DAAS Administrative Letter No. 10-02

To: Adult Day Care/Adult Day Health Providers

From: Dennis W. Streets

Subject: Adult Day Care/Adult Day Health Service Complaint Policy

Date: January 4, 2010

The Division of Aging and Adult Services is in the process of updating and revising the adult day care and day health services’ policies and procedure manuals. Part of this updating includes formalizing the adult day care and day health services complaint policy.

Formalizing the adult day care and day health services complaint policy will not change the process of how complaints are investigated, but rather how the actions taken as part of the investigation are reported to DAAS by the local monitors.

This policy shall become effective February 1, 2010.

As of February 1, 2009, the DAAS-600 and DAAS-601 forms will be available on line as Interactive PDF documents at this web site:

http://www.ncdhhs.gov/aging/adcdown.htm

The Adult Day Services Complaint Policy will also be available on the DAAS web site as of February 1, 2009 at this web site:

http://www.ncdhhs.gov/aging/adcsvc.htm

Please contact Heather Carter, Adult Day Care Consultant, if you have any questions regarding this policy or forms at heather.carter@dhhs.nc.gov or 919-733-0440.