

Capacity Building Initiative

Central Community Support Services Network

Overall Self-Assessment Agency Results:

Adult Day Program Service Delivery Best Practice Guidelines

Self-Assessment Completed By the Following Agencies:

- Alzheimer Society of York Region
- Baycrest
- Better Living Health and Community Services
- Carefirst Seniors
- Community Home Assistance to Seniors (CHATS)
- Downsview Services to Seniors
- Etobicoke Services for Seniors
- Friuli Benevolent Corp.
- North York Seniors Centre
- St. Clair West Services for Seniors
- The York-Durham Aphasia Centre
- Unionville Home Society
- Villa Colombo Services for Seniors
- Yee Hong Centre for Geriatric Care

Assessment Completed March 1 – 25, 2009

ADULT DAY PROGRAM

Definition:

An integrated support service which provides supervised programming in a group setting for seniors who require close monitoring and assistance with personal activities (e.g. hygiene, dressing, etc.) The seniors include the frail and elderly and those with Alzheimer disease or related disorders, or physically impaired individuals who are relatively independent and can manage certain personal activities. Individuals may attend this service for five to twelve hours on average for a fee. This service assists the participants to achieve and maintain their maximum level of functioning, to prevent early or inappropriate institutionalization and provides respite and information to their significant others. Components of the service include planned social and recreational activities, meals, assistance with the activities of daily living and minor health care assistance; e.g. monitoring essential medications (OHRS 2008).

Sources Cited:

AC	Accreditation Canada Alzheimer Canada
BoC	Balance of Care
CARF	Commission on Accreditation of Rehabilitation Facilities
CCHSA	Canadian Council on Health Services Accreditation
CHATS	Community Home Assistance to Seniors
CLHIN	Central Local Health Integrated Network
CSCI	Commission for Social Care Inspection
CTRA	Canadian Therapeutic Recreation Association
DA	Department of Aging, Virginia [US]
DWTC	Doorways to Care
interRAI CHA	Resident Assessment Instrument for Community Health Assessment
MOHLTC	Ministry of Health Long-Term Care
NADSA	National Adult Day Services Association [US]
OACCAC	Ontario Association of Community Care Access Centres
OCSA	Ontario Community Services Association
OHRS	Ontario Healthcare Reporting Standards
ONPEA	Ontario Network for the Prevention of Elder Abuse
RNAO	Registered Nurses Association of Ontario
SCIE	Social Care Institute for Excellence, [UK]
TPH	Toronto Public Health

Quality: related to values and client expectations. It requires consistent performance of a uniform product and denotes achievement or excellence in the eyes of the beholder. Operationally, it is an ongoing process of building and sustaining relationships by assessing, anticipating, and fulfilling stated and implied needs. Implementation of a quality culture requires up-front identification and definition of stakeholders' needs (CLHIN: Making a Difference, 2008).

Person-Centred Care Planning ([see best practice](#)):

- person is at the centre
- family members and friends are full partners
- reflects a person's capacities, what is important to that person, and specifies the support they require to make a valued contribution to the community
- builds a shared commitment to action that will uphold a person's rights
- leads to continual listening, learning and action, and helps a person to get what they want out of life

Practice	Criteria	Met	Source
Agency develops a written detailed person-centred care plan (see best practice) on each new participant within thirty (30) working days at start of service that addresses the needs as identified in the functional assessment	An individual needs assessment is completed within 30 working days from time of accepted client to service	93%	OCSA, NADSA,CTRA, SCIE, MOHLTC
	The assessment includes: <ul style="list-style-type: none"> • personal information • service information • overall status of individual • advanced directives • wandering persons registry number (if applicable) • billing information • priority for admission: level of urgency 	79%	
	Service Agreement, which includes: <ul style="list-style-type: none"> • the scope of services provided • the frequency of services provided • the limitations of the program • the limitations of the payer • alternative resources to address limitations 	100%	
	All assessments meet practice standards set indicated in the interRAI CHA assessment tool as well as by the Canadian Therapeutic Recreation Association http://www.interrai.org/section/view/?fnode=14	29%	

Practice	Criteria	Met	Source
	<p>A process exists for supporting clients to make informed decisions re: the client service plan</p> <p>Planned review of each service user -6 monthly or as needed</p>	<p>93%</p> <p>100%</p>	
<i>An individual person centred care assessment is completed to determine clients specific needs</i>	<p>The assessment includes:</p> <ul style="list-style-type: none"> • personal information • service information • overall status of individual • advanced directives • wandering persons registry number (if applicable) • billing information: transportation, meals • priority for admission: level of urgency 	79%	OCSA, MOHLTC
<i>Agency develops written policies and procedures regarding medication management</i>	<p>Policy to include:</p> <ul style="list-style-type: none"> • storage • administration • recording and monitoring of medication • documentation • transport of medication to program <p>(See Best Practice examples Baycrest, Baycrest non-prescription)</p>	86%	OCSA, Accreditation Canada, NADSA, MOHLTC
<i>Agency has written policies and procedures that clearly outline responsibility, authority and protocols for all elements of the Adult Day Program</i>	<p>Policies for the following elements to include:</p> <ul style="list-style-type: none"> • client admission and discharge • program management • individual program planning • ethics issues • confidentiality • contractual agreements • records management • human resource management • financial planning and management • quality management • health and safety management (see Best Practice) • community linkages • outings policy 	93%	MOHLTC, CARF, OACCAC, NADSA, ONPEA

Practice	Criteria	Met	Source
	Agency has a documented Elder Abuse Policy which meets the guiding principles of the ONPEA www.onpea.org/english/trainingtools/lens.html	64%	
Communication of programs are community-specific and targeted at specific groups of seniors in order to increase the program's relevance to the particular audience	Information available is sensitive to ethnicity and varying levels of literacy and serves to provide greater awareness and understanding of services for the elderly	100%	CHATS
Meals provided by Adult Day Program meet the generic standards for nutritional composition and client needs	Meals are planned to provide food as recommended by Canada's Food Guide to Healthy Eating/Health Canada's Recommended Nutrient Intake (see guidelines)	100%	OCSA, Accreditation Canada, TPH
	Meals meet special diet and cultural specific needs	100%	
	All staff are trained and certified on Public Safe Food Handlers	79%	
	Volunteers are trained at orientation on Public Safe Food Handlers	64%	
	All standards and requirements by Public Health Canada around food handling and storage are met www.toronto.ca/health/he/commercial.htm	86%	
Day Program staff meet minimum qualifications	The Adult Day Program Manager meets the following criteria: ❖ Possession of a Bachelor's Degree in health or social services or a related field, with one (1) year of supervisory experience (full-time or equivalent) in a social or health service setting; have comparable technical and human service training with demonstrated competence OR ❖ Be a registered nurse with two (2) years of supervisory experience (full-time or equivalent) in a social or healthcare setting OR	100%	NADSA, DA-Virginia, OCSA

Practice	Criteria	Met	Source
	<ul style="list-style-type: none"> ❖ Holds a Community College 2 year Diploma from a Recreation/Activation Program with four (4) years of Recreation/Activation experience Agency provides supervisory/management training to staff as required Job descriptions and description of the minimum entry-level standards of performance for each job is available At least one staff member has a Recreation Therapy or Activation Coordinator certificate/diploma All staff have completed Vulnerable Sector Screening on file 	 <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">100%</div> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">100%</div> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">93%</div> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">71%</div>	
<p><i>Staff/volunteers/students treat all client's with equity and respect despite differences in race, ethnicity, culture, spiritual beliefs, social status, marital status, sex, sexual orientation, age, health status, lifestyle and/or level of ability and at all stages of a recreation therapy intervention</i></p>	<p>Staff are trained in Sensitivity to Diversity competencies stated by CTRA services practice standards http://www.canadian-tr.org/pdf/Standards_of_Practice_2006-English.pdf</p>	 <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">57%</div>	<p>CTRA, Accreditation Canada</p>
<p><i>Agency is able to demonstrate care giver involvement in day program facilities</i></p>	<p>The participant/caregiver is included in the development of the care plan whenever possible</p> <p>Caregivers routinely invited to reviews</p> <p>Agency signposts to Caregiver support groups or other agencies for caregivers to improve their care-giving skills through meetings, counseling, information and education</p> <p>Staff time allocated to support development of support groups</p>	 <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">100%</div> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">71%</div> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">86%</div> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">86%</div>	<p>NADSA, CARF, Accreditation Canada</p>

Practice	Criteria	Met	Source
<i>Agency has processes to support student placement in the program</i>	Agency has adequate resources and supervision to support students	<input type="text" value="100%"/>	CARF, OCSA
	Documented communication with relevant schools when planning for and monitoring student placement	<input type="text" value="100%"/>	
	Documented evaluation of placements (evaluation completed 6 monthly)	<input type="text" value="93%"/>	

Coordination: defined as “the provision of harmonized services and service policies at the organization/system level and at the client/caregiver level” (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
<i>Program meets needs of clients through direct service provision or referral to the appropriate services</i>	<p>Services to include:</p> <ul style="list-style-type: none"> • Health Related → nutrition/dietician, medical, health education, personal care • Therapeutic Services • Rehabilitation → physical, occupational, speech-language, creative arts therapy, therapeutic recreation • Social Services → counseling for client and caregiver, support services, education on community resources • Food Services • Transportation 	57%	CARF, CHLIN Balance of Care Project, DWTC
<i>Agency communicates with client, families and carers during transition or discharge</i>	<p>Documented notes on:</p> <ul style="list-style-type: none"> • referrals and contact information for community health services • what to expect during transition • information on when to contact the agency • referrals to support networks • discharge notes to other services <p>Agency follows up with client/caregiver within 30 days of discharge, if appropriate</p>	100%	Accreditation Canada, BoC
<i>Agency has a portable basic emergency information file on each active client</i>	<p>File to include:</p> <ul style="list-style-type: none"> • hospital preference • physician of record and contact • emergency contact • medications/allergies • current diagnosis/history • photograph of client • advance directives 	50%	CARF, OCSA, NADSA
<i>Clients that cannot be accommodated are referred for services</i>	<p>Documentation indicating:</p> <ul style="list-style-type: none"> • information and referral to other programs for which the participant might be eligible • referring the participant to proper services as necessary and providing assistance to the participant in obtaining services 	79%	OCSA

Efficiency: a measure of the value derived from a set of resources to produce a specific result. From an economics perspective, efficiency is a relative measure of the ratio of inputs (resources) to outputs (results) (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
Agency has a written evaluation plan for systematic, periodic, objective evaluation of the effectiveness of adult day care services	The plan is implemented and a written report of findings produced. The report is to be used as a basis for planning and implementing changes in program goals, procedures, and aid resource utilization	71%	DA-Virginia
	Service contractors are monitored annually.	57%	
Agency meets staffing to participant ratio	Staffing ratios must be a minimum of one staff to five participants.(Staff counted in the staff-to-participant ratio are those who provide direct service to participants)	86%	NADSA, OCSA

Access: defined as “the opportunity a consumer has to fully benefit from a necessary specified service, as well as necessary concurrent and follow-up services in a timely way” (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
<i>CCACs and Adult Day Program providers work together to increase awareness and understanding of Adult Day Programs provided in local communities</i>	Priority training of CCAC Case Management staff re: Adult Day Services in general and of specific programs	93%	OACCAC
<i>There is a transportation plan in place for each client based on individual need</i>	Plan includes: <ul style="list-style-type: none"> • mode of transportation • days • time • reminders Transportation Service meets Best Practices of Central Community Support Services Network (see Guideline)	86% 71%	OCSA, NADSA
<i>Services are made available to all eligible individuals and support the overall scope of the service</i>	Scope of program determines <ul style="list-style-type: none"> • entrance/eligibility criteria • transition/discharge/termination criteria • clearly written guidelines for applying and interpreting non-discriminatory • eligibility criteria 	100%	CCHSA, OCSA
<i>Program provides a service agreement in a format and language that are appropriate to each client</i>	Service Agreement to address: <ul style="list-style-type: none"> • the scope of services provided • the frequency of services provided • the limitations of the program • the limitations of the payer • Alternative resources to address limitations 	93%	CARF
<i>Agency provides an escort for clients as appropriate</i>	<ul style="list-style-type: none"> • escort provided within facility as required for arriving and departing clients • escort provided in addition to driver for at risk clients as needed 	100%	OCSA

ALZHIEMER DAY PROGRAM SPECIFIC PRACTICES

Practice	Criteria	Met	Source
Agency to meet staffing requirements	Agency meets staff to client ratio: One staff to 4 clients Manager/Coordinator has previous experience working with persons with dementia	73%	CARF
All staff have U First Dementia training	http://www.u-first.ca/training_programs.htm	64%	Alzheimer Canada
Individual care plan includes person centred dementia care mapping that values and fosters a culture that supports a partnership among persons served, families/support systems	Care Plan demonstrates that it: <ul style="list-style-type: none"> • Knows the histories, preferences, abilities, interests, skills, talents, and ongoing needs of persons served and recognizes and anticipates that these change over time • Bridges the person’s past, present, and future. 	60%	CSCI, OCSA, Alzheimer Canada, CARF
Agency has information on wandering registry for each client	Each client file has a copy of the wandering registry documents Client file has copy of Power of Attorney	82% 36%	Alzheimer Canada
Agency refers using FirstLink™ if appropriate	See attached forms http://www.alzheimertoronto.org/serv_firstLink.htm	27%	Alzheimer Canada
Education of personnel who care for and serve clients with dementia has been identified as a key component	Leadership fosters a continuous learning environment and evaluates: <ul style="list-style-type: none"> • teaching • coaching • modeling • supervision • feedback Measures the effectiveness of the techniques used in the learning environment against a performance target	91% 64%	CARF, OCSA

Staff meets minimum qualifications	As per Day Program staffing requirements AND Experience in working with this special population	100%	Alzheimer Canada
Agency to have Missing Person Policy	See Best Practice – Alzheimer York Region All staff are trained in policy	80%	Alzheimer Canada