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# CROUSE COMMUNITY CENTER, INC.

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## Adult Day Health Care Registrant Handbook



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**Introduction**

Crouse Community Center would like to take this time to welcome you to the Adult Day Health Care program. This registrant handbook has been designed to answer your questions and to give you a brief overview of the services and resources available while you are a participant in the Adult Day Health Care program.

Our goal is for each registrant to develop and maintain their optimal level of functioning and independence. The program is designed to assist you in reaching this goal.

The Adult Day Health Care program has three different centers. They are located in Cazenovia, Hamilton, and Sherburne.

Cazenovia Center  
3045 John Trush Boulevard  
Cazenovia, NY 13035

Hamilton Center  
140 Broad Street  
Hamilton, NY 13346

Sherburne Center  
38 West State Street  
Sherburne, NY 13460

Each center is open Monday through Friday from 8:00 a.m. until 4:00 p.m. Registrants attend the program from 9:00 a.m. until 2:00 p.m. We ask that you call ahead if you need to vary these hours on any given day.

Adult Day Health Care will be closed on the following holidays:

New Year's Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Eve and Christmas Day

In the case of closing due to the weather or loss of power, a staff member will call you if transportation is cancelled.

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- B. To follow the health care plan prescribed by their doctor, nurse, and other staff. Families are encouraged to understand and support this plan. A registrant is encouraged to do as much of his/her own care as possible.
- C. To assume responsibility for adhering to his/her diet and to understand that he/she could have medical problems if he/she is not compliant with their diet.
- D. To inform staff of any change in their condition. The director of the program needs to be informed of any new medication prescribed, dosages changed or medications that are discontinued.
- E. To follow all reasonable rules and regulations of Crouse Community Center's Adult Day Health Care program such as:
  - \*No Smoking while attending the program.
  - \*That you call the program and cancel transportation if you are unable to attend.
  - \*Participate in activities of interest to the best of your abilities.
- F. To label all outerwear, sweaters, and extra clothing to prevent accidental exchange.
- G. All registrants will be provided a Bill of Rights, which further outlines the responsibilities.

**Physician/Healthcare Provider**

The registrant's personal healthcare provider will complete a pre-admission physical exam within six weeks before admission to the Adult Day Health Care program. The healthcare provider will write orders for medication, diet, level of activity and when indicated, special orders for physical therapy, occupational therapy and other supportive services. While attending the program, your care plan will be sent to your healthcare provider every 180 days, if requested. You will be required to visit your healthcare provider every six months in addition to a yearly physical. Any updated medical information obtained, must be given to the program director.

**Illness**

We ask that all registrants who have signs and symptoms of viral syndrome; including nausea, vomiting, or an upper respiratory infection not attend Adult Day Health Care until their symptoms are resolved or medical approval from a doctor is presented to the program nurse. The policy is to protect registrants from the possible spread of the viral syndrome.

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**Admission Policy**

It is policy of Adult Day Health Care to admit and treat all registrants without regard to race, color, creed, national origin, sex or handicap.

Admissions are confined to those who meet the criteria set by the New York State Department of Health. Upon referral, Adult Day Health Care requires potential registrants to have a pre-admission interview conducted by the director of community based service or their designee.

Once accepted, registrants are required to have a physical six weeks prior to or seven days after entry into the program.

Criteria for acceptance into the program are as follows:

1. Applicants shall be registered in the facility's program only if the pre-registration evaluation determines that the program can prevent or delay institutionalization and further deterioration and/or can adequately and appropriately maintain/improve the registrant's Activities of Daily Living skills (ADL's).
2. An applicant who manifests negative behavior, an emotional disorder or suffers from substance abuse addiction, shall be registered or retained only if the facility has the capability of adequately and appropriately managing that registrant's problem. Violent or disruptive behaviors are not acceptable. Registrants can be asked to leave the program if these behaviors are exhibited.
3. No applicant in the infectious stage of communicable disease (e.g., active tuberculosis) may be registered or retained for services on the premises; unless their physician certifies that the registrant represents no significant health hazard.

**Responsibilities of Registrants and Their Families**

The purpose of the following responsibilities is to be sure that staff, registrants and families cooperate in creating and maintaining a pleasing, healthful, safe, and efficient program. Every registrant and their family have the following responsibilities:

- A. To treat both staff and other registrants with courtesy, dignity, understanding, and respect for their privacy and their personal belongings.

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**Absences**

If you are ill or unable to attend the program for personal reasons, you will not be charged. A registrant will be billed only for the days that he/she actually attends. If you will not be attending the program, a phone call would be appreciated to alleviate concerns over your wellbeing. This also will help coordinate transportation changes. More than three unapproved absences or no-call/no-shows are subject to warnings and possible termination of services by the program director.

**Nursing Services**

A Registered Nurse is available Monday through Friday from 8:00 a.m. until 4:00 p.m. Medications are dispensed by the RN as prescribed by the attending physician. Blood pressures will be taken and recorded each week; and as needed for clients on hypertensive medications. Blood sugars and treatments will be done at the request of the registrant's healthcare provider.

**Adult Day Health Services Goal**

The primary goal of the program is to help each registrant reach their optimal level of independence physically, socially and emotionally; and to maintain these levels once they have been attained. Adult Day Health Care works closely with other departments, such as Public Health, DDSO, OPWDD and ARC to attain this goal.

**Dietary Services**

The dietary department will provide an initial diet/nutrition assessment of all registrants upon admission to the Adult Day Health Care program. Menus, special and therapeutic diets are planned by a professional dietician to meet the nutritional requirements of recommended dietary allowances. Daily likes and dislikes are discussed with each registrant when selecting menus. Mealtime will be used as a time to encourage socialization between registrants. Dietary consultations can be arranged to assist family members with meal planning. A continental breakfast, midmorning snack and a full noon meal is offered. In addition, food is available at any time during program hours upon request. Program staff may limit a registrant's access to food if there is an identified and documented risk to their health or safety that requires rights modification within their developed person centered plan.

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**Transportation**

Transportation is provided by day program staff on our privately owned wheel chair accessible buses. Buses will transport registrants admitted to Adult Day Health Care within a twenty-five mile radius of the specific site as our transportation schedule allows. We will work with you to help set up transportation outside the twenty-five (25) mile radius. We will also work with registrants and their family if distance is a concern.

**Personal Belongings**

None of Crouse Community Center Adult Day Health Care programs assume responsibility for the loss of items. Valuables, expensive jewelry, or excessive amounts of money should not be brought to the program. A locked cabinet is available to all registrants that need this service for their belongings. All outerwear, sweaters, and extra clothing should be marked to prevent accidental exchange.

**Activities**

The daily activities of program are listed on a monthly calendar. Recreational and social activities are designed to make life more meaningful for the registrants in order to encourage them to use their physical and mental capabilities to the fullest and provide opportunity for individual growth. In addition to the scheduled activities, a wide variety of other activities are available at all times. Registrants are not required to follow the daily activity calendar, but are encouraged to participate. Our activities are geared to enable registrants to maintain a sense of usefulness and self-respect. The program will provide opportunities for regular meaningful activities in a community setting with people who do not receive services, for the amount of time desired by the registrant within reason.

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**Admission and Financial Arrangements**

A registrant is admitted to the program only after he/she or the responsible party is made aware of our written financial arrangement. The agreement is signed by the responsible party and a representative of the program, usually the social worker. The original agreement is sent to Crouse Community Center, Inc. and a copy is kept on file at the facility.

**Rates and Changes**

Registrants will be charged on a daily basis. The daily charge will include nursing care, transportation, social services, activities, dietary, and therapy services. If the rate should change, all those effected by the rate change will be notified at least 30 days in advance. Private billing will be done monthly.

**Medicare and Private Insurance Coverage**

At present, the Adult Day Health Care program is NOT a Medicare covered service. Very few insurance companies cover this program but always check to see.

**Medicaid Coverage**

The Adult Day Health Care program is a participant in the Medicaid program. Eligibility for Medicaid is determined by the registrant's local Department of Social Services. If private resources are limited, contact with the Department of Social Services is advised.

Managed Medicaid plans do cover our services and we must receive prior authorization prior to the registrant being admitted to program. If your Managed Medicaid plan changes you must notify the Adult Day Health Care program social worker or RN/director.



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**Business Office**

The business office for all three centers is located at Crouse Community Center in Morrisville, New York. The office is open from 8:30 a.m. until 4:30 p.m., Monday through Friday. The business office is responsible for billing and receiving payments. Bills will be mailed to the responsible party. The business office as well as our social worker can assist you with financial matters. The business office's phone number is (315) 684-9595.

**Medical Records**

A complete medical record will be provided for each registrant. An admission medical history, physical examination, care plan and other patient information will be documented in the registrant's record. The information disclosed to members of the health care team and care providers remains confidential. Information from these records will not be released without the written consent of the person to whom it pertains or otherwise permitted by law. Any unauthorized disclosure in violation of state law, may result in a fine, jail sentence or both.

**Interdisciplinary Person Centered Care Plans**

Person-centered planning involves a process and approach for determining, planning for and working toward what an individual with a disability or an older adult wants for his or her future. Most important, it is a process that is directed by the person who receives the support. The PCP approach identifies the person's needs, strengths, preferences, desired goals, interventions and outcomes. Registrants and their families are involved with designing a PCP to meet the registrant's personal goals. The PCP for each registrant is prepared by the registrant and a multi-disciplinary team within ten days of their admission into the program. The care plan is reviewed every six months or when there is a change in a registrant's condition. Registrants and their families are encouraged to participate in care planning conferences. An invitation will be sent for the initial, six month, when significant changes occur and annual care plan meetings. These invitations will be sent to the registrant's designated representative.

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**Pick Up and/or Drop Off**

Registrants that are not picked up at the set time the program ends or cannot be dropped off without supervision will be billed an hourly rate of \$25/per hour. This is a fee above and beyond the daily private or Medicaid rate. Please ensure the registrant is picked up or arrangements are made at drop off to avoid this additional fee. Families must pick up registrants if drop off is missed at the center.

**Question/Concerns**

Any questions or concerns should immediately be brought to the attention of the program director or the Social Worker.

**Staff Contacts**

**ADHC Program Director: Jennifer Schulz, RN - (315) 655-5464**

**Hamilton Site Manager: Rebecca Bono, RN 315-824-6230**

**Sherburne Site Manager: Interim Manager Rebecca Bono, RN 1-607-234-4051**

**Social Worker: Elizabeth Simiele, SW can be reached at any of the above numbers**