FAIRFAX COUNTY HEALTH DEPARTMENT

ADULT DAY HEALTH CARE PROGRAM HANDBOOK

www.fairfaxcounty.gov/hd/ADHC
I. INTRODUCTION

Welcome to the Fairfax County Adult Day Health Care Program. We are administered and funded by the Fairfax County Health Department and licensed by the Virginia Department of Social Services. The four centers are regionally located within the county.

MISSION
To provide quality community-based adult day health care in a safe and positive environment to individuals who need supervision during the day due to changes in their cognitive and/or functional abilities.

GOAL
To provide adults with disabilities a comprehensive day program designed to assist individuals to remain in the community, to promote health, to prevent or delay further disability and to provide respite for caregivers.

VALUES
As part of the Fairfax County Health Department, we have adopted the following values to promote in our work:

Making A Difference

Integrity

Respect

Excellence

Customer Service

ADULT DAY HEALTH CARE PHILOSOPHY

The Fairfax County Health Department has provided Adult Day Health Care since 1980 for residents who require supportive care during the day.

- Adults, regardless of functional limitations or cognitive impairments, should be afforded opportunities that promote independence, while restoring, maintaining, and stimulating their abilities and capacities.
- The needs of the individual and family caregivers and the ability of the program to meet their needs are foremost in determining appropriate admission to the program.
- An integrative approach of serving both physically and cognitively impaired adults, in the same program, with an emphasis on building an individual's strength and abilities, while providing support for limitations.
• Participants and caregivers will play an active role in developing an individualized plan of care that meets the participants' physical, intellectual, emotional, psychological, and spiritual needs.
• Services and activities ranging from recreational to health monitoring are offered.
• Adult Day Health Care enables adults to remain in their homes and communities bridging the gap between total independence and long term institutionalization.

Statement of Rights for Adult Day Health Care Participants

1. The participant shall be treated as an adult with consideration, respect, and dignity, including privacy in treatment and in care for personal needs.

2. The participant shall be encouraged and supported to maintain the highest level of personal and functional independence that conditions and circumstances permit.

3. The participant shall be encouraged to participate in care planning, in program planning, and in deciding to participate in a given activity, to the extent possible.

4. The participant shall be involved in a program of services and activities designed to interest, engage and encourage independence, growth, awareness and joy in life.

5. The participant shall to the extent able, be integrated in and involved with ongoing events in the greater community through programs, activities, and outside trips.

6. The participant shall have the right to autonomy and independence in making choices, including but not limited to, daily activities, physical environment and with whom to interact.

7. The participant shall have the right to choose services and supports and who provides them.

8. The participant shall be cared for in an atmosphere of sincere interest and concern in which needed support and services are provided.

9. The privacy and confidentiality of each participant shall be fully respected.

10. The participant shall be ensured freedom from harm, coercion and restraint including physical or chemical restraint, isolation, excessive medication and abuse or neglect.

11. The participant shall be protected from solicitation, harassment and unwanted visitors.

12. Services provided shall meet acceptable standards of care. There shall be a good faith effort to provide care according to the plan of care. Satisfaction with care shall be regularly checked and concerns addressed.

13. The participant shall have the right to voice grievances about care, programs or treatment and to end participation at the center at any time.
14. No person can be excluded from participation based on race, color, origin, religion or solely on disability. The Adult Care Center is in compliance with the nondiscriminatory practices as cited by the Virginia Department of Social Services.

II. ADMINISTRATIVE POLICIES

ELIGIBILITY
Eligibility for the Adult Day Health Care Program is based on:
- Residency in Fairfax County (including the Cities of Fairfax and Falls Church)
- Age 18 years and older

ADMISSION PROCESS
The admission process may begin in several different ways, such as by telephone inquiry, making a visit to the center, or through a referral from public/private agencies. Applicants are assessed to ensure they are appropriate for Adult Day Health Care services.
During the admission conference, the Center Nurse Coordinator will meet with the participant and caregiver to elicit information on medical and social history including preferences, capabilities, and strengths that will inform the individualized plan of care. The applicant will be able to join the program activities while a family member/responsible party meets with the Center Nurse Coordinator to share additional information and to learn about the program. The daily charge is discussed at this time. The applicant must have a physical exam and will need a tuberculosis clearance report completed by their private physician within 30 days prior to admission. A non-refundable fee will be charged for the admission conference.

If there are no current openings, the applicant will be placed on a waiting list based on the date of the inquiry. If there is a wait list, the Center will contact you to set up an admission conference when an opening becomes available.

CONFIDENTIALITY OF HEALTH INFORMATION
Families are provided a copy of the Health Department’s Health Insurance Portability and Accountability Act (HIPAA). Families are required to sign a statement that they have received this information during the admission conference.

TRIAL PERIOD
All admissions to the program are on a 30-day trial basis. This gives the individual, family members and staff an opportunity to determine if the program meets the participants’ needs. Participants are allowed to attend as little as one day a week during the first 30 days. After this initial period at least two days of attendance is required and a two week notice is required for discharge.

ATTENDANCE – Hours of Operation are M-F 7 a.m. to 5:30 p.m.
The minimum attendance is two days per week, six hours per day. This greatly enhances the benefits of the program for the participant. Needs of the family and participant will be considered if changes in the scheduled days are necessary. The
Centers do not operate on a “drop-in” basis. If a participant misses one of their scheduled days and wishes to make it up on another day of the week, they may do so if space allows. Contact the Center to inquire.

FEES
- Fees are based on the Health Department’s sliding fee scale that looks at the gross income plus 2% of any assets (not including primary residence) of the participant and spouse. **The fee scale is subject to change July 1st of each year.**
- All sources of gross income (i.e. bank statements, interest/dividend reports, pension, W2’s) must be verified to be eligible for the sliding fee scale. If preliminary screening indicates that the participant meets the functional and financial criteria for Medicaid; the participant and caregiver should follow-up with a Medicaid referral. **If the participant/caregiver declines to be screened for Medicaid, the participant/caregiver will be billed at full fee.**
- Invoices will be sent the beginning of each month, to the primary caregiver, based on the contracted number of days per week, any additional days attended, and will include Fastran charges if applicable. Checks are made payable to **COUNTY OF FAIRFAX** and are due **30 days from date of invoice**.
- Monthly charges not paid in a timely manner will be subject to the Fairfax County Finance Office’s policy and procedure for delinquent accounts, and may be subject to penalties and interest.
- Long term care insurance may cover Adult Day Health Care expenses. If you have insurance, you will need to check with your individual provider.
- Medicare does not cover Adult Day Health Care charges at this time.
- The Department of Medical Assistance Services (DMAS) may assess a patient co-pay for services to those who have the Medicaid Elderly and Disabled Waiver. The amount of the co-pay is determined by DMAS, but may be billed through the Adult Day Health Care. You will be notified by DMAS of the amount if there is a co-pay.

DISCHARGE POLICY
Refer to Appendix A.

CANCELLATIONS
The caregiver is responsible for calling the Center by 8 a.m. if the participant is unable to attend on a scheduled day. If your family member is a Fastran rider, it will be necessary for you to cancel Fastran. Fastran’s 24-hour hot line number is **703-324-7068 or 703-222-9764**. Failure to cancel service will result in a no show status and could jeopardize on-going Fastran service for the participant.

SCHEDULED CENTER CLOSINGS
The Centers are closed on all Fairfax County Government holidays. Yearly schedules can be obtained from your Center.

INCLEMENT WEATHER
- When Fairfax County Public Schools are either delayed or closed, the centers’ hours of operations change and will be open from 9 a.m. to 5:30 p.m. If Fairfax County Government offices are closed, then the centers will also be
closed. Announcements are made on local TV and radio stations and cable channel 16. If a participant arrives at the center prior to at least two staff members being there, they will be unable to enter the center per our licensing regulations.

- If Fairfax County Schools are closed or have a delayed opening, Fastran will not provide transportation.
- If schools will be closing early Fastran will pick up early at the centers. For example, if schools close 2 hours early Fastran will pick up at the center 2 hours early.
- If there are poor weather conditions that occur midday and the center will be closing early, you will be contacted at the emergency numbers which are on file at the center. Please keep us advised of any changes in your emergency numbers.
- During inclement weather, please call the center to ensure staff is available to receive clients.
- During inclement weather, please cancel or confirm attendance by 9 a.m. to facilitate ordering meals.

SMOKING POLICY
Smoking is not permitted in any Fairfax County facility.

APPEAL PROCESS
Refer to Appendix B

III. PROGRAM COMPONENTS

TRANSPORTATION
Fairfax County has a contract with FASTRAN to provide door-to-door transportation to and from the Centers. The Centers will help facilitate obtaining FASTRAN services for families who do not have other means of transportation. Families are informed if a route is available. Fees for this service are based on a sliding fee scale according to the participant’s and spouse’s gross income, if applicable. Charges for Fastran service will be billed by the center and will be included in your monthly statement. If a participant is on the Medicaid Elderly and Disabled Waiver, transportation is provided through a DMAS contracted vendor.

EMERGENCY DROP-OFF POLICY
If a caregiver is not at home when Fastran arrives in the afternoon, the emergency contact cannot be reached, and Fastran is unable to return the participant to the center before the 5:30 PM closing, the driver will transport the participant to the Fairfax Nursing Center at 10701 Main Street, Fairfax. The participant must then be picked up from the Fairfax Nursing Center by 7:30 PM to avoid admission and subsequent charges.

THERAPEUTIC ACTIVITY PROGRAM

Activity Program Components:
Each Center’s activity program is planned by a certified therapeutic recreation specialist (CTRS) according to the population served and the leisure interests of the participants. Participants can choose from a wide variety of activities on a daily basis. Program and
activities are evaluated and adapted to each center’s participant needs on an ongoing basis.

Benefits:
- Increase in socialization and communication skills
- Learn new leisure skills
- Maintain/increase physical fitness, range of motion and muscle tone
- Maintain/increase memory, decision making and cognitive abilities
- Increase in self esteem
- Provide structure and choices for participation
- Provide opportunities for feelings of accomplishment and success
- Increased strength and balance that helps reduce falls

Recreation Therapy Assessments and Social History:
Each participant will have a recreation therapy assessment completed within 30 days of starting the program. This assessment assists the recreation therapist and program staff to plan activities according to ability levels and leisure interests. The social history, which is completed by the caregiver, enables the recreation therapist to individualize the activities program.

Structured Activities
These are offered between the hours of 7:00 a.m. – 5:30 p.m. Some of the activity programs that might be offered are:

Exercise Programs
- **Morning Exercise:** This class consists of chair exercises and chair dancing that focus on range of motion, stretching and increasing physical fitness and muscle tone.
- **Nu-Step Exercise:** Participants approved by their physicians can ride a special recumbent stepper with 1:1 assistance from staff.
- **Strength Training:** This 30 minute class focuses on increasing strength and endurance of certain upper and lower muscle groups. The class uses light wrist and ankle weights to execute the exercises. The participants in this class must also have a release signed by a physician.

Table Activities
Small group activities are based on interest and promote participation and stimulation. Examples include puzzles, art projects, and table games such as Scrabble, and Uno.

Community Outings
Staff may take groups of participants on various outings such of interest: to the beauty shop, picnics at local parks, museums, mall shopping or to other Centers. Participant interest, strength and limitations are considered when planning the trips. Space is limited and opportunities to participate may rotate among
participants. A minimal additional cost may be charged for some trips. Transportation will be provided by Fastran bus.

**Additional Therapeutic Programs are provided at the Centers which may include:**

**Special Events and Theme Days**
- Holiday Celebrations
- Monthly Birthday Celebrations

**Musical Programs**
- Music Therapy
- Entertainers
- Sing-alongs
- Bell Choir

**Inspirational Programs**
- Support and Inspiration Group
- Rosary Group

**Cognitive/Sensory Activities**
- Reminiscence Groups
- Chat Groups
- Current Events
- Word Games/Crossword Puzzles
- Trivia
- Smartboard Interactive Games and Movies
- Wii Sports

**Fine Motor Activity Programs**
- Art Therapy
- Crafts/Ceramics
- Horticulture

**Leisure Activities**
- Horseshoes, Balloon Volleyball, Bowling, Puzzles, Card Games, Tai Chi or Tai Chair, Ring Toss, Golf, Shuffleboard, just to name a few!

**Intergenerational Activities** - Visits from local schools and pre schools

**NURSING SERVICES**

**Health Monitoring**
Participants are assessed on an on-going basis by a licensed nurse. Blood pressure, weight and pulse are monitored on a monthly basis and more often if needed. All staff is trained in CPR and First Aid. If a medical emergency occurs, the rescue squad will be contacted, the family notified, and the participant will be transported to a local hospital. For non-emergency issues family may be notified to pick the participant up if necessary.
Medication

All prescription and over-the-counter medication must be administered by a licensed nurse according to agency policy and procedures. A written order from the doctor is required to enable the nursing staff to administer medications (including those sold over the counter) and treatments accurately and safely. All medications to be administered during Center hours must be in an original pharmacy container. The attached prescription label must exactly match the written doctor’s order. The label must also have the expiration date of the medication. A 30 day supply is recommended. Participants are not permitted to keep medications with them in the center at any time. State regulations require that all medications must be kept in a locked container until they are administered.

The label must contain:

Participant’s name, name of the medication, the strength of the medication, the dosage amount to be given, the route of the administration, and the frequency of administration. We do not provide any medications at the Center except those that you provide for your participant.
**Durable Do Not Resuscitate Order (DDNR)**
If your family member requests a DDNR it is necessary to have a DDNR order signed by the physician. The center will need a copy of the form to place in the record. Only licensed nurses are authorized to honor a DDNR order. In the event that a licensed nurse is not present during an emergency, staff is not authorized to honor the DDNR and will call the rescue squad and initiate CPR.

**Changes in Health Status**
Please notify the Center Nurse of any changes in medications, diet, health, therapies, private physician, etc.

**Vaccines - Flu and Pneumonia**
Flu and pneumonia vaccines are often available at your physician’s office, as well as local grocery and drug stores. Please ask if you need assistance in locating a provider to administer vaccinations. All caregivers and participants are encouraged to receive both of these important vaccinations.

**MEALS**

Meals at the Center are provided by the Fairfax County schools or contracted out to a private vendor. Breakfast, lunch and snack are provided each day. Breakfast is served until 9:00 am. **Menus and meals are planned by a nutritionist however; the centers cannot accommodate therapeutic diets. There are always alternative choices, which the participant can select.** Families will need to provide any additional dietary supplements (i.e. Ensure) as recommended or ordered by their physician. This would require a doctor’s order. Families are welcome to bring preferred foods from home if desired.

Meals are funded through the Congregate Nutrition Services of the Older Americans Act, which is administered by the Department of Family Services’ Area Agency on Aging. Although there is not a separate charge for the meals, donations are accepted to offset the cost of Fairfax County’s subsidy for the meals. Donations can be added to your monthly bill payment.

**COMMUNICATION**

- **Monthly Newsletter** – The monthly newsletter will keep you informed of Center policies, upcoming events and health and informational topics.
- **Monthly Calendar** – The recreation therapist develops a monthly calendar based upon participants care plan, therapeutic recreation assessments, social history forms and participant and family input.
- **Web Site** ([www.fairfaxcounty.gov/hd/adhc](http://www.fairfaxcounty.gov/hd/adhc)) - The web site provides information about our program, upcoming events, and links to other county agencies.
- **Social media:** Adult Day Health Care uses the Health Department’s Facebook and Twitter (@fairfaxhealth) accounts to post information and pictures from our program. You can follow us on Facebook or Twitter ([https://www.facebook.com/fairfaxcountyhealth](https://www.facebook.com/fairfaxcountyhealth) ([https://twitter.com/fairfaxhealth](https://twitter.com/fairfaxhealth))
• Flyers and available resources for community activities of interest

IV. SUPPORT SERVICES

VOLUNTEERS

The Volunteer program is coordinated by Volunteer Solutions, a program of Fairfax County Department of Family Services Area on Aging. The volunteers contribute to the variety and success of the therapeutic activity programs at the Centers. Volunteers assist or lead some of the following activities: sing-a-longs, games, trivia, lunch/snack, bingo, gardening, arts and crafts, exercise, and community trips. Volunteers may assist with clerical duties and visit with the participants. Assisting with programs, friendly visiting, and individual attention are important ways that volunteers add to the program.

Volunteer Qualifications:

• Must be at least 13 years of age
• Must complete a tuberculosis screening
• Must complete a criminal background check (18 years and above)
• Must provide 2 references
• Complete orientation

Fairfax County Adult Day Health Care Associates

Fairfax County Adult Day Health Care Associates (Associates) is a non-profit volunteer organization of caregivers and others who are interested in supporting the Fairfax County Adult Day Health Care Centers. Their primary functions are fund raising and advocacy. They administer donated funds, in order to supplement and enhance the program for the participants such as purchasing exercise equipment, Smartboards, music therapy, art therapy, and extra field trips. As a tax exempt organization they are in a position to accept donations to help the Fairfax County Adult Day Health Care Centers. Donations have enabled them to provide items that enhance the lives of the participants.

The Board of Directors, most of whom have or have had family members participating in a Fairfax County Adult Day Health Care Center, have found that certain additional and special needs of the participants can be met by a non-profit volunteer group.

If you desire additional information or would like to become a member or make a donation, their contact information is as follows:

Fairfax Adult Day Health Care Associates
P.O. Box 2715, Merrifield, VA 22116-271

web: http://www.fairfaxadhc.com e-mail: associates@fairfaxadhc.com
CAREGIVER SUPPORT

Support Groups
The Adult Day Health Care program provides ongoing support groups and educational programs for caregivers. Support groups are led by nurses at the Centers or at community locations and are designed to provide an opportunity for caregiver support and networking. You are welcome to attend a support group even if you do not have a family member enrolled in the Adult Day Health Care Center. Please contact the Center of your choice for more information.

Caregiver Seminar Series
As part of the Fairfax County Caregiver Seminar Consortium we plan and implement a series of programs in the Fall and Spring that address topics germane to care giving. For more information please contact any of the Adult Day Health Care centers and they can provide you with the schedule of seminars.

V. PARTICIPANT INFORMATION

CLOTHING
Clothing should allow for comfort, warmth and freedom of movement. Please encourage the participant to wear comfortable shoes that will allow safe walking and movement. Families are asked to supply a complete change of clothing. This should include a shirt, a pair of pants, underwear, socks, and bra for women. An extra pair of shoes would be helpful. The clothing will be used in the event clothing worn to the Center becomes soiled, wet or dirty. When soiled clothing is sent home, you are asked to send in a fresh supply in a clean, labeled bag. All clothing and personal supplies brought to the Center must be marked with the participant’s name.

PERSONAL CARE SUPPLIES
Incontinence supplies, such as pads and briefs, must also be supplied by the family. When the participant’s supply runs low, you will be notified.

OTHER BELONGINGS
The center is not responsible for expensive jewelry and other valuables. These items should be left at home as participants may remove jewelry and misplace it. Participants are strongly encouraged NOT to bring any cash, credit cards or other valuables to the Center.
VI. INTERDISCIPLINARY TEAM

TEAM MEMBERS
The Adult Day Health Care (ADHC) team is professional and well trained. All ADHC staff initially receives 40 hours of training specific to Adult Day Health Care and are required to maintain CPR and First Aid certification. The staff to participant ratio is 1 staff member to every 6 participants per licensing regulations.

Nurse Coordinator
The Center Nurse Coordinator is a licensed Registered Nurse with at least a Bachelor of Science in Nursing degree and extensive experience in geriatric care. He/she is responsible for the overall day-to-day operation of the Center in accordance with State licensing regulations and Health Department policies and procedures. He/she supervises the staff and conducts admission assessment conferences.

Center Nurse
The Center Nurse is a licensed Registered Nurse or licensed Practical Nurse. He/she monitors the health status of the participants and provides ongoing assessments and nursing interventions. The Center Nurse is responsible for administering any medications or treatments that are prescribed by the participant's physician.

Certified Therapeutic Recreation Specialist (CTRS)
The Certified Therapeutic Recreation Specialist (Recreation Therapist) has a bachelor's degree in Recreation Therapy and Leisure Studies. He/she plans and develops the comprehensive daily activity program, based on each individual's social, emotional, cognitive and physical needs. He/she also coordinates and supervises the volunteer program at the Center.

Office Manager
The Office Manager provides the overall administrative support to the center. He/she handles telephone inquiries and is responsible for processing the monthly bills to families and arranging Fastran transportation.

Senior Program Assistant
The Senior Program Assistant works closely with the Recreation Therapist to assist other Program Assistants in providing the day-to-day services of the Center. The Senior Program Assistant assists the Recreation Therapist with the development and implementation of the daily therapeutic activity program. He/she assists the other Program Assistants in providing personal care to participants and oversees the set-up, serving, and clean-up of meals.

Program Assistant
The Program Assistant provides the hands-on care of the participants, including assistance as needed with personal care and activities of daily living. He/she assists the Recreation Therapist and Senior Program Assistant in leading the daily activity program.
VII. CARE COORDINATION

CARE COORDINATION
On admission to the Adult Day Health Care Program, your family member/loved one is assigned a Care Coordinator. It is the responsibility of the Care Coordinator to update your family member's individualized plan of care and assessment using the information provided by you the caregiver, your loved one/family member, interdisciplinary team, and medical provider. Development of the care plan is ongoing, as preferences and needs change. Every attempt is made to respect and honor preferences. If you have any questions, please feel free to contact his/her Care Coordinator at any time.

ANNUAL RECORD REVIEW
You will be notified in advance when it is time for the annual record review. State licensing and county regulations specify:

- Participants are required to have an annual physical exam and TB screening. (Please note: If the annual physical exam report is not completed by the specified date, the participant will not be able to attend the Center until it is completed).
- Financial and emergency information also must be updated annually.

VIII. ADDITIONAL HEALTH DEPARTMENT SERVICES

Respite Scholarship Fund
Over the years we have had scholarship funds available to pay for additional days of adult day health care. For further information, please contact your Center Nurse Coordinator as to the availability of these funds.

IX. EMERGENCY PREPAREDNESS

Many of you have had questions regarding our plan for safeguarding our participants in the event of an emergency. We want to assure you that we take this responsibility very seriously. We have worked diligently to develop a comprehensive Emergency Response Plan. This plan is available in each center for your review.

In an effort to plan for a wide range of potential emergencies each center has put together an emergency kit that includes medical supplies, personal care items, food, water, batteries, flashlights, blankets, cell phones and a radio. These items are checked monthly to make sure that they have not expired and that all equipment is in working order. Emergency operations plan manuals are available at each office for your review.
APPENDIX A

Discharge Policy
Discharge planning with the participant and/or family begins with the initial assessment of the participant and is an ongoing process until the point of discharge. The Care Coordinator will assist family members in identifying other available care options when approaching a time when ADHC can no longer safely meet the participant’s needs. Some reasons a person may be discharged include:

- Participant is restored/rehabilitated to the degree that he/she would benefit from a higher level program.
- Participant’s condition deteriorates and the assessed level of care can no longer be met by the Center’s staffing ratio.
- Participant and/or family choose alternative services, (i.e. home care, assisted living, etc.).
- Participant has a contagious disease that cannot be managed safely at the Center.
- Participant displays disruptive behaviors that cannot be managed through behavioral, environmental, or pharmacological interventions.
- Participant is unable to manage bodily secretions safely (i.e. voids in inappropriate places, spits or is unable to handle nasal or throat secretions).
- Participant displays aggressive/abusive behavior towards another participant, volunteer or staff member. This may include a history of pushing, slapping or other physical or emotional abuse that is unpredictable and not amenable to intervention. If the participant displays aggressive behavior they will not be able to attend the center until seen and cleared by a physician that they are not a danger to themselves or others.
- Participant continues to attempt to leave the Center despite staff interventions to ensure a protective environment.
- Participant has an overdue bill of more than 60 days for day care fees that may include transportation.
- Participant has frequent, unscheduled absences and does not comply with attendance policy requirements.
- Participant is repeatedly picked up by family after the center closing time of 5:30pm.
APPENDIX B

Grievance and Appeals Process:
- Upon admission, the client/responsible party is given a copy of the appeal process.
- The client/responsible party may appeal decisions regarding amount of service, denial of service, type of service, discontinuation of service and amount of fees.

- Prior to a formal appeal, the client/responsible party, the center nurse coordinator, center nurse and other appropriate Adult Day Health Care staff will meet in a conference to resolve the issue. The results of the conference will be documented in the client's record, and a written report of the outcome of the conference will be sent to the client within ten calendar days of the conference.

- If the client or responsible party is not satisfied with the results of the conference, they may request an appeal of the conference decision. The client/responsible party must submit, in writing within three weeks of the conference date, a request for an appeal hearing. The letter should be addressed to the Director of Health Services, Fairfax County Health Department, 10777 Main Street, Suite 203, Fairfax, Virginia 22030.

- The administrative staff of Patient Care Services in the Department of Health will conduct the appeal. The hearing must be held at a mutually agreed upon time within two weeks of the receipt of the letter from the client/responsible party within two weeks of the appeal. A copy of the appeal decision will be retained in the client's record.

- The appeal decision is final.
Center Locations

Lewinsville Center
7700 Leesburg Pike, Suite 50
Falls Church, VA 22043
703-734-1718

Lincolnia Center
4710 N. Chambliss Street
Alexandria, Virginia 22312
703-914-0330

Mount Vernon Center
8350 Richmond Highway Suite 137
Alexandria, Virginia 22309
703-704-6050

Herndon Harbor Center
875 Grace Street
Herndon, Va. 20170
703-435-8729

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