Attachment B

**Policy: Program Self-Monitoring for Social Adult Day Services**

Social Adult Day Services (SADS) programs should receive formal program monitoring at least every year to ensure compliance with the NYSOFA Social Adult Day Care Program Regulations (Section 6654.20).

**Procedures**

1. Formal program monitoring refers to an on-site program review that uses a

standardized instrument or tool that objectively measures the service provider’s performance and compliance with the contract/program objectives and state requirements.

1. The required self-monitoring tool is the NYSOFA Social Adult Day Services Self-Monitoring Tool.
2. Established on-site self-monitoring procedures must be followed for formal program

monitoring required by NYSOFA and are detailed in procedure #6.

1. Written reports of findings of the program self-monitoring will include items found to be out of compliance with the SADS regulations. Follow-up efforts to ensure that the corrective actions were implemented should be documented.
2. An on-site monitoring visit may occur at any point during the contract if deemed

necessary from information regarding consumer complaints.

6. Procedures for On-site Self-Monitoring of Social Adult Day Services:

1. Tour the program and observe morning routine, including the following:

Participants being dropped off by transportation or caregivers

* weather appropriate clothing and footwear
* wheelchair seatbelts and foot pedals

Staff welcoming and orientating participants

* Eye level communication
* Use of proper names
* Sign-in document
* Medication storage

Appearance and behavior of participants

* Grooming, clean clothes, eye glasses, dentures, mobility needs
* Comfort level, mood, and ability to get acquainted to the environment

Meet participants: introduce self to the group and certain individuals, talk about the day center activities etc.

AM nutrition, preparation and serving

* Meals that meet NYSOFA Nutrition Program Standards (90-PI-26)
* Child and Adult Food Care Program (CACFP) meal/snack components
* Appearance of food and beverages
* Food handling by staff
* Offered choices

Activities scheduled for the day

* Look for board/paper stating the date and activities scheduled

Number of staff, volunteers and participants

* Sign-in documents for staff and volunteers

Direct Care staff job performance, staff/participant interactions

* Staff are aware of participants’ preferences
* Staff promote safety in participants’ movement around tables and chairs and placement of mobility devices
* Staff anticipate participants’ needs for supervision, monitoring and personal care
	+ Knowledge of special diets, toileting and medication schedules
	+ Provision of reassurances for confused participants

Space and environmental concerns

* Accessibility, cleanliness, safety (egress: risk of wandering, risk of injury) of personal care areas (bathrooms, showers/tub, beautician salon, laundry facilities), food preparation area, and storage (medication, personal care items, participants clothing, food storage, activity supplies and equipment)
* Exit signs, fire plans, fire pull boxes, fire extinguishers in place and operational
* Snow removal or other outside environmental considerations to maintain safety of participants’ (if warranted)

 Observe AM scheduled activities and staff/participant interactions

* Is the activity scheduled being conducted?
* Are individual or small group activities being offered or just large group?
* Does the program space have appropriate tables, chairs and lighting, especially for small motor activities?
* Is there adequate staff and volunteers to provide individual assistance to the participants if needed to facilitate expected response to program?
* What types of interventions are used by staff for participant’s behavioral issues?

b. Review Policies and Procedures, activities calendars

c. Observe lunch being served and staff/participant interactions

* CACFP meal/snack components
* Appearance of food and beverages
* Food handling by staff
* Offered choices?
* Quality of dishes, cups, utensils and adaptive equipment
* Positioning
* Socialization and supervision during meal
* Level of prompting/hands on assistance needed

d. Review participant files

e. Observe PM scheduled activity and staff/participant interactions

f. Review staff and volunteer personnel files, job descriptions, payroll/time cards, contracts

g. Review training records

h. Review how staff obtain and report participant information regarding care plans

i. Meet caregivers and others as appropriate

j. Review findings: best practices and regulatory compliance