



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

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### **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 Saturday

**Wednesday** 8:00 AM – 9:00 PM

**Saturday** 9:00 AM – 4:30 PM

### **Site 2**

3038 Hurontario Street

Mississauga, ON, L5B 3B9

(905) 361-0463

(905) 361-0464

8:00 AM – 5:30 PM

Monday to Friday

### **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 a 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 early institutionalization. Adult Day Program offers a continuum of care provided by a multidisciplinary team to meet client's diverse and unique needs in a language specific and culturally appropriate manner. India Rainbow Community Services of Peel ensuring clients privacy, independence, dignity, safety and a restrain free environment.

### **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. Mental aerobics activities 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.

### **Program Hours**

India Rainbow Community Services of Peel's regular business hours are from 9:00AM to 4:30 PM Monday to Friday. Our Adult Day Center offers extended hours from 8:00 AM - 5:30 PM to accommodate caregivers work schedule and provide additional respite. Evening & weekend respite is offered every Wednesday & Saturday at Matheson location, providing extra relief for caregivers.

### **Accessibility**

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



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### Referrals

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

### Eligibility

Community Care Access Centre (CCAC) determines the eligibility to the Adult Day Program. To be eligible, potential participant must be 18 years or older possessing a valid Ontario Health Card Number and residing in the Peel Region or within the Mississauga Halton and Central West LHIN'S catchment area. India Rainbow Community Services of Peel's Adult Day Program and supportive services are primarily offered to frail-elderly, cognitively impaired, and/or physically challenged individuals.

### Waitlist

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

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

### Program Tour

All potential participants/caregivers are offered a tour of the facility to observe various activities and to help make an informed decision if the Adult Day Program meets their care needs.

### Assessment

India Rainbow Community Services of Peel conducts a comprehensive assessment to determine participant's suitability to the program. If applicable, participants and caregivers are required to provide details of the Substitute Decision Maker and/or the Power of Attorney at the time of assessment.

### Priority Admission

Priority admission to Adult Day Program 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).

***Please note: Staff will notify the participant of the decision 2 weeks prior to the initiation of service.***

### Attendance

Frequency of attendance is determined at the time of assessment in consultation with the participant/caregivers and also upon space availability on requested days. Clients are scheduled every Thursdays for the following week to attend the Adult Day Program. To orient participants in the Adult Day Program, informal/formal caregivers may be permitted to accompany clients only after consultation with the Senior/Program Manager.

***Please note: Participants will not be offered to attend the program all five days unless to accommodate the needs of additional respite to the caregivers/family.***



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### Transition Criteria

#### **Internal Transition (voluntary):**

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. If required, staff will provide 4-6 counseling sessions to participants and/or caregivers for a smooth transition.

If participant/caregivers requests for an increase or decrease in services, the Adult Day Program will accommodate their new needs by offering them a space depending on availability.

According to the assessed needs; participants will be referred to avail Friendly visiting services if the client is no longer able to participate in the Adult Day Program.

**(Involuntary):** The Adult Day Program reserves the right to limit its care to participants with unmanageable behavior and/or unmanageable incontinence that requires more than one staff constantly to provide regular service. IRCS informs participants/caregivers of its decision 4 weeks in advance for all internal transition. Participants/caregivers can appeal against the decision within 2 weeks from the date of notification.

***Please note: India Rainbow Community Services of Peel has an involuntary transition appeal process for participant/caregivers.***

**External Transition:** Participants will be referred to alternative services available in the community if their needs can no longer be accommodated within the scope of Adult Day Service. Participants will be permitted to attend the program for a period of 4 weeks during this transition.

### Cancellation

Participants/caregivers are requested to notify all cancellations at the time of scheduling on Thursday. 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: India Rainbow Community Services of Peel may cancel the Adult Day Program due to inclement weather, disruption in transportation services or for any unforeseen event.***

### Billing Procedure

All Adult Day Program participants are required to pay a program fee of \$19.00 per day for scheduled program hours, or \$21 for extended hours, before or after program. Participants will be billed monthly for each day they are scheduled to attend the Adult Day Program. Invoices are prepared and mailed at the end of the month reflecting the total days attended. Subsidy is made available to eligible clients upon financial status assessment. Cheques should be made payable to India Rainbow Community Services of Peel.

In the event of any cancellation by India Rainbow Community Services of Peel due to inclement weather, transportation disruption or unforeseen occurrence, participants will not be charged the daily program fee.

***Please note: A fee of \$25.00 will be charged for any dishonored cheque (NSF).***

### Termination/Discharge

Adult Day Program participant may be terminated if their 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 weeks in advance regarding termination. India Rainbow Community Services of Peel's staff will provide counseling and support to participants/caregivers in the identification of an alternative service to the Adult Day Program.



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***Please note: Once a client is discharged, a follow-up call will be made after 12 weeks to know clients' status and if needed, to provide additional support and assistance.***

### **Person-centered care plan**

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

### **Safety Management**

The Centre is equipped with Maglock to accommodate wanderers for restricted access. Emergency response systems are installed in washrooms to provide maximum independence and ensure safety. Daily safety audits are conducted at the centre to ensure clients' safety. Emergency evacuation procedures are practiced routinely.

### **Meals**

Healthy breakfast and South Asian vegetarian lunch is provided to meet Adult Day Program participants' unique dietary needs including soft, cut-up and pureed food.

***Please note: Participants are not allowed to bring outside food while attending the Adult Day Program.***

### **Medication**

India Rainbow Community Services of Peel's 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. Medication must be in a labeled pharmaceutical bottle or in a blister pack. Please notify staff of any medication changes ASAP.***

### **Clinics**

Foot care specialist conducts foot care clinics on a monthly basis at all Adult Day program location.

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

### **Special Events and Activities**

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

### **Security Reassurance Checks**

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

### **Caregivers Support, Information and Education**

India Rainbow Community Services of Peel's Adult Day Program staffs and experts from 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



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the needs and choices of the family/caregiver. A community support worker/ Psychogeriatric Resource Consultant are available to provide additional support if needed for clients and caregiver.

### **Clothing and proper attire**

For the comfort of our program participants, the center is maintained at a normal temperature and all participants are encouraged to dress appropriately. 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.

### **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. Under staff supervision, participants are permitted to smoke only in the designated area outside the building (mobility aid accessible).

### **Pet Policy**

India Rainbow Community Services of Peel has a no pet policy. Pets are not permitted inside the program area unless participants are required to be accompanied by a personal certified service animal.

### **Theft/loss of Possession**

India Rainbow Community Services of Peel's Adult Day Program provides and maintains a safe environment at all times. Participants are discouraged from bringing any valuable items (money, jewelry, etc.) to the Adult Day program. India Rainbow Community Services of Peel assumes no responsibility in the event of loss or theft of participant's valuable possessions.

### **Transportation**

India Rainbow Community Services of Peel does not provide direct transportation. If required, IRCS staff will assist clients/caregivers in accessing transportation services provided by the Red Cross, Transhelp, Canes or the Passenger Assistant Program.

### **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.***

### **Friendly Visiting**

Friendly visiting services are offered to homebound clients. Clients are matched with Police screened and trained volunteers to reduce social isolation engage them in meaningful activities and to promote healthy aging at home.

### **Program Evaluation**

Annual satisfaction surveys, feedback and focus groups are conducted with seniors, caregivers and volunteers to measure their satisfaction level. Survey findings are shared with all stakeholders and their suggestions are incorporated in the program planning and the service delivery.



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### **Complaint Policy**

India Rainbow Community Services of Peel 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 that there will not be any interruptions in services, cancellation and/or any impact (retaliation) on the service delivery due to filing a complaint.***

### **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.

### **Consent Directives:**

India Rainbow Community Services of Peel will seek participant/caregivers consent to collect, use, and share personal health information with its multi-disciplinary staff, individuals 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, log books 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. Client has the right to access their information at any time.

### **India Rainbow Community Services of Peel - Vision**

Immigrants are empowered to find a sense of belonging and success in 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.

### **Clients' Bill of Rights**

Participants are informed about their rights and a copy is distributed to them at the time of assessment. Client's Bill of rights is displayed on all IRCS sites.

### **Client's Responsibility**

Participants are to respect India Rainbow's vision, mission, guiding principles, values and policies. They must treat India Rainbow's personnel and other program participants with consideration, courtesy and respect in a way that fully recognizes their dignity and individuality.



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### Approvals

Date	Approved by		Signature
	Name	Title	
December 17, 2010	Sushil Sharma	Senior Manager – LTC	<b>SS</b>
	Kitty Chadda	Executive director	<b>Kitty Chadda</b>

### Summary of Revisions

Revision Date	Prepared by	2nd Review	Title	Description of Revision
July 2015	Sandeep Lachhar			- Billing Procedure
June 2014	Sony Singh			- Program description - Person-centred care plans - Safety Management - Clinics - Complaint Policy - Privacy and Confidentiality
May 2014	Sony Singh			- Saturday respite services - Advance care Directives - Billing Procedure - Person- centered care plan - Safety management - Clinics - Caregiver support - Program Evaluation - Client's responsibility
June 2013	Shahab Sakhawat	Sushil Sharma	Director Senior Services	-Vision -Health & Wellness philosophy - Advance care directives
December 2012	Sushil Sharma	-	Senior Manager – LTC	Evening Respite
August 2012	Shahab Sakhawat	Sushil Sharma	Senior Manager – LTC	-Inclusion of Transition -Inclusion of Theft/loss - Revision of Eligibility/admission
September 2011	Sushil Sharma	-	Senior Manager – LTC	Inclusion of Privacy
July 2011	Sushil Sharma	-	Senior Manager – LTC	Inclusion of new headings.