

## Guest and Family Handbook

### About Us

The Counter Memory Center provides daytime out-of-home care services for older adults living with dementia, general cognitive decline, and age-related physical limitations. While there can be many benefits to receiving an official diagnosis of dementia from your medical provider, we recognize that doing so may be difficult therefore, we do not require a formal diagnosis in order to receive services or participate in programs at the Center.

Named in honor of Comstock Community Center founders, Wilbur and Charlotte, the Counter Memory Center operates with three goals in mind: providing person-centered care for adults living with dementia, offering respite and support for family members, and education to the general community. Our staff is CPR, First Aid, and AED certified and follows the Practical Approach to Care method developed by leading dementia care expert, Teepa Snow. You can learn more about this groundbreaking perspective on dementia care by visiting [teepasnow.com](http://teepasnow.com).

### Location and Contact Information

978 River Street

Kalamazoo, MI 49048

Phone: 269-585-7790

Email: [cmcinfo@comstockcc.com](mailto:cmcinfo@comstockcc.com)

Web: [comstockcc.com/courter-memory-center](http://comstockcc.com/courter-memory-center)

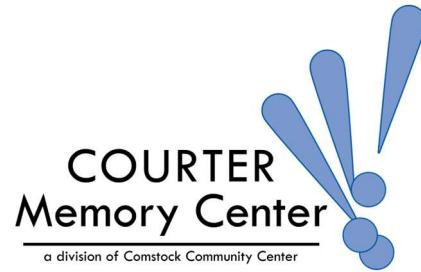
Socials: Facebook/CourterMemoryCenter

Instagram @courtermemorycenter

Hours of Operation: Monday through Friday 8:00 am- 5:00pm (hours may vary based on participant attendance)

Closed weekends and most major holidays





## Guest and Family Handbook

### Welcome from our Director

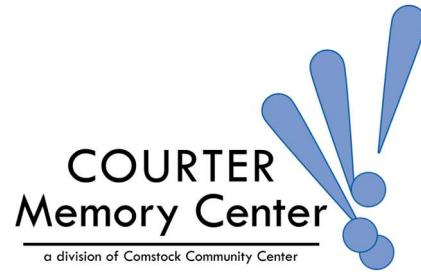
Welcome to the Courter Memory Center! We are so glad you are here! We know that living with dementia and cognitive decline affects the entire family, not just the individual. It is with this understanding that we approach dementia care holistically, by supporting the entire household, and focusing on social, mental, and physical stimulation. As a small, community-based adult day center, we devote time getting to know our guests and their families. We work hard to ensure that everyone has their needs met to the best of our abilities, and that includes supporting family members.

The Courter Memory Center is intentionally designed to appear and feel as “home-like” as possible. You will notice that our decor includes bookshelves, cozy tables and chairs arranged for easy conversation, a welcoming kitchen where coffee and tea area always available, and we have comfortable recliners available to anyone who might need an extra bit of rest during the day. Our staff also wears “regular” clothing instead of scrubs to avoid any clinical feeling. We are considered a “social model” program and want our space and appearance to reflect that feeling of meeting friends for coffee or lunch. Please don’t let our casual atmosphere confuse you, though. Our staff is well-trained and knowledgeable on dementia care and is always seeking out new ways to connect with guests, expand our awareness of dementia treatment and care strategies, and provide a high level of support.

We know that you have options when choosing dementia care for your loved one. Thank you for considering the Courter Memory Center. We are honored to be part of your dementia journey and look forward to partnering with you.

Warm regards,  
Heather Mauney Pershing  
Courter Memory Center Director  
Phone: 269-585-7791  
Email: [cmcdir@comstockcc.com](mailto:cmcdir@comstockcc.com)

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## Guest and Family Handbook

### Mission

The Counter Memory Center aims to be the leading resource in the community for dementia focused services and programs by offering out-of-home daytime care for adults living with dementia, respite for family members, and education to the community.

### Target Population

Individuals with early to middle stages of dementia, cognitive decline, and/or age-related physical limitations who are in need of social, physical, and mental stimulation.

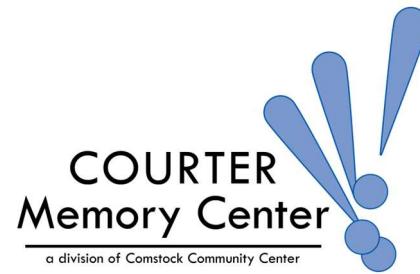
### Philosophy

We believe that life does not end with dementia, but that through proper support, stimulation, and care, for the individual and their family, a life with dementia can be well lived.

### Non-discrimination policy

We are proud to welcome everyone to the Counter Memory Center, regardless of race, color, ethnic or religious background, national origin, citizenship, age, height, weight, disability, marital status, familial status, gender identity, sexual orientation, or any other characteristics in accordance with Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendments Act of 1972, Executive Order 11246 as amended, the Americans with Disabilities Act of 1990 and all other pertinent federal and state regulations.

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## Guest and Family Handbook

### Guest Rights

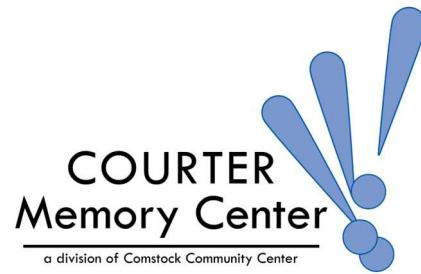
Guests/program participants and their families will be treated with dignity and respect at all times. Additionally, the rights of guests/program participants at Courter Memory Center are detailed below:

- The right to be encouraged and supported in maintaining independence to the extent that conditions and circumstances permit
- The right to be involved in programs and services designed to promote personal independence
- The right of self-determination, including the opportunity to participate in developing one's plan for services
- The right to decide whether to participate in any given activity
- The right to be involved to the extent possible in program planning and operation
- The right to be cared for in an atmosphere of sincere interest and concern in which needed support and services are provided
- The right to privacy and confidentiality
- The right to voice concerns about care or treatment without retaliation

### Admission Criteria

As a social model Adult Day Center, the Courter Memory Center focuses on social engagement and is not equipped to provide high levels of medical care. Participants and their family members will be interviewed in person and assessed to determine eligibility. Interested participants are also able to schedule a separate two-hour trial visit prior to attending. If it is determined by either CMC staff or the family that the interested participant does not qualify for services at the Center, referral agencies and other support services will be offered.





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### Discharge Criteria

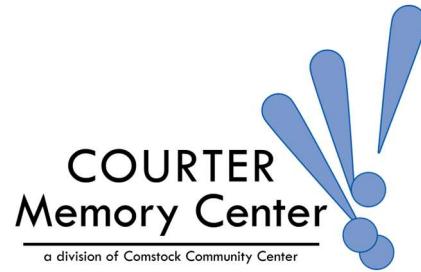
Discharge is an ongoing consideration based upon the care needs of guests. Guests whose care needs exceed the abilities of Courter Memory Center will be considered for discharge after consultation with the guest and their family. Guests discharged from the program will be provided with a discharge summary with referrals to other community resources upon request. Discharge may also be considered for behaviors unsuitable for the Center. These may include, but are not limited to, the following:

- Eloping
- Repeated aggression
- Violence
- Sexual inappropriateness
- Ongoing incontinence
- Endangerment to self or others
- Repeated unexcused absences
- Family refusal to follow Center policies and guidelines

Discharge may also be initiated by guests and their families. Reasons may include but are not limited to placement in an assisted living or skilled nursing facility, guest/family preference or medical/cognitive decline.

It is expected that a 2-week notice will be given for discharges initiated by either Courter Memory Center or guests/families. This notice may not be practical in certain extenuating circumstances.





## Guest and Family Handbook

### **Smoking**

The Center is committed to providing a healthy and safe environment for all guests, participants, families, employees, and visitors. Smoking is not permitted on any Comstock Community Center property, including the Counter Memory Center and the Community Learning Center. This includes the use of tobacco products, e-cigarettes, and vaporizers. Repeated violations of this policy may lead to discharge from the Center.

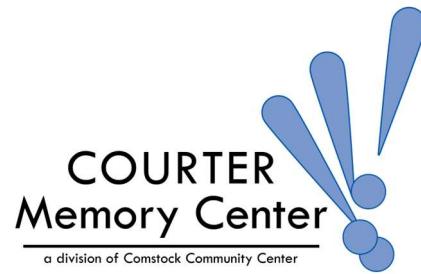
### **Confidentiality**

No guest information is shared or sold. Information is shared only after a release has been signed, and only to those persons clearly identified on the release. The disclosure of guest information without a signed release is strictly prohibited.

### **Grievance Procedure**

Guests and their families have the right to file a complaint of discrimination and to question any decision that determines eligibility for service and termination of service. Appeals may be made to the Executive Director of the Comstock Community Center. Individuals who feel they have been subjected to discrimination have the right to file a complaint with the Area Agency on Aging and/or the Michigan Department of Civil Rights.





## Guest and Family Handbook

### Funding Sources

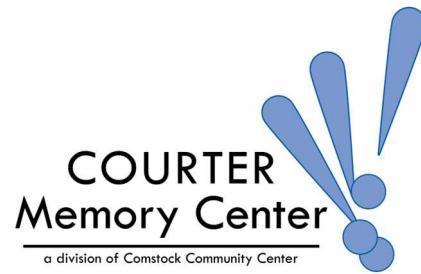
The Counter Memory Center recognizes that care services can be costly. As such, we strive to keep costs as low as possible and offer generous scholarship opportunities. These scholarships are made possible through partnerships with private donors, Area Agency on Aging Region 3A (Kalamazoo County), and Milestone Senior Services (Mi Waiver). Some insurance plans also cover adult day services, in addition to private pay options. For more information regarding payment options and scholarship opportunities, please ask a Center staff member.

### Reporting Changes

It is important that we be informed of changes as they occur. You may leave a phone message, send an email or Brightwheel message, write a note, or tell us directly about any changes or updates to your loved one's condition. The best way for us to care for your loved one is for us to know what is going on with them. The below changes must be communicated to staff as soon as possible:

- Medications- any changes in medications and or/reactions to medications
- Significant changes in diet, bowel, or bladder control
- Significant changes in behavior or emotional status
- Changes in the caregiver-family situation and changes in residence
- Anticipated absences
- Falls, especially if medical attention is required





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### Immunizations and TB Screening Policies

The Counter Memory Center encourages immunizations in line with the Centers for Disease Control and Prevention and the Michigan Department of Health and Human Services guidelines. Please consult your physician regarding the immunizations appropriate for you.

### Care Planning

As part of the holistic model of care provided by Counter Memory Center, each guest will have a care plan individually tailored to their needs and preferences. The care plan will be assessed every 3 months. The Center staff will work with each guest and their family to develop the care plan.

### Care Consultations

As guest care needs increase, it may be helpful for guests and their families to consult with Counter Memory Center leadership staff regarding additional resources that may aid in care. They are available for scheduled care consultations with appointments made upon request.

### Personal Belongings

Storage space is available at the Center for any personal belongings guests bring with them to the Center. It is encouraged, however, that any items of value be left at home. Counter Memory Center is not liable for any lost or stolen items.

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## Guest and Family Handbook

### Incidents of Incontinence

We understand that accidents happen, but we want to be prepared. If occasional incontinence may occur, we ask the family to send appropriate briefs/pads and changes of clothing to keep on hand at Counter Memory Center. Soiled items will be sent home, double bagged, with the guest. The family is asked to be sure to launder and send back any borrowed items of clothes in a timely manner.

### Medication Procedure

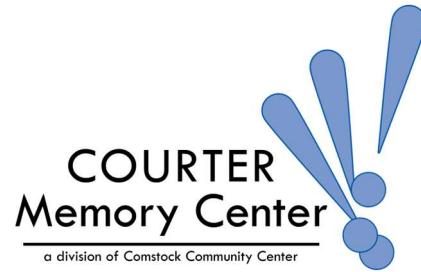
As a social model adult day program, the Counter Memory Center is not equipped to meet high medical needs. In the case of a participant needing to take medication while at the Center, the following conditions must be met. Medications will always be maintained in a locked location. Medication orders must include all of the following:

- The name of the individual
- The time medication must be taken
- The start and stop dates for a short-term medication
- Any special instructions (i.e. crushing of a pill; take only with food)
- Specific parameters for administration of any as-needed medications
- Name, address, and phone number of the prescribing physician

Additionally, all medications must be kept in the original pharmacy container, which must be labeled with the original pharmacy label. Center staff will notify families when a refill is needed. A medication receipt form will be provided to all guests/families upon the center's acceptance of medication.

**Participant must be able to take medication independently. Counter Memory Center staff will prompt guest at appropriate time and hand guest their medication bottle(s). Staff will oversee that medication is taken, but staff will not directly handle the medication.**

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## Guest and Family Handbook

### Attendance Guidelines

If your loved one is going to be out of town, please let us know as early as possible.

Failure to give a two-week notice will result in a \$30 charge.

No call, no show days are automatically charged for the full scheduled time.

If your loved one becomes ill, please let us know as soon as possible:

- Phone call/voice mail: 269-585-7790
- Email: [cmcinfo@comstockcc.com](mailto:cmcinfo@comstockcc.com)
- Message: Brightwheel

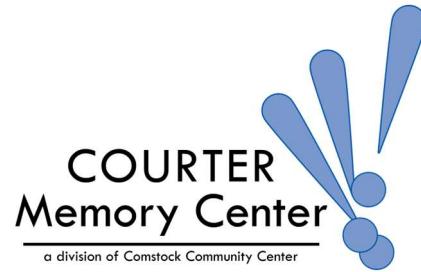
**Late pick-up 15 minutes after scheduled pick-up time will be charged an additional \$1 per minute. Late pick-ups after 5:00pm will be charged an extra \$5 per minute.** This is to ensure our staff are able to leave at the end of their scheduled shift.

### Health Policy

To maintain a healthy atmosphere at Counter Memory Center for all, we request that the guest be kept at home if they have any of the following:

- Signs and symptoms of upper respiratory infection
- Temperature of 100.1 or above
- Sore throat
- Cough
- Uncontrolled nasal discharge
- Uncontrolled bowel or bladder problems
- Disruptive behavior
- Open skin lesions or wounds that cannot be contained by a dressing





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If any of these conditions are observed while the guest is attending, staff reserves the right to:

- Contact a family member and ask that the guest be taken home
- Limit exposure to other guests
- Reinforce or change dressings
- Take whatever steps are necessary for the comfort and well-being of the individual and other guests, including making appropriate referrals

### Cell Phones

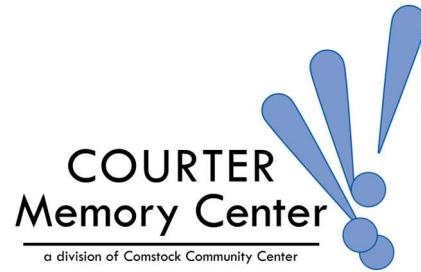
We kindly ask that our participants leave their cell phones at home or in their bag in silent mode. A ringing cell phone can be very disruptive and can cause annoyance and confusion among participants. This is a time for our participants to socialize with each other with limited outside distractions. If you need to get in touch with your loved one while they are at the Center, please call our main number 269-585-7790.

We are not responsible for lost or damaged cell phones.

### Dress Code

It is important that guests and program participants are dressed comfortably while at the Center. We ask that all guests wear shoes with proper backs to decrease tripping hazards. Additionally, we expect guests to dress appropriately for the weather. We do have a collection of blankets available if a guest gets chilly. We spend time outside when the weather allows, so please bring a hat or sunglasses on sunny days. In case of accidents, extra clothes are also appreciated. **Please do not wear or bring clothing with political imagery or slogans.**





## Guest and Family Handbook

### Holidays

Courter Memory Center will be closed when the Comstock Community Center is closed. This includes the following holidays: New Year's Day, Memorial Day, Fourth (4th) of July, Labor Day, Thanksgiving Day, Day after Thanksgiving Day, Day before Christmas, Christmas Day, The week between Christmas and New Years.

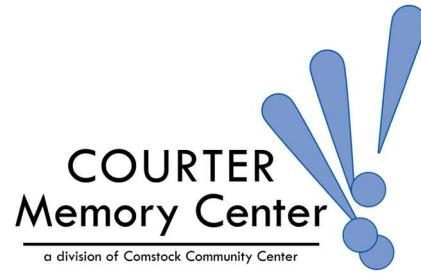
### Inclement Weather

The Center's closure due to inclement weather will be at the discretion of the Comstock Community Center Executive Director. Closings will be posted on the Brightwheel app and our Facebook page, as well as the following outlets:

- WWMT on Channel 3 (Charter Cable) [wwmt.com](http://wwmt.com)
- WOOD TV on Channel 8 (Charter Cable) [woodtv.com](http://woodtv.com)
- Radio Channel 590AM

In the event that the Center has to close early due to impending bad weather or other emergency, guests' families will be contacted. Please make sure the Center has your up-to-date contact information. At that time, we ask that families make every attempt to pick up their loved one as soon as possible so our staff can get home safely.





## Guest and Family Handbook

Please complete and return this page to Counter Memory Center staff. Keep the remainder of this handbook for your records.

I acknowledge that I have received and read through the guest handbook. I understand my responsibilities and the responsibilities of the Counter Memory Center staff.

Participant Name: \_\_\_\_\_  
(please print)

Caregiver Name: \_\_\_\_\_  
(please print)

Caregiver Signature: \_\_\_\_\_

Date: \_\_\_\_\_

