care facility
  - vi. ADHC
- b. Registrants will be allowed to choose the option/s that best suits their needs and preferences. Family members, guardians, or significant others may assist with their decision-making process.
- c. Interdisciplinary team will document their choice of settings in the interdisciplinary care plan.

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#### **II. Admission Process Protocol**

- a. Social Worker or other designated staff member will review with the applicant forms that are needed to be signed for admission.
- b. Family member, guardian or significant other may assist and /or sign on applicant's behalf.
- c. Forms will delineate the various legal and financial rights and protections afforded to the registrant. Forms include but are not limited to:
  - i. Bill of Rights
  - ii. Consent to Treat
  - iii. Consent for Trips

#### **III. Civil and Religious Liberties**

- a. ADHC staff will facilitate voting for all registrants.
  - i. Absentee ballots will be arranged as requested by registrants
  - ii. Transportation to polling booths will be provided.
  - iii. No staff member will coerce or persuade registrants to vote against their personal wishes.
- b. ADHC staff will facilitate choice in religious worship for all registrants.
  - i. A variety of clergymen/religious ministers will be invited to give services at the center.
  - ii. Transportation will be provided to places of worship as requested.

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#### **IV. Choice and Privacy of communication and visitation**

- a. ADHC staff will allow and direct visitors to the respective registrant. Registrants may choose to visit with anyone or may refuse visits based on their preference.
- b. ADHC staff will provide a private area for communication with any visitors, or medical staff as requested.
- c. ADHC will deliver mail to registrants unopened. Staff may assist registrants in opening, reading or responding to mail as requested.
- d. ADHC staff will assist registrants in sending personal mail or placing phone calls upon request.

#### **V. Choice in grievances and improvement of services at the ADHC**

- a. ADHC staff will allow and assist registrants or their representative to present grievances to staff, administrator, operator or governmental official regarding any issue with services at the ADHC
- b. ADHC staff will allow and facilitate individual registrants or their representatives to present their choices for improvement of services at the ADHC
- c. Social Worker will coordinate the monthly Registrant Council meeting whereby registrants will be encouraged to voice their grievance or suggestions for improvement regarding services at the ADHC.

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#### **VI. Choice in Food and Nourishment**

- a. Diet order for each registrant will be obtained upon admission from the registrant's Primary Care Physician (PCP)
- b. Dietary Department will provide meals and snacks in accordance with the registrant's diet order
- c. Alternative choice will be offered for each type of diet order.
- d. Registrants may avail themselves of snacks from the nourishments table at any time.
- e. Registrants may make purchases from the vending machine
  - i. ADHC staff will encourage registrants to make healthy choices
  - ii. ADHC staff will assist registrants with purchases from the vending machine if needed

#### **VII. Choice in trips and activities**

- a. ADHC staff will post the monthly Activity calendar in a prominent place at the ADHC. To ensure that registrants are integrated into the community, Activities will include a variety of community-based outings and events, including but not limited to:
  - i. Shopping trips
  - ii. Other trips as indicated in the Monthly activity calendar
  - iii. Performances at the ADHC of community entertainers
- b. ADHC staff will encourage participation by registrants for all in house and outside activities and trips.
- c. ADHC staff will allow individual choice for each registrant regarding participation in Activities or for self-directed Activities.
- d. For registrants who prefer to use public transportation, the ADHC staff will assist the registrant to map out and access public transit to their preferred destination.

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### **VIII. Choice in Medical Care**

- a. ADHC staff will provide medical care and appropriate assistance with Activities of Daily Living that is courteous, fair and respectful.
- b. ADHC staff will provide care that respects the registrant's privacy and dignity.
- c. Registrants are allowed to choose the physician or care giver of their choice without coercion.
- d. Registrants are allowed to refuse medication, treatment or services. ADHC staff will inform the registrant of the consequences of such refusal and encourage good health choices.