



Client Handbook

Operating hours: Monday- Friday 9:00am -6pm

Saturday – 9am-1:30pm

Welcome!

Ageless Moments will ensure that everyone on-site contributes to the warm, nurturing environment that our clients expect and deserve

One-on-one attention is valued highly at Ageless Moments. We never want our clients to feel ignored or have anything less than an exceptional experience

We take pride in making our center a home away from home

We provide a variety of social and recreational activities, health, wellness programs, educational, special events and lots more available throughout the entire year.

Family involvement is welcomed. Weekly family updates as to how your family member is doing physically and mentally by trained professionals. (15-minute scheduled appointments)

Monthly family night socials (3rd Thursday) music, light refreshments, games and much more.



Mission and Objectives

At Ageless Moments Adult Social Daycare, our staff is excited and ready to provide our clients and loved ones with the enrichment they need while providing the nurturing social environment they deserve.

One of our main objectives is to provide our clients with a renewed sense of independence within a safe and nurturing environment. All our staff are highly skilled, trained, and passionate about working in the field of adult daycare.

We provide our clients with caring supervision, as well as valuable social activities that allow for a renewed sense of independence

In addition to our daily activities, Ageless Moments Adult Social Daycare also offers monthly support groups and individual meetings for family members caring for their loved ones and looking for assistance with the daily supervision of their loved ones.

The safety of our clients is important to us as we continue to monitor Covid 19. The safety of our staff and clients requires all to be vaccinated unless appropriate medical documentation is provided. (Decision based on owners' discretion)



Client's rules of admission and participation

Pre-registration is required: There is a no walk-in policy. Your name must appear on the daily roster for admission. This allows us to be compliant with safety codes.

Aides may not be allowed to accompany a client to assist in their participation. Clients will need to be self-sufficient to attend.

Only dogs recognized as service animals, under Titles II and III of the ADA, are permitted

Program payments are non-refundable or transferable. (in case of a medical emergency, contact the facility and obtain a doctor's note for refund eligibility)

When attending the facility please make sure that your phone is on vibrate as a courtesy to others. (we will make exceptions for clients that will need to hear their ringtone)

Consumption of food will be permitted in designated areas only.

For inclement weather, Ageless Moments will follow the guidelines set forth by the Municipal township and by the owner's discretion. Updated information can be found on the website. Once a decision has been made for late start or early dismissal, family members will be contacted.

Clients are expected to conduct themselves in a manner that is respectful of the safety of themselves and others.

Any activities that may present a danger to self or others will be prohibited

Proper hygiene is required. Clients must adequately tend to personal hygiene. Shower assistance is available for clients at the facility. Clients must have a change of clothing available.

Appropriate attire required

Fighting others or staff will not be tolerated and will be considered a ground for dismissal.

Language or behavior that is loud, obscene, threatening, abusive or insulting to staff or others can be considered for dismissal. This includes verbal attacks, disparaging remarks, or threats towards staff, volunteers, or peers will be tolerated.

All activities shall be conducted on a non-discriminatory basis with regards to race, color, sex, religion, ethnicity, national origin, sexual orientation, gender expression, disabilities, education level, socioeconomic status, veteran status, or marital status

Gambling, drinking alcohol, taking drugs and smoking is prohibited in the facility.

Prescription medication impairment which interferes with motor skills will impede participation in certain activities. (to be determined)

Destroying of property, damage to property or stealing will not be tolerated.

Inappropriate touching of other clients, staff, or volunteers will not be permitted or tolerated.

Maintaining a clean environment always requires client and staff to clean up after themselves.

Clients must be able to function and move around safely and independently.

Clients must follow staff instructions as they are presented for the safety of the clients.

Clients and staff members must resolve conflicts and differences in a manner characterized by respect and civility.

No weapons loaded, unloaded, licensed or unlicensed are allowed in the facility.



Payment and obligation forms

1. All payments are to be made at the beginning of the week or the beginning of the month depending on payment obligations.
2. No cash payments will be received on site: credit cards, checks, or online payments will be accepted.
3. NO one day payments will be permitted. Clients can sign up for two or more days including monthly packages.
4. Daily rates \$160.00 Monday to Friday Saturday rates \$103.00
5. Four-day packages – daily rate of \$155 Five-day packages – daily rate of \$150. Discounted rates not available for Saturday.
6. Monthly rates TBD depending on packages

All clients are responsible for making sure that you are aware of your weekly scheduled day of attendance. You will have to notify staff the day before you would like to change your day and wait for confirmation depending on availability of space. There are no refunds for any missed days. All hospitalizations require a doctor's note or documentation if you are eligible for refund. (Only clients with packages may be eligible)





Acknowledgement Forms

Please sign for all forms that were given, acknowledging that you have read and understood.

1. Application form_____

2. Welcome
form_____

3. Mission and Objective
form_____

4. Rules and Participation
form_____

5. Payment and Obligation
form_____