

TURNAGAIN SOCIAL CLUB, LLC

PARTICIPANT HANDBOOK

Welcome! Turnagain Social Club (“TSC”) is an adult day center that provides therapeutic activities, personal care, supervision, nursing services, transportation and meals, for those who are disabled or seniors ages 55 and older. This handbook will be provided to Participants, their caregiver, or authorized representative at the time of enrollment to help Participants understand TSC’s services and policies.

Mission Statement

At TSC, it is our mission to be the standard of excellence in adult day services for Anchorage. TSC will provide services that support our community and protect our members through educating, caring, and igniting opportunity. TSC will provide an unparalleled experience as the most trusted, creative, and educated partner of adult day services in Anchorage. We work hard to be trusted by our members, valued partners in the community, and creators of positive change. TSC is committed to the following services principles:

- TSC and its staff will collaborate with Participant's care coordinator(s) and provider(s) to deliver an integrated program of services to Participant;
- TSC and its staff will report any material changes or concerns regarding Participant's emotional, physical, or psychological condition to Participant's care coordinator and Participant’s representative;
- TSC and its staff will encourage Participant to ask questions and voice any concerns;
- TSC will promptly and efficiently investigate and address any complaints about staff or services; and
- TSC will regularly and conscientiously evaluate whether activities and services are effective for achieving Participant's service plan goals.

Non-Discrimination

Services shall, at all times, be provided without discrimination with regard to race, color, religion, age, sex, gender, disability, sexual orientation, national origin, or political beliefs.

Eligibility

You are eligible to be a TSC Participant if you:

- Are at least 55 years of age;
- Are eligible for an adult day services according to the State of Alaska Division of Senior and Disabilities Services Conditions of Participation;

- Live in the TSC service area;
- Are able to participate in services at the Center without jeopardizing your health and safety; and
- Sign an enrollment agreement and agree to abide by TSC's policies and conditions of the program, as explained in this handbook and your adult day service plan.

Enrollment Process

To enroll in TSC's adult day services, you must:

- Meet eligibility requirements
- Sign TSC's Services Agreement and Consent for Services

Adult Day Service Plan

TSC, together with Participant, his or her representatives, care coordinator(s), and provider(s), will develop, provide and work toward specific goals in Participant's individualized adult day service plan. Participant's adult day service plan will be reevaluated and amended as necessary to reflect changes in Participant's condition, and as necessary to help Participant realize the objectives of his or her overall plan of care. An agreed-upon updated schedule for services will become part of this service plan.

Days and Hours of Operation

The TSC Center hours are from 8 a.m. until 5p.m. Monday through Sunday.

TSC's Center is located at **630 E Tudor Road**
Anchorage, AK 99503

Participants should come to the Center on their scheduled day(s) each week. To ensure that the Center is adequately staffed at all times, TSC requires a minimum of 24 hours advance notice to change the schedule for day care services for a Participant. Although TSC will make every attempt to accommodate schedule changes, including drop-in services, TSC reserves the right to refuse services to any Participant who arrives or remains at the Center outside of the agreed upon schedule set forth below. In the event that a Participant remains at the Center after a scheduled pick-up time, TSC reserves the right to charge a designated late fee of \$40 per hour. If you know you are running late, please contact the facility and let them know the anticipated time of pick-up. This helps us plan the appropriate coverage. The office telephone number is: (907) 677-6770.

Holidays

TSC observes the following state and/or federal holidays and will not be open on New Years Day, Easter, Fourth of July, Thanksgiving, and Christmas. TSC may occasionally offer special or partial-day adult day services on certain holidays. Additional information about these services will be posted in the Center or otherwise advertised from time to time.

Services

TSC offers the following services:

- Activities at the Center. TSC provides a variety of individual and group activities every day which are intended to be therapeutic and stage-appropriate for Participants. A copy of the monthly activity schedule will be posted at the Center. Participant's participation in specific activities will depend on his or her interests and abilities, and may change over time based on Participant's progress to goals in his or her adult day care plan, medical condition or needs, and individual abilities or limitations. Participant's specific activity schedule may be updated by TSC staff as needed and will be maintained as part of Participant's file.
- Nursing Services. TSC provides nursing services, including personal care and assistance, medication administration, wound care, and education.
- Meals. TSC provides lunch, snacks and drinks to Participants.
- Transportation. TSC provides community transportation to the Center and home. TSC also offers non-emergency medical transportation for health care appointments and community inclusion.
- Community Activities and Joy Rides. TSC provides enrichment excursions to destinations within the community, including parks, shopping centers, and the zoo.

Medication Administration

All medication brought to the Center must be given to the nurse on duty. A prescription from a physician is required in order for medications to be administered by a TSC nurse. Medication orders must be written and all medications must be in their original pharmacy bottle. The Participant's name, dosage and frequency, physician's name, and date of prescription are required. It is essential that you notify the nurse of any changes in diagnosis, medications, physicians, and/or specialists.

Illness

TSC requires that the Participant not attend the Center if he or she has a temperature or symptoms of a communicable disease. If a Participant arrives at the Center and the nurse determines that he/she has symptoms, the Participant will be placed in the nursing room and arrangements will be made for the Participant to be sent home. TSC reserves the right to amend this policy in response to the COVID-19 pandemic and other public health situations.

Cancellations

It is the Participants responsibility to cancel transportation to or from the facility at least one hour prior to pick up or drop off. If TSC arrives to the Participant's home, and the Participant or Caregiver refuses transport, the Participant and/or their representative will be charged a \$15 service fee for noncancellation.

Transportation

TSC provides transportation services in connection with adult day services as well as medical appointments. Transportation services are available during the Center's hours of operation from 8:00 a.m. until 5:00 p.m. Monday through Sunday. Participant, his or her family members, or designated representative(s) are solely responsible for the selection and cost of such transportation services. Transportation must be scheduled with the Center's Transportation Director who will coordinate transportation to enable Participants to attend the Center.

If a Participant is receiving transport services by the Center, the Participant will be transported as directed by the Participant or the Participant's representative. Participants who remain alone after the driver leaves will be escorted to the front door and observed until they are safely inside. Drivers will remind Participants to lock their doors behind them. Participant and Participant's representative acknowledge that Center cannot prevent elopement following transport to home.

All pick-ups will take place no later than 15 minutes after the scheduled time, weather and road conditions permitting. Drivers will wait no more than five minutes for Participants. Participants are expected to be ready when the vehicle arrives, and unfairly delay pick up or drop off for others when they are not. Door-to-door services will be provided with assistance from the driver to ensure safety and comfort in boarding and embarking.

In order to provide transportation, the driveway and walkway must be 2-person accessible, safe, and shoveled with ice melt as applicable. TSC driver is unable to be out of sight of the vehicle so Participants must be ready at the door to leave for the van. This also applies to drop off, the caregiver must be available to receive the Participant.

If the provider's vehicles are not operational, Participant or the Participant's representative are responsible for arranging for alternate transportation. The Center will maintain records that indicate Participant's primary and secondary transportation options.

Meals, Snacks and Hydration

TSC will provide breakfast, lunch and an afternoon snack at the Center. We will also offer fluids throughout the day to maintain hydration. Participant may also bring snacks and/or lunch to eat at the Center. Breakfast is served at 10:00am, lunch is at 12:00pm, and the afternoon snack is served at 2:00pm.

Smoking

TSC is a health facility and discourages smoking among both employees and Participants. However, recognizing the right of TSC's Participants and employees to indulge in this habit, arrangements are made to accommodate their needs without endangering the health or sensitivities of others. The Center prohibits smoking at the Center and shall provide transportation accommodations to allow a shorter stay at the Center for those that must return home to smoke. There is no smoking allowed in the Center's transport vehicles.

Confidentiality Policy

All of Participant's information provided to TSC in anticipation of and for the provision of adult day services to the Participant, including that of minors and dependent adults, is confidential. Participant's information may not be revealed to anyone without written permission, except where disclosure is permitted or required by law. Disclosure may be required in the following circumstances: when there is a reasonable suspicion of abuse; when the Participant communicates a serious threat of bodily injury to others; when there is a reasonable belief that the Participant may be a danger to themselves, others or property of others; when disclosure is otherwise permitted by law.

While a Participant at TSC, program staff or persons authorized by TSC may take my photograph, a video recording of me, and/or recording my voice for publicity, educational, marketing, or informational purposes, including for use in print or electronic media, without notice or compensation to me. All photographs and recordings are deemed the sole property of TSC.

Participant's Rights

The Participant has the right to

- Be treated respectfully by TSC staff at all times;
- Participate in his or her adult day care service planning;
- Have other TSC collaborate with other providers to deliver an integrated program of

services;

- Change service providers with full cooperation from TSC staff;
- Have TSC address his or her complaints about services;
- Receive quality care from competent, trained TSC staff;
- Have TSC evaluate whether services are effective for achieving recipient goals; and
- Request information about fees for services provided by TSC.

Complaints

TSC strives to provide all services in an environment that ensures the health, safety and welfare of individuals receiving services at the Center, including Participant. Participant and Participant's representatives, care coordinator(s) and provider(s) are encouraged to immediately report any concerns regarding TSC, its staff or services to the TSC Administrator. Complaints may be submitted in writing or in person to the TSC Administrator during the hours that the Center is open. The Administrator will investigate and address any concerns consistent with TSC policy and procedure and local, state, and federal law. In addition, TSC will cooperate fully with any site visit, audit or investigation by a governing or regulatory agency.

Mandatory Reporting Requirements

If TSC staff believe that a vulnerable person has suffered abuse, abandonment, exploitation, neglect, or self-neglect, TSC is required to make a report to Adult Protective Services. All reports must be made within 24 hours of discovery. Adult Protective Services helps to prevent or stop harm from occurring to vulnerable adults. The following are reportable:

- Abandonment – the desertion of a vulnerable adult by a caregiver.
- Abuse – the intentional or reckless non-accidental, non-therapeutic infliction of pain, injury, mental distress, or sexual assault.
- Exploitation – the unjust or improper use of another person or their resources for one's own benefit.
- Neglect – the intentional failure of a caregiver to provide essential services.
- Self-neglect – the act or omission by a vulnerable adult that results, or could result, in the deprivation of essential services necessary to maintain minimal mental, emotional, or physical health and safety.
- Undue influence – when a person of trust uses their influence to exploit a vulnerable adult.

Alaska law requires that protective services not interfere with the elderly or disabled adults who are capable of caring for themselves.

Critical Incident Reporting Requirements

TSC staff are required by law to make Critical Incident Reports to the Department of Health and Social Services within 24 hours of discovery. Critical incidents are defined as:

- Participant's or Participant's representative's documented failure to cooperate with the delivery of services;
- A missing Participant;
- Participant behavior that resulted in harm to the Participant or others;
- Misuse of restrictive interventions;
- A use of restrictive intervention that resulted in the need for evaluation by or consultation with medical personnel;
- Death of a Participant;
- An accident, an injury, or another unexpected event that affected the Participant's health, safety, or welfare to the extent evaluation by or consultation with medical personnel was needed;
- A medication error that resulted in the need for evaluation by or consultation with medical personnel; and
- An event that involved a Participant and a response from a peace officer.

Elopement Policy

Elopement cannot be prevented. The Center shall work with Participant and/or Participant's representative to develop a service plan to reduce the risk of elopement. Participants shall be informed at time of admission that they are to remain in the program for the entire program day and may not leave the Center during program day unless notifying and receiving permission from program director to leave the Center or for a scheduled outing or field trip. If Participant is unable to fully understand due to cognitive or mental status, this policy shall be explained to Participant's representative. Once a Participant has been identified as a risk for elopement, the Participant's service plan shall indicate the risk and appropriate interventions will be implemented to reduce the risk of elopement. All staff will be notified of Participants who are identified as being at risk for elopement and appropriate interventions will be implemented.

Discharge Policy

You may leave the program upon notice at any time for any reason by providing written notice to TSC. In order to accommodate other individuals who may benefit from services at the

Center, TSC requests that it receive notice of the decision to terminate services at least thirty (30) days prior to the effective date, or as soon as possible once the decision has been made.

TSC reserves the right to terminate this Service Agreement for the following reasons:

- Participant's or Participant's representative's documented failure to cooperate with the delivery of services;
- Participant's documented conduct creates a risk of physical injury to TSC staff or other individuals receiving services at the Center;
- Participant or Participant's representative violates the terms of this Service Agreement, including failure to pay any fees for which Participant has legal responsibility;
- If the Center can no longer provide or arrange for services in accordance with Participant's needs and Participant's adult day service plan; or
- If the Center closes.

In any termination decision, TSC will consider the health, safety, and welfare of Participant, and will determine whether reasonable accommodation measures have been considered and tried. In the event TSC terminates this Service Agreement, TSC will provide Participant and his or her representative(s) with written notice of the reasons for the termination and an effective date.

In all cases, upon termination of services, TSC will prepare a discharge plan that includes Participant's status, recommendations for continuing care, and referrals to other available services as appropriate. TSC will cooperate with Participant, his or her representatives, care coordinator(s) and provider(s) to ensure a smooth transition for Participant. Fees for services provided by TSC will be pro-rated based upon the last day services are provided.

Appeal Process

Participant or his or her representative(s) may appeal the termination decision by submitting a written response to the notice, together with any supporting documentation. The TSC Administrator will review and consider any response and supporting documentation. If the response provides information which was not known to TSC at the time of its decision to terminate services, the Administrator may conduct whatever further investigation the Administrator deems to be appropriate under the circumstances.

The Administrator will provide a written decision to Participant and his or her representative(s) within fifteen (15) business days of TSC's receipt of notice of the appeal. The Administrator's decision may determine: (1) termination is not warranted under the circumstances; (2) termination may be postponed for up to sixty (60) days, conditioned on corrective action by Participant; or (3) termination is appropriate and the original notice of termination stands, including the effective date. Unless and until the termination becomes final, Participant's Service Agreement shall remain in full force and effect.

Emergency Procedures

In order to keep Participants and staff safe and comfortable in the time of a disaster Turnagain Social Club Alaska has identified specific disaster procedures to be taken in time of both man-made or acts of God disasters which when implemented will help to ensure the maximum safety and well-being of Participants and staff. All staff will be trained and knowledgeable of emergency management procedures to be followed in the event of a disaster.

The Center shall obtain, from the Participant or his/her authorized representative, an authorization to secure for the Participant necessary emergency medical services in the event of a medical emergency. The Center shall maintain, at the program site, a register of all Participants. The register shall be updated as needed, shall be immediately available to, and copied for, licensing staff upon request; and must contain current information on the following:

- The name and telephone number of the Participant's personal physician;
- The advance directive if requested or made by the Participant;
- All allergies identified by the Participant or the Participant's personal physician;
- The treatments or medications for a Participant's conditions; and
- The name and number of a family Participant, caregiver or friend to be notified in case of an emergency.

The Participant gives the Center permission to obtain Emergency Medical Services via the paramedics when he or she signs the Service agreement upon admission which is placed in the Participant's chart. In the event a Participant experiences a medical emergency or an accident, incident, or injury that requires evaluation by or consultation with a medical professional, or the Center believes emergency assistance is needed because of circumstances that create a risk to the health, safety, and welfare of a Participant or to others, the provider shall contact the appropriate emergency responder, and provide emergency care and support, appropriate to the provider's skill and experience, until the responder arrives. When Participants are affected by an emergency in the Center, the Center will notify the Participant's family or legal representative, of the emergency. If the Participant has been transferred to a hospital, the Center shall notify the family or legal representative of the hospital to which the Participant was transferred.

Supplies

The Participant should bring a change of clothing, undergarments and/or any supplies needed for personal care with them daily. The participant will be assigned a locker if they would like to leave their bags here at the center. TSC is unable to provide incontinence care without receiving the necessary supplies to do so. TSC will notify the caregiver when supplies are needed. Please label everything with the Participants name. TSC is not responsible for lost items so please do not bring any valuables to the center.