



1.31MN Assisted Living with Dementia Care Additional Required Policies

POLICY:

Because Encore has an Assisted Living with Dementia Care license, in addition to the policies and procedures required for the community written policies and procedures must address the following list.

In addition, these policies and procedures must be provided to residents and the residents' legal and designated representatives at the time of move-in. The policies will be provided with direction on how to access via Encore Website.

Policy	Location
Philosophy of how services are provided based upon the assisted living facility licensee's values, mission, and promotion of person-centered care and how the philosophy shall be implemented	1.32MN
Evaluation of behavioral symptoms and design of supports for intervention plans, including nonpharmacological practices that are person-centered and evidence-informed	1.33MN
Wandering and egress prevention that provides detailed instructions to staff in the event a resident elopes	1.34MN
Medication management, including an assessment of residents for the use and effects of medications, including psychotropic medications	1.35MN
Staff training specific to dementia care	1.36MN and 1.42MN
Description of life enrichment programs and how activities are implemented	1.37MN
Description of family support programs and efforts to keep the family engaged	1.38MN
Limiting the use of public address and intercom systems for emergencies and evacuation drills only	1.40MN
Transportation coordination and assistance to and from outside medical appointments	1.39MN
Safekeeping of residents' possessions.	1.41MN



PURPOSE:

To comply with regulation 144G.82 Subd. 3.

RESPONSIBILITY:

Administrator



1.32MN ALDC Dementia Care Philosophy

POLICY:

As an Assisted Living with Dementia Care licensed community, Encore supports person-centered dementia services.

PURPOSE:

To ensure Encore dementia services are person-center focused to provide the most individualized care to our residents.

RESPONSIBILITY:

All Staff

PROCEDURE:

1. **Philosophy of dementia care services:** At Encore, our mission is to enhance the quality of life to those we serve in a homelike environment and with a commitment to be compassionate in all we do. Our goal is to provide care and services in a dignified and respectful manner through a collaborative team approach. We strive to build relationships and enhance the assisted living and memory care experience through a culture of integrity, compassion, quality and diversity. We aspire to operate a company where employees, residents and families feel a sense of community.
2. **Encore's Mission:** Our mission is to enhance the quality of life to those we serve in a homelike environment and with a commitment to be compassionate in all we do. Our goal is to provide care and services in a dignified and respectful manner through a collaborative team approach.
3. **Encore's Values:** Our core values of integrity, compassion, quality and diversity drive our decision-making and guide our actions. We create homes, we cultivate community and we enhance lives.
4. **Encore's Promotion of Person-Centered Services:**
 - a. Resident-Centered Systems for Getting to Know Residents: upon admission, resident is interviewed to learn their life story to determine their history and current wants and needs. Their preferences are a priority.
 - b. Universal worker approach: At encore, all staff are expected to be a universal worker as no duty is "not my job". This allows management and front line staff have the same approach with putting resident care first.
 - c. Maximizing independence: once we learn their preferences, this allows us to maximize their independence. Residents go to bed and wake up when they want to, bathing choices are based on residents' preferences, individualized medication administration (not a line up), and activities that interest the resident rather than "one size fits all" approach.



- d. The move in experience emphasizes building relationships and feelings of home, not a medical admission. Upon move in, residents are introduced to other residents within the community. Staff are notified of the move in and introduce themselves to the new resident. Residents experience orientation to the community similar to a new staff member, so they know where to go and where to find information needed.
- e. Culinary engagement: residents have the opportunity to weigh into the culinary menu options during resident council held monthly.
- f. Home like environment for living: self-contained living, 24 or fewer residents in small scale floors/units, space is personalized, outdoor spaces are used and enjoyed, common areas are personalized and feel more like home, and noise reduction.



1.34MN ALDC Wandering and Elopement

POLICY:

As an Assisted Living with Dementia Care licensed community, Encore has systems in place to manage wandering, minimize opportunities for elopement, and procedures in place to implement when a resident is missing or elopes.

PURPOSE:

To ensure resident safety and reduce the risk of elopement within our community.

RESPONSIBILITY:

All Staff

PROCEDURE:

1. Systems in place to minimize opportunities for elopement include:
 - a. All exit doors in the memory care unit are secured and unlockable only by egress and fob
 - b. All residents in memory care who are at risk to elope or wander will be encouraged to wear a bracelet individualized to them that will alert staff if they are attempting to exit. If resident representative denies use of bracelet, a negotiated risk agreement will be in place and documented in the resident record.
 - c. Only staff member fobs will be able to deactivate a door alarm.
 - d. Family members with fobs will be unable to enter or exit the unit if there is a resident near the secured doors.
 - e. If a locked egress is started on the door, an audible alarm will sound at the door and an alert will be sent to the staff pagers with notification of which door is egressed and which resident is present at the door.
 - f. After 15 seconds of egress, the door will unlock which will provide a different audible alarm and an additional alert will go to the staff pagers with notification of which door is breached and which resident is present at the door.
 - g. An elopement assessment is completed upon admission, at 14 days, with every change in condition and routine assessments not to exceed 90 days from last assessment. Elopement assessment results are embedded into the resident individualized service plan with interventions if applicable.
2. See Policy 10.12MN for procedures to follow for missing residents.



1.35MN ALDC Medication Management

POLICY:

As an Assisted Living with Dementia Care licensed community, Encore provides medication management for residents with Alzheimer's disease or other dementias. Medication Management services will follow standard medication management processes. Psychotropic use will be assessed during the assessment process and addressed in the service plan.

PURPOSE:

To ensure appropriate assessment of medication use and management.

RESPONSIBILITY:

Director of Wellness

PROCEDURE:

1. Medication management for residents with Alzheimer's disease or other dementias follows Encore's standard medication management policies.
2. In addition, for residents with Alzheimer's disease or other dementias, Encore includes, as part of the medication assessment, a focus on psychotropic medications and potential nonpharmacological plans if psychotropic medications are not beneficial, necessary, appropriate, or indicated.



1.36MN ALDC Additional Dementia Staff Training

POLICY

It is the policy of Encore that staff who work with residents with Alzheimer's disease and other dementias have proper training for the tasks assigned.

PURPOSE:

To ensure staff are appropriately trained to care for residents with Dementia.

RESPONSIBILITY:

All Staff

PROCEDURE

1. New hire orientation and in-service trainings will be conducted using various training methods, as determined by the trainer. These may include classroom style, web-based, video, one-on-one training, etc.
2. Training will be documented and will indicate staff knowledge and understanding of such training.
3. Persons conducting such training will be qualified to train in the care of individuals with dementia. Qualification will include the following:
 - a. Two years or work experience related to Alzheimer's disease or other dementias, or in other health care, gerontology, or another related field, and;
 - b. Has completed and passed training approved by MDH.
4. The Administrator will complete at least ten hours of annual continuing education training related to the care of individuals with dementia. These ten hours of training are included in the Administrator's annual required hours of training. Training must include medical management of dementia, creating and maintaining supportive and therapeutic environments for residents with dementia, and transitioning and coordinating services for residents with dementia.
5. Staff Training
 - a. Staff will be trained to provide a person-centered care approach.
 - b. All direct care staff assigned to provide care for residents with dementia will be trained to work with residents with Alzheimer's disease and other dementias.
 - c. Staff training will include the following topics:
 - i. Understanding cognitive impairment, and behavioral and psychological symptoms of dementia; and
 - ii. Standards of dementia care, including nonpharmacological dementia care practices that are person-centered and evidence informed.
6. Encore will conduct retraining of staff when it is determined a staff person is not demonstrating competency when performing assigned tasks. If retraining does not result



in competency, Encore will identify additional steps it will follow to ensure the staff person achieves competency, the time frame for completing the additional steps, and the actions the facility will take to protect resident's rights (when applicable) until competency is achieved.



1.37MN ALDC Life Enrichment Program, Activities and Outdoor Space

POLICY:

As an Assisted Living with Dementia Care licensed community, Encore strives to provide valuable activities and life enrichment programs for residents with Alzheimer's disease or other dementias. The Life Enrichment Program at the community will be person centered, and encompass all residents living in the communities' interests and be tailored to their abilities.

PURPOSE:

To ensure the Life Enrichment program is implemented appropriately and individualized to the resident preferences in the community.

RESPONSIBILITY:

Administrator
Life Enrichment Director

PROCEDURE:

1. Activities and life enrichment programs are implemented in the following manner:
 - Life Enrichment Director will complete activity assessment as laid out in Activity Assessment policy.
 - Life Enrichment Director will develop a new monthly calendar each month
 - The calendar will have a balance of activities that reflect the interests of residents as expressed on the resident activity assessment.
 - Activities will contain a variety of social, spiritual, physical, cognitive/intellectual, and sensory activities.
2. Each resident must be evaluated for activities according to the licensing rules of the community. In addition, the evaluation must address the following:
 - past and current interests
 - current abilities and skills
 - emotional and social needs and patterns
 - physical abilities and limitations
 - adaptations necessary for the resident to participate, and
 - identification of activities for behavioral interventions
3. An individualized activity plan must be developed for each resident based on their activity evaluation. The plan must reflect the resident's activity preferences and needs.
4. A selection of daily structured and non-structured activities must be provided and included on the resident's activity service or care plan as appropriate. Daily activity options based on resident evaluation may include but are not limited to:
 - occupation or chore related tasks



- scheduled and planned events such as entertainment or outings
 - spontaneous activities for enjoyment or those that may help defuse a behavior
 - one-to-one activities that encourage positive relationships between residents and staff such as telling a life story, reminiscing, or playing music
 - spiritual, creative, and intellectual activities
 - sensory stimulation activities
 - physical activities that enhance or maintain a resident's ability to ambulate or move, and
 - outdoor activities
5. Access to secured outdoor space and walkways that allow residents to enter and return without staff assistance must be provided.
 6. Each resident with Alzheimer's disease or related dementias will be evaluated to determine the resident's desire to participate in outdoor activities or be outdoors. Such information will be incorporated into the resident's activity service or care plan.
 7. When desired and appropriate for safety, residents will have regular access to outdoor space.



1.38MN ALDC Family Support

POLICY:

As an Assisted Living with Dementia Care licensed community, Encore strives to provide family support programs and family engagement.

PURPOSE:

To offer support to family members of residents with Alzheimer's or other dementia.

RESPONSIBILITY:

Administrator
Director of Wellness

PROCEDURE:

1. In addition to our Family Council, Encore offers the following outreach to family members of residents with Alzheimer's disease or other dementias in order to keep family engaged and supported:
 - a. Change of condition care conference
 - b. 90 day care plan review care conference
2. Support must be offered to family and other significant relationships on a regularly scheduled basis but not less than quarterly.



1.39MN ALDC Transportation Coordination

POLICY:

As an Assisted Living with Dementia Care licensed community, Encore will help assist with coordinating, within reason, transportation to and from outside appointments for residents with Alzheimer's disease or other dementias.

PURPOSE:

To assist residents unable to complete the setting up of transportation for appointments on their own.

RESPONSIBILITIES:

Administrator
Director of Wellness
Associate Administrator

PROCEDURE:

1. Administrator, Associate Administrator or Director of Wellness may assist the resident in scheduling transportation per resident request, within reason.
2. Encore does not provide transportation to and from appointments or assist with the cost of transportation.
3. Resident or resident representative must notify Encore at least one week prior to the appointment with the request to assist with scheduling transportation.



1.40MN ALDC Use of Intercom

POLICY:

As an Assisted Living with Dementia Care licensed community, Encore strives to create a calm environment for residents with Alzheimer's disease or other dementias.

PURPOSE:

To support a calm environment for the community.

RESPONSIBILITY:

All Staff

PROCEDURE:

1. Encore does not use any public address system or intercom system for emergencies, evacuations, and drills.



1.41MN ALDC Safekeeping of Resident Possessions

POLICY:

As an Assisted Living with Dementia Care licensed community, Encore has a variety of approaches in place to support the safekeeping of residents with Alzheimer's disease or other dementias possessions.

PURPOSE:

To protect resident's possessions brought into the community.

RESPONSIBILITY:

All Staff

PROCEDURE:

1. Staff are trained on the importance of respecting residents' possessions
2. Staff are prohibited from borrowing money or possessions from residents
3. Staff are trained on exploitation as defined in the Minnesota Vulnerable Adults Act
4. All staff are trained as mandated reporters under the Minnesota Vulnerable Adults Act
5. Families and Residents will be encouraged to remove all valuable items from the community, however if requested, Encore will provide a locked drawer in each resident's living space.