



**Kanawha Valey Senior Services  
1710 Pennsylvania Avenue  
Charleston, WV 25302**

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**“Our Place” Family Handbook**



**The mission of Kanawha Valley Senior Services, Inc. is  
*helping seniors age successfully* through a wide variety of  
programs and services.**

*Kanawha Valley Senior Services Inc. operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act.*

## WELCOME

Welcome to “Our Place” at Kanawha Valley Senior Services! We are dedicated to ensuring that your loved one feels warm and welcomed by our trained Life Enrichment staff. The purpose of this handbook is to help you understand what to expect from “Our Place.”

The programming we use is based on “The Best Friends Approach.” This approach emphasizes stimulating the whole person, cognitively, physically, and socially. Our program is designed for memory enhancement and life enrichment for which our staff has been trained.

For families, our program offers an opportunity to have respite from the demands of caregiving. It provides peace of mind that your family member is in a loving, safe and supervised environment. Caregiver counseling and support is also available.

### Hours of Operation

“Our Place” is open Monday-Friday from 8:30am to 3:30pm. Drop off begins at 8:30am. For consistency in the daily routine of friends and loved ones at “Our Place,” we do not take drop-offs between the hours of 11:30am and 12:30pm. If a loved one will be eating with us, they will need to be here prior to the start of lunch at 11:30am. Should they need to come in the afternoon after 12:30pm, we request that they eat prior to arrival, as snacks are not served until 2:30pm. Pick-up is no later than 3:30pm. Late pick-up fee is an additional \$15.00 per every 15 minutes over.

### Attendance and Confirmation Calls

At “Our Place” we strive to meet the needs of as many families as we can. While we understand emergencies and medical issues do occur, it is important to keep open lines of communication with the program manager and life-enrichment staff. Each morning that your loved one is scheduled to attend, you will receive a confirmation call. You will see Kanawha Valley Senior Services on your caller ID. Please make sure to answer the call to confirm your loved one will attend for the day, and if they will be eating KVSS lunch. As the family caregiver, you are responsible for notifying us twenty-four hours prior to the day respite services are provided if services are not needed. Due to the high demand for our service, if your loved one does not attend at least half of their scheduled time, release from the program will be considered.

### Drop-Ins

In certain instances, your family may be considered eligible to participate on a “drop-in” basis. Families on the “drop-in” list must call by 9:00am on the morning they wish to attend to check availability for that day. **This service is only available to families who have been previously established with “Our Place” and must be approved by management.**

### **Drop-off and Pick-up Procedures:**

When dropping off your loved one, make sure to accompany them through the KVSS building and into "Our Place." You will need to check their locker and assist in putting their belongings away. A staff member will greet you and escort our friend to the appropriate gathering area. Do not leave without making sure that a staff member is present.

When you re-enter the facility at pick-up, be sure to check the locker again for any items that need to be taken home or replenished. Staff will be available for assistance with pick-up but are not able to escort your loved one from the building.

All pick-up persons must be listed on the appropriate form. If for any reason the staff do not recognize the person picking up, they will ask to see identification. Please make sure anyone who does not pick up regularly, or is there for the first time, brings a valid photo ID. An emergency pick-up person may be added *by the family caregiver only* and must show proper identification. Any unauthorized attempts at pick-up will result in a call to the primary caregiver.

### **Meals and snacks**

Lunch is served from 11:45am to 12:45pm. If your loved one requires a specific diet, please make sure to bring lunch with you when you drop them off. KVSS monthly menus are posted on the bulletin board and available to take home at any time.

Snacks are provided by KVSS and served at 2:30pm. They may also be brought from home if desired.

### **Personal Belongings**

It is the responsibility of the family caregiver or drop-off/pick-up person to check the lockers each day to make sure that your loved one has the necessary items they will need in case of an accident, i.e., a change of clothing, depends, toiletries, etc.

### **Hygiene and Attire**

When bringing your loved one, please make sure that they have clean, unsoiled, clothes and under garments. If an issue occurs on the way into the center please make sure that they are cleaned and changed before dropping them off to a staff member. Cleaning and bathing must be kept up at home. If there is a strong aroma of body odor, you may be asked to clean your loved one with wipes or bathe them before they can return.

### **Donations**

“Our Place” is grateful to accept your donations at any time. Donations can be made on the website at <https://kvss.org/donate/> or by calling in (304)348-0707. Checks can be made payable to Kanawha Valley Senior Services and may be given to the program manager.

### **Inclement weather**

In the event of inclement weather, a staff member will contact you prior to drop-off with instructions. If “Our Place” needs to close unexpectedly, you will be contacted for pick-up and staff will remain with your loved one until you arrive.

## **Holidays**

### **KVSS ADULT DAY PROGRAM DOES NOT OPERATE ON THE FOLLOWING DAYS**

New Year's Day- January 1

Labor Day – 1st Monday in September

Martin Luther King Jr. Day –3rd Monday in January

Columbus Day – 2nd Monday in October

President's Day – 3rd Monday in February

Veteran's Day – November 11\*

Mandatory Staff Training Day – March TBA

Thanksgiving Day–4th Thursday in November

Memorial Day – Last Monday in May

Friday following Thanksgiving Day

Juneteenth Day – June 19\*

Christmas Eve – December 24\*

West Virginia Day – June 20\*

Christmas Day – December 25\*

Independence Day-July 4

\*When a KVSS holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

## **Physical Abilities**

“Our Place” is a social model only program and is not designed to provide skilled nursing care. Our participants need only minimal physical assistance. If your loved one becomes non-ambulatory and/or incontinent and requires maximum physical assistance for activities of daily living, they may no longer be eligible for the congregate program. This includes the need for extensive assistance or total dependence transferring, walking, and/or feeding. Release from the program may also be considered if your loved one starts to develop a swallowing or choking problem.

## **Behavioral and Cognitive Abilities**

At “Our Place,” we provide quality care to those experiencing cognitive decline. As a social model only, we may be unable to provide care if your loved one starts exhibiting assaultive and menacing behavior, or sexually inappropriate behavior which cannot be diminished by intervention or redirection by our staff. Additionally, if your loved one is

continually trying to leave the premises and is unable to be soothed enough to return to the group, “Our Place” may no longer be a suitable option.

### **Medical Emergencies or Complications**

KVSS Our Place is not a medical model or healthcare provider, however, our staff are trained in CPR and First Aid. In the event your loved one does experience a medical emergency on site we will call 911 and take steps to assist. The family representative or designee will also be alerted.

### **Representative or Designee**

Before enrollment into the program a copy of any documents related to Power of Attorney, Medical Power of Attorney, or Dual Power of Attorney are required to be placed on file with KVSS.

### **Medications**

If your loved one requires medication while they are attending the day center and able to take them without the assistance of staff, please make sure that you have the medication already dispensed into a pill container marked with the name of the medication, dosage, and what time it is to be given. We will only prompt your loved one to take the medication at the designated time on the container. We CANNOT dispense the medication directly from the pill bottle as we are not designed to provide this type of care as a Social Model.

### **Payments and Billing**

Payments are to be made directly to Kanawha Valley Senior Services Inc. and can be delivered to the Family Caregiver Program Manager. Payment is due by the last day of the month in which the bill is received. Non-payment after one (1) month will result in suspension of services. KVSS maintains billing records that include payment information

and documentation of the services provided to you. Your information may be used to obtain payment from you, Medicaid, Medicare or (in some cases) your insurance company, or other third parties. In certain instances, we may also contact Medicaid, Medicare, or (in some instances) your insurance company to verify coverage for your care and/or to notify them of upcoming services that may need prior approval. For example, we may disclose information about the services provided to you to claim and obtain payment from Medicaid, Medicare or (in some instances) your insurance company or other third party.

### **Appointments and Office Hours**

If you need to speak to management, please make sure you call to set up an appointment. Office hours are Monday through Friday 8am to 4pm and you can reach the Family Caregiver Program Manager at 304-348-0707 ext. 305.

### **Attachments**

- "Our Place" Handbook Acknowledgement
- FAIR In-Home and Adult Day Care Program Service Recipient/Family Caregiver Rights and Responsibilities Form
- Notice of Privacy Practices
- Personal Conduct Policy Form
- Media Agreement
- Drop Off Policy
- Care Receiver Pick-Up Authorization Form
- State Cost Share Schedule
- Federal Cost Share Schedule
- FAIR Program Agreement
- Adult Day Care and In-Home Private Program Agreement