

The Grand Healthcare System ADHC

Policy and Procedure Manual

Transportation Policy		
Effective Date: July 2, 2019	Revised Date; July 2, 2019 July 7, 2020 June 1, 2020 June 1, 2021 April 1, 2022	Page: Page 1 of 4

POLICY:

It is the policy of the Grand Health Care System that registrants of the ADHC program will be transported to and from the program, dialysis, medical appointments and community outings in a safe and secure manner.

PROCEDURE:

- I. Drivers
 - a. Administrator will only hire drivers with the following qualifications:
 - i. Must have a valid NYS Driver's license
 - ii. Must be at least 21 years of age
 - iii. Must have at least 3 years driving experience
 - b. Administrator will check each drivers' abstract record with the NYS DMV
 - c. Administrator will ensure that drivers complete and comply with in-service training including the following:
 - i. Safe driving at all times, including but not limited to: obey all posted signs and speed limits, hand free cell phone use only,
 - ii. Daily checks of vehicle safety measures including but not limited to the following: seat belt checks, lift operations checks, headlights check, hazard light checks, wipers checks
 - iii. Not exceeding maximum passenger capacity of van
 - iv. Protocol for pick-up and drop-off (see below)
 - v. Community Outings

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- vi. Emergency Procedures (see below)
- vii. Residents' Rights
- viii. Maintaining of records and logs as directed by Administration such as: pick-up and drop-off logs, vehicle maintenance logs, safety check logs

II. Van Maintenance

- a. Administrator will ensure that all vans are maintained for safety, road worthiness and will abide by all State and local regulations, including the following:
 - i. Vans will have valid NYS registration and safety inspection
 - ii. Vans will have current vehicle insurance
 - iii. Van will be checked every six months for maintenance of mechanical and safety operations
- b. Administrator will ensure that Interim repairs on vehicles will be conducted promptly on an as needed basis

III. Protocol for pick-up and drop-off

- a. Drivers will pick-up only those registrants who are authorized to attend for any given day. The list of registrants for each driver's run will be coordinated by the Director of ADHC.
- b. In the event that a registrant cancels their scheduled day of attendance in advance, the driver will be notified by Director of ADHC
- c. In the event that a registrant does not come to the van as expected the driver will call the home and/or wait for 10 minutes to verify

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attendance or absence. The driver will notify the Director of ADHC if registrant will be absent or driver is unable to make contact with registrant.

- d. The driver will assist the registrant to their seat and ensure that seat belt is securely fastened
- e. If a registrant refuses to use the seat belt, the driver will inform the registrant that they cannot transport anyone without a seat belt securely fastened.
- f. Registrants will be transported to dialysis and/or medical appointments on an as needed basis using the same protocols and safety precautions as stated above.
- g. Drivers will assist registrants on the van after the after the program finishes for the transport back home, and will ensure that all registrants have their seat belt safely secured.
- h. If a registrant is being met at home by a caregiver, the driver will allow the registrant to disembark only if their designated caregiver is present. In the event that the caregiver is not present, driver will call the home and/or wait to ensure that resident can be safely supervised.
- i. Driver will ensure proper documentation on all travel logs as directed by the Administrator

IV. Community Outings

- a. Drivers will be utilized for community and off-site activities
- b. Drivers will remain at community event/activity for the entirety of the outing to ensure safe transport back to ADHC.

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Policy for Providing Registrants with Individualized Choice

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October 1, 2019

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September 27, 2019

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POLICY:

It is the policy of the Grand Health Care System that registrants of the ADHC program will be provided choices in the services that they receive to the greatest extent possible based on their individual needs and preferences.

PROCEDURE:

I. Admission Options

- a. Marketers/Screeners will interview potential registrants prior to admission to ADHC and recommend a variety of options in different settings. The different options will include:
 - i. Home care
 - ii. Family care
 - iii. Skilled nursing facility,
 - iv. Assisted living facility
 - v. Adult care facility
 - vi. ADHC
- b. Registrants will be allowed to choose the option/s that best suits their needs and preferences. Family members, guardians, or significant others may assist with their decision-making process.
- c. Interdisciplinary team will document their choice of settings in the interdisciplinary care plan.

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V. Emergency Procedures

- a. In the event of a mechanical emergency or vehicle accident, driver will call 911 and then call the facility.
- b. Driver will not leave registrants alone in the vehicle.
- c. In the event of fire, driver will make every attempt to safely remove registrants from vehicle and away from harm.
- d. In case of a fall by a registrant resulting in injury, the driver will secure the environment and make the registrant comfortable, call 911 and the Director and wait for assistance.
- e. All emergencies, accidents or incidents will be reported to the Director immediately.

See Reopening Transportation Policy for COVID Specific information

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II. Admission Process Protocol

- a. Social Worker or other designated staff member will review with the applicant forms that are needed to be signed for admission.
- b. Family member, guardian or significant other may assist and /or sign on applicant's behalf.
- c. Forms will delineate the various legal and financial rights and protections afforded to the registrant. Forms include but are not limited to:
 - i. Bill of Rights
 - ii. Consent to Treat
 - iii. Consent for Trips

III. Civil and Religious Liberties

- a. ADHC staff will facilitate voting for all registrants.
 - i. Absentee ballots will be arranged as requested by registrants
 - ii. Transportation to polling booths will be provided.
 - iii. No staff member will coerce or persuade registrants to vote against their personal wishes.
- b. ADHC staff will facilitate choice in religious worship for all registrants.
 - i. A variety of clergymen/religious ministers will be invited to give services at the center.
 - ii. Transportation will be provided to places of worship as requested.

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IV. Choice and Privacy of communication and visitation

- a. ADHC staff will allow and direct visitors to the respective registrant. Registrants may choose to visit with anyone or may refuse visits based on their preference.
- b. ADHC staff will provide a private area for communication with any visitors, or medical staff as requested.
- c. ADHC will deliver mail to registrants unopened. Staff may assist registrants in opening, reading or responding to mail as requested.
- d. ADHC staff will assist registrants in sending personal mail or placing phone calls upon request.

V. Choice in grievances and improvement of services at the ADHC

- a. ADHC staff will allow and assist registrants or their representative to present grievances to staff, administrator, operator or governmental official regarding any issue with services at the ADHC
- b. ADHC staff will allow and facilitate individual registrants or their representatives to present their choices for improvement of services at the ADHC
- c. Social Worker will coordinate the monthly Registrant Council meeting whereby registrants will be encouraged to voice their grievance or suggestions for improvement regarding services at the ADHC.

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VIII. Choice in Medical Care

- a. ADHC staff will provide medical care and appropriate assistance with Activities of Daily Living that is courteous, fair and respectful.
- b. ADHC staff will provide care that respects the registrant's privacy and dignity.
- c. Registrants are allowed to choose the physician or care giver of their choice without coercion.
- d. Registrants are allowed to refuse medication, treatment or services. ADHC staff will inform the registrant of the consequences of such refusal and encourage good health choices.

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VI. Choice in Food and Nourishment

- a. Diet order for each registrant will be obtained upon admission from the registrant's Primary Care Physician (PCP)
- b. Dietary Department will provide meals and snacks in accordance with the registrant's diet order
- c. Alternative choice will be offered for each type of diet order.
- d. Registrants may avail themselves of snacks from the nourishments table at any time.
- e. Registrants may make purchases from the vending machine
 - i. ADHC staff will encourage registrants to make healthy choices
 - ii. ADHC staff will assist registrants with purchases from the vending machine if needed

VII. Choice in trips and activities

- a. ADHC staff will post the monthly Activity calendar in a prominent place at the ADHC. To ensure that registrants are integrated into the community, Activities will include a variety of community-based outings and events, including but not limited to:
 - i. Shopping trips
 - ii. Other trips as indicated in the Monthly activity calendar
 - iii. Performances at the ADHC of community entertainers
- b. ADHC staff will encourage participation by registrants for all in house and outside activities and trips.
- c. ADHC staff will allow individual choice for each registrant regarding participation in Activities or for self-directed Activities.
- d. For registrants who prefer to use public transportation, the ADHC staff will assist the registrant to map out and access public transit to their preferred destination.