

Grant County Senior Programs

P.O. Box 898

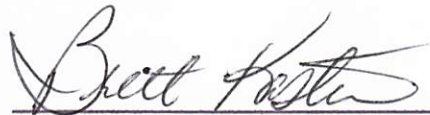
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POLICIES AND PROCEDURES

Adopted by Grant County Commissioners



Commission Chair

5-22-2014

Date

Senior Centers – Home Delivered Meals – Transportation

Santa Clara
537-5254

Gila Valley Center
535-2888

Home Office Center
388-2523

Mimbres Valley Center
536-9990

Silver City
388-2545

**GRANT COUNTY SENIOR PROGRAMS
POLICIES AND PROCEDURES**

TITLE III PROGRAMS

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GRANT COUNTY SENIOR PROGRAMS POLICIES & PROCEDURES

TITLE III SENIOR CENTER SERVICES

SECTION 1000

The Grant County Senior Program (GCSP) contracts with the North Central New Mexico Economic Development District – Area Agency on Aging (AAA) to provide Title III Programs and Services to senior citizens in Grant County. The COA will follow the policies and procedures, as set forth by the AAA, for these Title III Services. (Section I General Operating Standards, Section II Personnel, Section III Financial, Section IV Nutrition)

The following are the Policies of the GCSP, which are not covered by the AAA, but are required to administer the Title III Programs and Services under the GCSP's jurisdiction.

1001 – PARTICIPATION AND ENROLLMENT

1. All eligible participants will be enrolled using the NewMapis computer software. Each participant must complete a Client Information Sheet and sign a Code of Conduct understanding on a yearly basis to participate in Senior Programs sponsored by the GCSP.
2. Individuals who are not eligible, by age, or association may participate in Senior Center activities as long as they do not displace an eligible Senior. Some Activities do require a fee for non-eligible participants. All fees must be paid to the Site manager before class, event or program begins.

1010-NUTRITION: III-C1 CONGREGATE MEALS

The purpose of Congregate Meals is to provide a nutritional meal, 1/3 RDA, to seniors who might not otherwise have the means, or the ability to prepare a meal. The congregate setting also provides socialization for seniors. It gives participants a place to come, five days a week, to see friends and visit. Socialization is a key element in staying active and healthy as senior citizens.

Congregate meals will be served at all Grant County Senior Centers, Monday through Friday, from 11:25am to 12:30pm. The service will be available two hundred and fifty (250) days a year. The Senior Center will be closed during designated holidays. These closed dates will be posted and publicized. The following centers operate under the Grant County Program:

Silver City, 205 W. Victoria St., Silver City, NM 88061, 575-388-2545

Santa Clara, 107 N. East St., Santa Clara, NM 88026, 575-537-5254

Gila Valley, 403 Hwy 211, Gila, NM 88038, 575-535-2888

Mimbres Valley, 2620 Hwy 35, Mimbres, NM 88049, 575-536-9990

1. Menus are developed by a Nutrition Coordinator, meeting all Federal requirements, and approved by the AAA. The menus are available for participants at the reservation desk.

1011 – PARTICIPANT ELIGIBILITY FOR SERVICES

Participant's eligibility is defined according to the Older American's Act.

1. **Participants** must be 60 years of age or older, or a spouse, widow/widower of someone 60 years of age or older. Any individual with disabilities, regardless of age, who resides with a senior, and accompanies them to lunch, is eligible for this service.

When funding is more than sufficient to meet the needs of those who fall under statement number 1, then the following will be served in consecutive order.

2. All **volunteers** who are under the age of 60, and do not meet the above criteria, are eligible for lunch if they; work in the kitchen, work with the Home Delivered Meal Program, and/or facilitate a class or activity.
3. All **staff members** who are under the age of 60 and are not a spouse, widow/widower of someone 60 years old or older are required to pay for the meal under AAA regulations.
4. **Guests** of eligible participants are required to pay full cost for the meal. The full meal cost is posted in a conspicuous location at the reservation desk. The guest will pay the reservation clerk before the individual goes into the dining room to eat.

Management, using the Meal Cost Sheets, will determine the full cost of a congregate meal. The cost of a meal will be set annually, and reviewed every quarter, to insure that the appropriate amount is being collected for the meal.

All participants are required to follow the Participant Congregate Meal Guidelines.

COMMUNITY SERVICE WORKERS ARE NOT CONSIDERED VOLUNTEERS AND MUST PAY THE FULL COST OF MEALS IF THEY CHOOSE TO EAT.

1012 – RESERVATIONS AND DATA COLLECTION

1. **Reservations** for the noon meal will be taken until 5:00pm the day before the participants come in for lunch. Cancellations will be taken at anytime, but we encourage participants to let the reservation clerk know as soon as possible that they will not be coming in for lunch. Anyone wanting to come into lunch, who has not made a reservation, will be placed on a waiting list and can take the place of a cancelled participant. Individuals who are walk-ins, without reservations, may have lunch, if there is food left and all participants who reserved a space have been served.
2. Anyone participating in the congregate meal at the Senior Center must complete a Non-Metro AAA ~ SAMS Consumer Assessment Form Version 3.0 along with a Code of Conduct understanding for SAMS on a yearly basis. (**Appendix A Non-Metro AAA ~ SAMS Consumer Assessment Form Version 3.0**)

1012A – PARTICIPANTS RIGHTS TO ACCESS SERVICES

All eligible participants have a right to receive equal opportunity and access to services.

All eligible participants will be treated in a fair and equal manner and without discrimination.

All eligible participants will receive equal treatment regardless of ability to contribute financially.

All eligible participants have the right to register a complaint or file a grievance with Administration, without fear of retaliation or ridicule.

Participants have the right to make sure they fully understand program policies and procedures. Every attempt will be made to do this in the event of language barriers, physical, or mental disabilities.

If you feel your rights have been violated, consult the Grievance Procedure, talk with the Supervising Manager, or contact the Grant County Senior Program Director at 388-2523.

1013 – SUGGESTED DONATION FOR THE CONGREGATE MEAL

1. Calculating the actual full cost of the meal and taking into consideration the economic situation of the majority of seniors participating in the meal program will determine the suggested donation for the Grant County Senior Centers congregate meals. The Grant County Commissioners will approve the suggested donation before it is posted at the Senior Centers. This is done on an annual basis and monitored quarterly.

1014 – EMERGENCY PROCEDURES

1. **Fire drills** will be performed at the Senior Centers twice a year. Staff will be informed of their responsibilities during a drill. Each staff member will have a specific area of the facility that they will be responsible for. Responsibilities will overlap to insure that the facility and participants are covered at all times, no matter how many staff members are on the premise during a drill or an actual emergency.
2. **Staff members handle illness and other medical situations, which occur during the Congregate Meal Program.** When emergency help is needed, a staff member will call 911 to summon aid to the Senior Center. The following outlines the procedures for an emergency illness:
 - A. Executive Director, Elder Rights Advocate, or other qualified staff member will assess the situation.
 - B. If a participant is unconscious, or requests emergency assistance, a staff member will call 911. There are situations where participants are prone to seizures. When Senior Center staff members are aware of this condition, emergency help will not be summoned.
 - C. At least one staff member will stay with the participant. Other available staff members will insure that the area is cleared so that the victim has as much privacy as possible, and that the area is cleared to allow emergency personnel to get to the victim.
 - D. Center staff will insure that there is accessible parking for the emergency vehicle. Center vans and/or participant vehicles are to be moved to give emergency crews the best access to the victim.

1014A – FIRE EXTINGUISHERS

Fire Extinguishers will be placed at all Grant County Senior Program Centers.

Fires extinguishers will be placed in areas according to what the Grant County General Services/Fire Management seems appropriate and in accordance to Grant County policy.

All fire extinguishers will be maintained by the County of Grant/Maintenance Department.

The Administration staff of the Grant County Program will inspect/check all fire extinguisher tags and document dates and any issues upon their month site inspections.

Grant County Senor Programs will notify the County of Grant should there be any violation and/or expired extinguisher tags.

1014B – FIRST AID KITS

Grant County Senior Programs will place first aid kits in all of its center. It will ensure, on a regular basis, that all kits are full and that all items in kits are within the expiration date.

The Grant County Senior Program has partnered with Southwest First Aid and Safety Supply in an effort to make sure that all of the programs first aid kits are full.

Southwest First Aid and Safety Supply will determine how often kits will be filled for each individual center.

1015 – SERVICE EMERGENCY PLAN

1. In the **event of a catastrophe** at any of our Senior Centers, where meals cannot be prepared and/or served at the Senior Center, other arrangements will be with prior approval of the Grant County Manager and Grant County Commissioners.
2. In the event of **bad weather** where the road conditions are such that the vans for transportation cannot operate, a public service announcement will be made on the radio station notifying participants that there will not be transportation available. Staff members will call Congregate and Home Delivered meal participants to see if they need food. When roads clear, staff members will deliver frozen meals to those requiring food.
3. In a **major emergency effecting the entire County**, the Senior Center is part of the Grant County Emergency Plan, and will follow the procedures developed in that Plan, providing services to seniors with shelter, food, and transportation.

1020 – III C2 HOME DELIVERED MEALS

The purpose of the Home Delivered Meal Program is to provide home delivered lunch meals to frail elderly clients who are homebound and have no other alternative for a meal. Home delivered meals are to assist in delaying and/or preventing premature institutionalization.

Delivery and Area - Home Delivered Meals will be prepared and delivered from each of our Senior Centers, Monday through Friday, from 10:30am to 12:30pm, to eligible participants living within Grant County and within our delivery areas. When funding and equipment is more than sufficient to provide services in this area; consideration will be give to other eligible participants living in the County.

The Home Delivered Meal service is available two hundred and fifty (250) days a year. The Senior Center will be closed during designated holidays. These closed dates will be publicized, in the form of flyers to the participants. Home Delivered meal participants will receive frozen meals for the holidays that the Senior Center is closed.

1. Participant Guidelines and Client's Rights for service are given to home delivered meal participants when they receive their first meal and/or when they are assessed and qualify for the service. The Guidelines and Client's Rights are located in the **Appendix B, Home Delivered Client Rights and Responsibilities and C Client's Rights.**
2. Menus for lunch and breakfast are approved by the AAA, meeting all Federal requirements, and are delivered to participants the last week of the month.

1021 – PARTICIPANT ELIGIBILITY

Participant's eligibility is defined according to the Older American's Act.

1. Participants must be 60 years of age or older, or a spouse, widow/widower of someone 60 years of age or older. Any individual with disabilities, regardless of age, who resides with an eligible senior, is also eligible for this service.
2. Participants, living within Grant County and within our delivery areas, who have been determined to be unable to leave their homes due to disabling physical, emotional, or environmental conditions, with no one living with the individual/s who can prepare a meal, are eligible for the home delivered meal program.

When funding and equipment is more than sufficient to meet the needs of those who fall under statement number 1, then the following will be eligible for service:

3. Individuals meeting the above criteria who live further than our designated delivery areas within Grant County.

IF FUNDING AND /OR EQUIPMENT should become insufficient to meet the needs of our current clients, the Grant County Senior Program has created an In-Home Services Rating Scale to help us determine who the Highest Risk would be. Our scale has a rating of 1 to 5, with 5 or more being the highest risk 2 being at a low risk.

1022 – SUGGESTED DONATION FOR HOME DELIVERED MEALS

Calculating the actual full cost of the meal and taking into consideration the economic situation of the majority of seniors participating in the meal program will determine the suggested donation for the Grant County Senior Center Home Delivered Meals. The Grant County Commission will approve the suggested donation before it is posted at the Senior Center and submitted to homebound seniors.

1023 – COLLECTION OF HOME DELIVERED MEAL DONATIONS

All Home Delivered Meal participants will have the opportunity to make a donation for the meals.

1. Each week an envelope is sent out with the first H-D meal of the week so that any H-D client who wishes to make a donation at any time during the week may do so. Driver/drivers will not open the envelope but will put it inside of locked box provided for each vehicle. Key to box will be located at the center and person with access to key will open and count any donations along with a witness. A daily count sheet will be done. Money is then taken to the programs Administration office, where it is recounted, a daily deposit is then made at the Grant County Treasurers Office. .
2. Participants may also mail in donations for home delivered meals.

1024 – EMERGENCY PROCEDURES

Staff members and volunteers handle emergencies, illness and other medical situations with seniors, while delivering meals. The following are the procedures for handling these situations:

1. Use good common sense. If the staff member or volunteer is unsure about the situation call the Senior Center and talk to the Site Manager to try to determine what should be done
2. Do not move anyone if they have fallen. If they are unconscious call 911 and then call the Senior Center. Do not leave the residence until Senior Center and/or emergency staff arrive.
3. If the individual is down and/or ill, assess the situation and call 911 for emergency assistance if needed. When there is a doubt as to what needs to be done, call the Senior Center.

SITE MANAGERS OR PROGRAM ADMINISTRATION OFF WILL NOTIFY APS (ADULT PROTECTIVE SERVICES) OF THE INCIDENT. THIS WILL DOCUMENTED AND PLACED IN THE CLIENTS FILE.

1025 – REPORTING ABUSE, NEGLECT & EXPLOITATION

Grant County Senior Programs takes very seriously any abuse, neglect or exploitation that may or has happened to any senior, whether that senior is a participant of the Grant County Senior Program or not.

Any staff member who witnesses any abuse, neglect or exploitation of any senior will make it a priority to report this or any other issue to the proper authorities.

Staff will notify the program Administration office of any concerns they may have about any senior. The Administration Office will then call the appropriate agency and ask them to look into these matters (Adult Protective Services).

In any case, whether the Administration Office or the staff member reports the issue, the report must be documented and filed. If person is a congregate participant, it will be placed in their file at that center. If person is Home-Delivered client it will be placed in their file at the Administration Office. If person is not a participant of the Grant County Senior Program, the Administration Office will create a file and place it with their files.

In any case, and suspected case of abuse, neglect and/or exploitation must be reported within twenty-four (24) hours to the New Mexico Adult Protective Services.

1027– SERVICE EMERGENCY PLAN

1. In the **event of a catastrophe** at any Grant County Senior Center, where meals cannot be prepared and/or served at the Senior Center, arrangements will be made with prior approval of the County Manager and the Grant County Commissioners.
2. In the event of **bad weather**, it will be the responsibility of each site manager to determine what time their center should report to work. The site manager will call each of their employees to let them know what time they are expected to report to work. All centers will be open to serve meals, even if we have to serve/deliver meals later than usual. When site manager arrives it is their responsibility to notify all home delivered meal clients and let them know that their meals will be delivered later than normal. Administration Office will be kept informed at all times.
3. In a **major emergency effecting the entire County**, the Senior Center is part of the Grant County Emergency Plan, and will follow the procedures developed in that Plan, providing services to seniors with shelter, food and transportation.

1030 – WAITING LIST FOR IN-HOME SERVICE PROGRAMS

It is the goal and mission of the Grant County Senior Program to address the needs of the senior citizens in Grant County. This is accomplished through local, State, and federally funded programs and services at each Grant County Senior Center. It is also our mission to address the needs for services and programs that are not available at the Senior Center, due to logistics and/or funding restraints.

A Client Waiting List is established to place people with services, when space becomes available in an existing Program. It is also used to track seniors requiring/requesting services which are not available inside our Agency. This list then becomes valuable statistical data, used when applying for new Programs.

The Client Waiting List will be maintained by the Elder Rights Advocate. The Waiting List will be managed as follows:

1. An assessment will be made by a qualified staff member within 10 days of the inquiry to determine the situation and risk factors of the senior requesting the service.
2. Based on the assessment, a rating will be given to the individual and used to determine their placement on the Client Waiting List.
3. The client will be informed that they are on a waiting list for services and when they may receive the service.
4. A referral will be made to other service agencies as needed. All referrals will be documented on the waiting list file.

Rating criteria for individuals on Waiting Lists are as follows:

HIGH RISK: (Top of list) Any or all of these factors will place an individual at the front of a waiting list.

1. The individual requesting the service cannot perform one (1) or more of the required activities of daily living.
2. Individual has been diagnosed with advance dementia or Alzheimer's related disorder.
3. The individual lives alone and has no other support system.
4. The individual, for other reasons than those listed above, is at immediate risk of being institutionalized.

MODERATE RISK:

1. Individual cannot perform three (3) or more of the required activities of daily living.
2. Individual lives alone but does have a support system of friends and family.
3. The individual is requesting service on a temporary basis due to health reasons.

LOW RISK:

1. The individual can perform three or more of the activities of daily living, but not as efficiently as they use to.
2. The individual has a good “family and friend” support system and does not live alone.
3. The individual needs temporary service.

AN IN-HOME SERVICES RATING SCALE HAS BEEN CREATED FOR THIS PURPOSE.

1040 – TITLE III TRANSPORTATION PROGRAM

The purpose of the Transportation Service is to provide Seniors and frail elderly, who can no longer drive, a means to get around Grant County. Transportation is provided to the Senior Center for lunch and around town for errands such as shopping, banking, and business. The Program also provides transportation to medical appointments. Participants must call and schedule a ride 24 hours in advance. The rides are provided in Grant County only. The Senior Center does not offer transportation services outside of Grant County.

The Senior Program has partnered with Corre Caminos Transit System (A Grant County Department) to help in providing these services. Without them, this would be almost impossible, if not very limited.

Service Area – The Transportation Service is provided, Monday through Friday, from 8:00am to 5:00pm, to eligible participants living within Grant County and within our designated areas. When funding and vehicles are more than sufficient to provide services in these areas; consideration will be give to other eligible participants living in the County.

The Transportation service is available two hundred and fifty (250) days a year. The Senior Center will be closed during designated holidays. These closed dates will be publicized, in the form of flyers, announcements in the local newspaper, and radio.

1041 – PARTICIPANT ELIGIBILITY

Participant's eligibility is defined according to the Older American's Act.

1. Participants must be 60 years of age or older, or a spouse, widow/widower of someone 60 years of age or older. Any individual with disabilities, regardless of age, who resides with an eligible senior, is also eligible for this service.

1042 – COLLECTION OF DONATIONS FOR TRANSPORTATION

All participants will have the opportunity to make a donation for the Transportation service.

1. Each van has a locked donation box which is placed in the front of the vehicle. The box is placed so that a donation can be made in as much privacy as possible.
2. Participants may also mail in donations for Transportation.

1043- VAN UTILIZATION POLICY

Vans purchased with federal and/or state funding must be used for the benefit of providing services to the elderly of Grant County. The following are the policies for the Senior Center vans:

1. All vehicles must have current liability insurance and comprehensive coverage.
2. Vehicles may be used for recreational purposes for seniors as long as they are not required for the scheduled daily services provided from the Senior Center.
3. Vehicles may not be loaned out or contracted for use by another community organization or individuals.
4. Vehicles may be used by staff for business purposes as long as it does not interrupt required daily services at Senior Center.
5. Vehicles can not be used to transport seniors or staff to establishments where the predominant commerce is the sale of alcohol.
6. Program volunteers may drive an Agency vehicle if they have a valid drivers license, have a good driving record with the Department of Motor Vehicle and are on the list for insured drivers. They must be approved by the County of Grant.
7. All drivers, using the handicap lifts in the vehicles, are required to have safety training on the operation of the lifts and correct safe way to belt in passengers. The Transportation Coordinator will perform this training and it will be documented in volunteer and personnel files.

1044 – VEHICLE MAINTENANCE AND PROCEDURES

The maintenance of the Agency's vehicles is the responsibility of the Transportation/Maintenance Coordinator. The Grant County Vehicle Accident Prevention Policy, and any other relevant Grant County Policy.

Vehicles shall be inspected using the GCSS Vehicle Inspection Report form shall be used. See Appendix D.

1045- TRANSPORTATION SAFETY

The Commission on Aging has a Transportation Manual (**Appendix E Transportation Policy**) in every vehicle. The Transportation Coordinator, all volunteer and paid drivers are required to read the Manual and follow the stated policies and procedures. Failure to do so can result in immediate dismissal from the organization. A copy of the Manual is in each vehicle.

1046- ACCIDENTS/INCIDENTS

All accidents/incidents causing any damage to the Agency's vehicles or to property must be reported to a supervisor and to the Executive Director. Failure to follow accident procedures and policies may result in suspension or loss of employment.

The following are the procedures for reporting accidents and/or incidents:

1. All accidents must be reported immediately to supervisor. This may be a verbal report but must be followed by a written description of the event within 24 hours of its occurrence.
2. A driver is never to leave a scene of an accident.
3. The driver must call the Senior Center and the police department to report the accident.
4. All accidents causing bodily harm to a participant must be reported to the Area Agency on Aging by the Executive Director.

1050- CODE OF CONDUCT

1051- EMPLOYEES

The conduct of employees of the Grant County Senior Program is governed by the GCSP Personnel Policy Manual.

The following are the procedures for the implementation and administration of the Code of Conduct:

1. All employees will be provided the Grant County Personnel Manual.
2. Violations will be reported to the Executive Director. Any disciplinary action will be documented and provided to the person violating the policy. This action will follow the disciplinary process set forth in the Grant County Employee Manual.

All suspected cases of Adult abuse, neglect and/or exploitation will be reported to the Executive Director immediately.

- A. The Executive Director will document the incident and report it to Adult Protective Services within 24 hours.
- B. The information provided by the reporting person will be kept confidential and will only be shared with the enforcing agency.
- C. A follow-up will be done by the Executive Director on the outcome of the investigation by Adult Protective Services.
- D. An employee accused of any abuse of a participant will be notified of the accusation and placed on administrative leave.
- E. If it is determined that disciplinary action will be taken against an employee, it will be taken in accord with the Grant County Personnel Manual.
- F. The grievance process defined the Grant County Employee Manual, will be available to employees of the Senior Program.

1052 – PARTICIPANT CODE OF CONDUCT

The Participant Guidelines/Code of Conduct and Participant's Rights are posted in the Senior Center to inform participants of the rules, policies, and their Rights for the Title III Programs and Services. The guidelines are located in the **Appendix F, Participant Guidelines/Code of Conduct**.

1. The Participant Guidelines/Code of Conduct governs all GCSP program services and agency sponsored events. Persons participating in GCSP program services and/or other sponsored activities may be subject to disciplinary action arising from difficult or out of the ordinary behavior. The following are the procedures for dealing with issues arising from the Guidelines and Code of Conduct:

A. Alcohol and Illegal Drugs:

The presence and/or consumption of alcoholic beverages and/or illegal drugs are prohibited at all Commission on Aging sites, vehicles, services, and activities. Violation of this policy will be managed in the following manner:

- The person observing or suspecting the violation will immediately notify the Executive Director or staff person in charge.
- The person in charge will take the individual suspected of violating the policy to a private area and make arrangements to have the person removed from the site or activity.
- The person in charge will attempt to verbally explain the violation to the suspected violator.
Should the staff person in charge meet with resistance, he/she will call for a police escort.
- Under no circumstance should staff or any other person attempt to physically or verbally restrain the violator.
- The staff person must immediately communicate and document the situation to the Executive Director or the Elder Rights Advocate.
- The violator will be notified in writing of the consequence of his/her action as it relates to the violation. The notification will provide a copy of the grievance procedure.

B. Weapons:

Weapons (guns, knives, blackjacks, tear gas, and any other object defined as a weapon) cannot be in the possession of any person participating in any GCSP site or sponsored function.

- Anyone suspecting or seeing a weapon or weapons must notify a staff person immediately.
- The staff person will immediately investigate the situation. The violator will be asked to surrender the weapon or leave the area immediately.
- Should the staff person meet with resistance, law enforcement should be called immediately. Under no circumstances should anyone attempt to remove the weapon from the person.

- The incident will be reported to the Executive Director verbally and followed-up with written documentation.
- The violator will be notified in writing of the consequence of his/her action and the right to grievance.

C. Fighting:

Fighting (physical and/or verbal encounter) is not permitted at any of the GCSP sites, program service, and/or sponsored activity either with peers and/or staff or volunteers.

- Anyone seeing or hearing a fight must report it to a staff person immediately.
- The staff person will attempt to break-up the confrontation.
- The staff person will speak to the violators in private and try to verbally resolve the issue.
- Under no circumstances should anyone try to physically stop a fight.
- Should the situation continue law enforcement will be called.
- The incident must be reported verbally to the Executive Director and followed by documentation within 24 hours.
- The violator(s) will be notified in writing as to the consequence of the behavior and a right to grievance.

D. Abuse (Physical and/or Verbal)

Any participant or guest verbally or physically abusing another participant, person or staff by racial or ethnic slurs, abusive language or character assassination will be reported to the staff person in charge.

- Under no circumstance should a staff person or other individual attempt to physically retaliate or restrain the aggressor.
- All incidents involving physical and/or verbal abuse must be reported to the Executive Director immediately and followed with written documentation within 24 hours.
- Should the incident escalate law enforcement will be called.
- The violator will be notified in writing as to the consequence of the behavior with the right to grievance.

E. Harassment:

Harassment in any form will not be tolerated either in person or other form of communication.

- Anyone subject to harassment should make simple attempts to ask the person to calm down and stop the communication.
- Under no circumstances should staff get into a verbal or physical confrontation with the participant.
- All incidents will be reported verbally to the staff person in charge and followed by written documentation.
- The Executive Director will meet or communicate with the violator and try to resolve the situation.

- If possible the violator will receive written notice of the situation and the possible consequences of the behavior.

F. Stealing or Destruction of Property:

Any person caught stealing or intentionally destroying property belonging to Senior Center or another participant will be subject to suspension or removal from the Program.

OUTCOMES AND CONSEQUENCES:

Each incident or case will be reviewed and a determination will be made regarding the disciplinary action to be taken. The Executive Director will determine the disciplinary action.

The following is the procedure for Due Process:

- A. When the Executive Director has reason to believe that a GCSP Program participant has violated a provision of the Participant Guideline/Code of Conduct, the Director will meet with the participant in an attempt to informally resolve the issue.
- B. In the event a mutual agreement can be made, the Director will send a written notice to the participant of the intended disciplinary action. The notice will specify the violation and the disciplinary action taken. A copy the Participant's Grievance Procedures will be enclosed with the written notice.

1053 – PARTICIPANT’S RIGHTS AND GRIEVANCE POLICY

1. All Seniors who participate in Programs and Services sponsored by Grant County have a right to be treated with dignity and respect. This policy is posted throughout the Senior Center. **(Appendix B and C Client Rights)**

A grievance procedure will be utilized for expeditiously handling any complaints or accusations from Program participants. Procedures have been designed for all participants of GCSP sponsored Programs and Services, providing a standardized format so that all problems can be heard, reviewed, and resolved, if possible to the satisfaction of all parties. **(Appendix G, Grievance Procedure)**

The County of Grant recognizes both an informal and a formal process for the resolution of problems or complaints. Any person with a grievance is encouraged to seek resolution informally, prior to initiating the Formal Grievance Process. The Informal Process to resolve a complaint should involve the appropriate supervisor up to, and including, the Executive Director. Should the Informal Process fail to resolve the grievance to the satisfaction of the complainant, then a formal written complaint should be addressed to Grant County through the Executive Director.

The Grant County Senior Program recognizes three kinds of Formal Grievances:

- (1.) The General Grievance
- (2.) The Equal Opportunity Grievance
- (3.) Failure to Perform a Service Grievance

DEFINITIONS AND GUIDELINES

1. A General Grievance is a problem or complaint a senior citizen has about:
 - A. His/her physical environment
 - B. The way he/she is treated by the staff
 - C. The way he/she is treated by peers
2. An Equal Opportunity Grievance involves unfair or discriminating treatment because of race, color, religion, sex, age, handicap or national origin.
3. The Failure to Perform a Service Grievance is a problem or complaint a senior citizen has about the lack of service provided by a contractor, or denial of a service for which the contractor is obligated to provide.

GUIDELINES:

1. A grievance should be submitted when a senior citizen believes a problem exists, or that he/she is being treated unfairly, causing him/her distress and affecting his attitude, motivation and productivity. Such negatives, in turn, may be contagious and affect the smooth functioning of the overall Senior Citizen Program. While the facts may not uphold the person’s complaint, the problem is a real one to that person. Problems should

be recognized, and dealt with by the supervisor, in a sensitive and helpful manner, so that resolution may be mutually acceptable whenever possible. Every effort should be made to handle problems on an informal level.

2. All senior citizens must be advised of their rights and encouraged to follow the Informal Grievance Process first, then the Formal Grievance Procedure, if they are dissatisfied with the outcome of the Informal Process.
3. Formal complaints must be submitted in writing to the Executive Director. Resolution action must all be recorded in writing. Copies of written complaints, and action taken to resolve the complaint, will be retained in the files of the Executive Director for a minimum period of one year. Formal complaints that cannot be resolved at the local level, to the satisfaction of the complainant, will be forwarded to the contracting agency, which will then function as arbitrator in resolving the complaint.
4. This Policy is established to provide all concerned with procedures, and an opportunity to resolve problems at the local level. All complaints, both Formal and Informal, must be handled in an equitable and expeditious manner. The senior citizen always retains the right to seek assistance from outside sources. However, if the person chooses to seek resolution with an outside agency, the local Informal Grievance Process should be terminated.

FORMAL PROBLEM RESOLUTION AND GRIEVANCE PROCEDURE

PURPOSE: To assure that an aggrieved person, with a complaint, is given the time and opportunity to be listened to, heard and dealt with in a fair and just manner, in order that the conflict or grievance may be resolved in a mutually acceptable fashion at the earliest possible moment. In this way, service to senior citizen's programs, morale and productivity, as well as administrative effectiveness, is maintained at a high level.

POLICY STATEMENT: In some instances, informal resolution of problems/grievances is not satisfactory to a senior. For those cases, the person with a complaint may involve the Formal Problem Resolution/Grievance Procedure Process.

INTERPRETATION/ILLUSTRATION/GUIDELINES

1. The Formal Grievance Procedure may be available only after a complainant has first attempted to resolve the matter through the Informal Grievance Procedure.
- 2.
3. To initiate the Formal Grievance Procedure, the complainant must submit a written complaint to the Executive Director. This written complaint must include a description of the problem, including the facts and names of persons involved, and the complainant's suggested solution. The written complaint must be received within thirty calendar days after the alleged incident.
4. The Executive Director is responsible for the collection of information available, which may be pertinent or helpful to resolution of the matter. The Executive Director then submits the written complaint and the information collected to the Grant County Manager. The Grant County Manager shall schedule a hearing with the complainant within 10 week days of receiving the written complaint.

5. The Hearing Procedure is as stated:

A. The Hearing shall be audio recorded.

B. The complainant shall have an opportunity to present his/her version of the facts, arguments, and any evidence or witnesses.

C. The County Manager shall issue a written decision within 10 week days of the hearing (excluding the date of the hearing). This time requirement shall be met if the decision is placed in the mail within 10 week days of the hearing.

6. If an appeal of the decision is to be made , it must be submitted in writing to the Executive Director within five weekdays from receipt of the County Manager's decision. An audio transcript of the Hearing, and all pertinent records shall then be forwarded to the contracting agency of the:

North Central New Mexico Economic Development District,
Area Agency on Aging
P.O. Box 5115
Santa Fe, New Mexico 87502-5115

7. The final decision made by the contracting agency will be relayed to the complainant and to the Grant County Manager in writing, and the case shall be considered closed.

At the conclusion of this internal process, it is hoped that satisfaction results. However, if this is not a fact, the complainant has further recourse through the contracting agency, the State Agency on Aging, or the courts.

1054 – TRAINING PLAN

Grant County Senior Program will ensure that all necessary training be provided to all its staff, volunteers and advisory councils and that all training be properly documented.

The program will make every effort to get qualified personnel to do these trainings and/or presentations.

The program will use the New Mexico Non-Metro Area Agency on Aging form for training and documentation. It will ensure that all required and recommended training be done.

Training will consist of at least the following:

Required Certified Training:

Older Americans Act
Non-Metro AAA Policies & Procedures
Advisory Council Training
Customer Service
Program Code of Conduct
Service Definitions
Confidentiality/HIPAA

In-House Training:

Nutrition/Meal Preparation
Kitchen Safety
First Aid/Emergency
Vehicle Safety/Maintenance
Code of Conduct
Proper Documentation
Sanitary Methods
Provider Policy & Procedure Compliance
Confidentiality/HIPAA
Customer Service
Personnel/Supervisory
Fire Safety/Prevention/Evacuation, Etc.

1060- POLITICAL ACTIVITY

Political candidates and parties are welcomed at all Grant County Senior Centers to communicate their agenda as to develop political support. The following are the guidelines in which these candidates and/or parties must operate under if they use the Center as a means to solicit votes:

1. Candidates or political parties **cannot** solicit money from participants at the senior Center.
2. All candidates or parties must have prior approval from the Executive Director to address seniors in the facility.
3. All candidates or parties will be given an equal amount of time to address the audience.
4. Candidates are welcomed at the Center between the hours of 10:30am to 11:25am, Monday through Friday.
5. A “political campaign table” will be setup at the Center where all candidates may distribute political material.

As a reference to the GCSP Personnel Policies, all county employees are prohibited from engaging in political activities such as endorsing, supporting and/or promoting an individual candidate while addressing the senior citizens at any Grant County Senior Program.

1082 – FUND RAISING

BECAUSE GRANT COUNTY SENIOR PROGRAMS IS PART OF COUNTY GOVERNMENT, THE PROGRAM IS UNABLE TO HAVE AND WILL NOT HAVE ANY TYPE OF FUND RAISING.

1085 - BINGO AND GAMES OF CHANCE

GCSP provides and encourages Bingo and Games of Chance for all of its centers. It allows for senior citizen groups to organize and conduct bingo at its centers, provided that no person other than players participating in the bingo games receive or become entitled to receive, either directly or indirectly, any part of the proceeds from the bingo game, and no minors are allowed to play bingo nor participate in the organization or conduct of games.

1090- PROGRAM INCOME

1. All income earned through Title III programs and services are used directly for the Program, within the fiscal year it is obtained.
2. All Program income is directed to the service in which it was earned and is applied to costs incurred before State, Federal or local money is used.

1091 – SITE INSPECTIONS

The GCSP will conduct a monthly inspection of each of its sites. This inspection will be done by a staff member of the senior program administration office. A Monthly Site Inspection form will be established by the program director and adjusted accordingly to meet the needs of the program.

At a minimum it will inspect/evaluate for cleanliness of kitchen and equipment, safety check of facility, required postings are visible and up-to-date, required reports are current and posted (Food Service Permit, EID, Fire Marshal), check fire extinguisher tags, check first aid kits, ensure that staff and volunteers are adhering to rules, regulations and laws that apply to kitchen, observe preparation and packing procedures, check temperature logs for both kitchen and home delivered meals, review menus, route sheets, daily usage logs, check congregate files, and any other task as it may arise.

1092 – FOOD INVENTORY CONTROL

GCSP will maintain a perpetual inventory system for each of its centers where food is stored. Access to the inventory will be controlled. A standard procedure will be used and documented for receiving and the removal of any food items.

The Site Manager will place all orders on a weekly basis. When order comes in it will be received and put away by two (2) members of the kitchen staff. When order is complete it will be turned over to the site manager, who will then enter it into the inventory log. Daily usage will be done by the head cook or assistant cook on a daily basis and given to the site manager to deduct accordingly from inventory log. Site Manager and Head Cook will perform a physical inventory at the end of each month. Site Manager will reconcile the ending inventory to the beginning inventory.

Any variances will be documented and investigated.

In-kind donations must be inventoried and accurately valued as well.

1095 – CLIENT SURVEYS

Grant County Senior Programs will conduct a client survey on a yearly basis (fiscal year).

Purpose of the survey is to determine our quality of service, to improve any situations that have been occurring, make any adjustments to our program to better improve our services for our seniors, to have open communication on both sides and ultimately to keep improving our customer service.

Surveys will be distributed to each of our Home-Delivered clients and to as many of our Congregate clients as possible.

Surveys will ask various questions, such as:

Congregate:

How many years has client participated in the program?

How many days a week do they eat?

How would they rate our senior center staff?

How is the food?

How are the portions?

Are meals served on time?

How is the overall cleanliness of the center?

How is the Nutrition Program?

And of course, we ask for any input that they may have, to help us improve our centers.

Home-Delivered:

How many years has client participated in the program?

How many days a week do they receive meals?

How would they rate their home-delivered person?

How is the food?

Is it Hot?

Is it on time?

How is the overall service?

And of course, we ask for any input they may have, to help us improve our service.

All surveys will be assessed on a rating scale and results will be presented to the Grant County Commissioners for their review.

APPENDIX A
NON-METOR AAA ~ SAMS CONSUMER ASSESSMENT FORM



Person Conducting Assessment: _____

Vendor: _____

Site: _____

► PERSONALInfo Release Authorized: ☐ Yes ☐ NoDefault Agency: North Central New Mexico Non-Metro
☐ PSA-2 ☐ PSA-3 ☐ PSA-4

*Date Registered: _____

*First Name: _____

Middle Initial: _____

*Last Name: _____

Marital Status: ☐ Married; Name of Spouse: _____☐ Single ☐ Widowed ☐ Divorced ☐ Legally Separated*Gender: ☐ F ☐ M *Birth Date: _____

*Last 4 SSN Digits: 000/00/ _____

*Home Phone: (_____) _____

► RESIDENTIAL ADDRESS

*Street 1: _____

*County: _____

*Town: _____

*State: _____ *Zip Code: _____

► MAILING ADDRESSSame as Residential ☐ Yes ☐ No

*Street 1: _____

*PO Box: _____

*County: _____

*Town: _____

*State: _____ *Zip Code: _____

► NAPIS*Ethnicity: ☐ Unknown ☐ Hispanic/Latino ☐ Not Hispanic/Latino*Lives Alone ☐ Is income less than \$958/month? ☐ Yes ☐ NoHousehold Size = 2: Is income less than \$1,293/month? ☐ Yes ☐ NoHousehold Size = 3: Is income less than \$1,628/month? ☐ Yes ☐ NoHousehold Size = 4: Is income less than \$1,963/month? ☐ Yes ☐ NoHousehold Size = 5: Is income less than \$2,298/month? ☐ Yes ☐ No**► III-E FAMILY CAREGIVER Respite Only.**Are you a Caregiver? ☐ Yes ☐ No

Who do you care for? _____

What is your relationship to the person you care for (Recipient)?

☐ Husband ☐ Wife ☐ Daughter/In-law☐ Son/In-law ☐ Sibling ☐ Other Relative ☐ Parent☐ Non-Relative ☐ Other: _____☐ Are you a III-E Grand Parent Raising a Grandchild (Grandchildren)?**► CHARACTERISTICS***Disabled: ☐ Yes ☐ No*Homebound: ☐ Yes ☐ No*Frail: ☐ Yes ☐ NoPermanent Condition: ☐ Yes ☐ NoCheck if consumer is: ☐ Veteran ☐ Veteran DependentPrimary Language: ☐ English ☐ French ☐ Spanish

Other Language: _____ (Entered in Consumer Notes.)

Understands English: ☐ Yes ☐ No Seasonal: ☐ Yes ☐ No

*NSIP Eligible

*Eligibility Type: ☐ Age (60+) ☐ Spouse Age 60+☐ Yes

Spouse Name: _____

☐ No

SAMS ID Number: _____

☐ Disabled In Elderly Housing w/senior prg. meal site☐ Disabled Living with Elderly Person

Name: _____

SAMS ID Number: _____

☐ Volunteer ☐ AAA-Approved Waiver dated: _____**► CONTACTS**1) Type: ☐ Emergency (other than spouse if married)

Name: _____

Relationship: _____

Phone: H=Home; M=Mobile; B=Business; A=Alternate

Phone: (_____) ☐ H ☐ M ☐ B ☐ APhone: (_____) ☐ H ☐ M ☐ B ☐ A2) Type: ☐ Primary Physician ☐ Family/Relative ☐ Other

Name: _____

Relationship: _____

Phone: (_____) ☐ H ☐ M ☐ B ☐ APhone: (_____) ☐ H ☐ M ☐ B ☐ A**► *ETHNIC RACES**☐ American Indian/Native Alaskan☐ Asian☐ Native Hawaiian/Other Pacific Islander☐ Black/African American☐ Non-Minority (White, Non-Hispanic)☐ Missing☐ White-Hispanic☐ _____**► CARE ENROLLMENTS**☐ Senior Services Title III (B,C,D)☐ All State Other Program☐ Family Caregiver Title III (E)☐ _____**► SERVICES TO BE PROVIDED (as contracted with Non-Metro AAA)**☐ Adult Day Care _____ hours/week☐ Home Delivered Meals☐ Assisted Transportation☐ Breakfast☐ Case Management☐ Lunch☐ Chore _____ hours/week☐ Weekend Breakfast☐ III-E Family Caregiver☐ Weekend Lunch☐ GPRG☐ Evening Meal☐ Respite in ADC _____ hours/week☐ _____☐ In-Home Respite _____ hours/week☐ Congregate Meals☐ Homemaker _____ hours/week☐ Breakfast☐ Transportation☐ Lunch☐ III-D Health Promotion☐ Evening☐ Physical Fitness☐ _____



Consumer: _____ Date: _____

Where Interviewed: ☐ Senior Center ☐ Home ☐ Other☐ Initial Assessment ☐ ReassessmentConsumer rates health as: ☐ Excellent ☐ Good ☐ Fair ☐ Poor**► Nutritional Health Screening**~ Adapted from the *Determine Your Nutritional Health Checklist* developed by the Nutrition Screening Initiative. ~

► Within the last six (6) months, have any of these situations/conditions changed?	Yes	No	(Only use for Reassess) On-Going Condition
1) Have you made changes in eating habits because of health problems such as diabetes, cholesterol, high blood pressure?	2 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
2) Do you eat fewer than 2 meals per day?	3 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
3) Do you eat fewer than 5 servings of 1/2 cup each of fruit or vegetables every day?	1 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
4) Do you have fewer than 2 servings of dairy products such as milk, yogurt, cheese, etc. everyday?	1 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
5) Do you have chewing/swallowing problems that make it difficult to eat? (includes loose/no dentures or medical condition)	2 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
6) Are there times when you do not have enough money to buy the food you need?	4 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
7) Do you eat alone most of the time?	1 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
8) Do you take 3 or more different prescribed or over-the-counter medications each day? (Includes: aspirin, laxatives, herbs, antacids, inhalers, etc...)	1 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
9) Have you lost or gained 10 pounds or more in the last 6 months without wanting to? Gained 10 lbs=yes; Lost 10 lbs=yes	2 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
10) Are you (or someone for you) physically <i>unable</i> to SHOP for food, COOK and/or FEED yourself?	2 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>
11) Do you have 3 or more drinks of beer, wine or liquor almost every day?	2 <input type="checkbox"/>	0 <input type="checkbox"/>	<input type="checkbox"/>

Add the total **value** of all questions. Note: If any question is left blank, SAMS is unable to determine the final score. **TOTAL:** _____☐ Consumer refused to divulge 1 or more of the answers above. Refusal = No score which will effect justification for service. Consumer's Initials: _____**► Activities of Daily Living (ADL) Assessment**

	Not Dependent	Limited Assistance	Total Dependence
1) Did you need help to take a bath or shower this past week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Did you need help to get dressed any day this last week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Any day this last week have you needed assistance to use the toilet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Did you need help any day this last week to get up from the bed, chair, couch, bathtub, etc. and to move to another location?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Any day this last week, did you need help to eat? (Includes cutting food and/or feeding themselves.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Did you need any help this last week to walk inside your home? (Includes the use of cane, walker, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How many boxes were checked in the "Limited Assistance" and/or "Total Dependence" columns combined? **TOTAL:** _____☐ Consumer refused to divulge 1 or more of the answers above. Refusal to answer will effect justification for service.

Consumer's Initials: _____

► Instrumental Activities of Daily Living (IADL) Assessment

	Not Dependent	Limited Assistance	Total Dependence
1) Did you need any help to prepare yourself a meal this last week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Were you able to go shopping for food or household items this past week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Have you been able to take your medicines this last week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Have you been able to pay your bills, make deposits and/or manage your bank accounts this last week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Did you need help using the telephone this last week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Did you need help to do heavy housework this last week? (CHORE windows, refrigerators, moving furniture, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Have you been able to do light housework this past week? (HOMEMAKER vacuum, mop, dishes, dusting, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Have you been able to drive yourself to places you needed to go such as the store, doctor, pharmacy, etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How many boxes were checked in the "Limited Assistance" and/or "Total Dependence" columns combined? **TOTAL:** _____☐ Consumer refused to divulge 1 or more of the answers above. Refusal to answer will effect justification for service.

Consumer's Initials: _____

PRINT Consumer's Name _____

Consumer's Signature _____

Date _____ / _____ / _____

PRINT Assessor's Name _____

Assessor's Signature _____

Date _____ / _____ / _____

APPENDIX B
HOME DELIVERED CLIENT RIGHTS AND RESPONSIBILITIES

Client Rights and Responsibilities

The client has the right:

- To be treated with respect and dignity.
- To participate in the program in the development of one's service plan for care, involved to the extent possible in program planning and operation.
- To be cared about in an atmosphere of sincere interest and concern in which needed support and services are provided.
- To be encouraged and supported in maintaining one's independence to the extent that conditions and circumstances permit and to be involved in program of services designed to promote personal independence.
- To be fully informed in advance about each in-home service provided and about any change in such service that may affect the well being of the individual.
- To voice a grievance with respect to such services that is or fails to be provided without discrimination or reprisal as a result of voicing such grievance.
- To confidentiality of records relating to such individual.
- To have the property of such individual treated with respect.

The client has the responsibility:

- To notify the Senior Program of any problems with service.
- To be at home when services are being delivered or to notify the Senior Program ahead of time if you will not be home.
- To treat Senior Program staff fairly, courteously and respectfully.
- To notify Senior Program staff of any changes in your situation or condition when it pertains to services.

I understand my Client's Rights and Responsibilities hereby signing below.

Client Signature _____ Date: _____

Staff Signature _____ Date: _____

APPENDIX C
IN-HOME SERVICE PROGRAMS & SERVICES CLIENT'S RIGHTS

Program Name: _____
IN-HOME SERVICE PROGRAMS & SERVICES
CLIENT'S RIGHTS

YOU HAVE THE RIGHT:

1. To be informed about all Services available to you.
2. To participant in the planning and changes of service.
3. To have your property treated with respect.
4. To be fully informed about your rights and obligations before you receive the services.
5. To voice a grievance about the service and/or staff without fear of discrimination or reprisal. A copy of the _____ Grievance Procedure can be obtained by contacting:
(Program Name)

_____, Executive Director
Program's Name: _____
Address: _____
Telephone Number: _____

IF YOU BELIEVE:

1. You have denied services to which you are entitled;
2. You have been treated unfairly;
3. That the quality of service is not acceptable;
4. That the quality of the meal is not acceptable;

We would like to help you resolve your concerns. Please contact the Executive Director at the above address and phone number.

IF YOU ARE NOT COMPLETELY SATISFIED WITH THE RESULTS, PLEASE CONTRACT:

North Central New Mexico Economic Development District
Non-Metro Area Agency on Aging
3900 Paseo de Sol
P.O. Box 5115
Santa Fe, New Mexico 87502
505-827-7313
1-866-699-4927

OR

Aging & Long Term Services Department
Adult Protective Services
Kathleen Hart, Director
625 Silver S.W., #400
Albuquerque, NM 87102
505-841-4537

Signature of Client

Date

Signature of Staff

Date

Nombre de Programa: _____
IN-HOME SERVICE PROGRAMS & SERVICES
DERECHOS DEL CLIENTE

USTED TIENE EL DERECHO A:

1. Ser informado de todos los servicios disponibles a través del _____.
2. participar en planear y hacer cambios de servicios. (Nombre de Programa)
3. Que su propiedad sea tratada con respeto.
4. Ser informado de sus derechos y responsabilidades antes de comenzar a recibir servicios.
5. Expresar una queja sobre los servicios y/o los empleados sin temor a discriminación o represalia. Una copia de los Procedimientos de _____ puede ser obtenido al contactar a:

_____, Executive Director
Nombre de Programa: _____
Address: _____
Nombre de Telefono: _____

SI USTED CREE QUE:

1. Se le Han denegado servicios a los cuales usted tiene derecho;
2. Ha sido tratado de forma injusta;
3. La calidad de servicios no es aceptable;
4. La calidad de su comida no es aceptable;

Nos gustaría poder ayudarle en resolver sus preocupaciones. Por favor haga contacto con la Directora Ejecutiva en la dirección o teléfono indicados anteriormente.

SI NO ESTA COMPLETAMENTE SATISFECHO CON LOS RESULTADOS, FAVOR CONTACTAR A:

North Central New Mexico Economic Development District
Non-Metro Area Agency on Aging
3900 Paseo de Sol
P.O. Box 5115
Santa Fe, New Mexico 87502
505-827-7313
1-866-699-4927

OR

Aging & Long Term Services Department
Adult Protective Services
Kathleen Hart, Director
625 Silver S.W., #400
Albuquerque, NM 87102
505-841-4537

Signature of Client

Date

Signature of Staff

Date

APPENDIX D
GCSS VEHICLE INSPECTION

GCSS Vehicle Inspection Report

Use this form weekly for vehicle inspections.

[illegible]

APPENDIX E
TRANSPORTATION POLICY

GRANT COUNTY SENIOR SERVICES, INC.



TRANSPORTATION POLICY

Adopted by GCSS Board of Directors



Chair of Board Signature

May 22, 2014

Date

GRANT COUNTY SENIOR SERVICES, INC.



TRANSPORTATION POLICY

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I. INTRODUCTION:

The purpose of this Policy is to describe the responsibilities, procedures and safety practices for the GCSS Transportation Program. Driver-Operators will use this Manual as a reference document.

This Policy is not intended to cover every eventuality that a driver will face. A copy of this Policy is to be kept in all GCSS vehicles, at all times.

II. VEHICLE MAINTENANCE AND CARE

A. **Emergency Equipment:** Each vehicle is to be equipped with emergency related equipment.

1. Tire/Jack
2. First Aid Kit
3. Fire Extinguisher
4. Ice Scraper

It is the responsibility of the driver to make sure these items are in proper working order. They should be checked periodically. If any of these items are missing, or do not work, notify your Supervisor immediately.

B. **Maintenance:** Maintenance of the vehicle is an important part of keeping our Transportation service efficient. Besides your driving abilities, a properly maintained vehicle is crucial to the daily safety of your passengers and yourself.

The routine maintenance of these vehicles is to be accomplished at periodic scheduled intervals. This includes regular preventive maintenance tasks designed to keep the vehicle in suitable running order. To a large degree, the success of the preventive maintenance program depends on you and your vigilance in seeing that problems are spotted and reported before they become safety hazards.

C. **Inspections:** Prior to beginning your run each day, it is the driver's responsibility to inspect the vehicle for possible mechanical or other defects. This includes lights, turn signals, horn, brakes, and vehicle log.

The Transportation Manager and Site Managers will inspect all vehicles the first working day of each week by filling out a Maintenance Inspection Sheet. The following items will be inspected:

1. Tires, wheels, lug nuts/bolts
2. All exterior lights (turning signals, flashers, taillights, etc.)
3. Brake and brake lights
4. Battery, belts, wiring, oil, and radiator levels
5. Horn
6. Steering
7. Damage (body, windows, door latches, etc.)
8. All glass mirrors, windshields, and windshield wipers
9. Emergency equipment (first aid kit, fire extinguishers, etc.)
10. Service door and lifts

11. Exhaust system, oil and water leaks under vehicle
12. All gauges, seats, and interior lights
13. Fuel level
14. Security of gas cap
15. Cleanliness of the vehicle both inside and out

This inspection is a major factor in keeping our Transportation service safe for operators and clients. It is possible that, during the examination of the vehicle, problems will be discovered. If there is a problem, notify the Transportation Manager. Also, as the driver proceeds through the daily runs, certain other problems may be discovered that were not apparent during an inspection of the vehicle. Any problems should be reported to the Supervisor, and a time will be scheduled to correct the problem.

III. VEHICLE OPERATIONS

Driving practices should be governed at all times by the safety and comfort of your passengers. The following driving procedures are presented as a general reminder as to the type of driving performance expected of you:

- A. Speed: Vehicles must adhere to the legal speed limit at all times. Particular care should be exercised in residential areas and school zones. The often frail conditions of the passengers make excessive speed intolerable and, therefore, slower and appropriate speeds are mandatory. Should speeds, lower than the posted limit, be necessary because of passenger consideration, take care not to unduly impede the normal flow of traffic. Common sense, tempered with professional driving skills, is often the best measure of operating speeds.
- B. Following Distance: Vehicles must be operated at a safe distance from the vehicle in front to avoid rear-end collisions. Sudden stops, caused by following another vehicle too closely, are unnecessary and easily avoidable. Such unexpected stops are most disconcerting to the types of persons transported by GCSS. The Driver must consider prevailing weather conditions when judging following distance. Wet or icy roads require more distance between vehicles than do dry roads.
- C. Backing vehicle: Extreme caution should be used when you are attempting to back a vehicle. The height and physical design of the vehicle limits the driver's visibility during a backing maneuver. The added distraction of the passengers can make backing up even more difficult. The Driver may often be required to back the vehicle from a driveway in a residential area. Check and recheck for approaching vehicles on the street and pedestrians along the sidewalk.
- D. Road Hazards: Considerable care must be exercised by the driver when road hazards are encountered that might endanger the passengers or cause damage to the vehicle. Road hazards include dips, bumps, potholes and washboard, dirt roads which can be avoided or taken at a low speed. Unusual shaped driveway entrances can also qualify as road hazards requiring extra caution. Particular attention to this policy is necessary when the vehicle is carrying frail elderly and/or wheelchair-bound individuals who could be injured by an unanticipated bump or sharp turn.

- E. Announcing Stops: When carrying passengers with several different destinations, make sure stops are announced. This procedure can help many passengers orient themselves as they ride in the vehicle.
- F. Mountain Driving: Extreme caution will be used under these circumstances. Speed should be reduced in order to keep the vehicle under complete control. Do not contribute to the potential for equipment or brake failure that could require drastic emergency stopping measures.
- G. Parking the Vehicle: When it is necessary to leave the vehicle, with passengers on board be sure to: (1) place the transmission in the park position; (2) set the hand brake so that the vehicle cannot move; (3) turn on the emergency lights; (4) turn off the motor and remove the keys. Never leave the vehicle with the motor running without setting the hand brake. When parking the vehicle at the end of a service: (1) place the transmission in the park position; (2) set the hand brake; (3) turn off headlights; (4) turn off motor and remove the keys; (5) lock all doors and make sure all windows are rolled up.
- H. Passenger Comfort: Periodically check with the passengers to determine if the vehicle is too warm or too cold. Always adjust the temperature controls for maximum passenger comfort, not yours. Also, smoking by either passengers or the driver is prohibited.
- I. Railroad Grade Crossings: If carrying passengers, stop your vehicle before crossing any railroad tracks, not closer than fifteen (15), and not farther than fifty (50) feet to the tracks. While stopped, look both ways and determine if it is safe to cross before proceeding. The following procedures will be used by the driver at railroad grade crossings:
1. General
 - a. The driver of any van, when carrying passengers must, before crossing at grade and track or tracks of a railroad, bring the vehicle to a full and complete stop not less than fifteen (15) feet or more than fifty (50) from the rail nearest the front of the vehicle.
 - b. When drivers are making stops for railroad crossings, they shall carefully reduce speed, far enough in advance of the stop to avoid trapping other motorists in panic stops, or rear-end collisions with the van/bus. On multiple lane roadways, all such stops will be made in the extreme right-hand lane.
 - c. For improved vision and hearing, the window at the driver's left shall be opened and all noisy equipment (fans etc.) shall be shut off until the bus/van has cleared the crossing.
 - d. If the view of the track or tracks, in either direction is not clear for an adequate distance, or is obstructed in any way, no portion of the bus/van may be moved on to the tracks until, by personal visual inspection, the driver has made certain that no train is approaching. In no instance, may a signal indicating safety be considered as conclusive, or serve to negate this precaution.

- e. Drivers will, in every instance, cross in such a gear that will not necessitate changing gears while traversing such crossing, and will not, under any circumstances, shift gears when the bus/van is actually crossing the railroad tracks.
- f. In the event that a train has just passed through the crossing, no van/bus will proceed on the tracks until the train has sufficiently cleared the crossing, so that the driver is certain that no other train, hidden by the first train, is approaching on an adjacent track.

2. Crossing Controlled by Railroad Crossing or Traffic Control Signals Only.

- a. In addition to "A" above, the driver of a van/bus that has stopped at any railroad track or tracks which has, in operation, any flashing red lights and/or bell, will not proceed across the tracks UNLESS by direction from a law enforcement officer or train personnel. However, this does not relieve the driver of personal responsibility for a safe crossing.
- b. The driver must never accept lack of movement as indication that the barrier device is out of order, but must always take a Railroad Grade Crossing sign as conclusive warning of danger, and must not cross the tracks until they have definitely ascertained that no train is approaching.

- 1 J. Trips: From time to time, a driver may be required to drive a vehicle on an out-of-town trip. Before any such trip, a close inspection of the vehicle should be done. This will help to insure the safety of the driver and passengers on the trip. On long trips, stop often so that the passengers can use restroom facilities, purchase refreshments or just stretch their legs. When more than one vehicle is traveling, these stops should be arranged before the departure. Vehicles are to remain in sight of each other the entire trip in case one vehicle must stop unexpectedly.

IV. CLIENT TRANSPORT CONSIDERATIONS

Passenger pickup and delivery should be handled in a consistent, yet polite fashion. The following describes the basic pickup and delivery procedures for transportation service.

A. Pickup and Delivery Procedures

- 1. Pickup/Delivery on a residential street will usually be made at the curb in front of the passenger's residence. If the driver feels the passenger's convenience requires it, pickup/delivery can be made from the individual's driveway. This should generally be avoided, however, because it will typically mean that the driver will have to back out of the drive, which is not a desirable maneuver. It is a law that you stop out of the travel portion of the roadway. Never double park!
- 2. Park the vehicle so that the passenger can easily board, or get out of the vehicle. Use the curb as a step if possible. Be sure that the parked vehicle does not block traffic and that on-coming motorists can see the vehicle. Follow all parking procedures described in this manual.

3. For pickups, the driver will exit the vehicle (following the procedures for Parking the Vehicle), and go up to the resident's door, he/she is picking up. The driver will then escort the passenger back to the vehicle, insuring that they board safely. This same procedure will be used when delivering a person to their residence. If, during a pickup, the individual does not appear at the door of the residence, then the driver will call the Admin Office on their cell phone and ask staff to call the individual and inform them the van/bus is at their home. If there is any reason to believe that there is something wrong at the residence, and that is why no one is responding to the driver, Center staff will investigate. It is very important that the driver communicate with Admin staff, as soon as possible, if an individual is scheduled for a pickup and DOES NOT RESPOND at their residence. REMEMBER, the individuals that are using the transportation services are often frail. They may be alone and could have fallen which has made them unable to respond to the driver at their front door. They may need HELP!
4. In business areas, make the pickup/deliveries in the marked stopping zone nearest the pickup/delivery address. Secure the van/bus and assist the passenger into or out of the vehicle. Do not stop in the travel lane of the roadway.
5. Always aid the passenger in boarding and exiting the vehicle. When boarding, direct the person to a seat that will allow them to remain seated until their destination has been reached. **All passengers and drivers must wear seat belts unless a Doctor's statement is presented. The vehicle will not move unless everyone is belted in!**
6. Always greet passengers as they board the vehicle. A smile and a cheerful greeting are genuinely appreciated by the users of our service.
7. While it is unlikely that such a situation would arise, you may refuse transportation to a person who is obviously intoxicated or under the influence of drugs. In such a case, tell the person that you cannot provide service, and call the Transportation Manager on the cell phone, or inform them at the earliest convenience.
8. If during the route, passengers become loud and argumentative and this becomes distracting, the driver is to pull over to the side of the road, turn off the motor and inform the passengers that the vehicle will resume once the passengers become quiet. Inform the Transportation Manager of this action as soon as possible.

B. Wheelchairs and Frail Elderly *Don't do Assisted*

Many of the individuals using the Transportation service are in wheelchairs, or use walkers or canes. People in wheelchairs must be loaded into the van/bus using the ramp or lift, rather than stepping into or exiting the vehicle. The following are the procedures for these types of pick-ups and deliveries.

PICKUPS:

1. All participants must be assisted to the van/bus by the driver. Special care must be given to loading an individual in a wheelchair or someone using a walker or cane. Driver must insure that person does not fall out of the wheelchair, or that the chair does not topple over.

Assistance may be needed for individuals with walkers to insure they do not stumble.

2. When loading passengers in wheelchairs, the chair should be backed onto the ramp or lift and secured with the safety strap if a lift is used.
3. Once inside the vehicle, the passenger and the chair must be secured to the van/bus using the safety belts in the vehicle. The van/bus will not move unless the belts are secured.
4. Driver will follow the parking procedures at the front of this policy while picking up these passengers.

DELIVERIES:

1. Wheelchair-bound and frail passengers must be secured (belted) on the lift if one is used, before it is lowered to unload.
2. The driver will assist the individual from the lift to their drop off point. Special care must be given by the driver to insure that the individual is safe from falling or toppling over.
3. The Driver will follow the parking procedures at the front of this manual while delivering these passengers.

V. EMERGENCY PROCEDURES:

The passenger's safety and service are our primary concern in the Transportation Program. An emergency is defined as any situation affecting service to, or the safety of, the Program. Generally, this occurs when any vehicle cannot proceed on its normal route, whatever the reason.

A. Vehicle Breakdown

1. DRIVER
 - a. Notify Center, by telephone stating vehicle location and cause of breakdown.
 - b. Remain with the vehicle until relieved or until vehicle is repaired in the field.
2. SUPERVISOR
 - a. Advise Director of problem.
 - b. If possible, assign another vehicle to pick up passengers from disabled vehicle.
 - c. Report to the disabled vehicle and assess problem if necessary.

B. Driver Illness (during route)

1. DRIVER
 - a. Notify Supervisor by telephone.
 - b. If driver must stop, remain with the vehicle until aid or relief arrives.
2. SUPERVISOR
 - a. Alert Director.

- b. If required, call 911
- c. If possible, contact relief driver.

C. Passenger Illness

1. DRIVER

- a. If necessary, proceed to the hospital or medical facility, as soon as notified of passenger illness.
- b. Advise Supervisor of illness and destination.

2. SUPERVISOR

- a. Alert Director of passenger illness and destination.
- b. Call hospital and relatives as required.
- c. After emergency, instruct driver on action regarding other passengers.

D. Vehicle Collision

DO NOT leave a scene of an accident until an accident report has been completed by the police. Call the Supervisor immediately after notifying police department. The Supervisor will notify the Executive Director.

The following procedure will be used:

- 1. STOP the vehicle.
- 2. Remain at the scene of the accident with the vehicle. DO NOT move the vehicle
- 3. Render reasonable assistance to any person injured, and notify police and Supervisor.
- 4. Make certain all passengers are in a safe location, away from traffic, and that they are not permitted to leave the scene of the accident on their own.
- 5. Information such as names, license numbers, registration number, location, time road and weather conditions, and a listing of all passengers (including their seating location) should be obtained. Make no admission of liability or assume responsibility for the accident.
- 6. Provisions for transporting passengers to the hospital should be made through the use of other authorized vehicles.
- 7. ALL accidents, including traffic, on-board accidents and accidents involving passengers approaching or leaving the vehicle, must be reported to the Supervisor, regardless of how minor. Failure to do so can result in immediate dismissal.
- 8. When a driver approaches the scene of an accident in which his/her vehicle is not involved, the driver should stop and determine if assistance is required. The vehicle should be parked in such a manner as not to endanger it or the passengers. Passengers should be instructed to stay in the vehicle.

E. Vehicle On Fire

Call 911 and contact your supervisor.

Pull the vehicle over at the first location that allows safe passenger de-boarding. De-board the passengers as quickly and safely as possible, directing them to emergency exits if necessary. Provide assistance to all while de-boarding. Use your own judgement and initiative in deciding to extinguish a minor fire. Your primary

responsibility is the safety of the passengers. DO NOT risk personal injury in an attempt to extinguish the fire.

F. Blocked Roadways

There will be times when the vehicle will be unable to proceed on its route. A road may be blocked by an accident, high winds, or snow. You may determine that it is unsafe to proceed. In other words, although in running condition, the vehicle is immobilized for an unknown amount of time.

1. DRIVER

- a. Inform Supervisor by cell phone.
- b. Stay in the vehicle and explain the delay to the passengers.
- c. Within limits of safety, attempt to get moving.
- d. Keep Supervisor informed of action taken.

2. SUPERVISOR

- a. Alert Director
- b. Alert doctor office or any other agency or office that may be waiting the arrival of passengers.

G. Other Situations

Whenever situations occur that are not covered by the above procedures, use your best judgment and the directions of your Supervisor. The Supervisor will advise the Director of all incidents.

VI. DRIVER SAFETY and TRAINING REQUIREMENTS

A. Driver Qualifications and Administrative Procedures

Driving is among the most hazardous tasks performed by employees of GCSS. Collisions can result in very serious injury or even death. Drivers are expected to follow safe driving practices at all times. Drivers must at all times have total concentration when operating GCSS vehicles. Safe driving practices include steps to insure safe operation of vehicles such as determining clear directions before departing, not manipulating radios, not talking on the cell phone while the vehicle is moving, not reaching for objects if you have to take your eyes off the road, and not operating a vehicle when the driver's ability to react is impaired. Drivers are expected to follow defensive driving principles and laws and regulations to prevent accidents in spite of unsafe driving by others and/or adverse driving conditions.

1. All drivers will possess a valid driver's license and a motor vehicle report at the beginning of each fiscal year. Failure to maintain an acceptable driving record will result revocation of driving a Center vehicle.
2. Drivers will notify the Transportation Manager of any convictions, suspension or revocation on or off the job. Failure to do so will result in disciplinary action up to and including termination of employment. Volunteer drivers will be removed from their job.

3. GCSS is a drug free organization. Reference to this policy is in the Personnel policy. No alcohol is allowed in GCSS vehicles.
4. An acknowledgement form will be signed by each driver whether employee or volunteer and kept in their personnel file or volunteer file.
5. All drivers are required to keep a record of all rides provided to clients. A Transportation Form must be completed so that Title III units of service can be recorded. A unit of service is one ride and one drop off. (Example: Pick-up and take to Senior Center – one unit. Pick-up and take to store, Senior Center and home – three units)

B. Driver Training

1. All Drivers will receive operator training, and must pass both a written and Operations examination.

VII. STAFF ETHICS AND COURTESIES

The drivers and staff play a significant role in maintaining a positive public relations image for the Program. Staff should remember the following rules:

1. Always be neat in appearance and dress.
2. Always be courteous to passengers.
3. Always operate the vehicle in a safe and conscientious manner, even if there are no passengers on board.
4. Always seek to educate passengers, concerning all the services offered at the GCSS. It is your responsibility to stay abreast of the Center Activities. If someone has a question concerning activities, services or events, you cannot answer, give their name to the Admin staff so that they may be contacted and have their questions answered.
5. Always provide assistance to passengers getting in and out of the vehicle.
6. Always go in for a passenger at the doctor's office, beauty shop, or pharmacy (etc.). **DO NOT** honk for them.
7. Always provide careful assistance to frail passengers.
8. Always make sure a passenger has return transportation from an appointment. **DO NOT** ever leave a passenger stranded. In other words, if you take a senior to the doctor, and he has no other arrangements to return to his/her home, it is your responsibility to take them home, even if their appointment ends at 5:15pm!
9. Never use profanity during work hours or at the work site.
10. Never smoke or eat in the vehicles.

11. Never return a van to the parking lot with less than a ½ tank of fuel, without reporting it to the Transportation Manager.
12. Be enthusiastic about your work. The service and courtesy you display will set the tone for that senior citizen's day!

VIII. PASSENGER PROCEDURES FOR TRANSPORTATION SERVICE

1. Participants must call the GCSS Admin Offices twenty-four (24) hours in advance for Transportation Service.
2. Transportation is provided to wheelchair participants. When scheduling a ride; please inform staff that you are in a wheelchair.
3. Please accept assistance in and out of the vehicles.
4. The van/bus will arrive at a scheduled time for the noon meal route and at least 15 minutes before a scheduled ride. Please make sure you are ready for the van/bus. The Driver will come up to your residence and assist you in and out of the vehicle.
5. For your safety, please remain seated while the vehicle is in motion. ALL PASSENGERS are required to wear seat belts unless a doctor's statement is obtained. The van/bus will not move unless everyone is buckled in. Once the van/bus has stopped; all passengers must remain seated until the driver has opened the door and the step is in place.
6. Only the drivers will open and close the doors or operate any part of the bus/van at anytime.
7. Smoking, chewing tobacco, or alcoholic beverages will not be permitted on the vans/buses.
8. Profanity and physical abuse is prohibited.
9. It is important that everyone using the van/bus is clean. This is for the comfort of all Passengers since the vans/buses are sometimes crowded.
10. GCSS vehicles will not be boarded unless driver or staff is at the vehicle.
11. Courtesy and kindness to each other is the general rule for the day for passengers and drivers.
12. GCSS does not charge seniors for the Transportation Service. However, the drivers do have a donation box, and ALL donations are greatly appreciated and go toward the expense for the service. Please ask the Driver for the box in order to make your donations.
13. ALL van/bus Drivers are paid GCSS staff or volunteers. These individuals CAN NOT take gifts or tips as payment for their services. Doing so can mean dismissal from employment.

APPENDIX F
PARTICIPAN GUIDELINES/CODE OF CONDUCT

YOUR PROGRAM'S NAME

PARTICIPANT GUIDELINES/ CODE OF CONDUCT

(A) The activities in, and the usage of the facilities, at the Program name Senior Center, are available to persons 60 years of age and older, widow/widower of someone 60 years older or older, and a spouses, regardless of age, of someone 60 years old or older.

(B) The facility, furnishings, equipment, vehicles and services are provided through the _____, _____, _____, State, and Federal funding, for use by senior citizens regardless of race, color, religious or political affiliation, economic status, or level of education.

(C) Good judgement and consideration of others will be expected at all times from the participants. Consistent with this effort, the following guidelines (rules) for participation, in Center activities, must be followed:

1. **Reservation Procedure:**

Participants to the Congregate Meal service must make reservations by 4:00pm the day before. If you call the day of it will not guarantee that you receive a meal. The Center will do everything possible to accommodate that you receive this service. An assessment must be performed if new or deemed by staff for reassessment to participate in this service.

2. **Alcohol and Illegal Drugs:**

The presence and/or consumption of alcoholic beverages and/or illegal drugs are prohibited at the Senior Center, vehicles, services and activities.

3. **Weapons:**

Weapons (guns, knives, blackjacks, tear gas, and any other objects defined as a weapon) cannot be in the possession of any person participating in any Senior Center Activity or COA sponsored event.

4. **Fighting, Profanity and/or Physical Abuse:**

Fighting, physical, and/or verbal abuse with peers and/or staff is not permitted at the Senior Center or any COA sponsored events.

5. **Verbal Abuse:**

Verbal abuse of another participant, person, or staff member, by racial or ethnic slurs, will not be tolerated. Defamatory statements about the race, culture, or religious or political affiliations of others are not allowed.

6. **Harassment:**

Harassment in any form will not be tolerated either in person or other form of communication.

7. Physical Appearance:

Participating senior citizens must keep their bodies clean and must wear clean clothing to avoid offending others.

8. Stealing or Destruction of Property:

Any person caught stealing or intentionally destroying property belonging to the Senior Center or another participant will be subject to suspension or removal from the Program.

9. Smoking:

Smoking is not permitted in the building.

10. Food and Drinks in the Center:

Eating and drinking are allowed in the dining room only. They are not allowed in any carpeted area in the Center. **Food may not be taken out of the Center.** (See Congregate Meal Participant Guidelines on the back of the Monthly Menu)

11. Program Donations:

Persons 60 years old or older are not required to pay for Title III meals, services or activities, but are encouraged to **make a donation** in accordance with the posted suggested donation amounts. Your donations are part of the funding source for these activities and services.

12. Participation of People Under The Age of 60:

Any person not eligible, by reason of age, may be a participant in recreational/health activities, as long as they do not displace a senior. Applicable guest fees may be assessed for the activity. Any person under the age of 60 years of age and does not meet the eligibility requirements may eat at the Center, but must pay a \$6.75 fee.

(D) Failure to comply with these written guidelines will result in the following actions taken by Senior Center Staff:

1. A verbal warning will be given, by two staff members, (one staff person will serve as a witness to the warning), or a written warning, depending on the circumstances, will be administered to the individual involved in the infraction of the rules.
2. A week's suspension of the individual from all Senior Center privileges will be administered after the second infraction, unless the infraction is one of physical abuse. Violent actions and/or unacceptable physical contact can result in suspension of privileges indefinitely.
3. A month's suspension of the individual, from all Center privileges will be administered after the third infraction.
4. A fourth infraction can be cause for permanent suspension from the Senior Center.

(E) Complaints resulting from (an) infractions of these guidelines or any improper treatment, either from staff or other seniors shall be addressed to the Executive Director. If a complainant is not satisfied with the result, appeals can be made to a grievance review committee of three COA Board members, appointed by the COA chairman. The committee shall hear the appeal within ten days and shall render a prompt decision. The Committee's decision shall be final.

Participant Signature

Date

Staff Member

Date

Executive Director

Date

APPENDIX G

GRANT COUNTY SENIOR PROGRAM

PARTICIPANT GRIEVANCE PROCEDURES

PURPOSE: To provide a standardized format, to all participants, of the GCSP, and to provide all concerned with easily accessible, fair, and equitable means of having problems heard, reviewed and resolved (if possible) to the satisfaction of both parties.

POLICY STATEMENT: This grievance procedure will be utilized for expeditiously handling grievances.

The GCSP recognizes both an informal and a formal process for the resolution of problems or complaints. Any person with a grievance is encouraged to seek resolution informally, prior to initiating the Formal Grievance Process. The Informal Process to resolve a complaint should involve the appropriate supervisor up to, and including, the Executive Director. Should the Informal Process fail to resolve the grievance to the satisfaction of the complainant, then a formal written complaint should be addressed to Grant County, through the Executive Director.

OVERVIEW OF PROCEDURE:

1. A grievance should be submitted when a senior citizen believes a problem exists, or that he/she is being treated unfairly, causing him/her distress and affecting his attitude, motivation and productivity. Such negatives, in turn, may be contagious and affect the smooth functioning of the overall Senior Citizen Program. While the facts may not uphold the person's complaint, the problem is a real one to that person. Problems should be recognized, and dealt with by the supervisor, in a sensitive and helpful manner, so that resolution may be mutually acceptable whenever possible. Every effort should be made to handle problems on an informal level.

2. All senior citizens must be provided their rights and encouraged to follow the Informal Grievance Process first, then the Formal Grievance Procedure, if they are dissatisfied with the outcome of the Informal Process.

3. Formal complaints must be submitted in writing to the Executive Director. Resolution action must all be recorded in writing. Copies of written complaints, and action taken to resolve the complaint, will be retained in the files of the Executive Director for a minimum period of one year. Formal complaints that cannot be resolved at the local level, to the satisfaction of the complainant, will be forwarded to the contracting agency, which will then function as arbitrator in resolving the complaint.

4. This Policy is established to provide all concerned with procedures, and an opportunity to resolve problems at the local level. All complaints, both Formal and Informal, must be handled in an equitable and expeditious manner. The senior citizen always retains the right to seek assistance from outside sources. However, if the person chooses to seek resolution with an outside agency, the local Informal Grievance Process should be terminated.

FORMAL PROBLEM RESOLUTION AND GRIEVANCE PROCEDURE:

PURPOSE: To assure that an aggrieved person, with a complaint, is given the time and opportunity to be listened to, heard and dealt with in a fair and just manner, in order that the conflict or grievance may be resolved in a mutually acceptable fashion at the earliest possible moment. In this way, service to senior citizen's programs, morale and productivity, as well as administrative effectiveness, is maintained at a high level.

POLICY STATEMENT: In some instances, informal resolution of problems/grievances is not satisfactory to a senior. For those cases, the

person with a complaint may involve the Formal Problem Resolution/Grievance Procedure Process.

INTERPRETATION/ILLUSTRATION/GUIDELINES:

1. The Formal Grievance Procedure is available only after a complainant has first attempted to resolve the matter through the Informal Grievance Procedure.
2. To initiate the Formal Grievance Procedure, the complainant must submit a written complaint to the Executive Director. This written complaint must include a description of the problem, including the facts and names of persons involved, and the complainant's suggested solution. The written complaint must be received within thirty calendar days after the alleged incident.
3. The Executive Director is responsible for the collection of information available, which may be pertinent or helpful to resolution of the matter. The Executive Director then submits the written complaint and the information collected to the Grant County Manager. The Grant County Manager shall schedule a hearing with the complainant within 10 week days of receiving the written complaint.
4. The Hearing Procedure is as stated:
 - A. The Hearing shall be audio recorded.
 - B. The complainant shall have an opportunity to present his/her version of the facts, arguments, and any evidence or witnesses.
 - C. The County Manager shall issue a written decision within 10 week days of the hearing (excluding the date of the hearing). This time requirement shall be met if the decision is placed in the mail within 10 week days of the hearing.
5. If an appeal of the decision is to be made, it must be submitted in writing to the Executive Director within five weekdays from receipt of

the County Manager's. An audio transcript of the hearing, and all pertinent records shall then be forwarded to the following:

North Central New Mexico Economic Development District,
Area Agency on Aging
P.O. Box 5115
Santa Fe, New Mexico 87502-5115

6. The final decision made by the contracting agency will be relayed to the complainant and to the Grant County Manager in writing, and the case shall be considered closed.

At the conclusion of this internal process, it is hoped that satisfaction results. However, if this is not a fact, the complainant has further recourse through the contracting agency, the State Agency on Aging, or the courts.

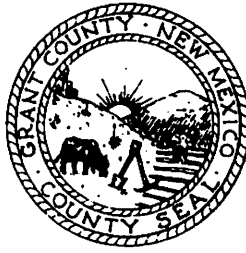
GRANT COUNTY

COMMISSIONERS

GABRIEL J. RAMOS
DISTRICT 1

BRETT A. KASTEN
DISTRICT 2

RON HALL
DISTRICT 3



COUNTY MANAGER
JON PAUL SAARI

Telephone: (575) 574-0008
Fax: (575) 574-0073

MEMO

Date: May 27, 2014

To: Terry Trujillo, Senior Services Director

From: Denisha Lucero, Administrative Assistant *DL*

Re: Resolution #R-14-20; Policies and Procedures.

Enclosed you will find a copy of the documents listed above. The request was presented to the Grant County Board of Commissioners on May 22, 2014 and was approved. The Commissioners have signed on behalf of Grant County.

Should you have any further questions, or require any additional information, please do not hesitate to contact me.

Thank You!

Cc: File