



Essential Points in the Dayhab Service Agreement Starting July 1st, 2025

Services and Charges for Services:

- Activity fee: \$15 per month if attending one day per week
- Activity fee: \$30 per month if attending more than one day per week
- Failure to pay activity fees will result in suspension up to termination of services
- Activity fee must be paid in advance: see contract for specific due date timeline
 - **July 1st activity fees of \$15 or \$30 per month will need to be paid by June 25th in order to avoid July 1st suspension of services**

Day Habilitation Program Expectations:

- Ability to be supported in a staff-to-member ratio of 1:6
- Expected to participate in community based activities
- Cold lunch requirement
 - Microwaves will not be available
 - \$5 charge if cold lunch is provided by Mainstream on an emergency basis
- New medications (antibiotics, etc) will not be accepted the day of service without prior approval

Attendance:

- Must attend daily services at least four hours and 15 minutes
- Members may not arrive earlier than 9a and entry into the building is only permitted once a Center staff member is present outside
- Late arrivals must arrive by 10:30a
- Early dismissals will start at 1:30p
- Dayhab is not a drop in center: there will be no pick ups and returns throughout the day
 - If this is needed, members will need to stay home for the day
 - The only exception to this is for case management meetings
- Absences or schedule changes must be communicated by 8am the day of. Notification should be directed to the **Center Cell: 515-388-2094** only. Failure to communicate by 8a the day of will result in progressive feedback which could lead to termination of services
 - Letting our team know about changes when sites drop off roommates will be considered a failure to communicate by the 8am requirement
 - Progressive process if attendance falls below 80% each month

MAINSTREAM LIVING, INC.

Day Habilitation Contract

Mainstream Living and (guardian), _____, agree to the following terms, conditions, and arrangements for providing services under the Home and Community-Based Services waiver program to _____ (member receiving services).

I. Services and Charges for Services

1. Mainstream Living will not charge the member for any waiver services that are not included in the Individualized Care Plan unless a private pay agreement has been determined and approved upon by all parties.
2. All members attending one day per week will pay a monthly activity fee of **\$15** per month. Members attending two or more days per week will pay **\$30** per month. Payment can be paid monthly, quarterly or annually.
 - a. To maintain uninterrupted service, payment must be received by the 25th of the previous month. If not received, services will be suspended starting the 1st of the following month and remain suspended until payment is received. A notification call will be made to inform assigned parties of the suspension.
 - b. **Example:**
For July activity fees, payment must be received by June 25th. If not received, services will be suspended starting July 1st until payment is received.
3. The member shall provide the following items as it applies:
 - Personal hygiene items including briefs or any items related to personal hygiene
 - Clothing - if extra are needed to be kept at Center in the event of an accident
 - Cold lunch items and preferred beverages
 - Activity fees - see above
 - Members will be charged **\$5** if a cold lunch is not provided and a lunch cannot be dropped off by 9:30am.
 - A bill will be sent to the designated entity the following month. Payment sent upon receipt.

II. Day Habilitation Program Expectations

Funding: The member must have access to appropriate funding sources.

Staff support: The member must be able to be supported in an environment with a staff-to-member ratio of 1:6.

Emotional stability: Members must show signs of emotional stability to ensure their services, or those of others, are not adversely affected.

Personal care: Members must demonstrate the ability to manage personal care tasks, such as toileting, with some exceptions based on program capacity.

Community participation: Members are expected to engage in community-based activities daily unless limitations arise on Mainstream's behalf including but not limited to weather, transportation, or staffing.

Behavior: Members must refrain from harming themselves, peers, or staff, and avoid verbal or physical combativeness.

Group activities: Members must remain with assigned staff/groups during community activities as well as when in the Center.

Lunch supervision: Members must be able to eat lunch under supervision with a 1:6 staff to member ratio, with exceptions based on program capacity.

Lunch preparation: Members must bring a daily cold lunch that is ready for consumption in the community (e.g., cold lunch). If food requires preparation, it must be provided ready-to-eat (e.g., pureed or cut into small bites). Microwaves will no longer be available.

Personal belongings: Please limit the amount of items being brought to services. Mainstream is not responsible for personal items including but not limited to cell phones, tablets, wallets, purses, or extra money. We also ask that members limit the amount of items they bring to one lunch box/bag, one purse type item and one additional bag but only if needed. Members may be asked to leave extra bags in the building or in the vehicle, depending on the expectations of the venue activities will take place at.

Weather-appropriate attire: Members must dress appropriately for the weather as activities are community-based.

Community expectations: Members must comply with venue rules, such as restrictions on bags and safe and appropriate interactions with others while at the venue.

Vehicle safety: Members must follow vehicle safety guidelines, including wearing seat belts.

Record updates: Members must promptly notify Mainstream of changes in records, including:

- Case manager or MCO changes.
- Member, guardian, or service provider address or contact information.
- Changes in guardianship, representative payee, or supervisory contacts who would be in contact with Center.
- Medication updates (only if administered by Center, if monitoring is required for interaction changes or if the change would impact the members participation in services).

Health:

1. Members should stay home if they are unable to fully participate in activities due to the following:
 - A temperature of 100.0°F or higher.
 - Fever must resolve without the use of fever reducers for at least 24 hours before returning to services.
 - Vomiting and/or diarrhea, with symptoms resolved for 24 hours before returning to services.
 - Cough, sore throat, fever, congestion, body aches, fatigue, or other relevant symptoms.
 - Unable to stay awake

If a member arrives ill or becomes ill during the day, arrangements must be made for them to be picked up within an hour to prevent exposure to other members and staff.

2. If a member experiences any changes in their overall health—such as mobility, toileting needs, eating assistance, stamina, or behavior (including but not limited to dementia or Alzheimer's-related changes)—the member's team must promptly inform the Center with relevant details to ensure services remain safe and appropriate.

Late arrivals/Early departures:

1. If a member arrives after 9:00a, the person dropping the member off must enter the building together to ensure a proper transfer of supervision.
2. Likewise, if a member is leaving before 3:00p, the person picking the member up must come inside so we can confirm the transfer of supervision.

Medication:

1. If any medications will be administered at the Center, it must be verified with a Center supervisor prior to the day of administration.
 - a. All medications will require a doctor's order (unless the member receives Mainstream HCBS services. Orders are already obtained for those members).
 - b. Medications will need to be brought in a clearly labeled container, as provided by their pharmacy.
 - c. Medications can not be given if expired.
 - d. We will not accept medications the day of or without prior notification.

III. Attendance**Attendance expectations:**

- Members are expected to follow their agreed schedule.
- To bill for a full day (T2020 unit), members must attend dayhab for at least 4 hours and 15 minutes.
- The dayhab program is not considered a drop-in program.
 - a. For late arrivals, members must arrive by 10:30a. After 10:30a arrivals will be asked to not attend for the day due to the disruption of the daily schedule.
 - b. For early dismissals related to appointments, we ask that members stay until at least 1:30p.

- c. Members arriving in the morning to then be picked up prior to 1:30p will result in the member being asked to not attend for the day. The only exception to this is case management meetings.
- Morning arrivals: Our team will greet members at the end of the sidewalk starting at 9:00a. We will not be open for members to arrive any earlier nor can members be dropped off at our door without one of our team members present.
- Afternoon dismissals: Our team will greet member's transportation providers in the cul-de-sac and call members to their respective rides starting at 2:50p. Afternoon pick up times should not be scheduled for after 3:00p.

Reporting absences:

- Funders now request reasons for absences. Failure to provide an explanation may result in reduced funding, affecting the number of days members can attend. Please share one of the following reasons when notifying the Center:
 - Vacation (e.g., camp)
 - Medical appointment/illness
 - Weather
 - Other
- Planned absences should be shared as soon as possible as we may offer that opening to another member for just that occurrence.
- **Absences or other needed schedule updates for the day must be communicated by 8am the day of to the Center cell phone: 515-388-2094. Please do not email schedule changes unless you need to share more information with your supervisor. If that is the case, please be sure to text/call the cell phone too as our staff need access to this information daily (regardless if supervisors are in the office or not). Failure to communicate by 8am will result in progressive feedback which may result in termination of services.**

Attendance protocol:

- Members must attend at least 80% of their scheduled days each month.
- If attendance falls below 80%:
 - 1st offense: Verbal communication will be initiated to guardian/site supervisor/member as it applies to identify and address barriers.
 - 2nd offense: Continued low attendance will involve discussions with the case manager/service coordinator.
 - 3rd offense: Scheduled days will be reduced.
 - If attendance remains below 80% after a schedule reduction, discharge will follow.

IV. Suspension from Services

Suspension causes:

Suspensions may occur due to actions that harm the member or others, including but not limited to:

- Verbal or physical fighting
- Willful disregard for personal or community safety
- Taking items that do not belong to the member

- Engaging in unwelcome, sexualized physical contact
- Bullying or harassing others
- Failure to adhere to local business or community standards while in those venues
- Making gossiping or defamatory statements that could harm others
- Failing to comply with the Center’s safety guidelines, including but not limited to adhering to vehicle safety protocols, maintaining community safety by staying with the group, while not requiring staff to address personal needs which takes staff out of the care of the remaining group, and observing traffic and pedestrian laws
- Failure to communicate absences and other needs related to services
- Failure to pay activity fee
- Failure to pay a charged cold lunch fee

V. Refusal of and Withdrawal from Services

- The member retains the right to decline or terminate services at any time.

VI. Termination of Services

- Dayhab is a voluntary service. We may terminate member services at any time; however, the need to change, suspend, or terminate services will be discussed with the member/their team.
- Situations which may result in termination of services include but are not limited to:
 - Continued aggression/physical force which creates an unsafe environment to self, other members or staff
 - Continued decrease or unwillingness to participate in community integration activities
 - Inability to secure funding
 - Scheduling conflicts
 - Failure to pay activity fee
 - Failure to pay a charged cold lunch fee
 - Moved out of service area
 - Inability to secure transportation
 - Situations that result in a conflict of interest
 - Failure to communicate absences and other needs related to services.
 - Members level of care changes or progresses to a point that the Center is not able to provide care in a 1:6 ratio safely
 - Extended leaves that are not agreed upon

I have reviewed the Dayhab contract. I understand how this information applies to my participation in Mainstream Living’s Dayhab program.

Member/Member’s Legal Representative

Date

An additional copy of this contract should be provided to the following provider to maintain consistent service and effective communication.

Name/agency

Contact information

Any unpaid activity fees or cold lunch charges should be followed up with:

Name/agency

Contact information