

Social Adult Day Services

Standards of Operation and Scope of Services

Based on standards set by the New York City Department for the Aging and the New York State Office for the Aging.

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Introduction

The Social Adult Day Service (SADS) program is a structured, comprehensive program providing functionally impaired individuals with socialization, supervision and monitoring, and nutrition in a protective setting during any part of the day, but for less than a 24-hour period. Additional services may include Transportation and Personal Care.

SADS providers must comply with these Standards and any other rules or regulations set forth by the Department for the Aging. Programs must also meet state and local laws and regulations, including but not limited to: Title 9, Subtitle Y, Chapter II, Part 6654, Section 6654.20 of the New York State Codes, Rules and Regulations (9 NYCRR § 6654.20 et seq.); Title 21, Chapter 2, Section 21-204 of the New York City Administrative Code (21 Admin. Code § 21-204 et seq.); and Title 69, Chapter 2 of the Rules of the City of New York (69 RCNY § 2-01 et seq.).

All NYC Aging-funded programs must also comply with applicable requirements in the General Standards of Operation, found at: [Contractor-Tools Page](#).

Section 1. Scope of Services

Standard 1: Eligibility

Compliance 1.1. The program serves individuals who meet the following eligibility requirements:

- Are aged 60 and older and either:
 - Have a functional impairment (i.e., needing the assistance of another person in at least one of the following activities of daily living (“ADLs”): toileting (including incontinence care), mobility, transferring, and/or eating); or
 - Need supervision due to cognitive and/or psycho-social impairment; and
 - Would benefit from participation in the program.

Compliance 1.2. Participants are eligible for services on days not covered by the participant’s insurance only if the participant has coverage for some days.

Note: The program must discuss any concerns or questions about a participant’s eligibility with NYC Aging.

Standard 2: Target Population

The program serves its target population.

Compliance 2.1. The program targets persons who demonstrate the greatest economic and social needs

- Persons of Black, Hispanic, Asian, Native American (American Indian), Alaska Native, Native Hawaiian or Other Pacific Islander origins, and Persons *whose origins* are of 2 or More Races.
- Persons with incomes at or below 150% of the poverty level.
- Persons with one or more functional deficits in the following areas:
 - Physical Functions
 - Mental functions
 - Activities of daily living (eating, bed/chair transfer, dressing, bathing, toiletry and continence); and/or
 - Instrumental activities of daily living (meal preparation, housekeeping, shopping, medications, telephone, travel, and money management).

- Persons with a deficit of social resources, those who are isolated socially, linguistically, or geographically, and/or those affected by other environmental conditions including the following:
 - Language barriers- Limited English Proficiency (LEP);
 - Persons with disabilities;
 - At risk of institutionalization;
 - Lesbian, gay, bisexual, transgender (LGBT) older adults;
 - Low literacy; and
 - Alzheimer's or other Dementia.

Standard 3: Informed Consent and Confidentiality

The program maintains participant confidentiality and obtains informed consent from participants. (See also General Program Standards, Section 2)

Compliance 3.1. Consent to Collect Personal Information. The program obtains signed consent to collect and record data from individuals before any personal identifying information is entered into the NYC Aging client tracking system.

- Signed consent is required for all services that will require an intake or assessment.
- When the initial contact is via telephone, verbal consent is accepted and documented in order to proceed with an intake. Signed consent must subsequently be obtained during the participant's first in-person visit to the program site.
- If the client withdraws from the service before the client's in-person visit to the program site or signed consent is not obtained, the program enters a note in the client's record in NYC Aging's client tracking system and immediately closes the case.

Compliance 3.2. Consent to Refer and Share Personal Information. The program obtains signed consent to refer and share personal information before any information is shared for referral or other purposes.

- If the client refuses to sign the consent to refer/share, information can be provided to the client for them to contact the service provider themselves.

Compliance 3.3. Revocation of Consent. Client consent is in effect until consent is revoked. If a client revokes consent, that client is considered to have refused service. Any client data shared while consent was in effect cannot be rescinded retroactively, and no client data files may be deleted from NYC Aging's client tracking system.

Compliance 3.4. Mental capacity. Until a person is legally declared mentally incapacitated, the program assumes that they have the capacity to provide informed consent. In the event that a person is legally declared mentally incapacitated, the person's authorized representative may provide consent on behalf of the client.

Compliance 3.5. Documentation of Consent. The program utilizes the NYC Aging approved consent forms. The program uploads the signed consent forms to the client's record in the NYC Aging client tracking system. Electronic signatures are acceptable.

Compliance 3.6. Consent for non-English Speakers. Consent documents are provided to clients in the language understandable to them.

- If necessary, the program uses an interpreter fluent in the client's spoken language to aid in the consent process. (See General Program Standards, Standard 9.1)

Compliance 3.7. Client Privacy. The program treats all participant information as confidential and does not disclose or release information except as authorized by the client in writing or by Federal or State laws and regulations, or pursuant to court order. If the program is legally required to disclose any information or records, the

program provides notice to NYC Aging of such required disclosure. (Upon request, the program releases participant information not included in client tracking system to funding source for case review.)

Standard 4: Admission

The program has written admission procedures.

Compliance 4.1. Intake and Screening. The program screens participants and completes an intake. The program admits individuals only after completing an assessment of their functional capacities and impairments.

Compliance 4.2. Trial Period. The program may designate a trial period to determine whether the potential participant is suitable for the program/meets the program's criteria for admission, and to allow new participants time to adjust to the program. The designated trial period may not exceed five (5) consecutive program days. While participant is on a trial basis, the program should not enter participant information in the NYC Aging client tracking system.

Compliance 4.3. The program admits only individuals whose adult day needs can be met and managed by the program.

Standard 5: Discharge

The program establishes written discharge procedures.

Compliance 5.1. The program follows its own procedures to discharge participants who can no longer be safely or adequately served by the program. If appropriate, the program assists in making other arrangements for the participant. The program ensures that if needed, the participant's caregiver is also connected to additional resources. The program documents these efforts in the participant's final case note.

Compliance 5.2. The program documents specific reason(s) for discharge in the participant's case notes.

Compliance 5.3. The program has a process for participants to appeal decisions regarding discharge or discontinuation of services and informs participants of the appeal process.

Standard 6: Intake, Assessment, and Plan

The program conducts Intake, Assessment, and develops a plan for Aging-funded participants

Compliance 6.1. All NYC Aging-funded participants have a current Initial Intake, Adult Day Care Plan, Participant Planned Schedule, Adult Day Care Task List, Assessment Summary case notes, and Goals.

Compliance 6.2. All components of the Initial Intake, Adult Day Care Plan, Participant Planned Schedule, Adult Day Care Task List and Goals are completed and documented in NYC Aging's client tracking system.

Compliance 6.3. The program develops an Initial complete assessment no later than 30 days after the participant is admitted to the program. The re-assessment, except initial intake, is reviewed as necessary, and at least every six (6) months thereafter.

Compliance 6.4. The program provides services to each participant only in accordance with an individualized plan which has been developed in conjunction with the participant and, if applicable, the participant's authorized representative.

- To the extent possible, if applicable, the plan is developed in consultation with the participant's caregiver(s).
- The plan is based on the assessment and is consistent with the needs of the participant.
- To the maximum extent possible, each plan:
 - Seeks to obtain and maintain the highest practicable physical, mental, and psychosocial well-being of the participant, including an optimal capacity for independence and self-care; and
 - Encourage the participant to use their existing capacities, develop new capacities and interests and compensate for existing or developing impairments in capacity.

Compliance 6.5. The Adult Day Care Plan & Goals specifies:

- The personal care services that will be provided by the program based on assessed needs,
- Expected participant outcomes,
- Planned interventions to promote outcome achievement, and
- Planned number of days per week the participant will attend.

Compliance 6.6. Reassessment. Reassessment is updated every six (6) months, at minimum. Reassessments are maintained in NYC Aging's client tracking system. Reasons for changes in plans and goals are documented in the assessment summary case notes within five (5) business days of completing the reassessment.

Standard 7: Participant Status

Participant status is regularly monitored.

Compliance 7.1. Significant changes in participant status or condition (e.g., changes in functional or mental ability, social and environmental support, housing situation or health status) are documented in case notes within five (5) business days.

Compliance 7.2. When changes in a participant's status or condition require new interventions by program staff, the SADS Service Plan is updated in the NYC Aging client tracking system to reflect the new needs.

Compliance 7.3. The program has an established system for regularly scheduled communication among staff/volunteers to ensure that all staff have up-to-date information about participants' status.

Compliance 7.4. The program reassesses any participant who has not attended the program for at least 30 business days. The participant's status (e.g. on hold) is recorded in the client tracking system and documented in the case note.

Compliance 7.5. Participants can be placed on hold for more than thirty (30) days, but no longer than six (6) months. If the participant is on hold for six (6) months or longer, the program must terminate services. If the participant returns to the program after six (6) months, a new intake and new assessment must be completed.

Compliance 7.6. Contact-based case notes which document any significant changes in participant status, and summary of participant activities are entered in the client tracking system monthly.

Standard 8: Types of Programming

The program provides a variety of activities for participants consistent with the needs of participants.

Compliance 8.1. Planned and organized group/individual and person-centered activities are offered each day the program is open.

Compliance 8.2. The activities offered emphasize each individual's strengths and abilities.

Compliance 8.3. The program encourages each individual to participate at their optimal level of functioning and to progress accordingly at their own pace. Participants are encouraged to take part in activities but may choose not to do so.

Compliance 8.4. Participants are encouraged to interact with others during group activities, and to respect themselves and others.

Required Services

Standard 9: Socialization

The program provides socialization as a core service component, consistent with the needs of the participants.

Compliance 9.1. The program provides opportunities for socialization if the participant is socially ready.

Socialization shall:

- include social, intellectual, cultural, educational, and physical group activities;
- encourage and stimulate the participant to interact with others; and
- seek to establish, maintain, or improve the participant's:
 - sense of usefulness to self and others,
 - desire to use their physical and mental capabilities to the fullest extent, and
 - sense of self-respect.

Standard 10: Supervision and Monitoring

The program provides supervision and monitoring as a core service component, consistent with the needs of the participants.

Compliance 10.1. Service staff and/or volunteers are observant and aware of each participant's whereabouts, activities, and current needs while in attendance at the program.

Compliance 10.2. Service staff and/or volunteers provide ongoing direction, verbal or visual prompting, reassurance, encouragement, and assistance to each participant, as needed. Staff remain present throughout the duration of program activities.

Compliance 10.3. Service staff and/or volunteers intervene when participants cannot communicate their personal needs, are disruptive, are at risk for wandering or are a danger to themselves or others.

Standard 11: Nutrition

Nutrition is a core service component.

Compliance 11.1. The program provides nutritious meals at standard mealtimes, as well as snacks and liquids at appropriate times during the day. Additional meals are provided depending on the program hours and the length of the program day.

Compliance 11.2. All meals provided by the program are consistent with the standards set forth in the NYSOFA regulations (**Appendix A**), New York City Food Standards (**NYC Food Standards**) and the Dietary Guidelines for Americans (**Dietary Guidelines for Americans**) unless meals are brought by the participant or the program participates in the USDA Child and Adult Care Food Program.

Compliance 11.3. If meals are purchased from another source, the Social Adult Day Service follows all NYC Aging standards regarding catered meals. The program monitors:

- Arrival of food at the agreed upon time;
- Delivery of agreed upon number/quantity of food items;
- Safe and appropriate meal packaging;
- Arrival of food at required temperatures; and
- Matching of food to approved menus.

Additional Services

Standard 12: Transportation

Transportation is offered to all NYC Aging-funded participants as a core service component.

Compliance 12.1. Round-trip transportation is offered to all NYC Aging-funded participants. If a participant makes their own arrangements for transportation, this is documented in the participant's electronic file.

Compliance 12.2. If group transportation is provided directly or is contracted from another provider, the program ensures each vehicle has a suitable escort (in addition to the driver) on board to assist participants as needed (e.g., loading into or exiting the vehicle, assisting a participant with specific behavioral needs, etc.).

Compliance 12.3. Each one-way trip within a borough does not exceed one hour, and each one-way interborough trip does not exceed 90 minutes.

Compliance 12.4. Vehicle Safety and Maintenance. If the program provides transportation directly, drivers and vehicles meet all applicable safety standards. (See also NYC Aging Transportation Services Program Standards, Standards 17 and 18 at: [Transportation-Standards](#)).

- Vehicles are equipped with working fire extinguishers.
- Each vehicle is equipped with a first aid kit.
- Seat belts are in good working order.
- Regular maintenance and safety checks are scheduled. Vehicles are also inspected regularly by the transportation coordinator or a qualified supervisor to identify safety, comfort and accessibility issues.
- In compliance with NYS law, vehicles are inspected by a state-certified vehicle inspection station annually.
- In compliance with NYS law, vehicles are registered annually.
- Repairs are timely.
- Wheelchair lifts and other equipment on the vehicle are maintained in working condition.
- Vehicles are kept at an appropriate temperature while participants are riding in them (i.e., air conditioned in the summer and heated during the winter).

Compliance 12.5. Vehicle Insurance

- As required by NYS law, the program maintains vehicle insurance from a company licensed or authorized to do business in the State of New York.
- As required by NYC Aging and the City of New York, coverage protects against all liability for bodily injury, death, personal injury and property damage in an amount not less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) in aggregate as well as physical damage collision and comprehensive coverage (\$250 deductible) required for all vehicles with less than 35,000 miles and/or less than three years old.

Standard 13: Personal Care

The program provides prompting and personal care assistance as a core service component.

Compliance 13.1. The program provides supervision, prompting and some personal care assistance for all of the following ADLs: toileting, mobility, transfer and eating.

- When necessary, participants are reminded about medication.

Compliance 13.2. The program offers NYC Aging -funded participants additional optional service components as outlined in their contract. Additional optional service components may include, but are not limited to, the following:

- Maximal assistance with toileting, mobility, transfer, and eating.
- Some or total assistance with dressing, bathing, or grooming.
- Routine skin care.
- Changing simple dressings.
- Using supplies and/or adaptive equipment.

Section 2. Staffing

Standard 14: Staff Qualification.

Staff and volunteers are appropriately qualified.

Compliance 14.1. Staff members have the qualifications detailed in the New York Codes, Rules and Regulations (See 9 NYCRR § 6654.20(d)(2)(iv) and [Social Adult Day Services Standards](#)).

Compliance 14.2. All potential employees undergo a criminal background check.

Compliance 14.3. Reference checks are conducted for all potential employees and volunteers.

Compliance 14.4. Prior to assignment, all staff and volunteers who help with meals/snacks service, or assist participants one-on-one (e.g., with personal care, SADS Service Plan implementation, etc.) must present on an annual basis, a physician’s written statement that they are free from any health impairment that is of potential risk to others, or that may interfere with the performance of their duties.

- Prior to assignment, and no less than every two (2) years thereafter for negative findings, each staff person or volunteer who handles food or assists participants one-on-one has a PPD (Mantoux) skin test for tuberculosis. If there is a positive finding, the staff must provide a letter of clearance from their doctor.
- When workers or volunteers are assigned under the auspices of another organization, it is sufficient to have on file an agreement signed by both parties that the outside organization assumes responsibility for meeting these requirements.

Compliance 14.5. Personnel Files. Each personnel file includes the following:

- Job description that specifies qualifications, duties and trainings to be provided.
- Proof of attendance at orientation. (See Compliance 14.2)
- Training and proof of attendance (e.g., sign-in sheet). (See Standard 15)
- Physician's statement dated within the past year, if required. (See Compliance 14.6)
- Date and results of PPD (Mantoux) skin test, if required. (See Compliance 14.6)
- All additional documentation required, such as background checks, references, etc.

Compliance 14.6. The program has at least two (2) staff, one of whom is a paid staff person, with participants during the program day.

Compliance 14.7. Director. Each program has a paid director with the skills, knowledge, and experience necessary to ensure that activities and services are provided appropriately and in accordance with participants' needs. The Director meets the specific qualifications described in the New York Codes, Rules and Regulations, NYCRR Title 9 Subtitle Y Chapter II Section 6654.20(d)(2)(iv)(b)(1)(i) found at:

<https://govt.westlaw.com/nycrr/Document/I4fb189e6cd1711dda432a117e6e0f345>

Compliance 14.8. Driver(s). Driver(s) hired by the program meet all the following requirements.

Qualifications:

- Three (3) years of licensed driving experience (documented on application form).
- No convictions for driving while intoxicated or driving while impaired by drugs during the past two (2) years.
- No more than one (1) moving violation within the past two (2) years.

Driver's license requirements:

- Class D or Class E: Small van (18,000 pounds or less/adult seating capacity up to 14 including driver).
- Commercial Driver's license C with a passenger endorsement: Van (26,000 pounds or less/adult seating capacity of 15 or more).
- Commercial Driver's License B with a passenger endorsement: Bus (26,001 pounds or more/adult seating capacity of 15 or more).

Standard 15: Staff Training

Staff and volunteers are appropriately oriented and trained.

Compliance 15.1. Orientation. All new service staff, including volunteers, drivers, food service staff, transportation escorts, and any other agency staff who may assist with program coverage and participant interaction complete a brief introduction to the following topics, at minimum:

- Training in working and engaging with older adults, as well as meeting their needs;
- Orientation to personal care skills;
- Body mechanics;
- Behavior management;
- Elder abuse training developed by NYC Aging (required every 3 years); and
- Any topics listed in the NYSOFA SADS regulations.

Compliance 15.2. 20-Hour Training. Within three (3) months of being assigned/hired to provide social adult day care services, all new service staff and volunteers who may or will interact with participants complete twenty (20) hours of group, individual and/or on-the-job training, including orientation .

- Staff with equivalent training that can be documented are not required to repeat training.
- Acceptable equivalent training may include completion of personal care aide training program, home health aide training program, or nurse aide training program approved by NYS Department of Health or adult day care worker training program by the Office for People With Developmental Disabilities (OPWDD).

- Documentation of equivalent training must be maintained in personnel or training records.

Compliance 15.3. Written Training Plan for Staff. The program has a written training plan for each new staff, which includes the orientation, initial 20-hour training, and annual six (6) hour in-service training.

Compliance 15.4. Written Plan for All Required Training. The program completes and maintains a written plan for all required training, including an outline of training topics, a description of how the training will be provided (e.g., individual in-service, group), the names of persons or organizations who will provide the training, and dates of training, if possible.

Compliance 15.5. 20-Hour Training Requirements. The 20-hour training for service staff must comply with 9 NYCRR § 6654.20(d)(2)(iv)(d)(2)(ii) requirements, including the requirements that:

- Service staff complete training within three (3) months of hire.
- Training is directed by a registered licensed nurse, social worker, home economist, and/or other appropriately US licensed or certified professional with at least a bachelor's degree or four (4) years professional experience in an area related to the **delivery of human services or education**.
- Training must include an evaluation of each person's competency in the required content.
- Completion of service staff training must be documented in individual personnel files (date of training, duration of training, person providing the training, specific content of training, sign-in sheet, or other proof of attendance).

Compliance 15.6. 20-Hours Training Content. The 20-hour training for service staff and volunteers must cover the following topics:

- Socialization skills and activities;
- Supervision and monitoring;
- Personal care skills, taught by a registered nurse ;
- The family and family relationships;
- Mental illness and mental health; and
- Cardiopulmonary Resuscitation (CPR). (Staff only)

Compliance 15.7. Six-Hour In-Service Training. All staff receive six (6) hours of in-service training each fiscal year to develop, review, or expand skills or knowledge (date of in-service training, duration of training, content, and documentation of attendance are maintained in personnel files).

Compliance 15.8. Periodic On-The-Job Training. All service staff, including volunteers, receive periodic on-the-job training, as considered necessary by the program director or supervisor.

Compliance 15.9. Elder Abuse Training. All newly hired staff that may have interaction with participants must attend the earliest available NYC Aging "Elder Abuse Detection and Response Protocols" training, as required by City law, and receive a supplemental refresher training regarding the same at least once every three (3) years.

Compliance 15.10. Volunteers. Volunteers who have only limited contact with participants (e.g., provide assistance to an instructor or group leader only; perform all tasks under direct supervision; volunteer only one day a week for a short period of time; volunteer for one activity only) receive training appropriate to the tasks they perform. Such training is to be determined by the program director and indicated in their job descriptions.

Compliance 15.11. Transportation escorts. Transportation escorts (who may be volunteers) receive training on how to assist with mobility needs. They are not required to have full personal care training.

Compliance 15.12. Drivers. Drivers should receive training appropriate to the tasks they perform. They are not required to have full personal care training.

Compliance 15.13. Food Service Staff. Food service staff receive any additional training required (see NYC Aging Older Adults Meals Program Standards) and must have the necessary certifications as per Article 81 of the NYC Health Code: Food Preparation and Food Establishments. (See **Appendix A**)

Standard 16: Staffing Ratio

The program has an adequate number of qualified staff to provide all core service components.

Compliance 16.1. The program maintains a Direct Service Staff to Participant ratio of at least 1:7. In dementia specific programs, the ratio is 1:5. (Note: This ratio includes only staff & volunteers that directly supervise participants during program activities. It does not include participants' home care workers. It does not include drivers unless they assist with supervision and socialization at the program site and have received required service staff training.)

Compliance 16.2. Programs which share physical space with other non-adult day service programs (e.g., older adult centers) have their own staff, with hours that are solely committed to the Social Adult Day Service program and not split or shared across other programs.

Standard 17: Language and Cultural Competency

The program is linguistically and culturally competent.

Compliance 17.1. The program adheres to the requirements outlined in NYC Aging's General Standards of Operation, Standards 1 and 9.

Section 3: Administration

Standard 18: Policies and Procedures

The program's policies and procedures are in writing.

Compliance 18.1. Written program policies and procedures are available, covering at a minimum those required by 9 NYCRR § 6654.20(d)(2)(i)(a), as well as the additional records listed herein:

- Program description – program philosophy, days and hours open, types of service available.
- Target population/admission procedures.
- Service planning procedures.
- System for inter-staff communication management.
- System for communication with referring agencies.
- Program expectations of caregivers/family.
- Medications policy.
- Confidentiality and privacy policies and procedures.
- Incident reporting.
- Emergency preparedness. (See Standard 23)
- Grievance procedures and appeals process.
- Back-up transportation procedures.
- Client Consent/Service Agreement.

Compliance 18.2. The program's admissions policy details its capacity to meet the needs of participants who need some or total assistance with any of the following ADLs: dressing; bathing; grooming; prompting regarding medication/routine skin care; changing simple dressings; using supplies and adaptive and assistive equipment.

Section 4. Self- Evaluation and Participant Feedback

Program Self-Evaluation

The program conducts an annual self-evaluation and obtains feedback from participants.

Compliance 18.3. The Program conducts an annual self-evaluation of its administrative, fiscal, and program operations, including feedback from participants and caregivers using the NYSOFA SADS Self-Monitoring Tool. (See tool at: [SADS-Self-Monitoring-Tool](#)).

Compliance 18.4. The self-evaluation must be completed by the end of the third quarter of each New York City fiscal year.

Compliance 18.5. The program maintains a copy of the completed NYSOFA SADS Self-Monitoring Tool on file for review by NYC Aging.

Compliance 18.6. The program provides opportunities for regular input from participants and demonstrates that feedback is considered.

Compliance 18.7. At least annually, by the end of the fiscal year, the program conducts a client satisfaction survey and submits survey results to NYC Aging.

Standard 19: Documentation and Recordkeeping

The program maintains administrative and financial records on file.

Compliance 19.1. All NYC Aging-funded programs are required to use the agency's client tracking system to register participants and to document service provision.

Compliance 19.2. Daily attendance records are maintained for each NYC Aging-funded participant, indicating the number of hours in attendance.

- The program utilizes a daily attendance sign in sheet to record attendance.
- The funding source for service days is indicated on the participant attendance record.

Note: Social Adult Day Services attendance must be captured via the NYC Aging client tracking system via Event Profile. All other services are captured through the Client Profile unit entry.

Compliance 19.3. A unit of Social Adult Day Service is counted for each hour the participant attends the length of the contracted program day. Social Adult Day Service unit is 1 unit = 1 hour.

- Transportation time is not included in the length of the program day. If program provides transportation not through their Older Adult Center, the unit of transportation is to be captured by 1 Unit =1 Hour. Units can be captured in increments of .25, .50, .75, or 1 hour.
- A Caregiver Assistance unit is counted when program staff help facilitate informal support for the caregiver: 1 unit = 1 hour. Units can be captured in increments of .25, .50, .75, or 1 hour.
- A Case Coordination unit is counted when program staff provide assistance, linkage or coordination to other services for the participant: 1 unit = 1 hour. Units can be captured in increments of .25, .50, .75, or 1 hour.

- A Client Assessment unit is counted when a participant is assessed for services. 1 Unit = 1 hour. Units can be captured in increments of .25, .50, .75, or 1 hour.

Compliance 19.4. SADS services, such as meals provided by an older adult center, are not to be reported under the SADS contract. Transportation and activities provided to NYC Aging-funded participants are not to be reported as service units under any other contract.

Compliance 19.5. The number of units reported is consistent with the scope of the contract.

Compliance 19.6. If meals are provided on-site, relevant documentation regarding worker health, safety, and menu planning is on file for the program. See NYC Aging Older Adults Meals Program Standards.

Compliance 19.7. If meals are purchased from another provider, relevant documentation, including a NYC Aging Catering Agreement, is on file. See NYC Aging Older Adults Meals Program Standards at: [Older-Adult-Center-Program-Standards](#).

Compliance 19.8. Each participant's electronic file includes the following:

- The most recent SADS Service Plan (dated within the last six (6) months).
- Monthly and contact-based case notes which document any significant changes in participant status, and summary of participant activities.
- Intake and assessments.
- Incident reports.
- Monitoring documents.
- MLTC Care Plan and other insurance coverage details, including days for which services for NYC Aging-funded participants are authorized (if applicable).

Section 5: Office of the Ombudsperson

Standard 20: Office of the Ombudsperson (Ombuds Office)

The program adheres to standards and requirements set forth by the Ombuds Office, in accordance with New York City Administrative Code § 21-204, as summarized below.

(<https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYAdmin/0-0-0-37461>)

Compliance 20.1. Social Adult Day Service Registration. The program must be registered with NYC Aging SADC Ombuds Office. ([Social-Adult-Day-Care Page](#))

- Registration includes the registrant's name, address, corporate structure and ownership, and any other information required by NYC Aging.
- Registration is filed online through the NYC Aging SADC Ombuds Office Registration Portal; and
- Changes to registration information must be submitted to the Ombuds Office via the online Registration Portal on the effective date of such change.
- The program must notify the NYC Aging SADC Ombuds Office within 30 days of ceasing operation. Upon receipt of such notice, the NYC Aging SADC Ombuds Office will terminate the program's registration.
- A program that has not operated for six (6) months or more must immediately notify the NYC Aging SADC Ombuds Office. Upon receipt of such notice, the NYC Aging SADC Ombuds Office will terminate such program's registration. In order to resume operations, the program must submit a new registration and pay the registration fee.

Compliance 20.2. Signage. The program posts, in a conspicuous location on its premises, a sign that includes contact information for the NYC Aging SADC Ombuds Office. The NYC Aging SADC Ombuds Office contact information is posted in the languages most frequently spoken by older adults in the community and provided to participants in their preferred language. (Copies of signs in multiple languages can be found at: [Social-Adult-Day-Care Page](#))

Compliance 20.3. Responding to investigations. The program cooperates with any investigations conducted, and directives issued by the NYC Aging SADC Ombuds Office, including but not limited to providing a written response to factual determinations of violation(s) issued by the NYC Aging SADC Ombuds Office, with a corrective action plan stating how the violations will be addressed. The program complies with all timeframes stated by the NYC Aging SADC Ombuds Office. (See rules at: <https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYCrules/0-0-0-95504>)

Standard 21: Participants' Rights

The Program protects and promotes the participants' rights.

Compliance 21.1. The program provides a copy of the Participants' Rights and an explanation of rights to the participants and/or caregivers at the time of admission. (See link to copies of Participants' Rights translated in various languages at: [Social-Adult-Day-Care Page](#))

Compliance 21.2. The program posts a sign that outlines participants' rights as well as contact information for the NYC Aging SADC Ombuds Office in a public place clearly visible to participants, families and program staff.

Compliance 21.3. The Participants' Rights signs are posted in the languages most frequently spoken by older adults in the community and provided to participants in their preferred language.

Section 6. Physical Environment and Safety

Standard 22: Physical Environment

The Social Adult Day Service program is conducted in a safe and appropriate environment.

Compliance 22.1. The program site complies with all applicable provisions of the federal Americans with Disabilities Act of 1990 and all subsequent amendments.

Compliance 22.2. If the program shares space with other programs/services, there is space dedicated to SADS participants. Staff and participants clearly understand the location and size of the dedicated space.

Compliance 22.3. The program's site is welcoming, clean, and appropriate for participants.

Standard 23: Emergency Preparedness

The program follows policies and procedures for handling emergencies. (See also General Program Standards, Standard 27)

Compliance 23.1. The program maintains current written procedures for handling emergencies (such as weather, facility, power outage, or when a participant is choking or has fainted). These procedures must be made available to NYC Aging upon request.

Compliance 23.2. The program has a file on each participant that is easily located listing identifiable information, including physician's name and telephone number and family members' names and telephone numbers, needed in emergencies.

Compliance 23.3. The program notifies the local fire jurisdiction of its specific location, the number of participants, and hours of operation.

Standard 24: Incident and Accident Recording and Reporting

The program has written procedures for accident and incident recording and reporting.

Compliance 24.1. The program uses NYC Aging's Incident/Accident Report Form to record and report incidents and accidents. (See fillable form at: [Incident-Accident-Report Form](#))

Compliance 24.2. The program submits an Incident/Accident Report Form to NYC Aging within 72 business hours from the date of the incident or accident.

Compliance 24.3. Upon request, the program provides additional details about the incident or accident in the report.

Standard 25: Insurance

The program has required coverage.

Compliance 25.1. The program complies with all insurance requirements outlined in its contract, including, but not limited to personal and professional liability.

Attachment A: Nutrition Requirements

New York State Office for Aging Social Adult Day Service Nutrition Requirements

Background:

The Nutrition Program for the Elderly (NPE) was established as a federal program through the Older Americans Act in 1972. The purposes of the program are:

- (1) To reduce hunger and food insecurity;
- (2) To promote socialization of older individuals; and
- (3) To promote the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

NYSOFA provides programs and services statewide, including nutrition services, through its network of 59 Area Agencies on Aging. The program provides nutritious meals to eligible participants in community-based group dining (congregate) and through home delivery. Approximately 24 million meals are provided annually from about 1,000 meal sites and preparation kitchens. In most cases, eligible participants must be 60 years old or older. There is no income or means-test for the program and participants are given an opportunity to make a suggested voluntary contribution. About half of all Area Agencies on Aging have contracts to provide meals to eligible clients of the Long-Term Home Health Care Program (LTHHCP).

NYSOFA Regulations: NYSCRR Title 9; Subtitle Y; Part 6654 Services; Sect 6654.20 Social Adult Day Care Programs; (d) Program standards; (1) Services standards; (iv) Services; (a) Required services; (4) Nutrition:

- (i) Nutrition means providing nutritious meals for participants who are attending the program at normal mealtimes and includes offering snacks and liquids for all participants at appropriate times.
- (ii) Meals shall be consistent with standards set forth in this Part for a nutrition program for the elderly site and as established by the Office, unless
 - (A) participant meals are brought by the participant or
 - (B) the program participates in the USDA Child and Adult Care Food Program.
- (iii) If meals are prepared by participants and/or staff as part of a planned activity of the program, such meals to the extent possible shall be consistent with standards set forth in this Part for a nutrition program for the elderly site and as established by the Office.

What is this?

(ii) Meals shall be consistent with standards set forth in this Part for a nutrition program for the elderly site and as established by the Office

This portion initially refers to 6654.10 and 6654.11 of NYSOFA regulations, as amended in 1999. Section 6654.10 describes requirements of Area Agencies on Aging concerning the nutrition program supported by federal, state, and local funding. Section 6654.11 describes requirements of nutrition program providers concerning the nutrition program. NYSOFA regulations for the nutrition program are based on and must comply with federal requirements specified in the Older Americans Act of 1965 as amended in 2006: Title III-C and its sub-parts. In addition, nutrition programs must comply with NYSOFA program standards (19-PI-26):

https://aging.ny.gov/system/files/documents/2019/11/19_pi_26_nutrition_program_standards.pdf

What are the requirements?

- Must meet established federal requirements (OAA Title III-C Sub-Part 3, Section 339)

(1) solicit the expertise of a dietitian or other individual with equivalent education and training in nutrition science, or if such an individual is not available, an individual with comparable expertise in the planning of nutritional services, and

(2) ensure that the project—

(A) provides meals that—

(i) comply with the most recent Dietary Guidelines for Americans, published by the Secretary and the Secretary of Agriculture, and

(ii) provide to each participating older individual—

(I) a minimum of 33 1/3 percent of the dietary reference intakes established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences, if the project provides one meal per day,

(II) a minimum of 66 2/3 percent of the allowances if the project provides two meals per day, and

(III) 100 percent of the allowances if the project provides three meals per day, and

(iii) to the maximum extent practicable, are adjusted to meet any special dietary needs of program participants,

(B) provides flexibility to local nutrition providers in designing meals that are appealing to program participants,

(C) encourages providers to enter into contracts that limit the amount of time meals must spend in transit before they are consumed,

(F) comply with applicable provisions of State or local laws regarding the safe and sanitary handling of food, equipment, and supplies used in the storage, preparation, service, and delivery of meals to an older individual,

(G) ensures that meal providers solicit the advice and expertise of—

(i) a dietitian or other individual described in paragraph (1),

(ii) meal participants, and

(iii) other individuals knowledgeable with regard to the needs of older individuals,

-Must meet State regulations and Program Standards as issued by NYSOFA

NYSCRR Title 9; Subtitle Y; Part 6654 Services:

Section 6654.10 (e), (g), (h), (i), (j), (k), (l) and Section 6654.11 (c), (d), and (e)

Attachment B: Adult Day Service Definitions

Adult Day Service: Structured, comprehensive programming that provides individuals that are functionally impaired with socialization, supervision, monitoring, and nutrition. May also offer personal care in a congregate setting or virtually during any part of the day, but for less than 24 hours.

Adult Day Service Caregiver Assistance: Informal support to the caregiver by providing information about the condition of the participant and/or making referrals to services to support the caregiver.

Case Coordination: Establishing or coordinating linkages/referrals to other community resources or services for the participant in relation to benefits/entitlements or other information or needs and entering progress notes in the client record.

Client Assessment: An assessment of the participant's Adult Care Plan, Planned Schedule, Adult Day Task List, , Goals, and other needs. An assessment is to be completed at minimum every 6 months along with progress notes.

Transportation: Transportation service provided between the participant's home and the SADS program.