

## **Adult Day Services Conditions of Participation**

*Adult day services may be provided for recipients who are able to benefit from an organized program of services and activities during the day in a facility-based setting that provides supervision and a secure environment. The services and activities offered may include both individual and group activities; must be supportive; and must facilitate achievement of the goals and outcomes identified in a recipient's service plan.*

*The provider who chooses to offer adult day care services must be certified as a provider of adult day services under 7 AAC 130.220 (a)(1)(C), meet the requirements of 7 AAC 130.250, and operate in compliance with the Provider Conditions of Participation and the following standards.*

### **I. Program administration**

#### **A. Personnel.**

##### **1. Adult day services program administrator.**

- a. The provider must designate an adult day services program administrator who is responsible for day-to-day management of the program including the following:
  - i. orientation, training, and supervision of direct service workers;
  - ii. implementation of policies and procedures;
  - iii. intake processing and evaluation of new admissions;
  - iv. participation in the development of service plans in collaboration with recipients, care coordinators, and other service providers;
  - v. ongoing review of the delivery of services, including
    - (A) monitoring the amount, duration, and scope of services to assure delivery as outlined in the service plan;
    - (B) assessing whether the services assist the recipients to attain the outcomes and goals outlined in service plans and recommending changes as appropriate; and
    - (C) evaluating the quality of care rendered by direct service workers;
  - vi. development and implementation of corrective action plans for identified problems or deficiencies in the service provided; and
  - vii. submission of required reports to Senior and Disabilities Services, including critical incident reports.
- b. The provider may use a title other than program administrator for this position (e.g., program director, program manager, or program supervisor).
- c. The program administrator must
  - i. be at least 21 years of age;
  - ii. meet the following experiential requirements: one year of full-time or equivalent part-time experience providing services to individuals in a human services setting in a position with responsibility for planning, development, and management or operation of programs involving service delivery, fiscal management, needs assessment, program evaluation, or similar tasks; and
  - iii. meet the following education requirements:
    - (A) Bachelor of Arts or Bachelor of Science degree from an accredited college or university in social work, psychology, rehabilitation, nursing or a closely related human services field; or

- (B) Associate of Arts degree from an accredited college or university in psychology, rehabilitation, nursing or a closely related human services field, and two years of full-time or equivalent part-time experience working with human services recipients; or
  - (C) four years of full-time or equivalent part-time experience working with human services recipients in social work, psychology, rehabilitation, nursing, or a closely related human services field or setting; or
  - (D) certification as a rural community health aide or practitioner, and one year of full-time or equivalent part-time experience working with human services recipients.
- d. The provider must require the program administrator to work on-site or designate another individual, who qualifies by meeting the program administrator requirements, to manage on-site services.
2. Adult day services activity coordinator.
- a. The provider must appoint an activity coordinator who is responsible for planning and supervising activities for recipients; the provider may use a title other than activity coordinator for this position (e.g., activity director, activity manager, or activity supervisor).
  - b. The activity coordinator must meet the requirements for direct service workers except that he/she must be at least 21 years of age or older, and must have
    - i. a degree in recreational therapy or a closely related human services field; or
    - ii. two years of full-time or equivalent part-time experience in planning and leading activities for populations similar to the recipient population.
3. Adult day services program assistants.  
Program assistants, including volunteers, must meet the requirements for direct service workers, and must be 21 years of age or older, if supervising other staff or volunteers;
4. Adult day services direct service workers.
- a. Direct service workers must be at least at least 18 years of age; qualified through education or experience; and possess, or develop before providing services, the skills necessary to meet the needs of the recipient population.
  - b. Required education and alternatives to formal education:
    - i. high school or general education development (GED) diploma; or
    - ii. demonstration, to the program administrator, of the ability to read written instructions and to make appropriate entries regarding services in recipient records or files.
  - c. Required skill set:
    - i. the ability to communicate with his/her supervisor and with recipients;
    - ii. the ability to understand the needs of, and to work with, the recipient population; and
    - iii. the ability to be guided by the service plan.

**B. Staff-to-recipient ratio.**

- 1. The provider must include only the staff and volunteers providing direct services to recipients in determining whether the following staffing requirements are met during hours of operation:
  - a. one staff, if only one recipient is present;
  - b. one staff and one additional staff or volunteer, when two to eight recipients are present; and
  - c. additional staff or volunteers as needed to maintain a ratio of one staff or volunteer to eight recipients, unless some recipients have a diagnosis of Alzheimer's disease or related disorders (ADRD).
- 2. For recipients with ADRD, the ratio of staff to recipients must be one staff or volunteer for each four recipients.
- 3. If the provider bases the adequacy of the staff-to-recipient ratio on volunteers, the provider must ensure that the volunteers meet qualification and training requirements for direct service workers.

**C. Training.**

1. The provider must provide orientation and training to direct service workers to ensure they are qualified to perform the services planned for recipients.
2. The provider must provide training to direct service workers in regard to the following, at a minimum:
  - a. safety in the workplace, including proper use of tools and equipment;
  - b. maintaining a clean, safe, and healthy workplace environment;
  - c. universal precautions and basic infection control procedures;
  - d. fall prevention, assistance with mobility, and body mechanics relating to safe transferring; and
  - e. understanding the needs of the population to be served, including
    - i. the needs of individuals with dementia;
    - ii. nutrition, hydration, and special diet needs; and
    - iii. monitoring overall health and well-being.
3. The provider must instruct direct service workers to notify the program manager, the supervisor, or the appropriate authority, when there is cause for concern about a recipient's health, safety, or welfare.

**D. Monitoring services.**

1. The provider must monitor the delivery of adult day services by direct service workers as frequently as necessary to evaluate whether the following conditions are met:
  - a. the services are furnished in accordance with the adult day service plan and in a timely manner;
  - b. the services are delivered in a manner that protects the recipient's health, safety, and welfare;
  - c. the services are appropriate to meet the recipient's identified needs and goals.
2. The provider must act to ensure substandard care is improved or arrange for service delivery from other direct service workers.

**II. Adult day services plan.****A. Evaluation.**

1. The provider must ensure that its direct service workers have the capacity to provide adult day services appropriate for the recipient's choices, diagnosis, and needs.
2. The provider must evaluate, within 14 days of admission to the program, the recipient's preferences and interests, functional abilities and disabilities, strengths and weaknesses, personal habits, dietary needs, and medical condition to facilitate development of an individualized, adult day service plan.

**B. Development.**

1. The provider must complete, within 30 days of admission to the program, an adult day service plan that
  - a. provides for continuity of care and progress toward the outcomes and goals outlined in the recipient's plan of care;
  - b. incorporates the findings of the evaluation, identifies care concerns, specifies outcomes and goals, and identifies the activities that the recipient will be encouraged to join as a means toward the desired outcomes and goals; and
  - c. is signed by the recipient or the recipient's representative to indicate agreement with the plan.
2. The adult day services plan must be retained in the recipient's file and be made available to Senior and Disabilities Services upon request.

**C. Reevaluation.**

The provider must reevaluate the factors indicated in II.A. a minimum of every six months or as requested by the recipient, and amend the adult day service plan as necessary if warranted by changes in the recipient's condition or by the preferences of the recipient.

**III. Program operations.****A. Days and hours of operation.**

The provider must offer services four hours or more per day for one or more days per week and on a regularly scheduled basis with the following exceptions:

1. the facility may open or close at hours other than those regularly scheduled in the event of hazardous weather conditions or other emergencies; and
2. services need not be offered on provider-designated holidays.

**B. Recipient handbook.**

The provider must develop, and make available to recipients, a brochure or handbook that includes the following:

1. days and hours of operation;
2. populations served and services provided;
3. eligibility and admission processes, and discharge policy;
4. information regarding the values, philosophy, and vision of the agency
5. service principles and recipient rights;
6. confidentiality policy;
7. Adult Protective Services mandatory reporting requirements;
8. critical incident reporting requirements;
9. policies regarding medication administration, transportation, and meals, hydration, and snacks;
10. emergency procedures; and
11. grievance policy and procedures.

**C. Adult day services records.**

1. The provider must develop and keep on file, for each recipient, the following written documents:
  - a. a signed service contract that includes a consent for services form;
  - b. an agreement addressing choices regarding emergency care, including the names of, and contact information for, individuals to notify in the event of an emergency; and
  - c. a signed agreement regarding recipient rights and responsibilities with respect to the adult day services program offered by the provider.
2. The provider must maintain the following documents in the recipient's record if relevant:
  - a. a copy of the recipient's advanced directives;
  - b. a release of information form, updated at least annually, for each individual that the recipient authorizes the provider to contact for information or to release information to; and
  - c. if the provider or recipient discontinues services, a discharge plan, developed collaboratively with the recipient and the recipient's care coordinator, that includes the recipient's current status, recommendations for continuing care, and referrals to community services as appropriate.

**D. Program services and activities.**

1. The provider must offer services and activities that are
  - a. supportive of meaningful engagement by the recipient toward achievement of the outcomes and goals identified in the service plan;
  - b. varied, with alternatives available simultaneously, to meet the interests of the recipients and to promote participation in both individual and group activities;
  - c. social, intellectual, cultural, emotional, physical, or spiritual in nature;
  - d. age appropriate to foster independence and promote dignity;
  - e. planned jointly by staff and recipients taking into consideration recipient health, abilities and disabilities, strengths and weaknesses, sensory challenges, interests and hobbies, ethnicity, and life experiences and skills; and
  - f. supervised by staff or volunteers.

2. The provider must assist recipients with walking, eating, toileting, and personal hygiene as needed.
3. The provider must develop and post a monthly activity calendar at a location within the facility that is readily accessible to recipients.
4. The provider may arrange, or encourage recipients to arrange, contacts with health and therapeutic professionals as appropriate.

**E. Transportation.**

1. The provider must inform recipients about available transportation options to enable them attend the adult day services program.
2. Transportation provided by the adult day services program must comply with the *Transportation Services Conditions of Participation* regarding driver qualifications, policies, training, assessment of recipient needs, and vehicle requirements.

**F. Meals.**

1. The provider must
  - a. provide morning and afternoon snacks;
  - b. offer fluids throughout the day to meet the hydration needs of recipients; and
  - c. ensure that recipients, who remain with the provider over the noon hour, have a plan for a mid-day meal that the provider may offer or arrange for, or that recipients may bring to the site.
2. The provider must assure that the mid-day meals it offers or arranges for meet the nutrition requirements specified in the *Meal Services Conditions of Participation*.
3. A provider may arrange for mid-day meals from a foodservice business that has a foodservice permit from
  - a. the State of Alaska, Department of Environmental Conservation, if the foodservice business is located anywhere in Alaska other than in the Municipality of Anchorage; or
  - b. the Municipality of Anchorage, Department of Health and Social Services, if the foodservice business is located in the Municipality of Anchorage.
4. A provider that bills Medicaid for meals must be certified by SDS as a provider of meal services under 7 AAC 130.220(a)(1)(J).

**IV. Site requirements.****A. Facility.**

The provider must operate its adult day services program in a facility that

1. is at ground level unless the local fire department has approved an evacuation plan that provides for rapid removal of recipients from a higher level in the facility;
2. if not at ground level, has ramps or elevators adequate for the mobility needs of the population served;
3. if other services are co-located in that facility, has separate, identifiable space sufficient to
  - a. accommodate the full range of activities and services;
  - b. allow flexibility for individual activities, and large and small group activities to occur simultaneously; and
  - c. facilitate movement to allow participation in any of the activities offered;
4. is clean and hazard free, and includes the following safety features:
  - a. two exit routes, one of which is a door with direct access to the outside;
  - b. fire extinguishers, inspected annually by a qualified agent, in accessible locations on each level of the facility;
  - c. non-slip surfaces or carpets on stairs, ramps, and interior floors;
  - d. lighting sufficient for illumination, but avoiding glare;
  - e. noise controls and partitions to separate activities as necessary for recipient needs; and
  - f. heating, cooling, and ventilation adequate to maintain a temperature appropriate for the comfort and health of recipients;

5. provides the following for recipients:
  - a. for each recipient present during daily hours of operation:
    - i. at least 60 square feet of space either dedicated for activities, or if for multipurpose use, commonly used for activities; and
    - ii. comfortable and safe furniture, and adaptive equipment adequate for activities and rest periods;
  - b. for every 10 recipients, at least one toilet and one sink for hand washing in a location accessible to recipients with limited mobility;
  - c. a designated rest area that may be separate or part of a common usage area;
  - d. adequate storage space, and closets or lockers for outer garments and possessions; and
  - e. a telephone available for recipient use; and
6. has an office area that permits staff to work effectively in a space where confidential matters can be discussed.

**B. Surroundings.**

The provider must ensure that

1. the area surrounding the facility is hazard free;
2. outdoor lighting is adequate for entrances and grounds;
3. a parking area safe for arrival and departure of recipients is available; and
4. through arrangements with local authorities, safety zones and traffic signals for pedestrian crossings are established as needed.