

Vibrant Aging Community Center (VACC) Center Policies and Admission forms

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Vibrant Aging Community Center (VACC) General Information

We emphasize dignity and bespoke holistic care. With the information provided in these documents, we can determine the eligibility for admission to VACC and create a personalized care plan to suit the physical, emotional, and spiritual needs of our residents. Please take the time to fill out all the forms and sign where indicated. You may also find electronic copies of these documents on our website at www.vibrantagingcc.com. In this packet, you will find forms to be completed by the resident or resident's representative, as well as forms for their doctor or nurse practitioner.

Resident / Resident's Representative Documents:

- Resident & Representative Information*
- Activities of Daily Living Form*
- Health and Medications Information*
- Dietary Information*
- Social, Recreational & Rehabilitative Activities*
- Residency Agreement
- Admission Agreement
- Personal Items Inventory
- Resident's Rights
- Important Phone Numbers
- Evacuation, Disaster and Relocation Plan
- Grievance Procedures

Physician Documents:

- Doctor's/Nurse Practitioner's Report
- Doctor's/Nurse Practitioner's Consent for Administration of Medication
- Doctor's/Nurse Practitioner's Routine's Orders-Current Tuberculosis Test

**Apply by completing and submitting these forms to determine eligibility.*

Please be aware that every document in this packet must be signed before we are allowed to accept a resident into the Vibrant Aging Community Center.

Thank You for Choosing Vibrant Aging Community Center (VACC)

Vibrant Aging Community Center is an Assisted Living resident facility for persons 65 years and above intended to help clients to achieve and maintain goals to enable them to function at their highest level possible. Residents can expect a loving, family atmosphere. Based on the services needed by the resident, monthly costs will range from 1000 to 1500 US dollars (in Ghana Cedis equivalent). The monthly charge will be due on or before the 5th day of each month, payable in advance. New residents are required to pay a security deposit equivalent to one month's full board residential charge to cover incidental costs (e.g., damage to the facility, replacement of lost items, etc.) incurred while in residence at VACC. The security deposit will be refunded in full or in part (i.e., minus any incidental costs accrued by the resident) upon appropriate termination of contract.

Short-term stay: Residents will be charged a weekly full board (covering accommodation, meals, and activities) rate in Ghana cedi equivalent of 60 US dollars per day or 400 US dollars per week. Payment is due upfront.

Application documents can be downloaded for free from our website. There will be a twenty (20) Ghana Cedis charge to obtain the physical application packet at the facility.

Resident's care plans will be reviewed periodically. When a resident's service needs change, as documented in the resident's updated care plan, resident/or their representative will receive at least 30 days written notice before any change becomes effective. Monthly payment must be received on or before the due date. There will be no grace period for paying late. A late charge of 0.1% per day will be assessed for late payments.

Refund Policy

If a resident or resident's representative terminates a residency agreement, with or without notice, as substantiated with evidence of neglect, abuse, exploitation or conditions of imminent danger to the life, health, or safety of the resident, or for failure of Vibrant Aging Community Center (VACC) to comply with the resident's service plan, a refund will be given for all days paid for that a resident does not reside at VACC. A full refund will be given for all days paid for that a resident does not reside at VACC due to the death of the resident. No refund will be given for any days paid for, that a resident does not reside at VACC in the event of hospitalization if the resident plans to return to the facility. No refund will be given if the resident is absent from the facility for a period either for sickness or vacation if the resident plans to return to the facility and chooses to have his or her room reserved until their return. All refunds due, will be paid to the resident or the resident's representative within two weeks from the date of termination.

Services Include

Three nutritious meals plus snacks daily, housekeeping, laundry, vital checks that are ordered by a resident's doctor or nurse practitioner with instructions on how to manage results, monitoring of medication, personal care as needed, daily exercise, planned activities, common area TV, and intercom/local phone service.

Additional Charges

(For requested services, otherwise not provided)

Services include: a hairdresser for services, massage therapist, nail technician, personal outings etc.

All residents must abide by the Home Rules of VACC which include but are not limited to the following:

VIBRANT AGING COMMUNITY CENTER (VACC): HOME RULES

1. Dress (& Good Hygiene) Code

All residents are expected to be attired with clean, comfortable, and decent clothing daily.

2. Communication

Swearing, vulgar language, and aggressive yelling are not tolerated especially in the presence of staff or other residents. When a conflict arises, residents are encouraged first to attempt to resolve the matter with the person involved and then ask for assistance from a staff member if the problem persists. If these 2 steps do not resolve the issue, the VACC Director of Operations (VACC-DO) will facilitate a resolution via a house meeting or some other means. In addition, all speech and communication are expected to be honouring and uplifting.

3. Smoking (VACC is a smoke free facility)

Smoking is not permitted on the premises or in VACC vehicles at any time.

4. Alcohol and illicit drugs

Residents are expected to use discretion in the consumption of alcohol. The use of illicit drugs (e.g. Marijuana, cocaine etc.) are prohibited at VACC.

5. Leaving the Property

Any arrangement to take a resident off the property will have to be made 24 hours in advance. Notification will also have to be given by the staff in charge to the VACC-DO and the resident's representative before the resident leaves the property. Residents are not permitted to leave the property with anyone unless arrangements have been made with the VACC-DO or his/her designee. Residents must fill the Resident Outing Logbook with information on destination and time of departure and return for all outings.

6. Guests Visiting at VACC

VACC residents' guests are always welcome to visit. All visitors, including family, will be expected to arrange with the VACC-DO at least 24 hours in advance. Guests can visit with residents in common areas such as multipurpose room, or on the porches. Visits in client bedrooms will require a signed release from the resident (or resident's representative).

7. Bedrooms

VACC staff will clean residents' rooms and make their beds each day. In addition, there will be daily room checks to ensure the bedrooms are cleaned and kept tidy. Beds are to stay in the designated place to avoid fire hazards. Nothing is to be put directly on bedroom walls.

8. Linens/Bedding

VACC staff will launder bedsheets and bath towels at least once every three days or sooner if needed. Bath towels will be stored in the resident's designated locker. Bath Towels should not be used for removing make-up or mopping floors.

9. Meal Planning

Only the staff, volunteers, and/or residents (on specially planned 'residents as chef' days) who are preparing designated meals should be in the kitchen during meal preparation.

10. Personal Belongings

Residents are responsible for their personal belongings. If items are loaned by residents, VACC won't be responsible for any loss or damage to these items. Residents will be supplied with a monthly quota of basic toiletries (bathing soap, toothpaste, and toilet paper). If a resident needs a non-routine item, he/she is expected to notify staff to assist with obtaining the item. All supplies will be stored in a designated locker for each resident.

11. Vehicle Policy

Personal vehicles are allowed but only by residents who have a valid driver's license, a current registration, and insurance. Originals and/or photocopies of relevant documentation have to be presented to the staff before any resident can drive and/or park a vehicle at VACC.

12. Entertainment

Residents are expected to use discretion while choosing TV programmes. VACC TV will be turned off during scheduled VACC community activities. The VACC TV room is a community entertainment center and programmes need to be in good taste for the viewing pleasure of all residents, and in accordance with the goals and objectives of VACC.

13. Departure

All personal belongings will have to go with residents upon departure. Any belongings that are left behind without making special arrangements with VACC staff, will be considered not wanted by the resident and will be discarded or given away. On the day of departure, a staff person will assist the resident with packing, making sure all their personal items go with them. The resident will be asked to return the items on their inventory sheet, that were added while they were at VACC.

14. Medical and Personal Information

Every medical arrangement and special concerns are to be made/addressed by staff, and every medication will be kept in the designated medication locker. All bills incurred (except transportation for routine doctor's visits) are the responsibility of the resident and/or her guardian.

The Resident or the Resident's Representative will provide the following upon admission (see Admission Agreement):

1. Round-trip transportation for all personal outings and errands.
2. Instructions from the resident's doctor or nurse practitioner, along with a recent medical history and physical exam report, and a statement from the resident's doctor or nurse practitioner that documents that the resident is tuberculosis free.
3. All medications including prescriptions, over-the-counter medications, herbal preparations, etc.
4. Any needed equipment such as bedside commode, walker, wheelchair, etc.
5. All clothing and personal items.

TERMINATION OF RESIDENCY BY RESIDENT OR REPRESENTATIVE

VACC requires a 30-day written notice for termination of residency. If no such notice is given, there will be a prorated charge of 30 days following the date of departure. No written notice will be required if departure is proven to be due to neglect, abuse, exploitation, or conditions of imminent danger to the life, health or safety of the resident, or failure to comply with the resident's service plan or residency agreement.

Termination of Residency Agreement

VACC will provide the resident, or the representative 30 days written notice of termination of the Residency Agreement, however VACC may terminate the residency agreement after providing 14 days written notice to the resident or representative for one (1) of the following reasons:

1. Documentation of failure to pay charges.
2. Documentation of the resident's noncompliance with the Residency Agreement or internal facility requirements.

VACC may terminate residency of a resident without notice if:

1. The resident exhibits behaviour that is an immediate threat to the health and safety of the resident or other individuals at VACC.
2. The resident's urgent medical or health needs require immediate transfer to a health facility.
3. The resident's care and service needs exceed the services that VACC has capacity to provide.

VACC will ensure that a written notice of termination of residency includes the reason for the termination, the effective date of termination, the resident's right to appeal the termination, the VACC grievance procedure, and the refund policy regarding the termination of residency. VACC will, upon termination, provide the following to the resident or the representative:

1. A copy of the resident's service plan
2. Documentation that the resident is free from pulmonary tuberculosis.
3. Phone numbers and addresses of the local area social services agency.
4. A written disposition of the resident's personal belongings.
5. An accounting of all monies.
6. A resident or the representative may terminate residency without written notice for one of the following, as substantiated by a governmental agency:
 - A. Neglect
 - B. Abuse
 - C. Exploitation
 - D. Conditions of imminent danger to life, health or safety.
 - E. VACC fails to comply with the resident's service plan or residency agreement.

GRIEVANCE PROCEDURES

All grievances may be submitted to VACC, House No KS 173/4 (AE827), Windy Bay Avenue, Winneba-Akim Oda Street, Winneba or by calling (055) 391-3412. All grievances will be discussed with the person filing the grievance immediately or as soon as is feasibly possible. If the grievance cannot be resolved in a timely manner between the management of VACC and the person filing the grievance, the matter will be referred to mediation under the Alternative Dispute Resolution Act, 2010, Act 798.

Residents and family understand that the care at VACC will be given to the best of our abilities, using professional judgment, ethics, behaviour, and instead of legal action an arbitrator will be called upon. In the event of emergency, illness or accident, the family will be notified immediately.

VACC is not responsible for valuables of any kind, including jewelry or money and we are not responsible for lost or stolen items. Please take the time to write names on clothing and other personal items in permanent marker and fill out an Inventory of Personal Items form in order to prevent confusion.

ADMISSION AGREEMENT

The Resident or Representative provides:

1. Transportation to and from personal outings and errands.
2. Orders from the resident's physician, along with a recent history and physical. And a statement from the physician that states the resident is tuberculosis free.
3. All medications - prescriptions and over-the-counter drugs.
4. Any needed equipment such as bedside commode, walker, wheelchair, etc.
5. All clothing and personal items.

VACC provides:

1. Transportation to and from doctors' office and VACC sponsored events and outings.
2. Twenty-four-hour assistance with activities of daily living and instrumental activities of daily living.
3. Three balanced meals per day and snacks.
4. Monitoring of medications.
5. Housekeeping and Laundry service of washable items,

RESIDENT'S RIGHTS

1. To live in an environment that promotes and supports each resident's dignity, independence, and engagement.
2. To be treated with consideration and respect.
3. To be free of abuse, neglect, exploitation, and physical restraints or chemical restraints.
4. To have privacy in correspondence, communications, visitations, financial, and personal affairs, hygiene, and related health services.
5. To receive and make private phone calls.
6. To participate or allow the representative or other individual to participate in the development of a written service plan.
7. To receive the services specified in the service plan, and to review and re-negotiate the service plan at any time.
8. To refuse services, unless such services are court ordered and the health, safety, or welfare of other residents or staff are not endangered by the refusal of the services.
9. To maintain and use personal possessions, unless such use infringes upon the health, safety, or welfare of other individuals.
10. To have access to the common areas of the facility.
11. To have financial and other records kept in confidence. The release of records shall be with written consent of the resident or representative, except as otherwise provided by law.
12. To be informed in writing of any change to a fee or charge at least 30 days before the change takes effect or is implemented unless the resident's service needs changes, as documented in the resident's service plan.
13. To submit grievances to VACC supervisory/management staff
14. To exercise free choice in selecting a primary care provider, pharmacy, or other service provider and assume responsibility for any additional costs incurred as a result of such choices.
15. To participate or refuse to participate in social, recreational, rehabilitative, religious, political, or community activities; and
16. To be free from discrimination regarding national or regional origin, gender, and religion and to be assured the same civil and human rights accorded to other individuals.

VIBRANT AGING COMMUNITY CENTER

Evacuation, Disaster, and Relocation Plan

1. In the event of a natural or other disaster where the home is rendered or considered unsafe for habitation, the staff of VACC will implement the following procedures.
 - a. If time permits a few belongings and the medications of each resident will be gathered.
 - b. The residents will each be notified that a temporary removal from the home is necessary.
 - c. If time permits the person listed in the admission paperwork as the one to contact in an emergency, will be contacted to come and pick up the resident.
 - d. If time does not permit, all residents, their medications, and their records will be removed from the home and taken to a designated location until the disaster is considered past and the home declared safe for habitation.
2. There are two designated areas for the relocations of the residents of Vibrant Aging Community Center. One is the Effutu Municipal Assembly, The other Kojo Beedu Community Centre.
3. In the event the entire town of Winneba needs evacuation, any resident whose family cannot come get them, will be transported by the staff of Vibrant Aging Community Center to the Ateitu Police Station.

The following lists are problems that may arise and could potentially cause an evacuation of the residents

INDOOR FIRE

Procedure:

1. In case of a fire that cannot be put out in 20-30 seconds with a fire extinguisher, the home must be evacuated. Residents will be directed to meet at the main entrance of the building, unless it is necessary to exit the rear of the facility and converge at the designated area on the compound.
2. Evacuation of the least ambulatory residents will begin as the more mobile residents are asked to start outside the house,
3. Contact emergency services (fire service/ police emergency) as soon as safely possible with the mobile house phone.
4. In each resident's room, an evacuation plan is hanging on the wall near the door clearly visible (develop evacuation plan for resident's own—review fire service one to see if adequate).
5. Account for all residents.
6. Call the Vibrant Community Center management.
7. Regular fire drills will be conducted.

POWER OUTAGES

Procedures:

VACC has a stand by generator which will be turned on by a designated VACC staff should there be a power outage. In the unlikely event that the generator does not work, each resident will receive a charged flashlight to use in their room (There is a flashlight in each room and batteries in designated locker for each room). All public areas will also be lighted with lamps.

NO WATER

We have a connected reserve water tank on the premises.

Important Phone Numbers

CALL FOR ALL IMMEDIATE EMERGENCIES

Institution/Person	Telephone
Vibrant Aging Community Center Main Office Number	+233 553913412
VACC Director of Operations	+233 244107633
Winneba Police	+233 201056501/246329435 or dial 999
Department of Social Welfare, Winneba	+233 303960597