

Schertz Area Senior Center Manual of Operations and Procedures

General

The following policies and procedures will apply to participants, board members, employees and volunteers.

Schertz Area Senior Center is a multi-purpose activity center, which is open from 9am to 4pm Monday through Thursday and 9am to 5pm on Fridays. It will provide a variety of services for seniors regardless of race, religion, gender, disability, national origin or ability to pay. The Facility will be maintained and operation in compliance with all laws, rules and regulations promulgated by the federal government, the State of Texas and their regulatory representatives.

Schertz Area Senior Center **Code of Conduct**

Philosophy

The mission of the Schertz Area Senior Center (SASC) is to create a home-like atmosphere that gives each participant a welcome feeling. This can only be accomplished when the SASC is free from disruptions that could interfere with day-to-day activities. The purpose of the Code of Conduct is to establish expectations for responsible participant behavior and the consequences of irresponsible and disruptive behavior.

Respect

All participants who attend the SASC are expected to respect the dignity and worth of all people, and the rights of individuals to privacy, confidentiality and self-determination. Participants should be aware of and respect cultural, individual, and role differences, including those based on gender, gender identity, race, ethnicity, national origin, religion, sexual orientation, disability and language. All participants must treat other participants, volunteers, staff, instructors, guests and sponsors in a courteous and respectful manner.

Prohibited and Conduct

Participants shall not engage in acts of violence, disrespect for authority, antisocial conduct, misuse or abuse of equipment or facility or use foul language or gestures. The YMCA reserves the right to remove patrons from facilities, programs and services through suspension periods determined by the SASC Director or designated representative.

Participants shall not exhibit and threatening or intimidating behaviors such as use of profane, abusive, obscene, harassing, insulting or sexually suggestive language. Participants must not take unfair advantage of any individual nor engage in any bullying behavior.

Participants shall not use hate speech or epithets (e.g., racial, ethnic, sexist, homophobic or religious slurs.)

Participants are responsible for good personal hygiene. Participants who display deteriorated personal hygiene, (e.g., noticeable dirty body or soiled clothing, offensive body odor, or their prevailing conditions like body lice, untreated open wounds, contagious diseases or incontinence) may be asked to leave the facility and may be referred to the appropriate civil agency for assistance.

Participants shall not wear inappropriate or revealing attire. Shoes must be worn at all times.

Participants shall not misuse, misappropriate, damage, steal or obstruct the use of SASC equipment, resources or facilities.

Participants shall not touch or move personal property belonging to another participant, staff or volunteer without the owner's permission.

Participants may not enter or use the kitchen area without permission from the SASC Director.

Participants may not sell, solicit, petition, nor post or distribute materials without permission from the SASC Director. Examples include the selling of products or services, circulating a petition, survey or letter, or selling tickets for an organization or event.

Participants are expected to take pride in the SASC by keeping it neat and clean, disposing of all trash and returning all chairs and materials to their proper location. Participants must respect the restrooms by cleaning up after use, flushing toilets and notifying staff of any issues that require attention.

Participants that use service dogs must maintain control of the animal at all times and must have appropriate documentation on hand in accordance with City of Schertz Animal Control Policy.

Consequences

Any participant who commits or attempts to commit any of the offenses listed in this document, or any behavior which is illegal under city, county, state or federal law, is subject to sanctions which include:

1. Being asked to leave SASC premises
2. Having SASC privileges suspended or revoked

3. Being Banned for SASC premises

Penalties are at the discretion of the SASC Director. Penalty guidelines are:

1. First Offense: Verbal warning:
2. Second Offense: Written Warning
3. Third Offense: Immediate removal from the premises and a minimum 15-day suspension
4. Maximum penalty: Permanent ban from SASC facilities

The police will be called in an emergency situation. An emergency situation occurs when an individual's actions are perceived to present and imminent danger to life or safety of the individual or to others. Such incidents include but are not limited to assault and other crimes of violence or the threat or attempt to commit these crimes.

Rights and Responsibilities

All participants are entitled to the basic rights of citizenships that are recognized and protected by law for persons of their age and maturity. The SASC will foster a climate of mutual respect for the rights of others. Participants are expected to respect the rights and privileges of other participants and staff. The SASC Code of Conduct is established to achieve and maintain order in the SASC. Participants who violate the rights of others or who violate the SASC rules will be subject to disciplinary measures designed to correct misconduct and to promote adherence by all participants.

SASC programs are for seniors who are independent and can care for their own personal needs. SASC is not an adult daycare facility and there is no medical staff on site. Seniors are welcome to bring an attendant or caregiver with them in order to enjoy our services and programs.

The simple philosophy behind this Code of Conduct is the Golden Rule. Treat everyone the same way that you want to be treated.

Nutrition Services

Program Eligibility and Target Group:

1. Any person over the age of 50 or over, and the spouse of that person regardless of age, and when feasible, handicapped or disabled persons regardless of age, who reside with an older eligible individual or in a housing facility occupied primarily by older individuals, will be eligible to receive congregate nutrition services.
2. Our target group will include:
 - a. All eligible persons with the greatest economic or social needs
 - b. Low-income minorities and others who cannot afford to eat adequately.
 - c. Individuals who lack knowledge, skills, mobility or motivation to obtain or prepare adequate food.
3. Any persons 50 years or older will be considered to be a program participant only after receiving a copy of the Contribution, Complaint and Confidentiality Form, completing an intake form, and completing a AAA Consumer Needs Evaluation. SASC will not exclude anyone from participating in any programs or services based on race, disability, gender, religion, national origin or ability to pay.
4. Each Clients eligibility will be reassessed on an annual basis.

Meal Services Requirements:

A hot or other appropriate meal will be served at 1130am, in a congregate setting, five days per week at a minimum of two hundred and fifty days per year. The meals will provided one-third ($\frac{1}{3}$) of the recommended dietary allowance (RDA) as established by Food and Nutrition Board, Institute of Medicine, National Academy of Sciences as well as Dietary Guidelines for Americans issued by the Secretaries Department of Health and Human Services and Agriculture. Menus will be approved by a licensed dietician (under the Texas Occupations Code, Chapter 701)

A health inspection of the kitchen (Food Service Establishment Inspection Report) will be done annually by the Texas Department of health or by the local health inspector. A Health Department Permit issued by the city will be renewed as requested. Both documents will be posted, visible to all. A copy of the required inspection results will be provided to the Alamo Area Agency of Aging and the HHS contract manager within five calendar days of the receipt of the results.

In addition, the following provisions will be made for meal service:

1. A special area is always set up for the serving and dining area.
2. Accurate preparation of food is forecasted to minimize left over food. Left-over food is thrown out at the end of the designated meal time.
3. Dining room volunteers and SASC staff help with clean up after the meals. Trained kitchen volunteers will wash non-disposable items and do daily disposal of garbage.
4. Menus are posted for the month in the SASC newsletter or as part of the event calendar.
5. The only foods to be taken out of the SASC will be packaged for the take-out by the kitchen staff.

6. Potential hazardous foods shall be kept at a safe temperature, cold foods below 41 degrees and hot foods above 135 degrees, as stated in the Texas Department of Health Division of Food and Drug "Rules on Food Service Sanitation."
7. Participants are not to enter the kitchen without authorization of SASC staff. All employees and kitchen volunteers will wear appropriate hair coverings and gloves while in the kitchen.

SASC Kitchen SOPs:

Kitchen Volunteer Attitudes and Expectations

All of our volunteers are important. The lunchtime volunteers serve everyone. This program is successful in feeding seniors a balanced and nutritious meal. It is very important that you are friendly, cordial, and helpful to everyone who comes through the lunch line. While you are here to perform a task, people still come first. For many seniors, this is the highlight of their day, so let's all do our best to make it a great experience. The following information is provided as a guide or tool to help you be a successful volunteer.

General Kitchen Rules

- Always wash your hands
- Clean anything that needs cleaning

Periodically

Check beverage station for cleaning and replacement of cups, lids, straws, stirrers, etc.

Make coffee or tea as needed. Try not to make more of either one than we need. Do not make coffee after 2:00pm. **Reminder**...all left over coffee and tea must be thrown away.

When food arrives

- Find out the count for the day; SASC Director furnishes that information.
- Count meals. If there are more than a couple meals extra (see example below) beyond the count for that day tell the Director right away so the city can be notified. Example: 100 people signed up for lunch...meal count 102 (no need to tell SASC Director)
- Remove one meal and test internal temperature to ensure that internal temperature meets requirements, then take this meal and store in the freezer for 7 days in the case of a foodborne illness, to test and determine origin.
- Wash fruit, if any. Remember to wear gloves and hairnets when washing and serving.
- Use the oven for the rolls. The oven should be preheated at 200-250 degrees. Rolls are in plastic so the oven must be turned off and then put rolls in to warm.
- Check date on milk/juice and use the oldest for each day. Rotation is **extremely** important. Hand out milk/juice each day.
- Put plastic ware out on the table with the milk. Bring in at 12:30.
- If necessary put spoons out for additional items such as fruit cups, Jell-O, etc.

Serving Food

- Food is served from 11:30 a.m. to 12:30 p.m.
- Each person must scan in with SASC scan tag that was issued upon sign up of membership in order to receive a meal.
- The amount of food on hand should serve the number of people who have signed up for the meal.
- Do not stack the meals on top of each other (Can cause the cellophane to rip).
- If we are in direct contact with food, hair nets and gloves must be worn. Direct contact would be food that is exposed such as apples, oranges, pears, and the cake on our birthday party at the end of the month. Special functions like Halloween or Christmas would also necessitate hairnets and gloves. **Reminder** – always wash hands.
- **Remember** – If it is on the menu we must serve it.

Leftovers

- **If there is an overage (usually there is) keep 4 or so and put them in the refrigerator. Put out the rest in a bag (1 each) with milk or juice, if any. NOTE: Do Not put out (or give to anyone unless it is with a meal) the fruit or Jell-o in cups, with the exception of the fresh fruit.**

Clean Up

- Wipe down all of the stainless steel countertops and refrigerator.
- Wipe down the coffee machine and the tea machine.
- Clean the carts.
- Clean all sinks.

Time Sheet and Meal Count Sheet

- Make sure you fill out the time sheets each month for the days you are working.
- On the Meal Count Sheet please initial Meals Delivered, and Meat Temperature.

Nutrition Education:

Congregate Meals:

Nutrition Education will correspond to the Nutritional Risk Assessment Form required by HHS. It will include subject matter, presenter, materials used and the source of the information presented. It will include subject matter, presenter, materials used and the source of information presented. The content of all programs shall be developed or distributed by a qualified dietitian or other source promulgated by the HHS. Nutritional information will be given in the form of a program at SASC once per month before congregate meal program clients. The daily roster will determine the names of the clients receiving the education. Subject matter and the name of the presenter will be documented. Before the clients intake expiration date those who have not received nutrition, education will be given information one on one to meet the requirements. Nutrition education counts will be reported to the AAA monthly and include any costs associated with it.

Program Income Contributions:

1. Clients over the age of 60 will be informed about and given the opportunity to voluntarily contribute all or part of the cost of the meal. Services may not be denied if a contribution is not made.
2. Volunteers over the age of 60 are given the opportunity to voluntarily contribute the suggested donation.
3. The Program Income Contribution policy is to be posted in the dine area and includes a suggested contribution and the full cost of the meal.
4. Client contributions are considered program income and will be used to increase the number of meals served or expand nutrition outreach, nutrition education or transportation service that will increase attendance at the site.
5. One locked box for congregate contributions is used (one for program income) and is placed in the area to assure client confidentiality.
6. All contributions are counted daily by two people, recorded on the daily cash accounting form by those present and initialed, and are deposited into the bank daily.

Client Rights and Complaint Procedures:

HIPAA/ Safeguarding Documents:

All intake form documents will be maintained in the locked cabinet in the director's office until picked up by representatives of the City of Schertz. Additionally, the director's office will be locked at all times when the director or staff members are not physically present in the office.

Only those who have completed the HIPAA training can handle completed intake forms.

For additional information about YMCA of Greater San Antonio HIPAA and Privacy Practices please refer to attached document.

Congregate Meal Complaints:

Members who have a complaint or would like to provide feedback in regards to the daily meals received can complete the Selrico Surveys cards that are available at the front desk. Clients will fill these out and turn them into the center director who will submit them to both the congregate meal contractor and City of Schertz representatives. City in turn will forward these surveys to AACOG.

ADA Complaints & Grievances:

Consistent with this policy of nondiscrimination, the YMCA of Greater San Antonio will provide reasonable accommodation(s) to qualified individuals with disabilities, as defined by the ADA, who has made the YMCA aware of his or her disability, provided that such accommodations does not constitute an undue hardship on the YMCA of Greater San Antonio.

Employees with disabilities who need reasonable accommodation to perform the essential functions of their job should contact the Chief Human Resources Officer. The YMCA of Greater San Antonio encourages individuals with disabilities to come forward and request reasonable accommodations.

Examples of reasonable accommodations may include:

- Acquisition of devices to help accommodate an individual with a disability;
- Use of interpreters or other support personnel for an individual with disability.
- Job restructuring
- Modification of work schedules, including allowing part time employment;
- Job reassignment

The ADA does not require an employer to assign a disabled employee to a particular job if another employee is entitled to that position.

Additional complaints and grievances may also be reported via the YMCA comment card that will be turned into the comment card box at the front desk. The SASC Director will collect the

comment cards, evaluate the comments and provide necessary reporting to the City of Schertz representatives, who will create a spreadsheet of complaints and submit them to AACOG.

Suspension of Services:

Schertz Area Senior Center must suspend services if one of the following happens:

1. The client leaves the state or moves out of the provider agency's geographic service areas.
2. The client dies.
3. The client is admitted to a hospital, nursing facility or institution.
4. The client or someone in the clients home threatens the health or safety of staff, volunteers, or other clients.
5. The client cannot be located and has been without services for more than two consecutive service days .
6. The client's eligibility is denied.
7. The client or case manager requests that services be suspended or terminated.

Employees & Volunteers:

Schertz Area Senior Center Front Desk Procedures:

Member Engagement: Front desk volunteers will cheerfully greet all members and guests upon arrival. If members, they will ask members to scan their scan tag. If the member is on the lunch "serve" list, they will click the name (see attached CivicRec information) , annotate the lunch list and provide the server with the member's name for delivery of their lunch.

If an individual is a guest, the front desk employee/ volunteer will provide a "guest" name tag and ask if the guest will like lunch. If the guest does want lunch, they will annotate the "guest area" of the lunch list and provide the guest with a lunch number

They will respectfully answer questions/inquiries. If they are unable to answer the inquiry, they will direct the member/guest to the SASC Director, or a senior center (YMCA) employee.

Tour of Facility:

Front desk volunteers will give guests a tour of the senior center facility, explaining the activities held within the various rooms. There is a list of activities at the front desk to assist the volunteers. If they are unable to answer the inquiry, they will direct the member/guest to the volunteer coordinator, a member of the advisory board, or a senior center (YMCA) employee.

New Employee / Volunteer Orientation Procedures:

Senior Center Volunteer - In order to become a senior center volunteer, prospective volunteers must follow the following steps:

- Must complete a volunteer application
- Be interviewed by the SASC Director
- Must complete a background check initiated by the SASC Director
- Receive orientation/training identified in the new employee/ volunteer procedures.

Tour of Facility:

All employees/volunteers will be given a tour of the senior center facility by a YMCA employee or SASC Director and explained which activities take place in each of the rooms and their responsibility for assisting in setup/breakdown. The SASC Director will explain the importance of identifying and reporting safety hazards/issues to the director for action.

Explanation of Responsibilities:

All employees/volunteers will be given the operating procedures binder and explained their responsibilities and what is expected of them.

SASC director will explain the leadership structure...the appropriate board member or director to address questions/concerns.

Safety:

All employees/volunteers will be given a briefing by the director concerning evacuation and emergency procedures. The director will show new employees/volunteers where all fire extinguishers and fire alarms are, current locations:

- located to the left of the main entrance and alarm located to the right.
- located by the mens restroom near the kitchen and the alarm located by the emergency exit by mens room.
- located as you enter the kitchen area right by the doorway.
- Located near the entrance to the group exercise area as well as the emergency exit towards the back of the group exercise area.

All employees will also be briefed on communication during emergency situations, such as radioing Code Red, Yellow, and Blue and dialing 911. If 911 is called, the employee calling will meet the EMT/Fire Department outside to guide them to the injured party.

Training

All volunteers will be trained by the SASC Director in all areas as outlined by their respective volunteer positions.

All employees will be trained in all aspects of the senior center operations, to include:

- Equipment
- Housekeeping
- Member Engagement
 - Activities Setup
 - Drink Station
 - Engagement with membership
 - Enrollment in Civic Rec for member check ins/ lunch check ins
- Radio/Telephone etiquette
- Member Enrollment
- First-aid/CPR/AED. **All employees will be Red Cross certified.**

Services Information and Assistance:

Referrals:

The staff at AACOG shall be responsible for providing the information requested and/or linking them to the appropriate agencies or organizations as required.

Publicity/ Outreach:

Schertz Area Senior Center will inform the elderly, the general public, and providers of other services the information and assistance service that is provided to the public by AACOG.

Nutrition Outreach:

To assure that eligible clients have an opportunity to participate, nutrition outreach will be performed through the SASC newsletter, Facebook page, and webpage when applicable as well as through in-person interaction with the community specifically targeting the elderly. A written activity plan will be designed to help identify eligible clients, in accordance with the target population identified in the Older Americans Act.

Physical Fitness and Health Promotion:

Physical fitness education and activities such as low impact exercise, Tai Chi, line dancing and other like programs will be offered. Special speakers and professionals will offer information on health and nutrition issues as required by Federal and State guidance. Blood pressure monitoring will be made available as needed.

Miscellaneous Services

The SASC Director may schedule events such as tax services by AARP, annual health fair, driver safety programs by AARP, computer classes and special speakers to discuss issue concerning seniors. Nutritional education programs that inform and assist clients in preparing and eating more nutritious meals will be held at appropriate times.

Staff/ Volunteer Food Service Training

All employees and volunteers of the Schertz Area Senior Center will maintain the highest quality of sanitation in: preparing and serving food; handling of all kitchen utensils and equipment, as well as serving equipment. The facility will be maintained and operated in compliance with all applicable federal, state and local fire, health, sanitation and safety laws and regulations. Janitorial services will be performed in such a manner as to maintain a clean environment at all times.

Staff/ volunteers will be trained to provide safety, sanitation, efficiency of service, accessibility and help with the needs of clients that will include the following:

1. Correct portioning will be attained by using calibrated utensils.
2. The SASC Director and anyone else deemed appropriate will take a fifteen-hour course in sanitation as required. All food preparation, handling and serving activities will comply with the Texas Department of Health Division of Food and Drug "Rules on Food Service Sanitation".
3. Food temperatures will be taken daily.
4. Assistance will be provided for clients with physical disabilities.

Training:

Objective: All personnel, volunteers and staff will be provided with training to enable them to become more aware and knowledgeable of their job responsibilities. Verification of all training activities and the completion thereof will be maintained by the SASC for monitoring purposes.

1. All staff and volunteers who serve and/or deliver meals will receive at least one hour of training either verbally or through an approved written document. This information must be provided before they assume duties and must include:
 - a. Client confidentiality
 - b. Procedures used in handling emergency situations involving clients,
 - c. Sanitary methods used in serving and delivering meals.
 - d. General knowledge and basic techniques of working with persons who are aged and persons who are disabled.
 - e. Personal hygiene.
2. The director must comply with The Texas Department of Health and Human Services regarding the knowledge and demonstration of a food protection manager.
3. Job Descriptions will be developed and maintained for all staff members.
4. Director training will included attending training programs provided or sponsored by AACOG.
5. Certified training will be done for everyone before the expiration period.
6. Documentation will be maintained verifying completion of all training activities.

Food Handlers Certification:

All employees and volunteers who handle food, food equipment, utensils or food-contact surfaces shall successfully complete an accredited food handler training course within 60 days of employment or volunteering.

An accredited food handler education course may be taken online with any special program listed on the Food Establishments website or in person with the City/ County Health Department. SASC will pay for the course fee.

Safety & Emergency Plans

Background Checks:

Before offering employment or a volunteer position:

A criminal history record will be completed through the YMCA background screening via Accurate Background check for employees and Player Space for volunteers. SASC will not employ anyone who has been convicted of an offense that is determined as unsuitable to the position.

Front desk volunteers will be given a briefing by the center director concerning safety and emergency procedures. The volunteers will advise the center director or senior center (YMCA) employee of any safety hazards/concerns.

Emergency Situations:

If there's a medical emergency, the staff member with the radio will call a **"Code Red"** in case of a serious emergency or a **"Code Yellow"** for less serious emergency. The front desk volunteers may be called upon to call 911 and meet the EMTs outside.

If there's a dangerous non-medical emergency, the staff will call a **"Code Blue"** over the radio, and the front desk staff will press the "Panic button", located on the top right button on the phone and may be asked to call 911 and help in evacuation of the membership.

Evacuations:

In case of a situation, which requires an evacuation of the senior center, the staff, with specific areas assigned (**director, main doors, housekeeper kitchen door, and membership engagement representatives group X doors**), will lead the evacuation of the membership. Volunteers will be asked to assist in the evacuation of the membership.

Fire Safety:

Safety in congregate meal sites will be assured through compliance with all applicable federal, state and local health, fire, safety, building, zoning and sanitation laws, ordinances or codes. SASC will be responsible for collecting any safety, health and fire hazards on an ongoing basis with the following requirements:

1. Evacuation procedures in case of a fire will be practiced periodically. A fire evacuation drill will be held once a year with documentation kept on file. Staff and volunteers will be trained and available to help those who have disabilities (canes, walkers, crutches and wheelchairs.) A copy of the floor plan exit will be posted by each exit showing which door to exit in case of fire. In case of fire the evacuation procedure will be followed and when everyone has been evacuated the fire department will be called.
2. Fire extinguishers will be mounted on the walls throughout SASC at all times with current inspection tag in view. They will be easy to reach. Each employee will be trained on the use of the fire extinguisher.
3. A fire inspection will be done annually by a licensed representative and will be documented and kept on file in the main office. A copy of the inspection will be provided to the Alamo AAA within five business days of the inspection.
4. Fire exits will have lights above the doorways that are clearly visible. The doorways will be accessible and clear of objects.
5. There will be no smoking allowed in the center. No smoking signs will be posted throughout the SASC.
6. Emergency telephone numbers will be posted in large print near all telephones at SASC.
7. Basic first aid kits will be on the premises and accessible to all staff at all times. One will be located in the main office and one in the main dining room.
8. All staff will be trained to use the First Aid Kit. Someone will be designated to be in charge in case of an accident or injury.
9. A file will be kept in the office listing emergency contact information for all employees, volunteers and participants.

Accident/ Injury on the Premises:

SASC strives to provide a safe environment for all employees, volunteers and participants. However, accidents do sometimes occur. It is the policy of the SASC that every accident shall be reviewed and studied to determine the cause. Corrective action will be taken to minimize or remove the hazard, including additional staff training, if necessary. The detection and elimination of accident hazards through investigation is the best way to ensure a safe environment.

Accident Reporting:

An incident/ accident report must be completed immediately for every incident/ accident occurring at the nutrition site or while in transit, involving employees or participants.

In the case of a life threatening or serious injury, 911 will be called. If the injury is too extensive for minor first aid treatment, but not life threatening, the client will be taken to their local physician or the hospital by EMS if requested.

Facility

Facility Requirements:

1. The facility shall be a public or private not-for-profit organization that gives particular attention to the elderly.
2. The facility shall have sufficient space to ensure comfort and confidentiality of all clients and visitors.
3. Service will be available during the hours of 9am-4pm Monday through Thursday and 9am-5pm on Fridays for walk-ins and/ or by telephone in the local area.
4. After hours, an answering machine will be used to leave messages.
5. The center will establish linkages with emergency response organizations, such as local law enforcement agencies, EMS and local medical centers to help provide the necessary coverage.
6. Access to the center for walk-ins shall be free of physical barriers to the elderly or handicapped.
7. Services will be available through experienced staff/ volunteers with language skills and other special capabilities. to relate to the special needs of the elderly.
8. The facility will be maintained and operated in compliance with all laws, rules and regulations promulgated by the federal government, the State of Texas and their regulatory representatives.

Facility Access:

1. Sturdy tables and chairs are available for all clients throughout SASC.
2. Special provisions for blind or disabled persons and those with limited mobility are available upon request.
3. The front door is wheelchair accessible with a button to automatically operate the door.

Closure/ Inclimate Weather

In the event that this nutrition site must be closed down due to bad weather, fire, or any other force of nature that following procedures must be followed to ensure that all clients receive a meal:

1. The SASC Director will decide if the weather conditions appear to be severe. (In general, if the schools and local government facilities are closed then we will close.)
2. The SASC Director will contact the YMCA Executive Director and the Schertz Parks and Recreation Director to decide the action to be taken regarding the facility closure.

3. If the center is closed for an extended period due to unforeseen circumstances, such as HVAC failure, broken pipes, severe damage to property that would be deemed detrimental to health and safety, an alternate distribution program will be found to provide meals.
4. If the City of San Antonio, City of Schertz, or County of Bexar is in a state of emergency, the Executive Director will work with the appropriate emergency officials to determine the appropriate course of action including but not limited to acting as a temporary place of nourishment and shelter.
5. If a fire occurs while staff, clients and volunteers are in the building:
 - a. Evacuate th building,
 - b. call 911
 - c. If indicated, use a fire extinguisher.
6. In the case of extended closure due to a disaster, the Executive Director will communicate to City of Schertz Parks and Recreation Director to inform AAA representative and AACOG of the disaster and the impact on the older population in the area.

Section 504 and Title VI Compliance

Assurance

SASC will not deny services to anyone because of rae, color, religion, ethnicity or disability.

Procedures

1. SASC will have a newsletter with information and announcements to be used for outreach. The newsletter shall be updated monthly.
2. Services will be provided upon request for the clients who are sensory impaired. (Language interpreters or readers.)
3. Communication/ interpretation will be provided for those with limited English proficiency.
4. SASC Director will be responsible for assuring that sites have:
 - a. An entrance with wheelchair ramps as required.
 - b. Doorways to accommodate wheelchairs and walkers
 - c. Handrails in the restrooms.
5. Grievance procedures will be posted in the center to assure prompt and equitable resolution of complaints.

Mobility and accessibility

It is the policy of the Schertz Area Senior Center to maintain a safe environment for participants, volunteers, visitors and staff at all times. SASC has been designated to comply with all ADA requirements, and it is essentially a facility created to operate for physically active adults. Extreme caution must always be exercised when accessing the center for those who have

physical mobility impairments. SASC staff and volunteers cannot provide “hands on help” to individuals who require physical assistance.

Definitions

“Physical Mobility Impairments” are defined as difficulty walking; balance problems; difficulty in lowering body to a seated position, and/or getting up from a seated position; difficulty in getting out of a parked vehicle. It is the responsibility of the mobility impaired individual to provide their own assistance whenever they access SASC. All individuals accessing SASC have the personal responsibility to conduct their activities in the safest manner possible. This includes parking their vehicles, getting in and out of their cars, and accessing the building, its activity rooms, restrooms, and dining areas.

Canes walkers and wheelchairs are recommended for use by all individuals who have mobility challenges. However, due to liability concerns, SASC staff and volunteers cannot provide hands-in assistance. Reasonable accommodations will be made - such as holding doors open; removing chairs; or bringing a meal to the table for those who cannot go through the food lines.

The facility will provide a method for clients or their advocates to communicate an action that may be a violation of the Americans with Disabilities Act (ADA)

Political and Religious Activities

It is the policy of the SASC that political and/ or religious activities are not permitted in the facilities as part of sponsored activities or events without prior written consent of the Executive Director. Staff members and volunteers are not permitted to conduct open prayer during regular business hours. Individual clients are allowed to pray so long as it does not become disruptive or intrusive to others.

Solicitation

It is the policy of the SASC that no form of solicitation is permitted in the facilities or as part of sponsored activities or events without the consent of the Executive Director.

Solicitation includes, but is not limited to:

1. Direct personal appeals by individuals selling a product or service, or recruiting other individuals for a project, cause or religion.
2. Delivery or dissemination of printed, audio taped or video-taped materials selling a product or service or recruiting individuals for a project, cause or religion.
3. Posting notices or recruiting individuals for a project, cause or religion.
4. Panhandling, begging, or otherwise soliciting individuals for money, goods for services.

Smoking Policy

No smoking is allowed on the premises. Smoking is only allowed twenty feet or more away from the building in the parking lot. All cigarette butts must be disposed of properly, not left on the ground.

Notice of Grievance and Appeal Rights

Rights and Responsibilities:

- All participants and Contractors may file a grievance or formal appeal if they are adversely affected by AACOG or AACOG Contractor Staff.
- Grievance and appeal rights must be made available to all participants and Contractors.
- Grievances may be made at any time. However, AACOG must be advised within 10 calendar days of the event which created the basis for the grievance of the intent appeal.
- Grievances and formal appeals must be addressed and documented as described below.
- A grievance or formal appeal may be presented on behalf of the participant or Contractor at their own expense.
- You may request assistance from AACOG with filing a complaint or the formal appeal process.
- Reasonable accommodations are available upon request.

How to file a Complaint or Formal Appeal:

You may file a complaint or start the formal appeal process using the following options:

Call: 210-362-5306

Fax: 866-231-9913

Email: ggivilancz@aacog.com

Grievances

- Grievances shall be resolved at the lowest level of authority to avoid undue paperwork or loss of time.
- Grievances received directly at AACOG will be remanded to Contractor staff for resolution, if applicable.
- Grievances may be made orally or in writing.
- Grievances shall include:
 - The notice, document, policy or situation upon which grievance is being made;
 - The dates that are significant which pertain to the grievance;
 - The names of individuals or organizations involved in the grievance.

- A reference to any provision of the Older Americans Act (OAA) or regulations believed to have been violated by site management, grantee, area agency or the Department.
- Grievances shall be directed as indicated at the following authorities in the order indicated:
 - Site Director
 - Project Director
 - AACOG Area Agency on Aging, (AAA) Program Director
 - AACOG Executive
 - Executive Director of the Health and Human Services
- All discrimination grievances will be routed to AACOG management staff within one business day of the allegation.
 - AACOG management staff will route to AACOG legal counsel for proper resolution.
- AACOG will maintain a log of written grievances and appeals received. The log will include:
 - Description of complaint
 - Name of person filing the complaint.
 - Date of the complaint resolution
 - Was complaint substantiated

Formal Appeals

- AACOG will issue a written determination when services are denied, delayed, reduced, or terminated.
 - At this time AACOG will notify participant or Contractor of their right to appeal and AACOG appeal procedures.
- Formal appeals must be in writing unless an accommodation is requested.
- Formal appeals must be filed within 10 calendar days of AACOG issuing the written determination.
- Formal appeals shall include;
 - The notice, document, policy or situation upon which an appeal is being made
 - The dates that are significant which pertain to the appeal
 - The names of the individuals and organizations involved in the appeal
 - A reference to an provision of policy that applies to the appeal
- If a formal appeal is filed, AACOG's Director of AAA Programs will review the appeal documentation and issue a written decision within 30 working days.
- The written decision will include further appeal rights.
- If the appellant chooses to continue appeal, AACOG will gather supporting documentation and facilitate the appeal process with the next level of authority.
- If the facts support the appeal, AACOG shall, within 30 working days of the receipt of the written grievance, make changes necessary to resolve the issue.



Code of Conduct Acknowledgement

I acknowledge the mission of the Schertz Area Senior Center, and the purpose of the Code of Conduct and its expectations for responsible participant behavior and consequences of irresponsible and disruptive behavior as outlined in the code of conduct. I agree to treat other members, volunteers, staff, instructors, guest speakers and sponsors in a courteous and respectful manner.

Member, your signature acknowledges understanding of the information and agreement to the Schertz Area Senior Center Code of Conduct.

Member Name

Signature

Date



Written Warning Document

Member's Name: _____ Today's Date: _____

Date of Occurrence: _____

Reason for Warning: _____

Has the member been warned previously on this subject?

Yes: _____ No: _____

Verbally: _____ Date(s): _____

Written: _____ Date(s): _____

1. Senior Director please write remarks describing reason for counseling.

2. Member, do you have any comments about this?

3. Senior Director what action are you recommending?

Member, your signature acknowledges understanding of the information and agreement to correct.

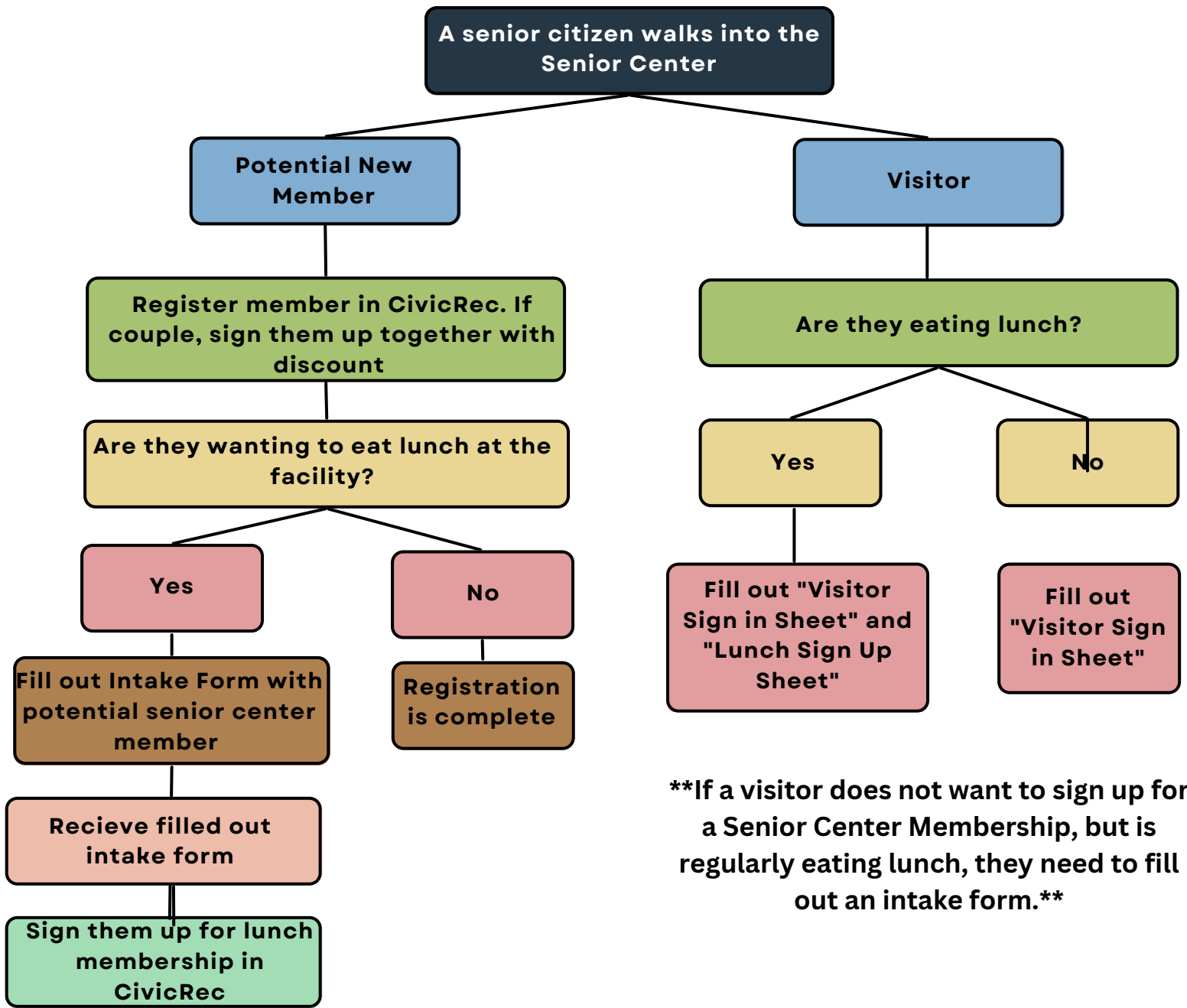
Member Name Signature Date

Senior Center Director Signature Date

Executive Director Signature Date

City of Schertz Director Signature Date

Senior Center Membership Flow Chart



****If a visitor does not want to sign up for a Senior Center Membership, but is regularly eating lunch, they need to fill out an intake form.****