

San Juan County Utah Senior Center  
Policy and Procedure Manual  
for Center Employees



This policy and procedure manual is the property of San Juan County and should be kept on the premises it is for your reference to daily activities. It should be read by you and if you should have any questions, they should be referred to your immediate supervisor for clarification.

This manual is to be utilized as a supplement to the San Juan County Personnel Manual. In all instances that policy takes precedence over this manual.

This manual needs to be returned to your supervisor when you are no longer an employee of San Juan County

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# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title: Accidents/Injuries

Effective Date: May, 2020

Revised Date: January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that our senior centers follow the San Juan County policy in regards to Accidents/Injuries

1. Employees injured on the job, no matter how slight, must report the incident promptly to a supervisor and fill out and submit a "First Report of Injury" report to the Human Resource Department and the County Risk Manager. Levels of compensation and County participation in payments to the worker shall be according to standards established by the Utah State Industrial Commission.
2. In conjunction with Appendix A, the County's Drug Free Work Place Policy, every employee involved in an on-duty accident or unsafe work practice, shall immediately submit to a drug and alcohol test at the Blanding Medical Clinic or the San Juan County Clinic in Monticello if by observation of the employee and the circumstances of the accident reasonably could indicate violation of the County's drug policy.

It is the policy of San Juan AAA that any injury that happens on the job is reported to your immediate supervisor as soon as the injury happens. The workers compensation policy is utilized and followed through on.

It is the responsibility for the Senior Center directors to advise their staff on what to do in the event of an injury. It is the policy of San Juan AAA that any accident involving Aging staff and county equipment is reported to their immediate supervisor.

Upon which the Human Resource Department will be notified and policy will be followed through on requirements for accidents at work.

It is the responsibility of all Center Directors to report incidents immediately to the Aging Director.

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# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Activities and Events Sponsored by Non-County Committees/Boards/Councils
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Effective Date:	
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Revised Date:	January, 2024
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### Policy

It is the policy of San Juan County Area Agency on Aging that our senior centers are for senior center functions. We acknowledge that there will be requests for Non-County Committees/Boards/Councils to want to provide activities within the county senior centers.

The following guidelines for these activities or events to be considered for approval will be as follows:

1. The activity or event needs to be for the age group 60+
2. There cannot be a fee charged for the activity or event
3. The activity or event needs to be pre-approved by the Aging Director or assistant 1 month in advance of the activity or event.
4. Scheduling of the activity may or may not happen due to staffing of building availability.
5. Attendance to the activity or event needs to be open to all seniors 60+ within San Juan County.
6. Movie
  - a. The movie name cannot be advertised.
  - b. There cannot be a fee collected for viewing the movie.

*San Juan County Area Agency on Aging reserves the right to not guarantee scheduling activities or events due to availability of space, staff availability or the event activity is not sanctioned by the County.*

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Attendance
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that our senior centers follow the San Juan County policy in regards to attendance at work. This policy does not apply to absences covered by the Family and Medical Leave Act (FMLA) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA). These exceptions are described in separate policies.

1. **Attendance:** Punctual and regular attendance is an essential responsibility of each employee of San Juan County. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.
2. **Absence:** the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined below: Due to full-time hour requirements for benefit eligibility, Employees must take earned leave time for every absence.
  - A. **Excused absence** occurs when all the following conditions are met:
    - i. The employee provides to his or her supervisor sufficient notice at least 48 hours in advance of the absence.
    - ii. The absence request is approved in advance by the employee's supervisor.
    - ii. The employee has sufficient accrued leave time to cover the absence.

iii. Employees are allowed three (3) excused absences, without notice in a year, provided they have sufficient accrued leave time to cover the absence. Employees must state it is one of their three (3) excused absences.

B. **Unexcused absence** occurs when any of the above conditions are not met.

i. If it is necessary for an employee to be absent from work because of an illness or an emergency, the employee must notify his or her supervisor no later than the employee's scheduled starting time on that same day. If the employee is unable to call, he or she must have someone make the call.

ii. Any response to this notification does not excuse the absence only serves as acknowledgement of the notification

C. **Extended Absences** –

i. Employees with three or more consecutive days of absences because of illness or injury may be required provide San Juan County with proof of physician's care.

D. **Leave without pay:** Any time off that is approved when an employee requested the time off without sufficient appropriate leave time to cover the request

i. Will only be authorized for reasons required by law, medical reasons or extenuating circumstances when acceptance of donated leave is not an option.

ii. All Leave Without Pay must be pre-approved by the County Administrator.

iii. Any full-time regular employee who falls below full-time hours will no longer be eligible for benefits

iv. Leave without pay will not be authorized so that employee can pursue other employment.

E. **Tardiness:** Employees are expected to report to work and return from scheduled breaks on time.

i. If employees cannot report to work as scheduled, they must notify their supervisor no later than their regular starting time.

- ii. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary.
- iii. Any response to this notification does not excuse the tardiness only serves as acknowledgement of the notification

**F. Excessive absenteeism:**

- i. a. (3) or more unexcused absences or tardies in a one (1) year period may result in disciplinary action.

**G. Rest Periods:**

- i. Two (2) daily, compensable fifteen (15) minute rest periods are granted by the County. One (1) rest period may be used in the middle of the first half of the work day and one (1) may be used in the middle of the second half of the work day. Unused rest periods may not be used to lengthen a lunch hour or shorten the work day.

**Job Abandonment**

1. Any employee who fails to report for work or notify their supervisor prior to their scheduled start time for a period of three days or more will be considered to have abandoned the job and voluntarily terminated the employment relationship
2. Notification must be made prior to scheduled start time



# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Occupational Health and Safety /Back Safety
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that our senior centers follow the San Juan County policy in regards to Occupational Health & Safety

No job is so important and no service so urgent that time cannot be taken to perform work safely. Equipment, materials and operations must be understood before they are utilized. It is the intent of the County to comply with all applicable rules and regulations pertaining to the Occupation Safety and Health Act (OSHA) as established under federal law or state law. To that end, San Juan County has instituted a Comprehensive Health and Safety Program and its provisions are found in a separate manual entitled, "San Juan County Comprehensive Health and Safety Program, for Compliance with OSHA General Rules and Regulations."

#### **Proper Lifting Techniques**

Safe lifting involves:

- Standing as close to the load as possible
- Planting your feet shoulder-width apart with one foot slightly ahead of the other
- Bending at the hips and knees only until you're deep in a squatting position
- Keeping your head up and straight with your shoulders back to keep your back straight
- Holding the load close to your body at waist height

- Engaging your core muscles as you push against the ground and straighten your legs

Here are a few essential don'ts to keep in mind for good lifting ergonomics:

- Never twist your torso while lifting. Stay "nose between your toes."
- Never lift a heavy item above shoulder level.
- Never carry a load that obstructs your vision.
- Never hold your breath while lifting, moving, and setting the load down.

### **Carrying Heavy Things Safely**

As you carry the load to its destination, you want to maintain good ergonomics. That means:

- Holding the load as close to your body as possible, level with your belly button
- Keeping your shoulders in line with your hips as you move – don't twist your trunk
- Changing direction with your feet and leading with your hips
- Taking small steps and keeping a good grip with all your fingers

### **Setting Down Heavy Things Safely**

Setting down a heavy object is just as dangerous as picking it up. You'll want to reverse the lifting process, following the same ergonomic lifting principles:

- Keep the load close to your body and your back straight or slightly arched
- Squat down, bending only at the knees and hips
- Tighten your stomach muscles (engage your core) as you lower yourself
- Kneel on one knee if necessary
- Remember not to rush the lifting process and to carry a heavy load. Also, keep in mind that the most dangerous lifting tasks are repetitive and for sustained periods. You need to monitor your exertion level and take breaks. Stop before you become too tired to lift safely.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title: Backing Policy

Effective Date: May, 2020

Revised Date: January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that our senior centers follow this policy in regards to the backing of vehicles. There is always the risk of accidents involving county vehicles and backing.

In order to avoid these types of accidents all senior center staff members are required to do the following.

Prior to leaving the area where a vehicle has been parked. The driver shall walk around the vehicle completely and look for other vehicles, persons, and other objects that need to be observed. This applies to all situations including a short time where the vehicle has been parked with the engine running.

#### **Backing Policy**

This policy deals primarily with the backing of large trucks that are within the Road Department, Fire Department, Area Agency on Aging and Landfill Operations, but also applies to larger pickups and vans when the configuration of the vehicle hinders the driver's ability to see behind the vehicle.

- Whenever possible, the driver should park his/her vehicle so that he/she will not be required to back the vehicle when leaving. This point should be emphasized in safety meetings within the department.
- If two or more employees are available when backing a vehicle, the department should specify what hand signals are to be used to

indicate to the driver when to proceed and when to stop. To avoid confusion, the signals should be uniform.

- Instruction should be given by the department on what the hand signals are and how to use them.
- The employee guiding the driver should be positioned so that the driver is always able to see him/her in his rearview mirror at all times. If the driver is unable to see the employee guiding the driver in the rearview mirror, the driver shall only proceed when the employee guiding the driver is again visible in the rearview mirror.
- Employees shall never back a vehicle when small children are present unless another employee is guiding the driver. Small children move quickly and are difficult to see in the rearview mirror.
- A walk around the vehicle is not enough to prevent an accident when children are present. If necessary, the driver should call for assistance. This is particularly applicable when there is a large number of pedestrians of all ages, such as at the fairgrounds during an event. In such case, the driver should always call for assistance.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Hours of Operation
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that our senior centers follow the San Juan County policy in regards to Hours of Operation

The San Juan County Senior Centers hours of operation are as follows:

Monday 8:00 a.m.-4:00 p.m.

Tuesday 8:00 a.m.-4:00 p.m.

Wednesday 8:00 a.m.-4:00 p.m.

Thursday 8:00 a.m.-4:00 p.m.

Friday 8:00 a.m.-4:00 p.m.

*The posting of these times does not guarantee these hours. There may be times we are short staffed or there may be a family emergency that constitutes the doors being locked.*

### **Inclement Weather**

The San Juan County Senior Centers follow the county policy with regards to weather related closures/delays. If county offices are delayed or closed, the San Juan County Senior Centers will be delayed/closed.

### **Holidays**

San Juan County observes the following holidays and the Senior Centers will be closed on these days:

- New Year's Day
- Human Rights Day
- President's Day Birthday
- Memorial Day

- Juneteenth
- Independence Day
- Pioneer Day
- Labor Day
- Indigenous Peoples Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

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# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Cleaning
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that all Senior Centers, offices, restrooms, and work areas are kept clean (and sanitized in regards to the kitchens and restrooms according to current health department standards.)

All centers should have a cleaning schedule that has been implemented and that the schedule is posted so that all employees follow the cleaning schedule as planned. And as part of that cleaning schedule the bathrooms at each center are not to be cleaned until after meal preparation and meals have been served for the day.

It is the responsibility of the Senior Center Directors to check to make certain that this policy is being followed.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Meal Donations
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Effective Date:	May, 2020
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Revised Date:	January, 2024
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### Policy

It is the policy of San Juan County Area Agency on Aging in compliance with State and Federal Guidelines to accept voluntary confidential contributions for the meal program. These will need to be placed in a locked box by the client. (Meals on Wheels included). When it is time for the donations to be counted this should be done by at least two people and should be signed off by both persons.

We cannot ask for nor deny meal service to clients 60+ based on their ability to provide a voluntary confidential contribution.

*The following wording will be utilized at all centers for meal donations.*

*“Voluntary Confidential Contributions”*



# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Donations
Effective Date:	
Revised Date:	January, 2024
Policy	
Pending County Donation Policy	

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# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Drug Free Workplace
Effective Date:	November 16, 2021
Revised Date:	Current

### Policy

It is the policy of San Juan County Area Agency on Aging the follow the San Juan County Drug Free Workplace Policy

#### **A. General Policy and Definitions:**

It is the policy of San Juan County that the following is expressly prohibited: The unlawful manufacture, distribution possession or use of a controlled substance of illegal drug; the distribution, dispensation, possession, or use of alcohol in the workplace; and/or impaired while on duty, on San Juan County property, or while representing San Juan County

In order to achieve a drug free work place, employees and applicants shall be required to participate in all of the following alcohol and drug testing:

- A. When an applicant has been extended a conditional offer of employment but before beginning work.
- B. When there is a reasonable suspicion to believe that the employee has used illegal drugs, has illegally used drugs, or has the presence of illegal drugs in his or her system.
- C. When there is reasonable suspicion to believe that an employee is impaired while under the influence of any legal drug, illegal drug or alcohol.
- D. When the employee has been involved in an "on duty accident" or unsafe work practice.
- E. On a random basis if the employee is in a safety-sensitive position.

- F. As a condition to return to duty after testing positive for controlled substances of alcohol.
- G. As part of follow-up procedures to employment related drug or alcohol violations
- H. As part of preannounced periodic testing.

2. Scope: This policy covers all employee of and applicants for employment at San Juan County.

3. Definitions:

- A. The terms “alcohol” and “drugs” are defined according to Utah Code Ann. § 34-41-101(1), as amended. The term “illegal drug” means any schedule I drug as defined under Utah Code Ann. § 58-37-4, as amended; a schedule II, III, IV, or V drug, or prescription medication used or consumed by the employee without a lawful prescription. The term “illegal drug” does not include any medication which has been lawfully prescribed for an employee by his or her physician and taken as directed
- B. On Duty Accident. Any accident involving injury to person or property including the loss of life, or an accident in a vehicle resulting in the issuance of a moving traffic citation.
- C. Drug and Alcohol Test. A drug or alcohol test is defined to mean a blood, urine, saliva, hair, breath, and/or any other scientifically recognized test to determine the presence of alcohol or a drug or the metabolite of a drug using any scientifically reliable analytical method.
- D. Impaired. Being under the influence of any legal drug, illegal drug, or alcohol to such a degree that a person’s ability to react appropriately to ordinary situations has been demonstrably affected or there is a likelihood of causing self-harm, harm to another, or damage to property.
- E. Legal drug. Any legally prescribed drug, over the county drug, or other drug that an employee is not restricted by law from using. The term “Legal drug” as used in this policy does not include alcohol as it is treated separately.
- F. Positive test. The result on any drug and alcohol test showing the presence of alcohol or any illegal drug in an

- employee's system at or above cutoff levels defined below. A positive test shall also include detection of a legal drug or alcohol below the alcohol cutoff level identified below in an employee's system when it is coupled with employee behavior that either demonstrates that the employee's ability to react appropriately in ordinary situations is impaired or evidences a likelihood of causing self-harm, harm to another, or damage to property.
- G. Illegal drug cutoff levels shall be the drug test cutoff levels generally accepted by the drug testing community or levels established by any means scientifically reliable analytical method.
    - ii. Alcohol cutoff level shall be a Blood Alcohol Content ("BAC") level of 0.02 grams/ml or more.
  - H. Refusal to submit to testing. (a) failure or refusal to provide an adequate sample without a valid and verified medical explanation, after the employee has received notice that they are being tested or (b) engaging in conduct that clearly obstructs the testing process, including but not limited to, delaying the test to avoid the efficacy of the testing methodology used.
  - I. Reasonable Suspicion. An articulated belief based on recorded specific facts and reasonable inferences drawn from those facts that an employee is in violation of San Juan County's drug and alcohol policy.
  - J. Safety Sensitive Duties. Any duties which directly affect the safety of governmental employees, the general public, or duties involving access to controlled substances as defined in Title 58, Chapter 37, Utah Controlled Substances Act, during the course of performing job duties.
  - K. Sample. A sample means urine, blood, breath saliva hair, or any other substance from which a drug and alcohol test can reliably identify the presence of alcohol and/or drugs in a person's body.

### **Testing Policy**

#### Testing Notice

- a. Before performing any alcohol or drug test authorized by this Policy San Juan County, through its designated representative shall notify the employee being tested, verbally or in writing, whether the test being administered is required by Omnibus Transportation

Employees Testing Act of 1991, or whether it is required by this policy.

- b. b. San Juan County employees who, under applicable San Juan County job descriptions, are required to hold CDLs are required under rules established by the Federal Highway Administration to be subjected to pre-employment, reasonable suspicion, random, post-accident, return to duty and follow up drug and alcohol testing
  - i. When conducting any of the above-noted tests on CDL employees, San Juan County shall provide the employee with the following notice:
  - ii. The drug and/or alcohol test you are being require to take is required under the rules established by the Federal Highway Administration pursuant to the Omnibus Transportation Employees Testing Act of 1991
  - iii. If you refuse to submit to required testing you may be subject to disciplinary action, up to and including termination.
- c. San Juan County employees are also subject to pre-employment, reasonable suspicion (if employment involves safety-sensitive duties), preannounced period testing, post-accident, return to duty, and follow-up drug and alcohol testing under this policy.
  - i. When conducting any of the above-noted tests pursuant to San Juan County Policies for any other reason other than those required by federal regulations and statutes identified in section B.1.b above, San Juan County shall provide the employee with the following notice:
  - ii. The drug and/or alcohol test you are being required to take is required by the Personnel Policies and Procedures of San Juan County.
  - iii. If you refuse to submit to the required testing, you may be subject to disciplinary action, up to and including termination.
- d. Pre-Employment Testing. San Juan County requires a final applicant selected for a position with San Juan County to undergo an alcohol and drug test to detect the presence of alcohol and illegal drugs in the body. Refusal to take such a test shall be

grounds for denial of employment. An applicant who test positive for illegal substances or alcohol may be denied employment with San Juan County.

- e. Drug and alcohol testing shall be conducted after the selected applicant has been extended a conditional offer of employment but before beginning work.
- f. All of San Juan County's job announcement and conditional offers of employment may contain the following notice:
  - i. All applicants selected for employment with San Juan County may be required to take a drug and alcohol test with negative results as a precondition of employment.
  - ii. A positive test result or failure to submit to the required testing shall result in the withdrawal of any condition offer of employment with San Juan County.
- g. If the final applicant tests positive for drugs or alcohol as set forth above, or refuses to submit to testing as defined by this policy, the conditional offer of employment shall be withdrawn in writing and the applicant shall not be employed by San Juan County.

#### Prohibited Employee Conduct

- a. Employees shall not use or be in possession of alcohol, illegal drugs, or legal drugs obtained illegally, while on duty, on San Juan County premises or while in the San Juan County vehicles. San Juan County premises includes, building, parking lots, grounds, and vehicles owned by San Juan County or personal vehicles being used for San Juan County business.
- b. Employees shall not use, be under the influence of, be in possession of, or be in such a condition as to test positive for alcohol or illegal drugs while on duty, on San Juan County premises or while in San Juan County vehicles. San Juan County premises includes building, parking lots, grounds and vehicles owned by San Juan County or personal vehicles being used for San Juan County business.
- c. Employees shall not be impaired while on duty, on San Juan County premises, including buildings, parking lots, ground and vehicles owned by San Juan County, or while representing San Juan County.
- d. Employees violating the terms of this Policy shall be subject to questioning and disciplinary action.

- e. Any employee violating this Policy may be subject to immediate termination.

#### Reasonable Suspicion Testing

- a. When a designated Department Head or other responsible individual make a determination that there is reasonable suspicion to believe that an employee is using or has used and has alcohol or illegal drugs in his or her system; is under the influence of, or is in possession of alcohol or illegal drugs; or is impaired the employee shall be subject to drug or alcohol testing.
- b. The Department Head or other responsible individual making the determination that reasonable suspicion exists shall submit written documentation setting forth the specific contemporaneous articulable observation that resulted in the reasonable suspicion determination. Reasonable suspicion of use of illegal or alcohol may also be based on observation of indication of the chronic and withdrawal effects of those substances.
  - i. The required observations underlying reasonable suspicion testing must be made by a Department Head or San Juan County official who has received at least two (2) hours training on physical, behavioral, speech, and performance indicators of alcohol and/or drug use.
  - ii. Observations underlying the reasonable suspicion testing must be documented in writing and signed by the Department Head or San Juan County designated official within twenty-four (24) ours or before the results of the test are announced, whatever is later.
- c. Reasonable suspicion testing may not be conducted by the same Department Head or responsible individual who make the reasonable suspicion determination.
- d. Upon required testing due to reasonable suspicion, the employee shall not engage in the operation of any San Juan County equipment or engage in any employment related duties until the results of the test are received and the employee is released back to work.

#### Random Testing

- a. Employees assigned to, or performing, safety sensitive duties are subject to random drug/alcohol tests
- b. Random tests shall be both of the following
  - i. Unannounced
  - ii. Reasonably spread throughout the year.
- c. Each employee within a testing pool must have an equal chance of being tested each time a random test is conducted.
- d. Random Testing for CDL Drivers.
- e. Employees having CDL licenses may be subjected to random alcohol testing only while performing safety sensitive function, just before the driver is to perform safety sensitive functions or just after the driver has ceased performing safety sensitive function when those tests are conducted not pursuant to the requirements of the separate provision of this Policy found in section B.5.e but only pursuant to federal regulations.
  - i. Drug test may be performed at any time the drive is on duty.
  - ii. Employees having CDL licenses are also subject to random testing pursuant to section B.5.e. Tests conducted pursuant to that subsection are not subject to the requirements of this subsection.
- f. Random testing for safety sensitive employees not having CDL licenses. (a) Employees performing safety sensitive duties but not having CDL licenses and (b) employee with CDL licenses when performing safety sensitive duties unrelated to their CDL licensure may be subjected to random alcohol and drug tests any time the employee is on duty.

#### Pool Testing – Consortiums

San Juan County may join a consortium with testing pool large enough so that San Juan County's CDL drivers are always subject to random testing and the required annual testing rate shall be met by test conduct of all drivers in the pool.

If and when San Juan County chooses to join a drug/alcohol testing consortium, San Juan County shall designate a liaison to coordinate with the



testing consortium and obtain and maintain all of the following records and information:

- a. How the random pool was assembled
- b. The method of selection and notification of the drivers
- c. The location of collection sites.
- d. Methods of reporting the test results on each employee
- e. Summary reports on the consortiums program showing that the consortium tested at the prescribed minimum annual rates for alcohol and/or controlled substances.

#### Post Accident Testing

- a. Any employee involved in an on-duty accident that by observation of the employee and the circumstances of the accident reasonably could indicate violation of the County drug and alcohol policy shall be tested as soon as practical for alcohol and drugs.
  - I. An employee who is subject to post-accident testing shall remain readily available for such testing or shall be deemed to have refused to submit to testing
  - II. The results of test conducted by federal, state or local law enforcement officers having independent authority to conduct tests to detect alcohol or drugs may be used by the employer to meet post-accident testing requirements.
- b. Upon requested testing due to an accident, the employee tested shall not engage in the operation of any San Juan County equipment or engage in any employment related duties until the results of the test are received and the employee is released back to work.

**Preannounce Period Testing** San Juan County may test all of its employees on a regular, periodic basis so long as the testing is conducted pursuant to a schedule that identifies periodic intervals for the testing and that the employees who are to be tested on any scheduled test date are notified, at least two weeks in advance of the dated of the test. Additionally, the testing schedule should be available for employee's inspection after the schedule is set.

#### Consequences of Positive Drug/Alcohol Test

- a. Except for in situation described in subsection 1 below, all drug test conducted pursuant to this Title 8 shall require a split urine sample of at least 45 ml of urine. The urine shall be divided into two specimen bottles with at least 30 ml of urine in one bottle and at least 15 ml of urine in the other.
  - i. If an employee attempts to evade an alcohol or drug test and delays the test past the time that a drug test on a sample of urine will be effective to identify drug or alcohol use, San Juan County may test a sample in any other approved method identified in this policy that will effectively test for the presence of alcohol or drugs.
- b. The test shall be conducted during or immediately after the regular work period of the employee and shall be considered paid work time for the employee.
  - i. San Juan County shall pay all the expenses of the sample collection, testing, and transportation for testing conduct off the worksite.
  - ii. A test shall be conducted by an entity that is independent of San Juan County and certified for employment drug testing by either the Substance Abuse and Mental Health Services Administration or the College of American Pathology. Additionally, all instructions, chain of custody forms, and collection kits used for sample collection shall be prepared by that entity.
- c. The entity taking the samples shall ensure that (a) the collection of samples is performed under reasonable and sanitary conditions, (b) the collection method ensures the privacy of the person being tested, and (c) the manner is reasonable calculated to prevent substitutions or interference with the collection or testing of reliable samples.
  - i. The entity shall also ensure that (a) the samples are labeled and sealed so as to reasonably preclude the probability of erroneous identification of test results, (b) those being tested have a chance to provide identification of currently used or recently used prescription or nonprescription drugs or other relevant medical information, (c) sample collection, storage, and transportation to the place of

testing are performed in a manner that reasonably precluded the probability of sample misidentification, contamination, or adulteration and (d) sample testing conforms to scientifically accepted analytical methods or procedures.

- ii. The entity shall verify or confirm any positive initial screening by gas chromatography, gas chromatography-mass spectroscopy, or other comparably reliable analytical methods.
- d. San Juan County shall ensure that the employee or prospective employee be notified as soon as possible the results of the test and the employees' option to have the 15 ml urine sample tested at equally shared expense of the employee and San Juan County. The notice shall be given (a) by telephone at the employees last known telephone number, or (b) in writing at his or her last known address of the results of the initial test.

#### Positive Test Results

##### Alcohol

- a. If an employee's drug or alcohol test is positive for alcohol the employee shall be subject to discipline pursuant to the policies established in the Personnel Policies and Procedures Manual. Additionally, the employee shall be removed from, and cannot return to a safety sensitive function until at a minimum all of following are met:
  - i. The employee undergoes evaluation by a substance abuse professional and, where necessary, rehabilitation.
  - ii. The substance abuse professional determines that the employee has successfully complied with any required rehabilitation.
  - iii. The employee undergoes a return to duty test with no positive alcohol or illegal drug test results.
- b. In the event a test establishes a BAC level under 0.02 gram/ml but establishes a BAC level at or between 0.01 to 0.019 gm/ml San Juan County shall retest an employee after fifteen minutes.

- i. If after retest, the BAC is 0.02 to 0.039 grams/ml the employee shall not be permitted perform any safety-sensitive functions and shall suffer no disciplinary sanctions except as indicated in subsection e below.
- ii. If after retest the BAC level is at or below 0.01 to 0.019 gram/ml, the employee shall (a) suffer disciplinary sanction except as indicated in subsection e below and (b) have no restriction unless signs and indicators of impairment are evident and articulated by a trained and certified drug and alcohol evaluation technician, if after the evaluation, it appears that the employee is impaired, he or she shall not be permitted to perform any safety related function.
- iii. The employee may be subject to discipline pursuant to the policies established in the Personnel Policies and Procedures Manual if the employee consumed alcohol with the intention of becoming impaired, took the alcohol knowing that was a possibly o impairment and despite that knowledge, conducting safety-sensitive functions, or the employee has had a previous history of violation of the drug policy.

Illegal Drugs. If an employee's drug or alcohol test is positive for illegal drugs, the employee shall be subject to discipline pursuant to the policies established in the Personnel Policies and Procedures Manual. Additionally, the employee shall be removed from, and cannot be returned to, a safety sensitive position until, at a minimum, all of the following are met:

- a. The employee undergoes an evaluation by a substance abuse professional, and where necessary, rehabilitation.
  - i. The substance abuse professional determines that the employee has successfully complied with any required rehabilitation
  - ii. The employee undergoes a return to duty with a verified negative test result of illegal drugs or alcohol

Legal Drugs

- a. If an employee's drug or alcohol test is positive for a legal drug other than alcohol, the employee may be subject to discipline pursuant to the policies established in the Personnel Policies and Procedures Manual if the employee took the legal drug with the intention of becoming impaired, took the legal drug knowing that there was a possibility of impairment and, despite that knowledge, conducting safety-sensitive function, or the employee has had a previous history of violation of the drug policy. Additionally, the employee shall be removed from, and cannot return to a safety sensitive function until, at a minimum, all of the following are met:
  - i. The employee undergoes evaluation by a substance abuse professional and, if necessary, rehabilitation
  - ii. The substance abuse professional determines that the employee is no longer impaired, or, if rehabilitation was deemed necessary, that rehabilitation was successfully completed.

Follow-Up Testing. With the exception of an isolated instance of an unintentional violation through the use of a legal drug that caused impairment, employees who have violated this Policy and continue to work for San Juan County shall be subject to follow up drug/alcohol testing for a period not less than one (1) year and not to exceed sixty (60) months.

- a. Employees subjected to follow up testing will be tested a minimum of six (6) time in the first (1st) twelve (12) months following their return to duty
- b. Follow-up testing beyond one (1) year shall be based on a needs assessment provided by a substance abuse professional.

#### 10. Miscellaneous

- a. San Juan County maintains the right to conduct announced inspections of San Juan County owned property, work station, equipment, desks, cabinets, vehicles, etc. this property is the property of San Juan County and individual employees should expect no privacy with respect to the use of this property.
- b. San Juan County maintains the right to utilize detecting methods necessary for the enforcement of this policy including blood, urine or

other test, and the use of electronic detection equipment and trained animals.

- c. Failure to cooperate with these detection methods or inspections is grounds for disciplinary action up to and including termination of employment.
- d. Employees may direct any questions regarding this policy to the personnel officer.

Draft

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Fiscal Policy for Older Americans Act Funding
Effective Date:	May 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging to follow County, State and Federal Guidelines in utilizing the Older Americans Act Funding.

#### A. Older Americans Act Funds

- i. Area Agency funds and state general funds will be awarded to San Juan County Area Agency on Aging by DAAS annually. The funds are awarded through the DAAS Departments' contract process and all contracts with the state are written to coincide with the state fiscal year.
- ii. The remainder of funds is allocated to the San Juan County Area Agency on Aging based on the funding formula administered by DAAS.
- iii. The San Juan Area Agency on Aging may expend up to 10% of their allotted Title III-B and III-C funds for administration of area plans.
- iv. San Juan Area Agency on Aging may utilize its allotted Title III funds, not expended on Aging Administration to cover up to 90% of the cost of supportive and nutritional services provided within the Public Service Area under the approved area plan.

#### B. Transfer of Funds

- i. San Juan Area Agency on Aging at this time does not elect to make transfers between Title III-B and III-C funds.

### C. Restrictions on use of Older Americans Act Funds

- i. Except funds allowed for area plan administration, Title III-B funds will only be expended for the provision of supportive services; Title III-C-1 funds will only be expended for the provision of congregate meals and other nutrition services; Title III-C-2 funds will only be expended for the provision of home-delivered meals and other nutrition services. Title III-D funds will only be expended on in home services to frail older individuals.
- ii. San Juan County Area Agency on Aging will ensure that Older American Act funds will not be used to replace non-federal funds and that effort to obtain support from private sources and other public organizations will continue.
- iii. Project income generated by Title III-C may only be used to expand the number of meals provided or to facilitate access to such meals (transportation and outreach) or to provide other supportive services directly related to nutrition services (nutrition education, shopping assistance, food stamp procurement)
- iv. USDA Cash-in-lieu of commodities payments of revenue earned will only be used to offset the cost of raw food.

### D. Project Income

- i. The following will be considered, accounted for, and expended as project San Juan County Area Agency on Aging income and ownership by the County.
  1. Donations-monies contributed by eligible program or service participants, or other individuals on their behalf, toward defraying the cost of the service received.
  2. Guest Fees-monies paid as required charges to persons receiving services who are not eligible participants in the program to cover the full cost of delivering that service.
  3. Donation of foods, supplies or materials-any item(s) donated to Senior Centers or program will become the property of San Juan County.



ii. San Juan County Area Agency on Aging will give each older person an opportunity to voluntarily confidentially contribute to the cost of any service received.

1. San Juan County Area Agency on Aging has developed a suggested contribution amount taking into consideration the income ranges of older persons in our community.
2. San Juan County Area Agency on Aging may not deny any older persons a service because the older person does not or cannot contribute to the cost of the service.
3. San Juan Area Agency on Aging does not send out written notices requesting donations. San Juan County Area Agency on Aging does not maintain donation records of those older persons that have donated.

iii. San Juan County Area Agency on Aging will establish procedures to safeguard and account for all contributions. Such procedures will include:

1. Separate locked collection boxes for each service provided.
2. All monies must be counted by one person with another person present both individuals must sign a receipt verifying the amount.
3. All monies shall be kept in a secure place until they are turned in for deposit at the San Juan County Area Agency on Aging Administration Office.
4. If a loss is incurred it must be reported to the San Juan County Area Agency on Aging and to the local authorities.

b. The following option is available for handling the Title III Project Income

- i. Additive-add project income to federal, state and local funds committed to the project to further program objective and to result in a larger program than would otherwise exist.

#### E. Fees/Collections-Adult Services Programs

- a. The following will be considered, accounted for, and expended as fees/collections:
  - i. Fees-monies charged to and paid by eligible recipients of a service,
  - ii. Donations-monies contributed by eligible recipients of a service or other individuals on their behalf toward defraying the cost of providing the service.
- b. Fees for adult service programs will be based on the fees schedule established by DAAS
- c. The required method of handling fees/collections in the Alternatives Program is the additive method described above.
- d. The required method of handling fees/collections in all other adult service programs is the deductive method whereby fees/collections is deducted from the total project costs before submittal of billings to DAAS for reimbursement.
- e. Each adult service provided will establish appropriate procedures to safeguard and account for all fees/collections received.

#### F. Accounting and Audit Requirements

- a. Accounting requirements-San Juan Area Agency on Aging will ensure that minimum standards and procedures are established and maintained for the responsible collections, handling, safeguarding and reporting of all monies collected.
- b. Audit Requirements-The San Juan County Area Agency on Aging will meet all requirements as provided for in the Utah Administrative Code.

#### G. Conflict of interest

- a. Staff members of San Juan County Area Agency on Aging will not serve on a policy board or advisory council of an Area Agency of other organizations, which is either the recipient of Older Americans Act or Adult Services funds, or has submitted and RFP or applications for such funds.
- b. Staff members of the County Division will not be employed also by both the Area Agency and an agency which is either a contractor of the Area Agency or has submitted and RFP application to contract.

#### H. Payments

- a. San Juan County Area Agency on Aging will submit all billings and claims for services rendered during a given billing period within 20 days after the last date of that billing period in a format prescribed by DAAS. All final billings under a contract must be received with 20 days of termination of the contract regardless of the billing period. If the contractor fails to meet these deadlines DAAS will review and approve such reimbursement requests before payment is made.
- b. A contract must be fully executed before request for reimbursement can be paid by DAAS

#### I. Carryover Funds

- a. All adult service funds not expended at the end of the state fiscal year will revert to the State Division and to the State general fund.
- b. All Title III funds of a specified federal fiscal year unspent at the end of that year's state fiscal year will be re-contracted to San Juan County Area Agency on Aging in the succeeding year's contract.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Senior Center Code of Conduct
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Effective Date:	May 2020
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Revised Date:	January, 2024
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### Policy

It is the policy of San Juan County Area Agency on Aging that participants at the San Juan County Senior Centers follow the Senior Center Code of Conduct. Senior Centers are facilities where individuals age 60+ meet to participate in social, educational, wellness-oriented, and support-service activities to enhance and enrich their lives. In order to create a positive environment and sense of community within the Senior Center, all individuals who enter the Senior Center (participants, visitors, volunteers, guest speakers/entertainers, etc.) should always conduct themselves appropriately and treat each other and the staff with courtesy, respect, and cooperation. This is a zero-tolerance facility as it relates to individuals' inappropriate conduct, behavior, and/or actions. To ensure a safe, respectful, and positive environment, the following Code of Conduct has been created. A copy of this Code of Conduct will be posted in the Senior Center.

As part of the registration process, all Senior Center participants will be made aware of this Code of Conduct. Copies of this policy will be made available at the Senior Center and will be provided to individuals upon request.

This Code of Conduct has been reviewed and approved by the San Juan County Commission and the County Attorney. Any future changes to this policy will also follow this approval process. The Area Agency on Aging Director may exclude any person who repeatedly and/or intentionally does not follow this Code of Conduct while at the Senior Centers or when

involved in any activities or trips offered by or associated with the Senior Centers.

Actions leading to exclusion include, but are not limited to:

1. Intentionally causing or attempting to cause physical injury to another person, except in self-defense.
2. Violating the Senior Center's alcohol and drug-free policy on its property by using, selling, receiving, distributing, possessing, being under the influence of or being otherwise impaired by alcohol or any illegal drug, or abusing prescription or over-the-counter drugs.  
Notwithstanding the above, persons shall not be excluded for the lawful use of medical marijuana, if such use is: authorized by a health care provider; not otherwise prohibited by any federal law applicable to the Senior Center and/or does not restrict the Senior Center's ability to obtain federal funding; and is strictly confined to lawful use outside of the Senior Center's premises and does not cause the person to be under the influence at the Senior Center.
3. Unlawful harassment of a verbal, written, visual or physical nature (including making derogatory, demeaning, negative or disparaging remarks to or about another person) based on any individual's race, color, religion, gender, national origin, age, disability, marital status, veteran/military status, sexual orientation, gender identity/expression, genetic information or any other legally protected status.
4. Discriminating against (i.e., treating someone differently) due to that person's race, color, religion, gender, national origin, age, disability, marital status, veteran/military status, sexual orientation, gender identity/expression, genetic information or any other legally protected status.
5. Possessing (whether concealed or openly displayed) any type of a firearm, knife, or any dangerous object (including, but not limited to, explosives and components, fireworks, or any incendiary items or devices).
6. Abusive, aggressive, disrespectful, violent and/or bullying behavior towards other people at the Senior Center (including staff). This could be verbal, written, visual or physical in nature.

7. Threatening of any type relative to the building, property, or any of its occupants or their possessions and property at any time.
8. Conduct that creates excessively loud or disruptive noise.
9. Using obscene, vulgar or profane language or gestures.
10. Touching or engaging in any unwanted physical contact with another person.
11. Coercing or badgering others for money or transportation or to buy any goods or services.
12. Willful destruction of property (building and/or furnishings or the property of other people). No alterations, changes or additions to the building are permitted. Creating a hazard on property or in the building that could cause harm to people.
13. Theft of any kind.
14. Obstructing or restricting the usual use of entrances, rooms, or parking lot that impedes people from their duties, participating in activities, or receiving services.
15. Administering polls/surveys, distributing flyers or literature, or selling of goods or services without prior approval from the Area Agency on Aging Director.
16. Refusing to register at the senior for meals and events may result in the Area Agency on Aging Director restricting participation in meals and events.
17. Introducing additional furniture or free-standing signs into the Senior Center without prior approval from the Area Agency on Aging Director.
18. Erratic and/or unsafe driving, disregarding posted signs and speed limit, parking in areas not designated as parking spaces or in areas designated that disrupt or block traffic flow, parking in designated Handicap parking spaces without handicap permit in the Senior Center parking lot.
19. Creating unnecessary alarm by falsely reporting (verbally or in writing) a threat or other hazardous statement (including, but not limited to, false fire alarms, reporting of accident, threat, hazard, medical emergency, etc.).
20. Repeated and/or intentional disregard for this Code of Conduct.
21. Smoking cigarettes, cigars, pipes, e-cigarettes, etc. in the building.

22. Failure to maintain proper personal hygiene or having strong colognes or perfumes which adversely affect the health of others due to allergies, etc.

### Rights of Center Participants

All participants in San Juan County Senior Centers have the right to:

- Expect other participants to follow the Senior Center Code of Conduct;
- Expect other participants to obey all federal, state, county, and city laws and ordinances;
- Receive information about the center services and activities in a language and/or format they understand; (we will accommodate this as reasonably possible.)
- Be treated with respect and dignity by other participants;
- Expect that personal information disclosed to center staff will be kept confidential;
- Expect protection by the center staff from unsolicited or unapproved commercial and/or business enterprises and researchers while in the center;
- Established and accessible procedures for complaints and appeals of grievances.

#### **Filing a Complaint Regarding the Conduct of Another Individual:**

If an individual at the Senior Center feels threatened or in harm's way due to the conduct, action, or behavior of another person or feels such is disruptive/inappropriate, this should be immediately brought to the attention of a staff member. If an individual is witness to a violation of the Code of Conduct, that person should immediately notify a staff member. All conversations will be handled discretely and confidentially to the extent possible.

#### **Disciplinary Procedures for Misconduct:**

Participants who violate the Senior Center Code of Conduct and/or interfere with the rights of other center participants will be subject to one or more of the following consequences:

**Step One:** Center Director will discuss behavior with the offender and attempt to reach a resolution to the problem. (Documentation and discussion to be had with the Area Agency on Aging Director)

**Step Two:** Notification to the offender by Center Director of the offense. Center Director will verbally inform the offender of the consequences of repeating the offensive behavior and present the offender with a copy of the Senior Center Code of Conduct. (Documentation and discussion to be had with the Area Agency on Aging Director)

**Step Three:** Written notification by Center Director for the offender to leave the center for a specific time period if the behavior is repeated, or to leave the center permanently, depending on the seriousness of the offense. (Documentation and discussion to be had with the Area Agency on Aging Director)

**Step Four:** The offender or the offended party may appeal a decision to the Area Agency on Aging Director who will investigate the circumstances of the decision and the reason for the appeal. The Area Agency on Aging Director will investigate and issue a written report outlining the decisions and reasons to the grieving party.

**Step Six:** Further appeals in writing may be made to the County Administrator, and the Utah Department of Human Services, Division of Aging and Adult Services.

**Extra step:** The senior center staff will report any unduly disruptive, threatening, violent, or criminal behavior to appropriate law enforcement agencies.

*Long-term or Permanent Exclusion:* If a person's conduct, behavior, or actions continues to be unacceptable, staff will instruct the person to leave the premises immediately. Should the person refuse to leave, appropriate law enforcement agencies will be called. A written notice will be sent via certified mail to the individual documenting the problem(s), specifying the length of time the Senior Center property, programs, activities, events, and transportation services will be off limits.



The Area Agency on Aging Director. will notify the County Administrator when an individual has been excluded from the Senior Center and of the circumstances and code of conduct violations which resulted in the exclusion. Details will be reported in a written narrative of the events which led to the exclusion, the names of any known witnesses, and copies of any statements made by witnesses.

### **Right of Appeal**

Any individual who has received notification of exclusion from the Senior Center for a duration of thirty (30) days or more has the right to appeal. The excluded individual has the right to request a special meeting with the Administrative Law Judge to review the decision. This request must be made in writing within ten (10) business days of the first day of the exclusion period and submitted to the San Juan County Administrator. A special meeting with the Administrative Law Judge will be scheduled within fourteen (14) business days of receipt of the request and a written notice of the meeting date, time, and location shall be sent to the excluded individual at least five (5) business days prior to the meeting. Only witnesses to the event(s) leading up to exclusion are permitted to speak at the meeting in support of excluded individual and/or the Area Agency on Aging Director. San Juan County reserves the right to have the Attorney present at this meeting and the excluded individual has the right to have an attorney present as well. In addition to attorneys, only witnesses to the event(s) leading up to exclusion are permitted to speak. The decision of the Administrative Law Judge will be final and the determination as to whether it upholds or rescinds the decision to exclude the individual.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Food Carriers
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that food carriers are used at Senior Centers to keep hot food hot and cold food cold.

It is the responsibility of the center directors to inspect the equipment periodically and replace equipment that is in disrepair or in need of replacement.

Temperature control should be monitored in the thermal equipment with a thermometer to maintain heat or cool.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Food Handlers Permit
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Effective Date:	May, 2020
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Revised Date:	January, 2024
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### Policy

It is the policy of San Juan County Area Agency on Aging that all employee's that are involved in the preparation or handling of meals at all four Senior Centers have a food handler's permit as required by the local health department. Due to the nature of the position and staff recruitment. It is the responsibility of the employee to obtain the permit and pay for the permit from their own funds. Upon leaving employment with San Juan County Aging Services, it is the employee's responsibility to collect their food handler's permit when they leave.

ServeSafe Manager Certification is an added requirement that is expected of each of the center directors. The responsibility of the cost for this certification will be the Aging Departments.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Meal Preparation
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that it is the responsibility of all staff members at the senior centers to be aware of food costs and to be good stewards of county funds, and county purchased items.

All kitchen staff will prepare the exact number of meals on Home Delivered days that are required. Under no circumstances should there be extra food or extra meals made on these days. There is a Home Delivered list that should govern how many meals are prepared. Cooking extra is abuse of county funds. If a Home Delivered meal client is not home the day of delivery, then their meal will be handed out to the next person on the home delivery meal route providing 2 meals to the next client to eliminate waste.

On Congregate days there is the understanding that at times there will be extra due to the fact that there is no real way to have an exact meal count.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Food Service Inspection
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Effective Date:	May, 2020
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Revised Date:	January, 2024
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### Policy

It is the policy of San Juan County Area Agency on Aging that all food service inspections are maintained at each site with the food handlers permits so that upon request these documents can be provided if needed.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Gas Card Use
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the purpose of the County issued gas cards are for the sole purpose of fueling county vehicles for county business. Under no circumstances are these cards to be used for personal use, nor are they to go home with the employee. At the end of every work day the card(s) are to be left at the centers.

We also strongly recommend that our county employees re-fuel at state sites instead of local gas stations to be mindful of fuel prices.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Hand Washing
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that at each center there is a designated hand washing sink in each kitchen and that each has a soap dispenser and disposable towels.

It is also the policy of San Juan AAA that any staff member after using the restroom washes their hands in the restroom and then washes them in the kitchen at the hand washing sink for a double wash.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Menu Changes
Effective Date:	May, 2020
Revised Date:	January, 2024
Policy	
<p>It is the policy of San Juan County Area Agency on Aging that all menu changes will need to be made by the center directors and initialed. A copy of the changed menu will then need to be emailed to the Area Agency Directors office, for submittal to the nutritionist for review.</p>	



# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Non-County Committees/Boards/Councils
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Effective Date:	
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Revised Date:	January, 2024
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### Policy

It is the policy of San Juan County Area Agency on aging and the Senior Centers to clarify the nature of its relationship with Committees/Boards/Councils that are operating independently of San Juan County and are not funded by county funding.

The Committees/Boards/Councils are neither a board nor a branch of San Juan County and they operate independently from and without the oversight of San Juan County. The Committees/Boards/Councils may not use the Senior Center name, address or mailing address in their communications. Additionally, the Committees/Boards/Councils and its members do not serve as representatives of San Juan County or its Area Agency on Aging nor do they guide programming/activities at the senior centers.

All donations made by the Committees/Boards/Councils to a senior center whether cash or property must be returned/put on hold until the county develops a county wide policy in regards to accepting donations or cash or property.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Ovens
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the ovens at all Senior Centers are kept in a clean manner and should be kept clean of food particles.

It is the responsibility of the Senior Center Directors to periodically check the ovens at their center for compliance.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Telephone and Property Usage
Effective Date:	May, 2020
Revised Date:	January, 2024
Policy	
<p>It is the policy of San Juan County Area Agency on Aging to follow the San Juan County Policy in regards to Telephone and Property Usage</p> <p><b>Telephone Use (personal):</b> Personal long distance/toll calls will not be charged to the County at any time. Emergency personal toll calls will be placed collect to the receiving number or charged to the employee's private home number. Employees should keep personal telephone calls, either incoming or outgoing to a minimum. Failure to do so may result in disciplinary action.</p> <p><b>Use of County Property or Facilities:</b> County property or facilities cannot be used by any employee or by the general public for any purpose other than official County business. Contractors and developers will not be supported by the use of County equipment or property at any time or by work performed by employees. No purchase shall be made through the County for personal use by any employee, except where otherwise provided for under special agreements or contracts.</p> <p><b>Use of County Property:</b> From time to time, employees will be given the use of County property to perform their jobs. County property includes, but is not limited to, all equipment, vehicles, electronics, cell phones, and computers given or issued to the employee for the performance of his or her job. All employees shall use County property for the use intended and at the direction of their supervisors. County property shall not be used for personal purposes. Theft or willful destruction of County property is</p>	

prohibited.

Additionally, the County maintains all ownership in any County property, may demand the return of the property, or may assign the property to another employee at its sole discretion. Employees have no right to exclude the County from entering, searching, or reviewing at any time anything in the County property, created with the assistance of the County property, or stored by, within, or in the County property. Employees have no expectation of privacy in the use of any County property.

Considering that all food preparation, meal delivery and client transportation are safety sensitive positions under no circumstances will there be cell phone usage or cell phone texting during the time of food preparation, or while operating a county vehicle. If an emergency call needs to be made while operating a vehicle all San Juan County AAA staff will pull to the side of the road and place their vehicle in park before making their phone call.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Purchasing Policy
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that office supplies for each center need to be requested through the main office at 435-587-3225. Please attach a list of what is needed so it can be ordered.

There are circumstances where office supplies are needed and there is no time to order them. Please contact the Aging Director for approval before you make any purchases.

If you are to make any purchases at the local True Value's please send a list of items that you are planning to purchase to the Aging Director for approval prior to purchase.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Refrigerators
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that all refrigerators at all county senior centers are kept clean and that there are thermometers placed in each refrigerator and the temperature of the thermometers reads 35-40 F.

It is the responsibility of the Senior Center Directors to check monthly for the thermometers and make sure that the temperature is accurate. Faulty or missing thermometers should be replaced immediately.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Repairs to County Vehicles
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that repairs to all county vehicles shall be completed at the County Road Maintenance Shops. If they are unable to fix the vehicle or if it needs warranty work, the shops will make arrangements for the equipment to be taken to a warranty site. Aging personnel may be required to take the vehicle to the warranty location.

If repairs are needed, please contact the appropriate shop supervisor for your department listed below

Blanding Shop  
Shop Supervisor 435-678-2429  
Blanding  
Bluff

Monticello Shop  
Shop Supervisor 435-587-3230  
Monticello  
La Sal

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title: County Vehicles

Effective Date: May, 2020

Revised Date: January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging in regards to usage of county vehicles that it is the responsibility of each San Juan County employee to get to his or her designated workplace. Once an employee has reported to their assigned workplace, a county vehicle will be provided should it be necessary to travel on County business. County vehicles will not be used for private use or convenience, except when the employee is assigned a vehicle in which he/she may use to commute from their residence.

- If an employee is provided with a designated vehicle to utilize for work. It is their responsibility to do a weekly routine check for oil, tire pressure and check engine lights. They will then need to schedule with the Road Department if an issue is found during the routine check.
- It is also the responsibility of the employee to schedule routine maintenance with the Road Department for their assigned vehicle.
  1. Each employee must possess a valid Utah State driver's license before operating a county vehicle.
  2. The class of license required will be identified in the employee's job description. Additionally, the employee's driving record must be such that the County's liability carrier will provide coverage. The employee shall notify his/her supervisor within three (3) working days of the loss or suspension of their driver's license.



3. Failure of an employee to obtain and keep current a Utah Driver's license may be cause for termination, especially in positions that require the employee to operate a motor vehicle.
4. Employees are responsible for any driving infractions or fines that result while they are driving County or personally owned vehicles.
5. Only San Juan County employees/elected officials, employee/elected official spouses, and authorized volunteers may drive County vehicles. The County carries liability and property damage insurance on all vehicles and such insurance covers all employees driving vehicles on official County business.
  - a. However, accidents which are found to have been avoidable or to be the fault of the employee may subject the employee to disciplinary action.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Senior Center Van/Trip Rules
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that all participants that engage in van rides or trips follow the Van/Trip Rules and have a signed copy of the agreement in the documentation file.

- Food or beverages may be brought onto the van provided the items are in a closed container.
- Littering is prohibited.
- Obscene, profane, vulgar, foul, or offensive language is prohibited.
- Shoes or other footwear are required to be worn.
- Disorderly and inappropriate conduct is prohibited.
- Heads, arms, and other body parts are required to be kept inside the van.
- Fighting or threatening to fight is prohibited.
- Clients will treat each other and the driver with respect.
- Objects are not to be thrown out the van window.
- Objects within the van are required to be controlled.
- Spitting is prohibited.
- Lewd behavior is prohibited.
- Drinking alcohol or the use of illegal drugs is prohibited.
- Inappropriate behavior caused by alcohol is prohibited.
- Inappropriate conduct with or toward other clients is prohibited.
- Clients are required to obey reasonable requests from the driver or any other authorized representative.
- Federal regulations prohibit the transportation of flammable or explosive materials on transit vans. This includes automobile batteries. (Electric

mobility device battery packs and portable oxygen tanks are exempt from this requirement.)

- Individuals who are infected or believe that they may be infected with a communicable disease who pose a threat to the public health and who do not take action as required by the Department of Health to prevent spread of the disease are encouraged not to board the van.
- Individuals with a communicable disease who are subject to an order of restriction issued by the Department of Health may not board the van.
- Conversations with the driver that distract him/her from safely operating the van are prohibited.
- Clients are required to keep aisles clear of obstacles (packages, luggage, etc.).
- Dangerous weapons are prohibited on vans unless under the direct control of a law enforcement officer or private security personnel licensed by the State.
- Vandalism or willful destruction of county property is prohibited.
- Clients may not maintain or commit a public nuisance as defined in Section 76-10-803 of the Utah Criminal Code.
- Offensive body or other offensive odors are prohibited.
- Loud noises are prohibited.
- Obscene attire is prohibited.
- Smoking is prohibited as stated by the Utah Indoor Clear Air Act.

I have read and agree to the above rules failure to follow these rules will result in termination of trip privileges.

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# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Staff Meals
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that meals for the Senior Center Staff are provided as part of employment. The money to pay for these meals does not come out of the Older Americans Act money. The Money for staff meals is budgeted from County funds. Each center director will be required to keep track of how many meals the staff consumes and report it on a quarterly basis.

Reporting for staff meals will be done in the Mon-Ami system.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Temperature checks
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that there will be temperature checks on all food that is served as follows: as soon as the food has been prepared, in the middle of delivery and at the time of completion of service for Congregate and Home Delivered.

Hot foods should be maintained at 140 F or above from time of Food Preparation to completion of service.

Cold foods should be maintained at 40 F or below from time of initial service until completion of service.

Internal Temperatures for cooking beef (155 F) poultry (165 F) and pork (165F) should be monitored.

The refrigeration cooling period for hot food does not exceed 4 hours (70 F within 2 hours and an internal product temperature of 45 F within the following 2 hours)

Reporting for Temperature Checks will be done in the Mon-Ami system.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Time Clock
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that it is the responsibility of all staff members to make certain that they are clocked in and out for the work day.

There may be times that the Timekeeper system is down and staff are not able to enter time in and out that day. During these times staff need to keep a written record of the clock in clock out time.

Any adjustments to a staff member's time will need to be approved and changed by the supervisor.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Travel, Training Course Authorization
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Effective Date:	May, 2020
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Revised Date:	January, 2024
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### Policy

It is the policy of San Juan County Area Agency on Aging that travel outside of San Juan County for training and other county related items must be pre-approved by the Aging Director. Failure to do so will result in the rejection of all travel expenses being reimbursed. County policy requires the use of county fleet vehicles if they are available, rather than private vehicles.

San Juan County Area Agency on Aging  
Travel Request/Authorization

Employee	
Center	
Purpose of Travel	
Program	
Dates of Meeting	
Departure Date	
Return Date	
Mode of Travel	
Projected Costs	
Car	
Motel	
Meals	
Other	

Please attach agenda or information about the meeting you will be attending.

APPROVAL

Center Director	
AAA Director	
Code	



# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Worktables and work areas
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that all worktables and work areas are kept clean and sanitized after each use according to current health department standards.

It is the responsibility of the Senior Center Directors to periodically check to make certain that center staff is adhering to this policy.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Privacy and Confidentiality
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the Aging Program is committed to maintaining the privacy and confidentiality of the personal information provided by participants and clients. The Department is compliant with all applicable laws and regulations relating to such information.

All information obtained from participants is for use by San Juan County Aging staff only. Participants' personal information will not be provided to anyone who is not an employee of the Aging Program, except in the case of a medical emergency.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Eligibility
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the following participation requirements are implemented at our Senior Centers.

#### Participation Requirements

Individuals must be age 60 or older to participate in Senior Center meals or activities.

If an individual meets the age requirement for participation but has a spouse/partner who does not, the spouse/partner will be permitted to participate but must abide by all participation requirements.

*Please note that age requirements for utilization of Community Service Block Grant participation in Senior Center meals may differ.*

1. Participants are required to check-in at the registration desk (sign in sheet) upon entering the Senior Center.
2. Individuals must be independent and oriented. At the discretion of the Center Director or the Area Agency on Aging Director, those who are not independent and oriented may be required to have an aide accompany them while they are on Senior Center grounds or utilizing our services. An aide could be a home-health aide, companion, caregiver or family member.
3. Staff members are not permitted to provide hands-on assistance.
4. If a person requiring an aide is attending a meals or activities a fee shall apply to the aide.

5. Individuals who require an aide must be accompanied by them at all times while on the Senior Center grounds. In the event the aide does not provide adequate assistance or leaves the individual unattended, staff members will immediately contact the emergency contact person on file and the emergency contact will be required to come to the Senior Center to assist the individual.
6. On-going failure to provide necessary assistance to the individual may result in their inability to participate in the future.
7. Individuals with assistance needs that cannot be managed by their aide may be unable to participate. These may include, but are not limited to:
  - a. Wandering Unmanageable incontinence, ongoing
  - b. Prescription drug monitoring Contagious disease
  - c. Drug/Alcohol abuse Abusive/harmful behavior
  - d. Regularly occurring seizures Cognitive impairment
  - e. Inability to ambulate independently Poor personal hygiene
  - f. Behavioral health issues Inability to feed oneself
  - g. Inability to toilet independently

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Activities/Trips
Effective Date:	May, 2020
Revised Date:	January, 2024
Policy	
<p>It is the policy of San Juan County Area Agency on Aging that participants must sign up for all scheduled programs, trips, and events.</p> <ul style="list-style-type: none"><li>• If one cannot attend a particular program or event after having signed up, a phone call to the center to indicate cancellation is required.</li><li>• Programs/events/trips may have a deadline to sign-up. Due to space constraints, participants are advised to pay close attention to sign-up start dates, deadlines, and details for each individual program/event/trip.</li><li>• Participants must follow the Van Rules on trips and the Senior Center Code of Conduct while in our Centers</li></ul>	

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Registration
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that all San Juan Senior Center participants must complete a registration form.

- This form includes, but is not limited to, addresses, telephone numbers, email addresses, emergency contact information and general health information.
- This information is being collected for the benefit of participants in the event of an emergency.
- This information is used to document attendance. This data is extremely valuable and important to demonstrate growth and need which is necessary for obtaining funding and grants.
- Participants will be required to update their registration information on an annual basis.

Information collected from Senior Center participants is confidential.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title: Health and Safety

Effective Date: May, 2020

Revised Date: January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that all individuals entering the San Juan County Senior Centers must wear proper attire, including safe footwear, while in the building or on the property (unless specific program calls for removal of shoes).

1. The San Juan County Senior Centers operate in full compliance with the Federal Americans with Disabilities Act (ADA) with regards to service animals. Per the ADA, "service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls."
2. Participants and their families should be aware that in the event of an emergency, the Senior Center staff will call 911 and notify the participant's emergency contact person(s) if there is one on file. Individuals who are fully conscious may refuse medical assistance only after the emergency medical responders have arrived and evaluated the person's medical condition. If further medical treatment is recommended by the emergency medical responders and the person refuses to comply, the person must vacate the premises and cannot be transported to the hospital, a doctor's office, home, or elsewhere by the Senior Center bus, or by any staff member. Any non-staff individual who voluntarily transports such individual assumes full responsibility and all liability risks. Following a medical incident, the person will not be allowed to remain at the Senior Center for the remainder of the day; the emergency contact

- person (if one is on file) will be notified. Individuals who have had a medical emergency, either at the Senior Center or elsewhere, and were seen at an Emergency Room should not come to the San Juan County Senior Centers for 24 hours afterwards.
3. Fire drills- All occupants of the building are required to participate. In the event of an emergency, all occupants may be required to vacate the building until appropriate authorized personnel deem it is safe to return to the building.
  4. Persons entering the Senior Center are encouraged to use the hand sanitizers available throughout the building. If you are ill with a cold, the flu, etc. and are coughing/sneezing or have a fever, seek medical attention and please remain at home.
  5. Storage of private property and personal belongings is not permitted after the individual leaves the building. The Senior Center is not responsible for lost items. The Senior Center will hold any items found for a period of one (1) month. After that period, the articles will be considered abandoned property and may be disposed of accordingly.
  6. Individuals entering the Senior Center shall not attempt to make any adjustments to the thermostat controls. Such individual(s) will be financially liable for any damage caused from tampering with these instruments.
  7. Open flames are prohibited. Open flames may include, but are not limited to, candles or hurricane glass lamps.
  8. Individuals requiring mobility aids such as wheelchairs, walkers, crutches, canes, etc. are responsible for proper use and placement of such equipment within the building/on the property and for ensuring equipment does not create a safety hazard for others.
  9. Senior Center staff cannot assist or act in the capacity of an aide to individuals who are unable to ambulate independently. If you find that you are experiencing difficulty ambulating independently and require extra assistance via a friend, family member, or aide, the San Juan County Senior Centers encourage you to bring your companion with you when you attend activities and events so that you may continue to enjoy all that the Senior Center has to offer.
  10. Any individual or organization desiring to use any Senior Center equipment (located in the building) must obtain prior approval from



the Senior Center Director. When using such equipment, such individuals assume full responsibility for knowing the proper use of such equipment. If such equipment is not properly used and any damage is done to such equipment or the building and/or any injuries sustained by themselves or anyone else present, this person is fully responsible and liable for such damage and/or injuries. Under these circumstances, the Senior Center is not responsible or liable for damage or injuries sustained.

11. Individuals participating in any exercise programs/classes held at the Senior Center do so at their own risk. Those individuals who participate in any exercise classes (chair aerobics, yoga, etc.) assume full responsibility for their own safety and whether their own personal health and medical conditions permit performing such exercises. It is recommended that participants consult with their physician before beginning any new exercise routine.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Meals On Wheels
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the Meals on Wheels (MOW) program is intended to provide meals to clients 60 years and older who are homebound and unable to meet basic nutritional needs either temporarily or long term and have no other reliable means of obtaining or preparing meals.

The MOW program fulfills a unique need of the elderly and/or disabled who are homebound due to acute or chronic illness or handicap. It provides nutritious meals for the purpose of assisting individuals in maintaining and/or improving their health status as well as delaying and/or preventing institutionalization. It is not intended to foster isolation or to develop unnecessary dependence upon the service.

Being homebound encompasses the inability to leave home, and leaving home requires a considerable and taxing effort. Homebound eligibility for MOW means:

1. Someone just returning from a hospital stay involving surgery or injury and has weakness and pain. Service would be limited to 1 month and reassessed at the end of that time.
2. An individual with psychiatric illness that prevents him or her from leaving the home or in the event that it would be considered unsafe for the individual to leave the home unattended (even if there are no physical limitations).
3. An individual with chronic illness.

Occasional absences from the home such as medical appointments, religious services, barber/hairdresser or other infrequent or unique events would not negate a person's homebound status.

To run the MOW program efficiently:

1. If you are on the program and meals are scheduled to be delivered to your home and you are not present, we cannot leave a meal.
2. The staff member will notify the Center Director upon return to the center.
3. The Center Director will attempt to make contact.
4. If contact is made with the client the client will be reminded that they need to be home for meal delivery and if they are not going to be home to please call and make arrangements.
5. If the client is not home the Center Director will note that in the clients file in the Mon-Ami system.
6. If it occurs a second time in a row the same process will be followed as described above. (If the client cannot be reached at this time. The Center Director will attempt to contact the client's emergency contact)
7. If it occurs a third time in a row, meal service will cease for the client.
8. Client will need to be reassessed for the program.
9. If it becomes habitual there will be a review of eligibility for the MOW program.

Exceptions to the above criteria could be made at the discretion of the Center Director upon consultation with the Area Agency on Aging Director.

The MOW program not only provides proper nutrition, but also safety checks while reducing isolation.

\*Meals are provided to those living within service boundaries if you do not live within the service boundaries but you qualify for home delivered meals frozen or shelf stable meals will be an option.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title: Congregate Meals

Effective Date: May, 2020

Revised Date: January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the Congregate Meal program is intended to provide meals to clients 60 years and older at the San Juan County Senior Centers. It provides nutritious meals for the purpose of assisting individuals in maintaining and/or improving their health status as well as delaying and/or preventing institutionalization, and providing socialization.

Two days of the week there are congregate meals at the four centers where Seniors can come and socialize together while they have lunch.

**Blanding:** Lunch is served on Monday and Thursday. For the lunch program reservations are required. Please call by 9:00 am the day of meals to reserve a lunch. 435-459-3179. Lunch time is 12:00-1:00

**Bluff:** Lunch is served on Tuesday and Thursday. For the lunch program reservations are required. Please call by 9:00 am the day of meals to reserve a lunch. 435-672-2390. Lunch time is 12:00-1:00

**La Sal:** Lunch is served on Wednesday and Friday. For the lunch program reservations are required. Please call by 9:00 am the day of meals to reserve a lunch. 435-686-9990. Lunch time is 12:00-1:00

**Monticello:** Lunch is served on Tuesday and Thursday. For the lunch program reservations are required. Please call by 9:00 am the day of meals to reserve a lunch. 435-459-2656. Lunch time is 12:00-1:00

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title: Computer Use

Effective Date: May, 2020

Revised Date: January, 2024

### Policy

#### **COMPUTER USE**

It is the policy of San Juan County Area Agency on Aging that the San Juan County Senior Centers are currently working to obtain a laptop computer for each center to be available for use by registered participants.

The laptop will be the property of the San Juan County Senior Centers and available for internet use, use of social media, checking e-mail, word processing, etc.

1. No food or drink is permitted while using the laptop or in the vicinity of the laptop.
2. Laptop is not to be moved from its location in the Senior Center without permission from staff.
3. Printing is not available.
4. Depending on demand, time allotted to each user may be limited. Violation of any Federal or State law, including copyright laws, is prohibited.
5. Vandalism or hacking of any hardware, software, computer or communications system is prohibited.
6. Private information should not be saved to the computer hard drives, including photos, written work and/or other communications. Flash drives or disks provided by the user are suggested for storing information.
7. No software shall be installed on the computer by anyone other than San Juan County personnel.

8. Viewing offensive or pornographic material, photos or websites is prohibited.

Violation of the computer use policy may result in loss of privileges. At the discretion of the Area Agency on Aging Director, a first offense may result in a 30-day suspension from computer use or permanent exclusion from use. Depending on the severity of the situation, violations may lead to legal action.

Draft

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Online Senior Center Activities
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the Online Senior Center Program is a program that provides pre-scheduled activities to individuals who have registered to join the activities. This offers participants a chance to connect with others and helps to reduce loneliness.

There is a Statewide Calendar of events for online activities as well.

Due to staff availability, there is a requirement of 10 or more participants to be signed up for a class before the course is scheduled.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Non-Emergency Medical Transportation
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the following guidelines are followed for the Non-Emergency Medical Transportation Program

#### **Eligibility**

Program participants must be 60 or over must meet one of the following criteria (1-3) and criteria 4 and 5 to be eligible for the program:

1. Participant must meet disability criteria: Has a disability in accordance with the Americans with Disabilities Act (ADA)
2. Participant must meet the financial eligibility criteria: Participant must be living at less than 130% of poverty level and/or qualifies for Medicaid
3. Participant must be 60+ years old and not be able to drive.
4. Participant must not have access to other transportation reimbursement programs or funding.
5. Participant must utilize the voucher(s) for non-emergency medical or health related trips

#### **Voucher Allocation**

During the intake process, San Juan County Aging will work with participants to identify short and long-term transportation needs. Voucher amounts will be based on individual participant needs. Eligible participants will receive vouchers each month, based on their individual transportation needs until one of the following three conditions is met:



1. The participant reaches the maximum funding limit per person of \$400.00 per year, or
2. A period of 12 months (1 year) is reached, after which San Juan County Aging will assess the continuation of this program, or
3. Voucher funds are completely used up and no longer available.

### **Trip Type Eligibility**

Participants can use the vouchers for non-emergency medical trips only, which includes the following types of trips:

- Scheduled medical appointments (includes Dr. visits, testing, or treatment procedures such as dialysis or other similar recurring treatments)
- Trips to a pharmacy or medical supply store

### **Transportation Provider/Driver Eligibility**

Participants are encouraged to use vouchers on the following form of transportation that is willing to accept vouchers for payment:

- Individual drivers (i.e. participant's friends or family members and volunteer drivers).
- Friends and family will be provided reimbursement of approved trips based on the value of all vouchers submitted for payment.
- Trip reimbursement rate is calculated using online travel/mileage estimators at a rate of \$.40 per mile.
- Participants are responsible for arranging trips that will be paid for with a voucher. Participants are encouraged to utilize trusted family members, colleagues, friends, or neighbors who are licensed and insured to operate a motor vehicle.

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	In-Home Services Alternatives
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the following guidelines are followed for the Alternatives Program

#### **Eligibility**

To be eligible to participate in the program a person must:

1. Be 18 years or older (Per state rule we can only carry a 20% client rate of under the age of 60)
2. Be at risk of nursing home placement
3. Have health and personal needs which can be adequately met in the community within the established cost limits
4. Have low income and minimal assets

Cost financial eligibility for the Alternatives program is determined by the Area Agency on Aging Case Manager. Individuals who qualify for the program may be required to pay a small fee based on a sliding fee schedule.

This program offers in-home services to persons to enable these individuals to remain in their own home for as long as possible. If these services were not available, older adults who have health, mobility or functional limitations would not be able to continue living in their current living arrangements.

Examples of Services Available:

- Residential and Nursing Facility over-night stays
- Home Health Aides
- Homemaking

- Home Modification
- Rented and purchased equipment
- Senior Companion
- Personal Emergency Response Systems

If it is determined through the assessment process that there is a perceived risk to keeping a client safely in their home, San Juan Area Agency on Aging will not be able to place the client on the program.

(Pending In-Home Code of Conduct Decision)

Draft

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	In-Home Services Programs Caregiver
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the following guidelines are followed for the Care Giver Program.

The purpose of the program is to provide support services to family caregivers of frail older individuals.

Services include:

- Information and assistance,
- Counseling,
- Support groups,
- Respite
- Other home and community-based services

The program also recognizes the needs of grandparents and other relatives (not biological or adoptive parents) 55 years of age and older providing care to children under the age of 18 years as well as to grandparents and other relatives (not biological or adoptive parents) 55 years of age and older providing care to adults, age 18 to 59 years, with disabilities. Adult family members (age 18 years of older) or other adult informal caregivers providing care to individuals of any age with Alzheimer's disease and related disorders are also served under this program. Operation of the program is a joint responsibility of the State Division of Aging and Adult Services and local Area Agencies on Aging (AAA)

If it is determined through the assessment process that there is a perceived risk to keeping a client safely in their home, San Juan Area Agency on Aging will not be able to place the client on the program.

(Pending In-Home Code of Conduct Decision)

Draft

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	In-Home Services Programs Waiver
Effective Date:	May, 2020
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that the following guidelines are followed for the Medicaid Aging Waiver Program. The purpose of this program is to provide an option for people 65 and older, who have medical problems, to live outside of an institution. The goal is to assist seniors who meet nursing home admission requirements but wish to remain in a home setting, to do so in a safe manner. It is different from regular Medicaid because it allows special income deductions to meet their living expenses, exempts income from spouse even if they are living with them, and has a separate formula for calculation of assets. Clients receive all of the standard Medicaid benefits as well as the additional benefits of the Aging Waiver. Medicaid will recover only the cost of actual care provided from the estate of the client. Medicaid does not take the entire estate. Placement for this program is at a State Level.

#### Services Provided

- Case Management
- Homemaking Services (may include cleaning, laundry, shopping, meal preparation, errands, assistance with medical appointments)
- Chore Services
- Companion Services Home Modification (on a limited basis)

The “Waiver” means the usual income limit for Medicaid is waived and an individual is allowed to keep additional funds for their living expenses in the home. The asset limit for Medicaid remains the same. A couple’s financial eligibility is determined under Spousal Impoverishment rules.

A client must be age 65 or older, be a resident of the State of Utah and meet both financial and medical eligibility. The core service provided by the Aging Waiver is Case Management. A Case Manager will work with the applicant throughout this process and, if the client is accepted for this program, the Case Manager will be involved in the client's plan of care as long as they remain at home with services. The role of the Case Manager is to assist with accessing community resources, authorizing use of Medicaid services, assuring quality of services provided and assuring that the health and safety needs of client are able to be met in a home setting.

If it is determined through the assessment process that there is a perceived risk to keeping a client safely in their home, San Juan Area Agency on Aging will not be able to place the client on the program.

(Pending In-Home Code of Conduct Decision)

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	In-Home Services Programs Veteran Directed Home and Community Based Services
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Effective Date:	May, 2020
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Revised Date:	January, 2024
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### Policy

It is the policy of San Juan County Area Agency on Aging that the following guidelines are followed for the Veteran Directed Home and Community Based Services.

The VDHCBS program is only offered to veterans who are interested in, and capable of, directing their own care; or have someone willing to make these decisions on your behalf or a representative. You, using Veteran Administration funding as the payer source for services, will be offered the option of privately employing a caregiver to provide attendant care level services. Attendant Care services primarily involve limited "hands on" assistance. As a participant in this program, you will have an opportunity to direct your own care by hiring, training, supervising, and firing, if necessary, a caregiver to provide attendant care services in your home.

The Veterans Administration will determine a veteran's initial eligibility for this program. San Juan AAA will then provide support services to the veteran and the oversight of the fiscal agent responsibilities for the veteran's-directed piece of the budget. You must be competent, willing and able to supervise, hire/terminate, train and monitor the attendant care provider and the services provided, as well as act as an employer in general. If you are unable to direct in-home care because of a brain injury or other cognitive impairment, your parent, spouse, legal guardian, or a person possessing a valid power of attorney may make the employment, care and training decisions, and certify any employment documents as well as program applications on your behalf.



If it is determined through the assessment process that there is a perceived risk to keeping a client safely in their home, San Juan Area Agency on Aging will not be able to place the client on the program.  
(Pending In-Home Code of Conduct Decision)

Draft

# SAN JUAN COUNTY AREA AGENCY ON AGING

## Policy and Procedures

Policy Title:	Volunteers
Effective Date:	
Revised Date:	January, 2024

### Policy

It is the policy of San Juan County Area Agency on Aging that all County volunteers must be approved annually by the County pursuant to Utah Code § 67-20-4 prior to service. A "volunteer", as defined by state law, is a person who donates service without pay or other compensation except expenses actually and reasonably incurred as approved by the supervising agency.

- Volunteers at the Senior Centers are those citizens/participants that have committed to providing activities without pay.
- No activities can be scheduled or commence until a volunteer form has been filled out, turned in and completed with the Administration Office of San Juan County.
- This applies to all activities at the Senior Centers that are not provided by the county and will fall under the guidelines of the Policy for Activities and Events Sponsored by Non-County Committees/Boards/Councils