



DR. HAROLD S. TREFRY MEMORIAL CENTRE

A Division of The Corporation of the Township of St. Joseph
Seniors and Persons with a Disability Services



Client Handbook

The Dr H.S Trefry Memorial Centre Adult Day Program welcomes seniors and person with a disability living in the community requiring support. Our Program is designed to meet the needs of clients and their caregivers. Individuals with Alzheimer's, dementia, frail elderly, socially isolated or physically disabled, attend the program simultaneously offering caregiver respite.

The Adult Day Program is unique in that it brings Day Program Services to small rural communities. This innovative approach allows elderly and/or persons with a disability to remain closer to their communities and reaches individuals who might not otherwise have access to programming services. The Adult Day Program partners with our other community support services that we offer like Meals on Wheels, Transportation Services and other social events and activities.

HOW THE PROGRAM WORKS

Each program consists of elements that address various aspects of individual client needs. Physical fitness, mental stimulation, good nutrition, outings, socialization and recreational activity. The program supports independence, autonomy and is goal oriented with a focus on maintaining or improving quality of life.

Components of the Adult Day Program all have therapeutic base. Activities conducted are purposeful and meaningful to clients and are outcome based. Regular assessments are conducted with client goals adjusted accordingly.

FITNESS COMPONENT

An important component of the program is physical exercise and active games such as bocce ball, tossing games etc. While these activities are geared to abilities of participants, they are encouraged to only do what is comfortable for them. Group exercises are generally conducted from a seated position and may include the use of resistive therapy bands, balls or other exercise equipment. Additional short walks may be part of the program day. We ask that comfortable clothing and proper footwear be worn. An extra layer of warmth is a good idea as well.



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ACTIVITIES/SOCIAL

Various activities are available at program locations such as word games, bingo, movies, exercise etc. The program is designed to be an enjoyable experience for each client.

NUTRITION/FOOD

Each morning coffee, tea and muffins are served. Nutritious lunches are planned according to the Canada's Food Guide to Healthy Eating/Health Canada's Recommended Nutrient Intake are served at all programs. Many clients, especially those living alone, benefit from healthy lunches low in sodium and sugar. Special diets may be accommodated. Staff are trained in Safe Food Handling. All programs meet standards and requirements set out by Public Health Canada around food handling and storage.

MEDICATION

Medication to be taken during the time that the client is at the Day Out Program must be clearly labelled with the client's name, name of drug, time to be taken and any special instructions. Please note we can assist and encourage clients to take their medication but cannot administer oral or injectable medications. If a client's refuses medication the caregiver will be notified.

Only send the amount of drug needed for one dose. Medication not meeting these criteria will not be given and the caregiver will be notified.

CONSIDER YOUR COMFORT

We ask that comfortable clothing be worn, and proper footwear is essential for safety to minimize risk of falls. An extra layer of warmth for both summer air



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conditioning and winter drafts is always a good idea, as well, any personal care need items such as incontinence products, a change of clothes, hat, sunscreen and sunglasses.

STAFF/VOLUNTEERS

One staff member and at least one volunteer are assigned to each program location. On site staff are responsible for all day supervision of clients, program delivery, meals, attending to personal needs (bathroom assistance etc.) and safe arrival/departure of clients. Staff are required to follow a code of conduct exhibiting professionalism, discretion, and sound judgement at all times.

PROGRAM GUIDELINES

Program activities start at 9:30am and run until 3:00pm, Arrival time may vary based on client need and preference. Attendance is measured in half day, half day with meal and full day. Anything under 3 hours is considered a half day. Clients must be picked up by 3:00pm unless other arrangements have been made. We ask for full commitment to our Day Out Program once accepted. We are constantly managing a wait list and want to ensure everyone that is able can benefit from our program. Each program has a limit of 10 clients.

COST

Daily charges for the Adult Day Program are based on line 260(taxable income) of the client's income tax (if client lives with spouse calculation is based off a combined line 260). Transportation services to and from the program are available and charges are also based off line 260. Clients/Caregivers will be



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invoiced by the Trefry Centre at the end of each month. Payment can be made online, debit, cash, cheque or etransfer. See Appendix A & B for sliding scale.

UNABLE TO ATTEND

It is imperative that the program staff are contacted 24 hours in advance if the client is unable to attend or by 8:30am on the date of attendance if the client is sick. This allows time to plan for meals and other services, particularly if the client uses transportation services. Continuous lack of attendance may result in discharge from the program.

LATE OR ABSENCE DURING PROGRAM

The Dr. H.S Trefry Memorial Centre will monitor client absences to ensure appropriate utilization of program spaces.

A client is entitled to 30 consecutive calendar days of vacation (includes respite care) and 21 consecutive days while hospitalized.

Once a client exceeds the allowed days of leave, they may be discharged from the Adult Day Out Program. In the event of a discharge Home and Community Care will be notified via the Caredove Platform.

Clients living independently, without assistance from a 24-hour caregiver, may choose to be absent for a period of time during program hours for other appointments, etc. If so, that client will be responsible for themselves and will not hold the program staff, agency, or participating sites responsible for any misfortune incurred while away from the program.

MEDICAL EMERGENCIES

In case of a medical emergency, an ambulance will be called, and the client will be taken to the nearest hospital, if required. The caregiver or alternate contact will be notified as soon as possible.



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The Adult Day Program policy is to respect those individuals to whom we provide care. This includes providing an immediate and effective response to emergency medical situations if and when necessary.

The purpose of this policy is to outline the role of the Adult Day Program Leader when dealing with an emergency or life-threatening situation while providing care to a client. Clients are advised that the Adult Day Program does not directly employ any medical staff in the course of providing services to assist with daily living. The Day Out Leader is trained in both first aid and CPR which will be initiated in the event of an emergency. However, it is the policy of the Adult Day Program to ensure that only properly qualified medical personnel make final decisions on medical matters.

PROCEDURE- Medical Emergency

If a client is experiencing a medical emergency, it is the role and obligation of the Adult Day Leader to take all reasonable steps to ensure an immediate and effective response. This includes applying first aid or initiating CPR and by calling 911. For the purpose of this policy a medical emergency includes but is not limited to heart attack, chest pain, seizures, strokes, shock, diabetic emergencies, unconsciousness, poisoning, broken bones, back or neck injuries, serious wounds, choking or breathing difficulties, burns, severe bleeding etc. In all these types of cases the Day Out Leader is to call 911 to receive appropriate medical attention immediately.

This policy applies regardless of any advanced care directive or “Do Not Resuscitate” orders that a client may have. While the Adult Day Leader will initiate emergency medical treatment, only appropriate and trained medical personnel can assess the nature and seriousness of the medical emergency as well as the applicability of an advanced directive, if any.

POOR WEATHER

If the school buses are cancelled due to poor weather, the Adult Day Program will also be cancelled. Staff will make every effort to contact clients/caregivers at



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home to notify of these cancellations; however, listening to the local radio/TV station may be a good idea if poor weather is called for your area.

DISCHARGE CONDITIONS

The Adult Day Program is designed to meet the needs of those with physical disabilities, communication impairment, acquired brain injury, social isolation, progressive health related illnesses and health concerns such as dementia and Alzheimer's Disease.

We recognize that these are often progressive in nature and deterioration of the client's condition may progress to a state when it is no longer possible to maintain safety in the program setting.

Caregivers receive regular updates of client progress. If socially inappropriate behaviour is demonstrated, staff will work with the caregiver to develop a care plan addressing the issues. Incident reports will be filed with management for investigation and further action, up to and including discharge from the program. The Adult Day Program has the right to restrict client participation at any time deemed necessary.

Discharge may also be considered for habitual, un-communicated lack of attendance or accumulation of significant arrears of financial account.

Through the discharge process the Adult Day Program may assist with client transition. Client information may be shared with the transitioning health service provider. Adult day Program staff will meet with the client and/or caregiver to inform the following:

- What to expect during the transition/plan.
- Contact information for the program or service that they are transitioning to.
- Adult Day Program may follow up with client/caregiver within 30 days of discharge, if appropriate or of benefit to the client/caregiver.



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Staff

Dr. H.S Trefry Memorial Centre 705-246-0036

Day Out Leader – Melissa Cripps – dayout@trefrycentre.ca

Manager – Susanne Musso Rains – manager@trefrycentre.ca

Program Assistant – Åsa Chong – assistant@trefrycentre.ca

Transportation Co-ordinator – Cheryl MacKay

transportation@trefrycentre.ca

Day Out Locations & Schedule

Tuesdays – Bruce Station Hall

109 Station Rd, Bruce Mines, ON P0R 1C0

Wednesdays – Elk's Hall

96 Church St, Echo Bay, ON P0S 1C0

Thursdays – Dr. H.S Trefry Memorial Centre

1601 C-Line, Richards Landing, ON, P0R1J0