



ENROLLMENT INFORMATION



Adult Care Center
of the NSV, Inc.
Encouraging, engaging, & enriching since 1993



411 N. Cameron Street
Winchester, VA 22601

Phone: (540) 722-2273
Fax: (540) 450-2263



www.adultcarecenter.net

We are excited to have an opportunity to introduce you to the Adult Care Center and to all the benefits that adult day health services can offer you, your loved one, and your family. The Adult Care Center of the Northern Shenandoah Valley offers a vibrant day program for those experiencing conditions affecting memory and independence. As the area's only adult care and day health services program, the center seeks to engage, enrich, and encourage clients while supporting caregivers who want to keep loved ones in their homes and active in the community for as long as possible.

Since 1993, the center has positively impacted the lives of hundreds of families in the Valley, but their greatest impact is on the clients served. Clients benefit from research-supported programs that stimulate interest, encourage activity and movement, and provide opportunities for socializing with others.

We've included a wide range of information in this packet that we believe will help you make informed decisions, but we want to emphasize that **we are available to you to answer questions** and provide additional information you may find beneficial. Please don't hesitate to call us at 540-722-2273. We're here for you.

Warm Regards,

Jane Bauknecht, Executive Director

P.S. Check us out on social media to get a glimpse into our day-to-day happenings. Please "like" us on Facebook (search for "Adult Care Center of the NSV"). You can also find us on Pinterest by searching for "Adult Care Center," on Twitter (@ACCoftheNSV), and on Instagram (adultcarecenter).

The Adult Care Center of the Northern Shenandoah Valley, Inc. is guided by the leadership of its board of directors, which includes the following individuals:

Honorary Board Members: Bill Armstrong, Charles Harris, Julie Reed, Florine Sempeles, Chris & Diane Shipe, J.J. Smith

Board of Directors: Thomas Turner, Ph.D., President; Dr. Rebecca Morrison, Psychologist, Vice-President; Christopher Francis, MSN, Treasurer; Rosalie Lewis, MSN, MS, RN, FCN, Secretary; J.D. Berlin; David Booth, PT; Kerri Burkhardt, CPA; Joyce Casey; Ann B. Colson, RN, CCRN, BSN; Dr. Mariecken Fowler, Neurologist; Patricia Hester; Janet Murphy; Tess Newcome; Jeannie Shiley, NHA, CASP; Linda Shimer, MA CCC-SLP; Sally Stryker; Varina (Vee) Tavenner

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Section 1.1: About The Adult Care Center

The Adult Care Center of the Northern Shenandoah Valley offers a vibrant day program for those experiencing conditions affecting memory and independence. As the area's only adult care and day health services program, the center seeks to engage, enrich, and encourage clients while supporting caregivers who want to keep loved ones in their homes and active in the community for as long as possible.

From mornings spent painting or participating in music therapy to afternoons playing a live-action version of "The Price is Right" or lounging in the flower garden under a canopy tent, clients benefit from a wide range of research-supported programs that are designed to keep participants moving, thinking, feeling, and living well. Additionally, participants benefit from the continual, discrete health monitoring that occurs around the clock.

The center has been serving clients and supporting their caregivers since 1993. Throughout that period, hundreds of families have been impacted by their work. They were pioneers then, offering a service to help caregivers keep their loved ones at home—and out of nursing facilities—for as long as possible. Today, the foundation of innovation in programs and quality in care remains true.

In short, we are:

- A licensed facility offering a day program for adults who are coping with physical and/or cognitive challenges that necessitate supervision and assistance;
- A center staffed by trained and qualified personnel, including a registered nurse who monitors each participant's health and well-being;
- And a place where participants enjoy a variety of therapeutic, mentally stimulating recreational activities that are planned and executed by a professional and compassionate team every day.

We provide:

- Individualized care plans that are based on the medical, health, and social needs of each participant;
- Compassionate and vigilant care for participants with incontinence;
- Continual medical monitoring and documentation by the registered nurse on staff;
- Supervised administration of medications;
- Monthly weight, blood pressure, pulse, and respiration rate evaluations;
- Therapeutic walking assistance;
- Glucose monitoring;
- Assistance with personal care needs;
- A healthful and balanced lunch served every day;
- Nutritious snacks provided at mid-morning and mid-afternoon breaks;
- And much more.

We serve:

- Adults with memory loss and varying forms of dementia;
- Adults with early-onset, mild, and later stages of Alzheimer's Disease;
- Adults with physical limitations due to stroke or advancing age;
- Adults with Parkinson's Disease;
- Adults who require supervision or assistance with personal care needs;
- And adults who may benefit from a safe and engaging environment and a warm, encouraging setting.

The Adult Care Center is excited to serve you. The next few pages provide information you'll need as you make decisions concerning the care of your loved one. Please call us if you have further questions. We look forward to serving you.

Section 1.2: Activities

The Adult Care Center wants your loved one to truly enjoy the time spent at the center. Some of the activities participants engage in while here include:

- Aromatherapy with the Aroma Therapy Garden
- Recreational Therapy Events
- Therapeutic Arts Activities
- Intergenerational Events
- Weekly Film Matinees
- Holiday Celebrations
- Individual and Group Music Therapy*
- Horticulture Therapy
- Spirituality Sessions
- Themed Luncheons
- Socialization Periods

* Under the Direction of Whitney Lan, MMT



Section 1.3: Hours of Operation & Fee Schedule

Hours

We understand the hectic schedules of caregivers. As such, the Center operates a ten-hour day, five days a week. We are open Monday through Friday from 7:30am to 5:30am.

Fee Schedule

All participants are required to pay for a minimum of two (2) days per week. The daily rate is \$63.00, but a discounted rate is available for those committing to three or more days per week.

Breakdown of Fees Figure 1.3.1

Commitment	Daily Fee	Weekly Fee
2 days	\$63.00	\$126.00
3 days	\$61.00	\$183.00
4 days	\$61.00	\$244.00
5 days	\$59.00	\$295.00

Payments are due in advance of service. All payments must be made by personal check, or money order. Invoices for the upcoming service period are prepared by the 25th of the month. One half of the total bill is due by the 1st of the month. The balance is due by the 15th of the month.

A 10% fee is added if the first half of the payment is not received by the 8th of the month or if the second half is not received by the 22nd.

To better explain our billing, here is an example of how services are billed for the month of February.

January 22nd: The invoice is prepared and submitted to you.

February 1st: One half of the client's total monthly service fee is due.

February 8th: A 10% fee is added if the 1st half of the total month's service fee is not paid.

February 15th: The second half of the total monthly service fee is due.

February 22nd: A 10% fee is added if the 2nd half of the total month's service fee is not paid.

If you have any questions about invoicing or fees, please contact the executive director.

Section 1.4: Frequently Asked Questions

➤ **Is there a minimum attendance required?**

Attendance of at least two days per week is required. Those days must occur on pre-established set days approved by the executive director. Changes to established days, vacation scheduling, and other issues impacting participation in Center programs should be addressed with the executive director. We request a two-week notice for vacations or prior to withdrawing from the program.

If the participant receives Medicaid assistance, he or she must attend for at least six hours on each scheduled day.

If a participant does not attend on a day he or she is scheduled to do so, you will not be reimbursed for that day (unless the Center is closed for a scheduled holiday or inclement weather).

➤ **How are payments handled?**

Payment is required in advance. One half of the total monthly payment is due on the 1st of the month, and the balance is due on the 15th.

➤ **Can I drop off my loved one earlier than 7:30am or pick them up after 5:30pm?**

Our hours are 7:30am to 5:30pm, Monday through Friday. We are unable to open prior to 7:30am, and we do not have staff available after 5:30pm.

➤ **What should I do if my loved one cannot be there on a day he or she is scheduled to be?**

Please call us **before 8am** if your loved one will not attend on a scheduled day. We order lunches at 8am, and an accurate count helps us to control costs.

➤ **What happens if an emergency occurs while my loved one is at the Center? Why have I been asked to provide two phone numbers?**

We must have two working telephone numbers to contact you or someone you designate in the event of an emergency or other situation requiring you to come pick up your loved one. You may be asked to pick up your loved one, and a prompt response is required.

➤ **How are medications handled?**

Medicines must be provided in their original containers and we must have a doctor's order on file to administer any medicines (the prescription itself is not enough). If an order is not provided, you may have to come in to administer the medication.

➤ **What if my loved one's medication or health status changes?**

It is critically important that you notify us of any changes to your loved one's health status or prescribed medications. We need to maintain accurate health records and ensure proper medication administration.

➤ **Can I drop off my loved one without exiting my vehicle?**

To ensure the safety of all clients, your loved one must be brought **into the building** and into the care of a staff member in the morning. Similarly you must come **inside the building** to pick up your loved one in the afternoon.

Section 2.1: Application for Enrollment



Before you begin the application process, please call us. It is our pleasure to guide you through the steps needed to enroll your loved one in our programs.

The process for enrolling a loved one in Adult Care Center programming is straightforward. We look forward to helping you complete the steps needed for us to serve your family. Once you've called us to ensure you are ready to begin, you will follow these steps:

1. Complete the Enrollment Application that begins on the next page. Return it to the center.
2. Make an appointment with a physician for a physical. The physician will need to complete the Physician's Report Form. *****Note: Licensing requirements dictate that your loved one must begin attendance within thirty (30) days of the physician signing the report.**
3. Once the completed Enrollment Application and Physician's Report Form are received, we will call you to schedule the required assessment. We ask that you schedule approximately 90 minutes for the assessment. *****Note: There is a \$50 assessment fee.**

The Enrollment Application follows this page. It is a two-page document that has been designed so that you can pull the two pages out of this packet before returning it to the Adult Care Center upon completion.

Adult Care Center of the Northern Shenandoah Valley, Inc.

Application for Enrollment

Date					
First Name	Middle Name	Last Name		Preferred Name	
Social Security Number	Date of Birth	Age	Place of Birth		
Street Address	City		State	Zip Code	
Home Phone Number	Marital Status <input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> W <input type="checkbox"/> D		Name of Spouse		

Provide directions from the ACC to home

Present Living Situation	Name(s) of Caregiver(s)	
Medicaid Number	Other Insurance Name	Policy Number

Education Level	Former Occupation	Church
Veteran <input type="checkbox"/> Y <input type="checkbox"/> N	Branch of Service	Wartime Service

Nearest Responsible Relative	Relationship	If Employed, Where	
Street Address	City	State	Zip Code
Home Phone Number	Work Phone Number	Cell Phone Number	
Power of Attorney	Guardian		

Advanced Directives (If DNR order is in effect, an original must be on file at the Center)

List the Names of Two Persons Who May be Contacted in the Event of an Emergency			
Name		Relationship	
Street Address	City	State	Zip Code
Home Phone Number	Work Phone Number	Cell Phone Number	
Name		Relationship	
Street Address	City	State	Zip Code
Home Phone Number	Work Phone Number	Cell Phone Number	

Primary Physician	Office Phone Number		
Street Address	City	State	Zip Code

Hospital Preference		Date Last Admitted	
Other Physicians Rendering Care			
Physician Name	Office Phone Number	Type of Care	
Other Services Currently Being Received (give agency name)			Needed in Day Care
Physical Therapy			<input type="checkbox"/> Y <input type="checkbox"/> N
Speech Therapy			<input type="checkbox"/> Y <input type="checkbox"/> N
Occupational Therapy			<input type="checkbox"/> Y <input type="checkbox"/> N
Dental Care			<input type="checkbox"/> Y <input type="checkbox"/> N
In-Home Care (personal care, nursing, home health agency, etc.)			<input type="checkbox"/> Y <input type="checkbox"/> N
Social Services			<input type="checkbox"/> Y <input type="checkbox"/> N
Contact Name			<input type="checkbox"/> Y <input type="checkbox"/> N
Planned Days of Attendance <input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> Th <input type="checkbox"/> F	Hours of Attendance	Full Days <input type="checkbox"/> Y <input type="checkbox"/> N	Transportation to Center by <input type="checkbox"/> Family <input type="checkbox"/> Other (CNA, Para Transit, etc.) _____
Best Time to Schedule Assessment Interview and Visit		When would you like to start?	
Signature of Person Completing this Application			
Printed Name of Person Signing			

Thank you for your time and interest in the Adult Care Center. Please return this form to us and we will schedule an assessment interview. Upon return of this application and return of the completed physician's report form, we will schedule an assessment interview.

We look forward to talking with you soon.

Appendix One: Closures (Holiday Closings)

The Adult Care Center is closed on the following days. You will be notified of exact dates as these holidays and special occasions draw near.

- New Year's Day
- The Friday of Apple Blossom Weekend (Festival's Fireman's Parade)
- Memorial Day
- Independence Day (4th of July)
- Labor Day
- The Thursday and Friday of Thanksgiving
- Christmas Day and either the day before or the day after Christmas (depending on what day the holiday falls on for the year)

If a holiday falls on the weekend, the preceding Friday of the following Monday will be observed as the holiday.

Additional closings may be announced if inclement weather renders local roads dangerous for our clients, their caregivers, and our staff. The decision to close is one not taken lightly, and we do not necessarily mimic the closing decisions made by the local school systems and municipalities. Clients will be notified of closing decisions with ample notice.

Appendix Two: Support Group Information

Information Concerning Local Family Support Groups

Greater Winchester Area Parkinson's Support Group

Where: Winchester Church of God (2080 N Frederick Pike, Winchester, VA 22603)

When: Call Group Facilitator Cheryl Reames at (540) 662-4632

For more information about either of these groups, call the Adult Care Center at (540) 722-2273

ADULT CARE CENTER ATTENDANCE POLICY

Full-time Clients:

5 Days per week at the discounted rate of \$59.00 per day. A total of 7 business days per year are allotted without charge. A minimum two- week written notice for time away is required.

All days beyond the 7 business days are charged at the regular rate per day.

Three to Four days per week attendance:

3-4 days per week are offered at the discounted rate of \$61.00 per day. A total of 4 business days per year are allotted without charge. A minimum two- week written notice for time away is required.

All days beyond the 4 business days are charged at the regular rate per day.

Two- day per week attendance (the minimum required):

Participants attending two days per week are charged the full rate of \$63.00 per day. No days are allotted without charge.

GENERAL

A participant will be discharged after 30 consecutive days non-attending regardless of payment made. An updated Physician's report form, and family meeting is required for readmission.

The Adult Care Center will credit for time spent in the hospital, or rehab with documentation from the medical provider. Discharge papers are required to re-enter the Center.

Approved 8/28/2018

Appendix Three: The Adult Care Center in the News

Here is an article we thought you'd enjoy. If you'd like additional information on our programs (or on the benefits of adult day health services), please call us.

Sixty-Three to Ninety-Nine The Adult Care Center is Here for Your Family

Published by The Observer of Clarke County
April 14, 2016

The Adult Care Center (ACC) in Winchester is a nonprofit offering a vibrant day program for adults with conditions affecting memory and independence. It provides support for the families who choose to keep their loved ones at home.

The ACC serves clients in Winchester, Frederick County, Clarke County, and the surrounding area. It is the only organization in the Northern Shenandoah Valley exclusively dedicated and licensed to provide a day program for adults who need supervision or assistance. The center has formed a strong approach to client engagement, health monitoring, and caregiver support since its establishment in 1993. The ACC aims to keep loved ones in the home and active in the community for as long as possible.

According to Executive Director Jane Bauknecht, the ACC “offers many research-based activities that encourage, engage, and enrich the participant. Effective redirection techniques are used throughout the day as needed.” Age-appropriate activities exercise the mind and body and are both recreational and therapeutic in scope including music therapy, music and spirituality, drum circle, an intergenerational program with children from the Fremont Street Nursery, expressive art, daily exercise including the use of weights and bands, aromatherapy, weekly matinee, and more. These activities “enable persons with conditions affecting memory and independence to be supported through various stages of their disease,” she says.



The ACC is a cost-effective care option for families. “Many households who use the Center are people who have to go to work, but need an affordable place for their loved one to be during the day,” says Bauknecht. “Thus, they drop their loved one off in the morning on their way to their employment, and pick them up when the workday is over.”

Others use the service part-time because “they just need an opportunity to have a few days a week to get chores done, or take a break from the demands of 24-hour care giving,” says Bauknecht. “It is so important to caregivers, who work so hard to take care of their loved ones, also value their own health and take measures to look after themselves.”

The ACC is located in the Snapp Foundry Building on Cameron Street in Winchester. It is open 7:30am to 5:30pm, Monday through Friday. Rates range from \$59 to \$63 per day depending on frequency of attendance. For that rate, participants receive the services of a registered nurse for needs like medication administration and medical monitoring, certified nursing assistance for assistance with personal care, and an activity program planned and implemented by a board-certified music therapist with 16 years of experience. The Activity Director has a full-time assistant and a part-time assistant; the latter is working on her master's degree in music therapy.

The ACC is also a Medicaid provider, and has some limited scholarship grants from the Virginia Department on Aging and Rehabilitative Services for those who are not Medicaid eligible but need financial assistance. Bauknecht points out that the ACC has a contract with the Veteran's Administration. "If funding is available, eligible veterans may be financially supported two days a week at the Center," she says. Also, because registered nurse services are offered, some people may have coverage through their long-term care insurance. The staff of the ACC is its greatest asset. "Day in and day out they come wanting to make it special for our participants," Bauknecht says. Everyone gets involved with the activities, even if those are not necessarily in their job descriptions. "When the [certified nursing assistants] are done with their rounds of personal care, and the drum circle is going on, they are helping to keep rhythm, or assisting someone with their instrument discreetly, thinking about adding range of motion."

All around, the staff members have a solid work ethic and pitch in to ensure quality of care for patients. "Discreet medical care, top-notch certified nursing care, an activity program that is second to none, and staff that does everything from computer work to kitchen duty to end-of-day clean up, I hold this staff in the highest esteem," Bauknecht says. "It's a professional business, but it's a mission too."

Since its founding, the ACC has served several hundred participants across the age spectrum and with a variety of diagnoses. The center resulted from a group called the Aging Forum who formed in the late 1980s and identified an unmet need in the community. In 1993, the ACC opened for four hours a week until it got a grant from the Center on Rural Development in 1994. Over time, the ACC grew and expanded, changing locations until it landed on the Our Health campus in Winchester in 2011.

Bauknecht appreciates the hard work of the Board of Directors who have successfully written two grants from the Administration on Aging. "With those grants, the Center contracted with Michael Rohrbacher, former music therapy professor at Shenandoah University, and studied the seven areas of music therapy," she says. "From this research, a monograph for a college curriculum course was produced."

"The second grant from the Administration on Aging was to study complementary and alternative therapy modalities for persons with Alzheimer's disease in an adult day health care setting," Bauknecht says. "The research project included aroma therapy, horticulture, music therapy, music and spirituality, art therapy, Oshiatu, and hand massage.

These grants really catapulted the Center in its work with dementia clients," she says.

The ACC has also received support from many civic groups, businesses, and individuals who have helped to purchase equipment and supplies for the program.

Going forward, Bauknecht wants to "continue to work on our programming and be the best we can be at creating a good environment for persons with memory loss. And of course write more grants to purchase the things we want to make those great activities happen." She believes in the important work the center does to make a difference for those with memory loss.

Bauknecht makes the values of the center clear, especially approaching their work with compassion and

interest. “We are not merely custodians of care; we are here to make a positive impact,” she says. “Over the years we have seen where our activities can help calm someone who is agitated, and can engage someone who might otherwise be isolated and non-communicative. We have seen where specific exercises can help with range of motion and improve gait and stamina.”

Even clients initially resistant to attending adjust and become engaged within a short period of time. “It is an incredible thing to see a group of persons with memory impairment working together to make music in drum circle, or actively participate in music and spirituality, or paint for an hour on a canvas, or laugh with the person sitting next to them,” says Bauknecht.

The staff at the ACC focus on helping people see not the losses that accompany Alzheimer’s disease. “We want to turn that upside down and say ‘look at all that remains,’ and how can we best honor the dignity of the individual as the disease progresses, and be of the most help,” Bauknecht says.

“Our belief really is, and has been all these years, that our participants need and deserve a welcoming community; one that offers fun and interesting things to do as the person ages,” says Bauknecht. “As the Baby Boomers age, so much is written about healthy aging, staying fit mentally and physically, having options available, etc. Persons with memory loss deserve the same – the opportunity to participate in an environment that is supportive, beneficial, and ever-evolving.”

Part of that beneficial environment is art therapy. “Since 2004, expressive art has been an integral part of ACC’s activity program,” says Activity Director Tara Lescalleet. This program is grant-funded through the Administration of Aging. “As a society we sometimes struggle with age appropriateness, knowing individuals suffering from [Alzheimer’s disease] or other neurological diseases are limited in their cognitive abilities,” she says. “Moving forward in the person-centered realm of thinking, we shift our focus to find ‘abilities’ within ‘disabilities’ by utilizing their preserved strengths to maximize optimum potential.”

Expressive art has become a “go-to activity,” Lescalleet says. It occurs three times a week for about 45 minutes, and clients regularly ask to paint.

People with Alzheimer’s have increasingly limited opportunities to make decisions for themselves as their disease progresses. Art gives people opportunities to make decisions, such as brush size, paint selection, and use of other materials. Some projects are collaborative, allowing individuals to highlight their skill sets without becoming frustrated or overwhelmed.

An art appreciation activity takes place after the session ends. “This allows participants to give each artist recognition and praise for his or her accomplishments,” Lescalleet says. Participants describe the images, discuss what they like or do not like, and name the pieces. “Evoking creativity and emotion take on a new dimension when participants have that kind of recall in the ‘here and now’ moment along with a sense of self-validation.”

The art program is also beneficial for families. “Knowing that their loved one is not emotionally trapped by this disease and they are able to enhance their quality of life in other facets” is “a sentimental gift to the family holding on to that healthy aspect of their loved one’s life,” Lescalleet says.

The ACC’s Art on the Brain program, which holds exhibits all around the Winchester area, comes from their art therapy. “This particular event showcases the center’s artwork by individuals with dementia and also builds a sense of community awareness,” according to Lescalleet.

Music also gives clients a multi-sensory experience that evokes both cognitive and physical responses. The music therapy program addresses everyday skills like communication, cognition, socialization, motor skills, and emotions. Lescalleet says the purpose of the music therapy program at the ACC is to “redirect behavior (such as

anxiety and agitation), restore communication (verbal and nonverbal), maintain cognitive and physical abilities, prevent falls, and overall enhance one's quality of life. Shifting focus from limitation to potential is the obtainable goal in mind."

Music also invites participation in a way each individual is comfortable with. Many people with dementia become socially isolated because of their cognitive limitations. "Incorporating familiar age-appropriate tunes, visual, instruments, and movements using various supplemental materials, encourage the potential for positive outcomes," says Lescalleet.

One-on-one music therapy sessions are now being offered to suit the individuals' goals, and personal music playlists are being developed for each participant. "Our intention is to capture meaningful memories, which in turn facilitate a reflection of each individual's life," Lescalleet says.

The ACC is a one-of-a-kind experience in the Northern Shenandoah Valley for adults who need assistance and their families. The thoughtful programs ensure that clients are continually engaged with the staff and each other, and have opportunities for expression and socialization. Their appreciation for the life experiences of people who are commonly viewed with a deficit perspective ensures that people with dementia are treated with dignity and respect.

*** Corrections: Michael Rohrbacher, a professor contracted by the ACC, was the author of the agency's Administration on Aging grants.

Additionally, the ACC's art program originated from a study conducted to assess complementary and alternative therapies. The study was made possible by a 2004 Administration on Aging Grant, but the program is not funded by the Administration. Art on the Brain and our current art program is funded by the sale of completed works.