



India Rainbow Community Services of Peel Adult Day Program – Client Admission Package

Site 1

Address: 415 Matheson Blvd, E.

Location: Mississauga, ON, L4Z 2H2

Phone: (905) 507-6099

Fax: (905) 507-1787

Service Hours: 8:00 AM to 5:30 PM

Service Days: Monday to Friday

Site 2

3038 Hurontario Street

Mississauga, ON, L5B 3B9

(905) 361-0463

(905) 361-0464

8:00 AM – 5:30 PM

Mon – Tue - Wed

Site 3

245 Queen Street, E.

Brampton, ON, L6W 2B5

(905) 595-1667

(905) 595-1670

8:00 AM – 5:30 PM

Monday to Friday

Scope of Service-Adult Day Program

- To provide client-centered continuum of care to frail and/or cognitively impaired South Asian Seniors.
- To promote independence and well-being of the program participants.
- To provide physical, mental, emotional, and social stimulation.
- To provide support, education, counseling and relief to caregivers.

Health and Wellness Philosophy

India Rainbow Community Services of Peel engages seniors to participate in various stimulating activities, and clinics that are beneficial for seniors in maintaining an active, healthy lifestyle, preventing falls, reducing the ER visits and delaying and/or preventing the early institutionalization. Adult Day Program offers a continuum of care to meet client's diverse and unique needs in a language specific and culturally appropriate manner ensuring privacy, independence, dignity and safety.

Program Description

Our daily program includes exercises, therapeutic activities, group discussions, counseling and support, educational presentations and various therapies (such as; music, art, reminiscing, horticultural, and aroma therapy). To improve flexibility, balance and muscle endurance, all program participants are engaged in physical exercise (30-40 minutes). Mental aerobics activities (30-45 minutes) are planned and delivered according to clients' cognitive abilities and level of participation. Social activities such as table topics, various interactive games, bingo etc. are conducted that allow participants to develop communication skills and increase social interactions with others.

Accessibility

India Rainbow continuously thrives towards building and maintaining an accessible agency. To provide seamless services, participant's needs and preferences are accommodated within our three Adult Day Program sites. A wheelchair ramp is built at all sites for easy access to the buildings. All washrooms are wheelchair accessible, equipped with grab bars, versa frame, PT Rails, raised toilette seats and emergency response system.

Eligibility

Adult Day Program and supportive services are offered to frail-elderly, cognitive impaired, and/or physically challenged individuals. Participants must be residents of Peel Region and/or reside in Mississauga Halton and Central West LHIN'S catchments area. Community Care Access Centre (CCAC) determines the eligibility to the Adult Day Program. India Rainbow Community Services of Peel conducts a comprehensive assessment to determine participant's suitability to the program.

Please note: If applicable, India Rainbow requires all participants/caregivers to provide details of the Substitute Decision Maker and/or the Power of Attorney at the time of admission. India Rainbow does not require information regarding client's Advance Care Directives.



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Referrals

Referrals to the Adult Day Program can be made through Community Care Access Centre (CCAC), self referrals, hospitals, family physician, family, friends or other agencies.

Program Hours

India Rainbow Community Services of Peel's regular business hours are from 9:00AM to 4:30 PM. Monday to Friday. Adult Day Center offers structured program activities from 10:00 AM to 3:00 PM. To accommodate caregivers work schedule extended hours are offered from 8:00 AM to 5:30 PM

Attendance

All program participants are offered a tour and/or a trial day to observe and participate in various activities to make an informed decision if the Adult Day Program meets their care needs.

Frequency of attendance is determined at the time of assessment in consultation with client/caregivers and also upon space availability on requested days.

Please note: Participants will not be offered all five days at the time of admission.

Additional respite needs will be taken into consideration before scheduling the attendance.

Waitlist

Eligible participants may be placed on a waitlist depending on the availability of a space. Waitlisted individuals are contacted chronologically according to the referral date by the Client Services Coordinator

Please note: If waitlisted clients are not ready to start the program within 6-8 weeks, they will be removed from the waitlist and also be exited.

Priority Admission

Priority admission for Adult Day Services will be considered if caregiver/family informs India Rainbow community Services of Peel about significant changes in the client or primary caregivers health or home situation that places either the client or caregiver in imminent risk (to self or others).

Transition Criteria

Participants are periodically assessed by staff for identification of their new and emerging needs to provide a seamless transition within or in an alternative program. The increase or decrease in service will depend on the availability of space. According to the assessed needs; participants will be referred internally to avail Friendly visiting services within the Adult Day Program.

Limit of Care

India Rainbow reserves the right to limit its care to participants with unmanageable behavior, unmanageable incontinence that requires more than one staff constantly to provide regular service.

Please note: Informal/formal caregivers may be permitted to accompany clients in the Adult Day program only after consultation with the Program Manager prior to admission.

Alternative to Program

Participants will be referred to alternative services available in the community, if their needs can no longer be accommodated within the scope of India Rainbow Community Services of Peel.

Participants will be permitted to attend the program for 4-6 weeks during this transition period,

Termination/Discharge

India Rainbow may terminate a program participant if his/her health condition deteriorates to a point where clients care needs such as unmanageable incontinence and/or unmanageable behaviors can no longer be accommodated in the program. The caregiver will be notified 4-6



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weeks in advance regarding termination. An exit form will be completed and the staff will support caregivers in the identification of an alternative service to the Adult Day Program.

Please note: Once a client is discharged, a follow-up call will be made after 12 weeks to know client status. If needed, additional support/assistance is provided to caregiver.

Cancellation

Participants/caregivers are requested to notify cancellations one week in advance. Clients will be charged for last minute cancellations and/or missed day(s). Participants are required to inform Red Cross or Transhelp to cancel their scheduled rides.

Please note: Clients attendance schedules are made on every Thursday. India Rainbow may cancel the Adult Day Program due to inclement weather, disruption in transportation services or for any unforeseen event and clients will not be charged.

Billing Procedure

All Adult Day Program participants are required to pay \$15.00 per day (subject to change with notice). Participants will be billed monthly for each day they are scheduled to attend. Cheques are made payable to India Rainbow Community Services of Peel. Subsidy is made available to eligible clients upon financial status assessment.

Please note: Adult Day Program fee is subject to change with notice. A fee of \$15.00 will be charged for any dishonored cheque.

Person-centered care plans

Client-centered goals and care plans are developed in consultation with clients/caregivers and reviewed every quarter for measuring its outcome. Based on the individual needs and goals, participants are motivated to participate in client-centered activities.

Meals

Healthy breakfast and South Asian vegetarian hot lunch is provided. Participants' unique dietary needs are being met such as cut-up, soft, and pureed food etc.

Participants are not allowed to bring outside food while attending the Adult Day Program.

Dietician

Nutrition counseling, meal planning, cooking demonstration and education on healthy eating are offered to program participants especially to those "at risk" seniors with Diabetes by our qualified Dietician. Sessions are conducted on one-on-one basis as well as in group setting and caregivers may be engaged.

Medication

India Rainbow Community Services of Peel's Adult Day Program staffs do not administer medications to any attending program participants. Adult Day Program staffs only assist, supervise, and remind clients to take their medications. All participants must provide a list of medication to be taken at the centre with details regarding timings or specific requests.

Please note: Participants are required to bring their daily dosage only.

Please notify staff of any medication changes - ASAP

Safety Management

The Centre is equipped with Maglock to accommodate wanderers for restricted access. Emergency response systems are installed in washrooms to provide maximum safety and independence as well as to promote dignity and privacy. Daily safety audits are conducted (twice a day) at the centre to ensure clients' safety. Fire drills and emergency evacuation are practiced monthly.



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Emergency Treatment

India Rainbow Community Services of Peel's Adult Day Program seeks medical care/help in an emergency. In a life-threatening emergency, the staffs will ensure client safety and take appropriate actions by calling 911. Following the 911 call, staff will notify the emergency contact person, next of kin and/or the caregiver. India Rainbow has documented plans and procedures to deal with all accidents and emergencies (including fire, bomb threats, natural disasters, etc.)

Please note: Adult Day Program staff/volunteer will not accompany participant to hospital.

Clothing and proper attire

Caregivers/families are requested to provide additional pair of clothing (for emergencies due to incontinence or other health related issues) to be kept at the Centre. For the comfort of our program participants, the center is maintained at a normal temperature and all participants are encouraged to dress appropriately.

Smoking

Adult Day Program Centre is a smoke free area. Smoking is prohibited at all times in all of the enclosed areas within the three sites. Participants are permitted to smoke only in the designated area outside the building (accessible for individuals using mobility devices) under staff supervision.

Transportation

India Rainbow staffs assist clients in accessing transportation services provided by the Red Cross, Transhelp or the Passenger Assistant Program.

Clinics

Our qualified staff (Registered Nurse) conducts various clinics on monthly basis such as Foot Care, Blood Pressure and Weight clinics.

Please note: A nominal fee of \$10 is charged for providing Foot Care services (Fee is subject to change with notice).

Security Reassurance Checks

Security Reassurance Checks are conducted to regularly maintain a contact with Adult Day Program participants to promote safety, well-being and to identify new and emerging needs for timely intervention.

Friendly Visiting

Friendly visiting services are offered to lonely, isolated and homebound seniors. Clients are matched with trained volunteers (Police screened). Visiting volunteers engage clients in various meaningful activities to reduce social isolation and promote healthy aging.

Caregivers Support, Counseling, information and Education

India Rainbow Adult Day Program staffs and experts from the healthcare field provide support and counseling to our participants and caregivers. Monthly caregivers support groups (evenings) are organized to provide education and information on various health related issues. In addition, one-on-one counseling session is arranged according to the needs and choices of the family/caregiver.

Special Events and Activities

Special events and activities are organized in meeting the needs of diverse South Asian seniors and caregivers throughout the year. A monthly activity calendar is distributed to all participants. Monthly educational presentations are organized to educate, empower and engage program participants.

Clients' Bill of Rights

Participants are informed about their rights and a copy is provided at the time of admission. Client's Bill of Rights is displayed on all India Rainbow sites.

Program Evaluation

To measure the quality of care and the effectiveness of our services; quarterly, half-yearly and yearly satisfaction surveys, feedback and focus groups are conducted with seniors, caregivers and volunteers. Survey findings are shared with all stakeholders and their suggestions are incorporated in the program planning and the service delivery.

Pet Policy

India Rainbow Community Services of Peel has a "no pet" policy and they are not permitted inside the program area. However, if client must be accompanied by a personal certified service animal, agency may accommodate this need upon discussion at the time of admission.

Complaint Policy

India Rainbow works in partnership with participants, caregivers, staff and volunteers to resolve service complaints in a timely, fair and equitable manner, within the context of available resources. A complaint form and a drop-box are available at all sites.

Please note: India Rainbow assures all program participants that there will not be any disruption, retaliation, cancellation, and/or impact on the service due to filing a complaint. India Rainbow Community Services of Peel's Complaint Policy is available on request.

Privacy and Confidentiality

To ensure privacy of our clients and caregivers, India Rainbow Community Services of Peel ensures that all personal information collected for the purpose of providing services to its clients/caregivers will remain protected.

Please note: India Rainbow Community Services of Peel's Privacy and Confidentiality Policy is available on request.

Consent Directives

India Rainbow will seek participant/caregivers consent to collect, use, and share personal health information with its multi-disciplinary team, and other agencies to provide needed services. Client has the right to withhold or withdraw consent at any time. In an emergency event, India Rainbow Community Services of Peel reserves the right to disclose participants' personal and health information with appropriate agencies (**PHIPA section 40-1**).

Retention and disposal of records

All personal and health information collected at the time of assessment or otherwise will be kept confidential and stored safely. Information such as clients' case file, communication logs and other relevant information will be disposed of in a timely manner when no longer required for the purpose for which it was obtained or as required by law.

Please note: Client has the right to access their information at any time

No Gift Policy

Staffs are not permitted to accept gift of values or compensation from the clients and/or caregivers. Donations are always appreciated by the agency.



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India Rainbow Community Services of Peel - Mission Statement

To provide culturally and linguistically appropriate services to the Peel immigrant community, enabling integration and supporting their settlement, social services, health and educational needs.

We Value: Integrity, Inclusiveness, Ethics and Transparency.

Approvals

Date	Approved by		Signature
	Name	Title	
October 27, 2010	Sushil Sharma	Senior Manager – LTC	<i>Sushil Sharma</i>
	Kitty Chadda	Executive Director	<i>Kitty Chadda</i>

Summary of Revisions

Revision Date	Prepared by		Description of Revision
	Name	Title	
October 2011	Sushil Sharma	Senior Manager – LTC	Inclusion of Privacy
July 2011	Sushil Sharma	Senior Manager – LTC	Inclusion of new headings.