

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



This policy and procedure manual is provided to you as a participant of the San Juan County Area Agency on Aging Senior Center Program. It is for your reference on senior center functions.

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

Policy Title:	Activities and Events Sponsored by Non-County Committees/Boards/Councils
---------------	--

Effective Date:	
-----------------	--

Revised Date:	January, 2024
---------------	---------------

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:	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

Draft

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

Policy Title:	Meal Donations
---------------	----------------

Effective Date:	May, 2020
-----------------	-----------

Revised Date:	January, 2024
---------------	---------------

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	

Draft

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

Policy Title:	Senior Center Code of Conduct
---------------	-------------------------------

Effective Date:	May 2020
-----------------	----------

Revised Date:	January, 2024
---------------	---------------

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:

Non-County
Committees/Boards/Councils

Effective Date:

Revised Date:

January, 2024

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:	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.

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

It is the policy of San Juan County Area Agency on Aging that participants must sign up for all scheduled programs, trips, and events.

- If one cannot attend a particular program or event after having signed up, a phone call to the center to indicate cancellation is required.
- 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.
- Participants must follow the Van Rules on trips and the Senior Center Code of Conduct while in our Centers

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
---------------	--

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 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