

Indus Community Services is an accredited, not-for-profit agency serving our local communities for over 32 years. We are a registered charity, supported by our donors and by all three levels of government.

20/20 Working together for a Clear Visions of the Future

## Vision

Leaders in building strong and supportive communities

## Mission Statement

Supporting our growing communities to manage change through quality client-centered social & health services and responsive public education.

**Guiding Value:** Inclusion, Transparency, Sustainability and Integrity

## Guiding Principles:

- We will apply best practices in our service delivery
- We will be accountable to all our stakeholders
- We are non-political and non-religious
- We are committed to progress and forward thinking through entrepreneurship
- We are guided by community participation and collaboration.

## Adult Day Program

- Our daily program includes therapeutic activities, group discussion, reminiscing, interactive games and various therapies such as music, art, aroma and horticulture.
- Clients are engaged in physical exercise to maintain the ability to live independently
- Mental aerobic activities are planned and delivered according to client’s cognitive abilities and interests.
- Social activities such as table top, interactive games, bingo etc., allow clients to increase social interaction
- We ensure client’s privacy, dignity, and safety at all times.

## Locations

415 Matheson Blvd, East. Mississauga,  
ON L4Z 2H2  
(905) 507-6099

Business Hours: Monday to Saturday  
9:00 am to 4:30 pm

Program Hours: 8:00 am to 5:30 pm  
Wednesday: 8:00 am to 9:00 pm

3038 Hurontario Street, Suite 307,  
Mississauga, ON L5B 3B9  
(905) 361-0463

Business Hours: Monday to Friday  
9:00 am to 4:30 pm

Program Hours: 8:00 am to 5:30 pm

245 Queen Street, East. Unit# 2 Brampton,  
ON L6W 2B5  
(905) 595-1667

Business Hours: Monday to Friday  
9:00 am to 4:30 pm

Program Hours: 8:00 am to 5:30 pm

## Scope of Service-Adult Day Services

- To provide client-centered care to frail and/or cognitively impaired individuals.
- To promote independence and well-being of the clients.
- To provide physical, mental, emotional and social stimulation.
- To provide support, education and respite to caregivers.
- To offer culturally and linguistically appropriate services to the South Asian Community.

## Health and Wellness Philosophy

We engage individuals in various stimulating activities that are beneficial for maintaining an active and healthy lifestyle. We take into reflection a holistic approach ensuring a fun filled, meaningful and an enriched experience for our clients. The program is delivered by a multidisciplinary team to meet client’s diverse and unique needs.

**Program Hours**

Our regular business hours are from 9:00 am to 4:30 pm Monday to Friday. Our Centre offers extended hours from 8:00 am -5:30 pm to accommodate caregivers work schedule. Additional respite hours are offered at the Matheson location on Saturdays from 9:00 am- 4:30 pm and every Wednesday from 2:00 pm -9:00 pm.

**Accessibility**

All our program sites are accessible and designed to accommodate the needs of frail / elderly seniors to promote independence and safety. If you have special requirements, please advise us during the time of an assessment and/ or tour.

**Referrals**

Referrals to the 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 Services. To be eligible, potential clients 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.

**Suitability**

Our supportive services are primarily offered to frail-elderly, cognitively impaired, and/or physically challenged individuals. We conduct a comprehensive assessment to determine client's suitability to the program. If suitable, clients and caregivers are required to provide a current medication list, emergency contact and financial information. If applicable, you may be required to submit substitute decision maker and/or the power of attorney information at the time of assessment.

***Please note: You are required to notify and submit a completed Do Not Resuscitate (DNR) order at the time of assessment/ reassessment. In a life-threatening emergency, staff will ensure client safety and take appropriate actions including calling 911 and performing First aid/ CPR.***

**Reassessment**

We conduct periodic client reassessment to identify any new and emerging client needs and maintain up to date information on client's health, contact information and suitability. Client Services Coordinator will complete a reassessment with the client/caregiver in person or over the phone.

**Program Tour**

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

**Waitlist**

Eligible clients may be placed on a waitlist depending on the availability of space. Waitlisted individuals are contacted by the Client Services Coordinator upon availability of spot, 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.***

**Priority Admission**

Priority admission to the program will be considered if caregiver/family informs us 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 client of the decision 7-10 days prior to the initiation of service.***

**Attendance**

Frequency of attendance is determined at the time of assessment in consultation with the client/ caregivers and also is based upon space availability for requested days. Clients are scheduled every Thursdays for the following week to attend the program. To transition clients in the program, informal/formal caregivers may be permitted to accompany clients only after consultation with the Manager for a limited time.

**Billing Procedure**

All clients are required to pay a program fee of \$21.00 per day. Clients will be billed monthly for each day they are scheduled to attend the program. Invoices are prepared at the end of the month reflecting the total days attended. Subsidy is made available to eligible clients upon financial status assessment.

In the event of any cancellation by Indus Community Services due to inclement weather or unforeseen occurrence clients **will not** be charged the daily program fee.

Payment can be made by Cheque, Cash, Credit and/or debit.

Cheques should be made payable to Indus Community Services.

***Please note: As the invoices are sent at the end of the month after service delivery, no refund to the program fee will be issued to the client/ caregivers.***

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

**Cancellation**

Clients /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). Any cancellation during weather advisory is subject to last minute cancellation charge if the Adult Day Program remains open. Clients/Caregiver is required to directly cancel their scheduled transportation rides. ***Please note: Indus Community Services may cancel the Adult Day Service due to inclement weather and for any unforeseen event. In such an event clients/ caregivers will be informed prior to 8:00am.***

**Client-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 engaged in various client-centered activities.

**Emergency Treatment**

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

***Please note: Adult Day Service staff/volunteer will not accompany clients to hospital.***

**Safety Management**

The Centre is equipped with a security system (maglock) to accommodate exit seekers in a secure environment. Emergency response systems are installed in all 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.

**Client Abuse Intervention**

Indus Community Services is committed in providing the community and a client with excellent and quality service. This requires us to respond effectively to an elder abuse case and ensure a coordinated response. Staff will act in accordance to its "Client Abuse Intervention" policy upon identifying a situation where abuse is evident/suspected or disclosed.

**Transportation**

We do not provide direct transportation. If required we will assist clients/caregivers in accessing transportation services provided by Red Cross, TransHelp, Canes or Passenger Assist Program.

**Meals**

Healthy breakfast, South Asian vegetarian lunch, and afternoon tea is provided at the Centre. We accommodate unique dietary needs including soft, cut-up and pureed food. Special dietary need to be informed at the time of assessment/ reassessment. If required, you may be asked to provide a doctor's note stating the details of special diet requirement.

***Please note: Clients are not allowed to bring outside food while attending the Day program.***

### **Medication**

We only assist, supervise, and remind clients to take their medications. All clients must provide a list of medication including Epi-pen to be taken at the Centre with details regarding timings or specific requests at the time of assessment. Staff administers only eye, ear and nose drops prescribed by a physician in its original container.

***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 and Monthly Presentation**

**Foot Care Clinic:** Foot care clinics are scheduled on a monthly basis at all three locations.

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

***Clinics such as hearing and mobility are organized on a yearly basis.***

Monthly educational presentations are organized to educate, empower and engage clients on health related topics and services available in the community.

### **Special Activities**

To meet the needs of our diverse clients special activities are organized throughout the year. Monthly activity calendars are distributed and shared with clients and caregivers.

### **Security Reassurance Checks**

Security Reassurance Checks are conducted to regularly maintain contact with our clients and caregivers to promote safety, well-being and to identify new and emerging needs for timely intervention.

### **Clothing and proper attire**

For the comfort of our clients the center is maintained at a normal temperature, all clients are encouraged to dress appropriately. Clients are encouraged to wear comfortable attire and closed toe shoes at the Centre. 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**

Our 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 in the designated area outside the building.

### **Pet Policy**

We have a no pet policy. Pets are not permitted inside the program area unless clients are required to be accompanied by a personal certified service animal.

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

We provide and maintain a safe environment at all times. Clients are discouraged from bringing any valuable items (money, jewelry, etc.) to the program. We assume no responsibility in the event of loss or theft of client's valuable possessions.

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

We offer support and therapeutic counseling to caregivers. Monthly caregivers support groups are organized to increase knowledge on care management, community resources and health related issues. In addition, one-on-one meeting is arranged with the family/ caregiver on need basis. A Community support worker/ Psychogeriatric Resource Consultant are available to provide additional support if needed.

### **Termination/Discharge**

Clients may be terminated from the program if their health condition deteriorates to a point where the care needs become unmanageable such as, incontinence and/or unmanageable behaviors and if the care needs can no longer be accommodated within the scope of our service.

Caregivers will be notified 4 weeks in advance regarding termination.

Clients will be discharged from the program if they no longer require our services, move to a Long Term Care, death of a client or loss of funding.

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

### **Transition**

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

Clients 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 clients /caregivers requests for an increase in service days, we will accommodate their new needs by offering them a space depending on availability and care needs.

According to the assessed needs; clients will be referred to avail Friendly Visiting Services if the client is no longer able to participate in the Day Program.

**(Involuntary):** The Adult Day Services reserves the right to limit its care to clients with unmanageable behavior and/or unmanageable incontinence that requires more than two staff constantly to provide regular service. Clients /Caregivers will be informed 4 weeks in advance of the decision of transition. Caregivers will be connected to the CSW/ PRC for any additional support needed during transition.

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

### **Friendly Visiting**

Friendly visiting services are offered to Adult Day clients and homebound individuals. Clients are matched with police screened and trained volunteers. Volunteers provide meaningful activities to promote healthy aging and help reduce social isolation.

### **Program Evaluation**

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

### **Complaint Policy**

We work in partnership with clients, 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**

All personal information collected from clients/caregivers for the purpose of providing services will remain protected. We ensure clients privacy and confidentiality and will share clients personal and health information only for care and safety purposes.

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

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

### **Client's Responsibility**

Clients are to respect Indus Community Services vision, mission, guiding principles, values and policies. They must treat Indus Community Services personnel and other program participants with consideration, courtesy and respect in a way that fully recognizes their dignity and individuality.

### **Consent Directives:**

Indus Community Services will seek clients caregivers consent to collect, use, and share personal health information with its multi-disciplinary staff, individuals and other agencies to provide needed services. Clients have the right to withhold or withdraw consent at any time. In an emergency event, Indus Community Services 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.



## Approvals

Date	Approved by		Signature
	Name	Title	
	Kamalesh Visavadia	Director-Health Services	
	Gurpreet Malhotra	Executive director	

## Summary of Revisions

Revision Date	Prepared by	2nd Review	Title	Description of Revision
April 4, 2016	Shikha Bedi	Senior Services Management Team	Management Team –Seniors Services	Complete review
Sept 29, 2016	Sandeep Lachhar	Shikha Bedi	Manager- Senior Services	Billing Procedure – Included Refund policy
February 14, 2017	Sandeep Lachhar			Agency name change -update vision, mission and values. Cancellation Policy -Billing Procedure