



## NORTH YORK SENIORS CENTRE

# *A DAY AWAY*

A club for the body, mind and soul

NORTH YORK SENIORS CENTRE  
80 SHEPPARD AVENUE WEST  
NORTH YORK, ONTARIO, M2N 1M2  
Phone - (416) 225 - 1231 Fax - (416) 225 - 9867

*A Day Away* club is a social/recreational program for seniors who are physically frail and/or cognitively impaired, who need a safe and professionally staffed environment where they can enjoy themselves in the company of their peers and a caring staff. It is our goal to encourage and develop greater self esteem, independence and a greater connection to the community where people live. Our program tries to take into account each person's cultural, emotional, physical and spiritual needs. We also provide both formal and informal supports to our clients and caregivers.

### GETTING STARTED

Individuals in the community who would like more information on the program are invited to call us at (416) 225-1231 and ask for *Intake* where questions will be answered and their suitability will be determined. Once their interest and eligibility is established, the supervisor will call the client or family directly to set up an interview in which an assessment will be conducted in the program. At the assessment, the family will be given plenty of time to ask questions, tour the facility and establish a start date. All details will be finalized during this meeting.

### PROGRAM FORMAT

The program is offered 5 days per week Monday through Friday inclusive and, depending on availability, clients can attend two to three days per week. While the format of our program remaining the same; morning warm up, current events, exercise, hot lunch, brain teasers, and afternoon programming, the content changes on a daily basis. This allows for a certain amount of predictability and comfort on one hand, and stimulation and change on the other hand. However, we do have days that are completely different; we call them *special events*. Even on our special event days, there is a large measure of predictability in how the day is organized.

## **ATTENDANCE**

During your in-program assessment, the supervisor will assist potential clients and their caregivers in choosing the day(s) that best suits their schedule and interests. The program day(s) and fees will be determined prior to the commencement of attendance. If clients or caregivers request a change in attendance days, they can contact the Team Leader at ext. 25 to discuss the possibility. If clients know that they will be absent on their scheduled program day, they must contact the staff 24 hours in advance to cancel. Failure to cancel within the 24 hour timeframe will result in full billing for that day.

## **MEALS**

Clients will be provided a nutritious meal at lunchtime. All our clients dietary concerns will be assessed prior to their initial visit and accommodation can be made for a number of specific dietary needs and concerns. Kosher and vegetarian meals can be requested. Our meals generally consist of soup or salad, meat (chicken or fish), a starch such as potato or rice and a vegetable. This is finished with a low calorie dessert with tea and coffee.

## **TRANSPORTATION**

Transportation to and from *A Day Away* club is the responsibility of the client or their family/caregiver. The person escorting the client should assist them into the building and into the care of a staff person. For those clients who do not have access to their own transportation and who live in our catchment area, transportation may be available. This service will be provided for an additional fee. An escort will accompany the transportation along with the van driver should the need arise.

## **MEDICATIONS**

All information regarding client medications will be gathered during the initial assessment. If any medications are required to be taken during program hours, staff will supervise the self-administration of the medication. Only prescription medications should arrive with the client in a properly labelled, sealed and signed envelope. Medications are given to clients at 11:30, 12:30 and 1:30 only. It is the responsibility of the caregiver/family to inform staff of any changes to medications.

## **EMERGENCIES**

In case of an emergency, 911 will be immediately called and basic first aid will be administered if required. The client's emergency contact person will be called and informed of the situation as soon as possible.

## **TERMINATION OF PARTICIPATION**

It is possible that participation of a member may be terminated due to various factors. Such factors may include needing an increased level of care beyond which we are able to provide or behaviours that may jeopardize the safety and well being of other clients and/or staff. Alternative arrangements for care will be discussed and when possible, a graduated decrease in

service will be discussed with the client and family.

### **CAREGIVER SUPPORT**

The supervisor facilitates a formal, open-ended support group on the last Thursday of each month for caregivers who have their loved one in the program. This provides a greater continuity of care to families who are able to access this important resource. The support group provides information on community resources on a variety of topics as well as much needed peer support. For those who are not able to attend, one-to-one support and information is always available to any family who requests it. For more information on these services, please call the supervisor at ext. 11.

### **NEWSLETTERS & CALENDARS**

We produce two newsletters on a quarterly basis. Fall and spring we distribute our *Caregiver Connections* while in the winter and summer we distribute of *A Day Away Connections*. They will be included with your itemized bill during these months. They are informative and helpful in keeping you up-to-date on activities and events. Our program Calendars', sent monthly in billing, provide information on upcoming events. Both communication tools are important in keeping you informed and can be used to generate conversation with your loved one about their life and involvement at North York Seniors Centre.

### **HOURS OF OPERATION**

Program hours are from 10:00 a.m. to 3:00 p.m. however, extended hours may be available upon request. Our phone number is (416) 225-1231. If we are unable to answer the phone in person, please leave a message on the answering machine and your call will be returned as soon as possible.

### **FEES**

Full Program Day	\$25.00
Transportation	\$ 4.50 one way

\* An itemized bill will be mailed to your home every month. Please keep all invoices for tax purposes.