

OUR MISSION

Range Respite is a local, nonprofit organization formed to provide support services designed specifically for family caregivers.



RESPITE

“Respite” is a time of rest, an opportunity to become relaxed and refreshed; it reduces stress, anxiety, fatigue, and social isolation; it may also assist in times of crisis.

ABOUT OUR RESPITE PROGRAMS

- ❖ Short-term, substitute care to allow temporary relief and time away for you
- ❖ Assistance provided by a Respite Aide to individuals of all ages with chronic illness or physical, emotional, mental, or developmental disabilities
- ❖ May include assistance with activities of daily living, medications, personal cares, supervision, or socialization
- ❖ Care in your home or at the Respite House
- ❖ Overnight respite care if needed
- ❖ Memory Care Group Respite Program to allow caregivers of someone with Alzheimer’s Disease or a related Dementia to have a planned time of respite and to provide the care receivers a time of socialization, mind-stimulating activities, and light exercise.
- ❖ Referrals accepted from family, social services, and health care providers



If skilled cares or assistance of more than one person are needed, a stay at Camp Joey at the Virginia Regional Medical Center may be recommended; a separate enrollment is required. The Respite Care Coordinator will assist with arrangements to utilize Camp Joey.

The Respite Care Coordinator will consider, on an individual basis, each care receiver’s needs to determine if the assistance required can be provided through the respite program. If not, an alternative respite program will be suggested.

ADDITIONAL PROGRAMS

Call to learn about our other caregiver support services, such as the Individualized Caregiver Training & Education, Caring Connection Newsletter, Peer Support, and Support Groups.

ABOUT RESPITE HOUSE 2000

Respite House 2000 is an out-of-home respite setting owned and operated by Range Respite. The house, donated by Minntac in 1996, was moved from Parkville in 1998. Two city lots were a gift from the City of Virginia. Using money from grants and donations, our volunteers remodeled the house both inside and out. In fact, our Respite House 2000 Renovation Crew received awards at both the local and state level for donating over 10,000 hours of time and professional skills. The house was completed in February of 2000 and represents a true community effort.

Every effort has been made to provide a safe, accessible, and comfortable environment for our care receivers, visitors, and staff. For example, the home is wheelchair accessible with a ramp, widened doorways, grab bars in the hallway and bathroom, and safety equipment in the bathroom. The Respite House is equipped with an electronic security system to provide a safe environment for guests who may wander. Fire, severe weather, first aid, and other emergency procedures are reviewed routinely with the Respite Aides.

The Respite House has a kitchen and dining area, a large living room, bathroom, and three bedrooms. Two of the bedrooms have one single bed; the third bedroom has two single beds that will convert to a king-size if needed for a married couple. A crib with waterproof mattress or pad for infants is also available. Each guest is provided with a safe and comfortable sleeping space. We have an outdoor play area and a large front deck. We have an adult-sized walker, wheelchair, shower/transfer bench, and commode available. The entire house is completely and comfortably furnished.

To prevent respiratory or allergy problems, pets and smoking are not permitted at the Respite House. Respite House 2000 meets the licensing requirements of the State of Minnesota. A copy of the licensing rule is available upon request. The Respite House accommodates one to four guests. Except in unusual circumstances that require extra staffing, one Respite Aide is scheduled at the Respite House to provide cares. Care Receivers are supervised at all times.

Because of the concern that family caregivers have about the special needs of their loved ones, we rely on family caregivers to provide training for the respite care staff specific to their loved ones' needs. As a result, you are required to be present for a part of the first respite visit (please allow a minimum of one hour) to help train the staff on how to care for your loved one and how to use any equipment or supplies. Should your loved one eventually stay overnight at the Respite House, we may ask you to be there at bedtime during the first overnight stay. While there, you will provide "bedtime training" for the Respite Aide, to help ensure that spending the night at the Respite House will be as comfortable and pleasant an experience as possible for everyone involved – especially for your loved one.

For entertainment, Respite House 2000 has a variety of family and children's videos & DVDs, musical tapes & CDs, books, games, puzzles, craft items, and toys. Our guests may choose to take part in baking, crafts, cards, board games, reading, coloring, painting, playing ball, watching TV or movies, going for walks, light exercise, or other activities. To the extent possible, we plan leisure activities around the interest and/or abilities of our care receivers. Respite Volunteers may help the Respite Aide during the visit.

Respite House guests must be clinically stable and living at home for at least two weeks after a hospitalization, as well as be free of any communicable disease (such as cold, flu, or anything contagious) when staying at the Respite House. Adults must have a recent Mantoux, and a children's immunization form must be completed by the physician for children before respite care can be provided.

ABOUT OUR RESPITE AIDE STAFF

Our Respite Aides come with Home Health Aide, Nursing Assistant, Personal Care Assistant, or family caregiving experience. Our Respite Care Coordinator, a Registered Nurse, provides continuing education and supervision for our staff. The duties of the Respite Aide will be discussed and agreed upon by both the Respite Care Coordinator and the caregiving family prior to providing respite care services. First and foremost, the primary responsibility of our staff is to care for your loved one so that you, the informal family caregiver, can take some time for yourself. Duties of the Respite Aide must relate to the care of your loved one. For example, staff will assist your loved one with light household chores (folding laundry, washing dishes) only if these tasks are things your loved one usually does or if they are related to the cares provided (eg. clean-up & dishes after meal preparation and eating, cleaning the bathroom after a shower). Housekeeping and cleaning are not a part of respite care. A home care agency or private individual should be hired for this.

Initially, having a Respite Aide in your home may be an uncomfortable experience. Please allow time to become familiar with the Respite Aide and for the Respite Aide to become familiar with your family and the specific care and routines of your loved one. Feel free to give them instructions and correction. You are the primary caregiver and know the preferred method of accomplishing tasks and interacting with your loved one.

Whenever respite care is scheduled in your home or at the Respite House, a Registered Nurse is available on call to provide information, instruction, and assistance to the Respite Aide. In addition, a Respite Aide is available on call to replace the scheduled Respite Aide if s/he is suddenly unable to make it. Remember, the Respite Aide on call will not likely be your usual or preferred staff member but is a temporary replacement.

HOW TO ENROLL IN RESPITE CARE

To enroll in respite, contact the Respite Care Coordinator to discuss your needs at **749-5051** or **877-507-7324**. An enrollment folder will be sent to you, which includes:

- ❖ Respite & caregiving information
- ❖ Consent forms
- ❖ Home Safety Checklist
- ❖ Information Packet & Assessment (for you to complete)
- ❖ Medical Assessment/Plan of Care ** (for the physician to complete & sign)
- ❖ Range Respite Service Agreement.

The Medical Assessment/Plan of Care form must be completed and signed by the physician **before respite, treatments, or medications can be given. You are responsible for arranging for completion of this and scheduling a physician appointment, if needed. The Medical Assessment/Plan of Care will be in

effect for a period of 12 months. When the physician changes any orders, please call the RN at Range Respite to fax the physician for his/her signature.

When the remaining forms are completed and signed, a Registered Nurse will schedule a visit with you and your loved one to determine eligibility for the program, review the information, and to develop a plan of care. Because the enrollment process may be lengthy and take 2 – 3 weeks to complete, it is wise to plan ahead.

COST

The cost of care at the Respite House and in your home is subject to change at any time. Please contact the Respite Care Coordinator for current rates.

For families who can't afford the entire fee, scholarships and individual cost share or co-payment are arranged based on household size and income. The cost share may be waived if extreme hardship, such as high medical or living expenses related to the individual's abilities, exists. Financial information is confidential and is used only to help determine individual cost shares.

The amount of respite subsidy and scholarship dollars available to each caregiving family depends upon the number of families receiving respite care, as well as the amount of funding we have available for that purpose. Services are available to all family caregivers regardless of their ability to pay; however, no set amount of respite care is guaranteed.

St. Louis County administers programs that may cover the cost of respite care for families who qualify. Our contract with St. Louis County enables us to bill them directly for respite care. Qualification for a waived program is determined by county case managers. If desired, the Registered Nurse will provide you with information about the waived services. If you or your loved one is already on a public program or waiver through the county, contact the Case Manager to discuss authorization for respite care. Medicare and most insurance companies do **not** pay for respite care. Contact your insurance provider for verification.

Billing is based on 15-minute increments and begins with the quarter hour closest to the time of arrival and departure. Statements are sent monthly, and payment in full is due upon receipt of the statement. If this is a problem, please contact the Executive Director to make other arrangements for payment. Personal or certified checks and money orders made payable to Range Respite are accepted. There is a \$20.00 charge for any returned check. Credit cards are not accepted.

RESPITE PRIORITIES

Respite services are generally available to families on a first come, first served basis. In an effort to fairly serve all interested families, we prioritize requests for services as follows:

- ❖ Families who have not yet used respite services
- ❖ Families who have used respite services infrequently
- ❖ Compatibility of the respite guest with the Respite Aide and other guests staying at the Respite House
- ❖ Families who have no other caregiver support services (such as home care)
- ❖ True family emergency, if previously enrolled with Range Respite and staff are available.

SCHEDULING FOR RESPITE CARE

Contact the Administrative Assistant to schedule respite care. **Please do not call the Respite Aide directly.**

Whenever possible, schedule respite care **7 or more days in advance**. We will, however, attempt to provide staffing for all requests, regardless of advance notice.

CANCELLATIONS AND PENALTY FEES

Please notify the Administrative Assistant a minimum of 24 hours in advance regarding a cancellation of a respite reservation. If after hours or on weekends, refer to the magnetic business card for numbers to notify the RN on call of any last-minute changes.

Two failures to cancel a respite service may result in a temporary suspension of respite services to your family.

Range Respite reserves the right to cancel respite without a 24-hour notice due to severe weather or road conditions or contagious illness in caregiving family. Please be prepared with an alternative plan.

EMERGENCIES DURING RESPITE CARE

If your loved one becomes ill or sustains an injury during a respite visit, our staff will attempt to contact you or the emergency contact persons you have listed on your enrollment forms. You or your contact person will be given the opportunity to take your loved one to his/her primary physician.

Our Respite Aides are trained to and will provide emergency first aid and CPR. A Registered Nurse is on call whenever a Respite Aide is scheduled at the Respite House or in a caregiving home. The RN will direct staff when an incident has occurred or when questions or concerns arise. In the case of a serious or life-threatening illness or injury, the Respite Aide will call 9-1-1, the RN on call, and then you or your contact person. If a Health Care Directive has been developed, a copy must be placed in the record.

MEDICATIONS

Medication Assistance:

Medications will be given by Respite Aides according to your information and the physician's in the Medical Assessment/Plan of Care. Please be sure all current medications (prescription, over-the-counter, topical, those given only as needed, etc.) are listed correctly. No medications will be dispensed without a physician's order or if the medication has expired. The Respite Aides will not administer first doses of new medications. Sample medications from a physician must be in the original sample box with the information sheet and labeled with the care receiver's name. Respite Aides do not administer injectable medications.



Medications given at Respite House 2000:

A sufficient supply of all medications (both prescription and over-the-counter) **must** be brought to the Respite House in their original containers with intact, legible, pharmacy labels. The Respite Aides are not permitted to give medications that are not in their original containers or prescription bottles. Containers must be childproof and protected from light and moisture. The RN will set up the medications in slotted, labeled dispensers.

All medication will be kept in a locked cabinet, or, if refrigerated, in a separate, securely locked compartment. Only those persons authorized to administer medication will have access to stored medication. Medications will be reviewed with the respite staff and caregiver upon each admission to Respite House 2000. All medications shall be administered only according to instructions on the pharmacy label or written physician order.



Medications given in the caregiving home:

In caregiving homes, the Registered Nurse will assess the method of medication administration. Usual procedures used by the family in the caregiving home will be discussed and considered. The Respite Care Coordinator will make the final decision regarding the way medications are given by the Respite Aide during respite care. Typically, the medications are set up in slotted containers by the family caregiver. The Respite Aide will also receive a Medication List for reference and assist with medication administration as set up.



CONFIDENTIALITY

All information given by you about your family and the care of your loved one is confidential and will not be released without your consent to anyone not involved in the care. The information received and will be used only to plan cares and provide you with the best respite experience possible.

COMPLAINTS/GRIEVANCES

If you have a concern with the Respite Aide's performance of care or interaction with your loved one, provide instruction or direction to him/her. If the issue is not resolved in a timely manner, contact the **Respite Care Coordinator or Executive Director** with any problems, concerns, or questions related to the respite services or staff of Range Respite. We value your opinion and welcome suggestions that will help us to improve. If you are not satisfied, refer to the Grievance Procedure to submit a formal complaint by letter or use of the Grievance Form

NONDISCRIMINATION

The services, facilities, and benefits of Range Respite are for the use of all informal family caregivers, regardless of age, race, color, sex, gender preference, religion, disability, or national origin. If

you are age sixty or older and feel you have been denied the opportunity to participate in our programs, you may file a complaint of discrimination by writing to:

Executive Secretary, Minnesota Board on Aging, 444 Lafayette Road, St. Paul, MN 55155-3843

TRANSPORTATION

Range Respite staff do not provide transportation. If you find it difficult to transport your family member or to find appropriate transportation, we will assist you to find public or private transportation. If your loved one has scheduled appointments during a respite visit or a Respite House stay, prior arrangements for someone to transport and accompany must be made.

OUR RELATIONSHIP WITH YOU

Range Respite is committed to providing quality services in a caring and compassionate manner. We will work closely with you in, what we hope, will be a comfortable and professional relationship. While you will likely become friendly with members of our staff, it is in everyone's best interest that we do not become involved on a personal or social level with your family. **Please** do not ask for the staff member's home or cell phone number and do not request that respite staff care for your loved one outside of their employment with Range Respite.

Gifts to individual members of our staff are not allowed. We ask that any gifts of appreciation be made in the form of a donation to Range Respite.

RANGE RESPITE GUIDELINES

Please remember to: *Plan ahead and make respite reservations well in advance.*

1. Provide staff with emergency numbers where you or another responsible party can be reached locally **at all times**, in case of emergency. Prior to the respite visit, notify those you have listed as emergency contacts to make sure they will be available if contacted.
2. Caregivers will be asked to consult with the Respite Aide about loved one's needs and activities on an ongoing basis.
3. All staff of Range Respite are required to observe for and immediately report any suspected maltreatment of an adult (physical, verbal, emotional, or sexual abuse, financial exploitation) or any unexplained injury AND neglect of any child in our care according to Minnesota Statute, Section 626.556 and the Vulnerable Adult Act.
4. Plan to be available for the first respite visit, either at the Respite House or in the caregiving home, to train our staff member in the care of your loved one and to be reached by telephone with staff questions.
5. If diagnosed with a serious contagious illness or reportable, communicable condition within 24 hours after a respite stay, you must notify Range Respite so that we can notify the St. Louis County Health & Human Services, the families of other respite guests who may have been in our care at the same time and/or Staff. Respite care will be temporarily stopped.
6. Honor the pre-determined times for arrival and departure.
7. If you have any concerns with quality of care issues, discuss this immediately with the Respite Care Coordinator or Executive Director.
8. Also, please contact us with any comments or suggestions you have regarding your respite experience.

RESPITE HOUSE FAMILY GUIDELINES

1. When you arrive at Respite House, you will be met by one of our Respite Aides. Allow sufficient time to sign in and to provide the Respite Aide with specific information, instructions, and demonstrations, if needed, to ensure the best care for your loved one.
2. At the time of admission, respite guests with a fever or communicable disease will not be allowed to stay at the Respite House.
3. Evidence of current immunizations (for children) or Mantoux test (for adults) must be provided and updated as required.
4. Caregivers/families may bring in special personal items, favorite foods/snacks, books, toys, etc. to the Respite House. No materials of a violent, profane, or obscene nature will be permitted.

Reasonable precautions against damage to these articles will be taken, but their safety is not guaranteed.

5. All items must be labeled with the respite guest's name.
6. Nutritious meals and snacks will be provided according to physician orders and the family's directions. You are required to bring any special or commercially prepared formulas. The caregiver is responsible for advising the respite staff of any food allergies.
7. Written permission must be given by the caregiver prior to a loved one being picked up by another designated person for any outside activity, appointment, or at the end of a stay at the Respite House. At the end of a respite stay at the Respite House, the individual picking up the guest may be asked to present photo identification to the respite staff and sign out the guest.
8. Families will provide enough prescription medications, special nutritional formulas, personal care items, disposable diapers, clean clothing, and necessary medical supplies for the duration of the respite stay. *Any required purchase of personal or medical items will be billed directly to you.*

TERMINATION OF RESPITE SERVICES

Families or Range Respite may terminate respite services based on the following:

- ❖ Guidelines for the respite program not followed
- ❖ Decision by the family or Range Respite staff to withdraw from services
- ❖ Nonperformance of responsibilities (as specified in the contract) by respite program staff and/or the family
- ❖ Non-payment of services by the family and/or lack of suitable payment arrangements.

We commend you for taking good care of both yourself and your loved one.

ENJOY YOUR RESPITE!



Programs for the Fiscal Year 2010 are partially funded by:

- United Way of Northeastern Minnesota
- Minnesota Department of Human Services,
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- Other Government Grants
- Foundation and Corporate Grants
 - Northland foundation
 - Virginia foundation
 - Virginia Regional Medical Center Foundation
 - SMDC Health System
 - Lake Country Power
 - Duluth Superior Area Community foundation
- Fundraisers
- Private Donations
- Wills - Bequests – Endowments