

SOCORRO COUNTY  
BOARD OF COUNTY COMMISSIONERS  
RESOLUTION № 2011-53  
ADOPTING A SOCORRO COUNTY SENIOR CITIZEN'S PROGRAM  
SENIOR CENTER POLICY MANUAL

**POLICY RECITALS**

**WHEREAS**, the Board of County Commissioners met in a regularly scheduled meeting on Tuesday, June 14, 2011 at 10:00 a.m. in the Socorro County Annex Building, 198 Neel Ave., Socorro, New Mexico; and,

**WHEREAS**, NMSA 1978, Section 3-18-1 provides that municipalities, and also counties pursuant to NMSA 1978, Section 4-37-1, have the power to "protect generally the property of its municipality and its inhabitants" and to "preserve peace and order"; and,

**WHEREAS**, NMSA 1978, Section 4-38-18 declares that the Board of County Commissioners shall "have the care of the county property and the management of the interest of the county in all cases where no other provision is made by law"; and,

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**WHEREAS**, the County of Socorro owns and operates senior centers to provide a place for seniors to congregate and in conjunction with the New Mexico Non-Metro Area Agency on Aging the County provides meals at senior centers, home delivered meals, transportation and homemaker services to Socorro County's senior citizens; and,

**WHEREAS**, the Board of County Commissioners of Socorro County has determined that to best protect the County's senior citizens and it's property it is necessary to promulgate a Senior Center Policy Manual to provide for the efficient, safe operations of the County's Senior Centers; and,

**NOW THEREFORE BE IT RESOLVED** that the Board of County Commissioners of Socorro County hereby adopts the following Senior Center Policy Manual, which replaces any and all preceding manuals:

# POLICY MANUAL

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## **1.0 Program Code of Conduct**

All contractors of the NCNMEDD Area Agency on Aging are required to comply with this Code of Conduct Policy. The NCNMEDD AAA will include compliance of this policy in the assessment process utilized for programs. Program employees, volunteers, board members and other staff (program personnel) shall adhere to the Socorro County Personnel Policies.

It is the goal of the Socorro County Senior Centers Program staff to provide these seniors with facilities and services to assist them in living a comfortable, enjoyable and full mature lifestyle in their individual homes and in the Socorro County senior centers.

We shall provide high quality, service-oriented assistance to our clients and to hire staff willing to carry out this goal. We have a commitment to work together to make a positive difference in the lives of these senior individuals and the communities we serve. We must always represent our county as being concerned for the well being of our senior citizens. We must:

- Display honesty, integrity, and empathy in all our interactions
- Have a courteous, friendly, positive attitude toward others

- Consider the priorities/wishes of our seniors when delivering services
- Maintain a regular schedule and arrive at the scheduled time

## ***1.1 Staff Code of Ethics***

1. All staff will respect the privacy of each other, our senior participants and their families.
2. Information that staff may learn about each other, the senior participants, or their families, whether in person or from current or past records is to be kept confidential.
3. Maintain the highest standards of personal ethics and conduct at all times.
4. Ensure that unfair advantages of seniors or other persons within the program do not occur.
5. Includes:
  - a. abuse, intentional or negligent infliction of physical pain, injury or mental anguish
  - b. neglect, the failure of a caregiver for provision of the basic needs
  - c. exploitation, the improper and unauthorized use of funds, property or other resources
  - d. For another's profit or advantage.
6. Shall not use their position to intimidate, coerce or threaten seniors into performing any act which the senior would not otherwise perform.
7. Shall not use privileged or confidential information for their or another's private gain.
8. Will not engage directly or indirectly in a financial transaction for private gain as a result of information obtained through their position with the program.
9. Will not directly or indirectly accept compensation, gifts, loans, favors, gratuities, a promise of future employment or anything of greater value than or service as it relates to their job in the Program. (Gifts can be accepted during special holidays, but are not to be asked for and are not to exceed \$25.00)

## ***1.2 General Procedures***

### **1.2.1. Personal Safety Issues**

1. Staff will be aware of their surroundings at work and when entering the home of a client as these surroundings relate to their safety.
2. Staff will not enter a home, building, neighborhood or other environment which presents a threat of serious physical or emotional harm.
3. Staff will carry a minimum of personal articles with them into client homes and keep items in their possession while in the home or leave in a vehicle.
4. If at any time staff personnel believe they are in physical danger or are being sexually or otherwise harassed, they will immediately notify the Program Administration. (Appropriate action will then be taken.)

### **1.2.2. Client Safety Issues**

1. Staff will be aware of anything in the physical surroundings of the client that poses a danger to the client.
2. We are required by state law to report any suspected abuse or neglect of a senior.
3. Staff will be aware of any changes in the physical or emotional state of a client. (These issues should be reported to the Program Administration).

### **1.2.3. Implementation Plan**

1. All employees will be trained on the code of conduct's requirements and the general expectations regarding appropriate behaviors. (This will be documented.)
2. Educate the public through workshops, presentations and written materials about the identification and prevention of adult abuse, neglect and exploitation.
3. Have a system or procedure for handling cases of suspected adult abuse, neglect and financial exploitation.
4. Inform seniors that financial exploitation will not be tolerated by persons within the Aging Network. (Post in large easy to read notices to caution seniors about exploitation and encourage them to report such problems to a designated program staff person.)
5. Discipline a person who violates the program's code of conduct. (Allow an existing appeal process to remain in place within the already established manual or grievance procedures.)
6. Adhere to the Socorro County Personnel Policies and Procedures.

## **2.0 Disaster Policy**

The purpose of this compliance plan is to summarize Socorro County Senior Citizens Program efforts to evaluate and prepare for any disasters. In the event of a disaster, the Socorro County Senior Citizens Program will implement the plan in conjunction with the Fire Marshall/Emergency Management Team, County Commissioners and County Manager.

### **2.1 Procedures**

Ensure the following:

1. Access water and the necessary sanitary facilities.
2. Access to medications/prescriptions at a local pharmacy.
3. Access to health care
4. A physician who will be willing to come to the center if needed
5. A dentist who will be willing to come to the center if needed
6. Determine other means of heat if natural gas not available.
7. Determine other means of electricity if not available.
8. Obtain and maintain flashlights and batteries
9. Access to a bank machine if needed.
10. Access to paper cups, plates, and flatware (eating utensils)
11. Access to hand-operated can-openers.

## **2.2 Emergency Plan**

In times of emergencies, such as snow days, extreme rain, or other bad weather when vehicles cannot get through to home bound participants, the following will be implemented:

1. Notify local media to announce that Senior Centers will not be open and homebound meals will not be delivered on days that the weather will not allow vans to operate.
2. Advise staff to listen to television stations when weather is unsafe for driving.
3. We will call clients scheduled for medical transport and inform them that we will be unable to transport them due to weather and will transport them the next day if possible.
4. In emergencies where one center must close, we will transport participants to the nearest senior center. We will post notices at the centers informing others which center is open for seniors.
5. For homebound participants who live in areas where the roads get extremely muddy and the van cannot pass through, we will deliver extra shelf staple meals.
  - a. Deliver five (5) shelf staple meals to each homebound client at the onset of cold weather setting in. This will be the responsibility of the van drivers.
  - b. Deliver five (5) shelf staple meals to each new homebound client then we begin delivering their meals. This is the responsibility of the van driver.
  - c. Inform each homebound client that the shelf meals are for when weather does not allow vans to deliver regular homebound meals.
  - d. Give each homebound client instructions on how to prepare and care for shelf staple meals.
  - e. In case inclement weather last longer than anticipated, we will attempt to deliver a meal to those homebound that are the frailest elderly. We will use any four-wheel drive vehicle available through the county road department. To assist with this type delivery, it will be the responsibility of the administrative staff to coordinate with the County and City emergency personnel.

## **3.0 Political Policy**

The Socorro County Senior Citizens Program will provide equitable time to all candidates who make requests to address the seniors. The Director or the appointed designee (Site Manager) will be responsible for enforcement of the following policies. This includes approval of political activity prior to the scheduled event:

1. All agency representatives, including employees, board members, and advisory council members are prohibited from engaging in political activities with the senior citizens at a senior center. Such as:
  - a. Displaying endorsement of any individual candidate.
  - b. Displaying support of any individual candidate.
  - c. Displaying promotion of any individual candidate.
2. Time Frame Allotted:
  - a. No presentations will be done during the lunch period.

- b. Presentation shall not exceed fifteen (15) minutes. (Which includes questions and answers)
- 3. Types of Presentations
  - a. One to one process
  - b. Group process
  - c. Forums (sponsored by Older American Program)
- 4. Donations to the Senior Program: Candidates are allowed to make donations but are required to notify the Program prior to the contribution/donation being made.
- 5. Distribution of Political Candidates Material: Prior arrangements are to be made before distribution of the material.
- 6. No campaign signs or materials shall be posted on Socorro County property unless they are posted during an allotted presentation and removed immediately following the presentation.

## **4.0 Congregate Participant Code of Conduct**

The Socorro County Senior Citizens Program will administer the activities at the Socorro County Senior Centers as well as the use of transportation vehicles established under the Code of Conduct policies as set forth by the Socorro County Board of Commissioners. These policies are established to provide a safe and orderly environment for the senior services participants.

The Socorro County Senior Citizens Program will focus whatever means it has at its disposal to deal with substance abuse, harassment and weapons at the Senior Centers, in vans, and in the participant's homes in order to assure and protect the safety and security of its elderly participants.

### **4.1 Activities**

Activities may be held in the Senior Centers during the regular center hours or as specifically schedule with prior permission. Center participants monitored by staff are responsible for clean up after the activity.

#### **4.1.1 Senior Center Hours**

Socorro Senior Center .....7:00 am to 2:00 pm  
 Magdalena Senior Center.....7:00 am to 2:00 pm  
 Northern Senior Center.....8:00 am to 3:00 pm

### **4.2 Nutrition (Meals)**

- 1. Contributions are strictly voluntary.
- 2. Do not touch food on serving line.
- 3. Note designated handicap area.
- 4. Food is not to be carried out.
- 5. Cleanliness is a must.
- 6. Courtesy always.
- 7. Abuse in any form will not be tolerated.



### ***4.3 Smoking***

No smoking in any Senior Center or County building or vehicle at any time.

### ***4.4 Alcohol***

1. The presence and/or consumption of alcoholic beverages will not be allowed in any Senior Center or in any van.
2. Abusive use of alcohol will not be tolerated and any person violating this policy will be asked to leave the premises immediately by the Site Manager.
  - a. If the Site Manager encounters resistance, the Sheriff's Department will be called to escort the individual off the premises.
  - b. Under no circumstance should staff or any other person attempt to physically or verbally restrain the violator.
  - c. The violator will be notified, in writing of the consequence of his/her action as it relates to the violation.
  - d. The staff person in charge must immediately communicate and document the situation to the director or the next person in the chain of command.

### ***4.5 Weapons (Violent Actions)***

No weapons of any sort are allowed in the Program Senior Centers. (Guns, knives, blackjack, mace, tear gas or any other dangerous instrument.)

1. Anyone suspecting the presence of or seeing a weapon must notify the staff person in charge immediately.
  - a. The Site Manager will call the Sheriff's Department for police escort.
  - b. Under no circumstances will the Site Manager make any attempt to remove the perpetrator.
2. When violent action perpetrated between participants, guests or any staff member, either in a physical encounter or verbal exchange, may constitute a fight, the Site Manager may attempt to verbally stop the violence. Under no circumstances should the staff person attempt to physically separate the belligerents.
  - a. If resistance is encountered, the Site Manager will call the Sheriff's Department to escort the individuals out.
  - b. If a suspension is ultimately justified, the person causing the problem will be sent a letter by registered mail. This letter will be signed by the Site Manager and the Program Director.

### ***4.6 Harassment***

Harassment in any form will not be tolerated (i.e. by telephone, verbally, in writing, in a personal way or in an angry manner).

1. Under no circumstance will the staff person argue with the abusive caller or respond to the caller in a rude manner.

- a. Staff persons or volunteers who receive harassing telephone calls will be instructed to inform the person, participant to call back when the caller has calmed down.
  - b. Person violating this harassment policy will be asked to leave.
  - c. If written harassment is received the document shall be given to the Program Director.
  - d. Oral abusive behavior will be documented and reported to the Program Director.
2. If a suspension is ultimately justified, the participant causing the problem will be sent a letter via registered mail, which will be signed by the Site Manager and the Program Director.

#### ***4.7 Stealing or Destruction of Property***

Any participant caught stealing or intentionally destroying property will be subject to suspension or removal from the property.

1. No abusing or destroying of property will be tolerated.
2. No eating or drinking while playing pool, working with computers, or any other equipment which could be damaged by mistreatment.
3. If suspicion of theft occurs, it should be reported by the Program Director to the County Sheriff.

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#### ***4.8 Personal hygiene***

Good personal hygiene and cleanliness is expected and anytime a participant's personal hygiene or cleanliness is offensive to other senior participants, the Site Manager will counsel the participant.

1. While counseling the individual, the Site Manager will try to discover why the participant is having difficulty maintaining good personal neatness and cleanliness. The lack of neatness cleanliness may, in fact, be a symptom of something being seriously wrong.
2. If the problem cannot be corrected, the participant may need to be suspended from participation at the senior center. In-home services will be provided as deemed necessary.
3. Document findings and recommendations to the Program Director.

#### ***4.9 Administrative Procedures***

If the Program Director has reasonable cause to believe that a participant has violated a provision or provisions of the Program Code of Conduct the Director will take steps as follows:

##### ***4.9.1 Due Process Procedures***

1. When the Program Director has reasonable probable cause to believe that a Participant has violated a provision or provisions of the Code of Conduct, the Director shall meet with the participant in an attempt to informally resolve the issue.

2. In the event a mutual agreement cannot be made, the Program Director will send a written notice to the participant of the intended disciplinary action. (Written notice will be translated into appropriate language.)
3. The written notice shall specify the violation and the disciplinary action taken and the participant's right to appeal.
4. The participant shall have 5 calendar days from the date of the receipt of the written notice to request a hearing to appeal the disciplinary decision with the County Manager or his/her designee.
5. The County Manager or his/her designee will conduct a hearing as outlined in section 6.2 of this policy at the nearest senior center.

#### **4.9.2 Appeal & Hearing Process**

The appeal and hearing process is outlined in section 6.2 of this policy manual.

### **5.0 Homebound Participants Code of Conduct**

The Socorro County Senior Citizens Program will administer all in-home services. This Code of Conduct lists those policies established to provide a safe and orderly environment for senior participants and the service provider.

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#### **5.1 Participant Policy**

1. Recipient of services must be courteous to staff member while in the home.
2. Recipient of service will not allow harassment in any form.
3. Violent actions by recipient of services will not be tolerated.
4. Family and friends of participants must also adhere to these policies.

Failure to comply with any policy can result in suspension or termination of services.

##### **5.1.1 Due Process**

1. When the Program Director has reasonable probable cause to believe that a Participant has violated a provision or provisions of the Homebound Participants Code of Conduct, the Director shall meet with the participant in an attempt to informally resolve the issue.
2. In the event a mutual agreement cannot be made, the Program Director will send a written notice to the participant of the intended disciplinary action. (Written notice will be translated into appropriate language.)
3. The written notice shall specify the violation and the disciplinary action taken and the participant's right to appeal.
4. The participant shall have 5 calendar days from the date of the receipt of the written notice to request a hearing to appeal the disciplinary decision to the County Manager or his/her designee.
5. The County Manager or his/her designee will conduct a hearing as outlined in section 6.2 of this policy at the nearest senior center, if possible or in the home if necessary.

### **5.1.2 Appeal & Hearing Process**

The appeal and hearing process is outlined in section 6.2 of this policy manual.

## **6.0 Participant Grievance and Disciplinary Hearing Procedures**

### ***6.1 Grievance Procedure***

Any program participant that is dissatisfied with or denied services in Socorro County should follow procedures outlined as follows. Failure to follow these procedures will cause the complaint/grievance to be rejected without consideration.

1. Present original complaint or grievance in writing to the responsible staff member within five (5) calendar days of the occurrence. (Site Manager first then Program Director, etc.)
2. The respective individual will make every effort to resolve the situation within fourteen (14) calendar days of complaint/grievance.
3. If the participant is not satisfied with the results, a written report of the complaint/grievance should be submitted to the Advisory Council with a copy forwarded to the County Manager.
4. The local Advisory Council will have fourteen (14) calendar days to make every attempt to resolve the complaint grievance.
5. If all of the aforementioned procedures have proven unsuccessful, the County Manager or his/her designee will attempt to resolve the complaint/grievance within seven (7) days of notification by the local advisory council.
6. The County Manager or his/her designee will submit the final determination to the participant. If needed, assistance of the PSA 2 advisory council and state agency on aging will be requested to arrive at a final decision.

### ***6.2 Disciplinary Hearing and Appeal Process***

Any program participant who desires to appeal the decision of the Director per sections 4.9.1 or 5.1.1 of this policy shall follow the appeal procedures as outlined as follows.

1. Upon receipt of a timely request for hearing to appeal the disciplinary decision of the Director, the County Manager or his/her designee shall schedule a hearing no earlier than five (5) calendar days from receipt of the request and no later than thirty (30) calendar days from the receipt of the request. Notice of the hearing shall be mailed to the program participant at least five (5) calendar days prior to the scheduled hearing.
2. The County Manager or his/her designee shall meet with the program participant and the Director who administered the discipline at the appointed time. The County Attorney and legal counsel for the program participant may also be present. At this hearing the program participant will have an opportunity to respond to the reasons for the disciplinary action. Witnesses are permitted as determined relevant to the case by the County Manager.

3. At the hearing the County Manger or his/her designee shall make rulings on procedural and substantial issues of the hearing and shall determine the admissibility of evidence and testimony, all of which must have a direct bearing on the issue appealed. Formal rules of evidence shall not apply.
4. DISCIPLINARY HEARING DECISION. The County Manager or his/her designee will issue a decision, including findings of fact, which form the basis of the County Manger's conclusions of law, in writing within fourteen (14) calendar days of the hearing. The decision will include the time, date and location of the meeting, persons present, and the determination. The written decision shall be either delivered to the program participant (obtaining program participant's signature of receipt of the decision) or be sent to the program participant by certified mail, return receipt requested.

## **7.0 Disenrollment Policy**

Failure to comply with any of the posted Code of Conduct policies may result in a participant's Disenrollment from the programs and services offered by the Socorro County Senior Citizens Program. Specific reasons for Disenrollment are listed in the program's codes of conduct. Participants can be dis-enrolled if funding becomes unavailable.

### **7.1 General Guidelines**

1. Any possible Disenrollment referrals shall be given to the Program Director by appropriate staff after all attempts to resolve at their level has failed.
2. After the Program Director has received referral of reasonable probable cause to believe that a participant has violated a provision or provisions of the Congregate Code of Conduct or In-Home Code of Conduct, the director shall meet with participant in an attempt to informally resolve the issue.
3. In the event a mutual agreement cannot be made, the Program Director will send a written notice to the participant of the intended Disenrollment. The written notice shall specify the violation and the participant's right to appeal and will be translated into appropriate language.
4. The participant shall have five (5) days from the date of the receipt of the written notice to request a hearing to appeal through the Grievance Committee.
  - a. The Grievance Committee will review the documentation and interview the participant and the Program Director.
  - b. Thirty (30) days after final decision to dis-enroll is rendered, participant will be deactivated from New Mapis.
5. A person who is dis-enrolled may apply for consideration for reenrollment.
6. The current Grievance Committee will conduct the reconsideration.
7. The participant will be encouraged to participate in other program services.

### **7.2 In-Home Services**

In-home services can be discontinued if participant obtains other resources.

# Socorro County Senior Citizens Program

## 8.0 New Mapis Participant Enrollment Policy

To define the method of tracking the number of eligible participants receiving services through the Socorro County Senior Citizens Program, data will be collected by all programs in PSA II utilizing the Client Registration Form, the Nutritional Assessment Form, Activity of Daily Living (ADL), and Instrument Activities of Daily Living (IADL) Form.

### 8.1 Enrollment Procedures

1. Assessment forms must be ready for staff to complete on each participant.
2. One qualified employee must work one on one with the client in completing the forms.
3. Make copies of all of the forms. Mail originals to Non Metro Area Agency on Aging Regional Office in Deming, New Mexico.
4. Clients must sign daily logs for each serviced received.
5. At the end of the month when all rosters have been tabulated, the roster must then be submitted to the Programs SAMS Coordinator to enter the data into SAMS in Deming, NM.
6. This cycle must be completed for each client receiving services.

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## 9.0 New MAPIS Policy

### 9.1 Reconciling Policy

Each month all hard copies and all data entered into the SAMS program must be reconciled to ensure that correct numbers are being reported. The SAMS Coordinator will enter all data into SAMS from the hard copies, and then print out this data.

### 9.2 Procedure

1. Data is entered in SAMS.
2. Print Summary report
3. Reconcile with raw data. Raw data includes daily sign-in sheets, rosters, home delivered meals route sheets, transportation logs sheets, etc.
4. Reconciliation must be done on a monthly basis.
5. Reconcile to Eligible meals, Eligible meals include all person age 60 or older, their spouses regardless of age.
6. If data does not reconcile do the following:
  - a. Verify mathematical accuracy of raw data.
  - b. Verify accuracy of data entered into SAMS roster.
  - c. Compare raw data to data entered into SAMS.
  - d. Input corrections.

### **9.3 Client Record Policy**

Programs will not be permitted to use the aggregate and temporary identification number fields (I.D.) as mechanism for not registering clients.

All clients who are entered in the aggregate and are receiving meals on a regular basis must be transitioned to registered client status. Regular basis is defined as a client receiving services on a monthly basis.

All Congregate clients will be reregistered yearly during the month of their birthday.

All homebound clients will be reassessed bi-annually.

## **10.0 Congregate Policy**

It is the purpose of this program to provide eligible individuals with improved health through nutritionally sound meals that meet the one-third Recommended Daily Allowance and to combat isolation.

### **10.1 Eligibility**

1. Participants must be 60 years of age or older. (However, an individual's spouse can participate regardless of age.)
2. Any individual with disabilities who resides in the home of an eligible senior, regardless of age. (The local service provider will determine an individual's disability status. Once a disabled individual becomes eligible, they will be allowed to participate in the meals program under the same guidelines and rights as other participants.)
3. Register eligible participant each fiscal year (July through June) by obtaining the following information:
  - Name
  - Address
  - Age
  - Ethnicity
  - Physician's name
  - Date
  - Person to notify in case of emergency
  - Medications – health condition
  - Other pertinent information (update changes as necessary)
4. All participants, including blind and/or disabled individuals will be served in accordance with the Rehabilitation Act, Section 504. (These persons and those with limited mobility will have special provisions as necessary –i.e. sturdy chairs, adequate moving space for crutches, walkers or wheelchairs.)

### **10.3 Meals**

1. Provide hot or appropriate meals at least once a day, five days per week.

2. Tables and chairs will be available for all participants and will be sturdy and appropriate for older persons.
3. Individuals under the age of 60 providing volunteer services during the lunch hour will be eligible for a meal if:
  - a. It will not affect the meals served to eligible participants.
  - b. Elderly participant's environment and safety is not threatened.
  - c. All health and sanitation procedures are followed.
4. Staff, guests and volunteers under age 60, ineligible for services, may not consume a meal when it will deny eligible persons an opportunity to receive a meal. (If ineligible for services, the full cost of the meal is to be paid as determined by meal cost worksheet.)

#### ***10.4 Facilities***

1. Comply with all applicable federal, state, and local health, fire, safety, building, zoning and sanitation laws, ordinances or codes.
2. Maintain procedures that will assure the facility is clean, safe and comfortable.
3. The congregate site shall have a basic first aid kit on the premises at all times.
4. A fire extinguisher will be on the premises at all times with a current inspection tag.
5. Carry out an on-site physical evacuation plan at least bi-annually.

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#### ***10.5 Posted Notices, Signs, Information***

All sites must post in conspicuous locations notices to include:

1. The rights of eligible person to equal opportunity and access to services.
2. Posted grievance procedures for participants.
3. An evacuation plan.
4. No smoking sign indicating that smoking is not permitted inside any Socorro County Building.
5. Notice that only trained staff or volunteer meal delivery persons may carry out meals to meals sites.
6. Code of Conduct
7. Fund Raising Policy
8. Full cost of meals to be recovered from ineligible individuals.
9. Policy for serving meals to guests or staff ineligible for meals.
10. Amount of contributions for participants and how the contribution is used.

#### ***10.6 Records and Reports***

1. Daily logs and other such records shall be maintained for the services provided.
2. Submit to the AAA timely, complete and accurate reports on such forms containing such information as may be necessary to enable determination of compliance with the Older American Act, federal regulations, Area Agency on Aging policies and State Agency policies and procedures.
3. Scheduled programs are required to conduct and document monthly site inspections of kitchens.



## **11.0 In-Home Policy**

Contractors with the Socorro County Senior Citizens Program, who provide in-home supportive services, must comply with the following guidelines that promote the rights of each older individual who receives such services. Older individuals will be educated as to their rights. In-home individuals will have a signed "Client's Rights" on file. (This should include employee's signature and date.)

### ***11.1 Individual's Personal Rights.***

1. The right to confidentiality of records relating to the individual.
2. The right to be treated with respect and dignity.
3. The right to be cared about in an atmosphere of sincere interest and concern in which needed support and services are provided.
4. The right 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.

### ***11.2 Individual's Participation Rights***

1. The right 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.
2. The right 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.
3. The right 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.

## **12.0 In-Home Participants**

To define the method of tracking the number of eligible participants receiving or needing services through the Socorro County Senior Citizens Program.

### ***12.1 Enrollment Procedures***

1. At the time a referral is received for in-home services, a qualified staff member will determine the availability of providing service.
2. After determining the availability of service, applicant will be notified whether services are available at the time.
  - a. If services are not available, applicant will be notified they have been placed on the waiting list and suggest possible alternatives.
  - b. Applicant will be notified when service becomes available.
3. An in-home Needs Assessment will be scheduled within 10 days by a qualified staff member.
4. An Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL) assessment will be completed for clients requesting in-home services of any type.
5. Every six months a reassessment for in-home services will be completed to determine continuation of service.

6. The determination to continue services will be based on the reassessment or by observation of the staff person providing the service.
7. An in-home service will be discontinued if the client no longer meets the in-home eligibility criteria.
8. If services are denied, a second opinion may be requested within 10 days.

### ***12.2 Underage Policy***

This is a provision to provide service to five (5) individuals under the age of 60 who are in poor health and with no other means to obtain services. Applicants 60 years of age or older will be given priority for all services. Therefore, services to an individual under the age of 60 may be reduced, at some point, in order to attend to the needs of an older senior having a higher priority for services. Criteria for such a determination are:

- Frail
- Low income
- Degree of disability
- No family support
- Limited family support

### ***12.3 Procedures***

1. When referral is received an in-home needs assessment is done to determine how great a need exists.
2. After the needs assessment is completed, depending on availability, services will begin.
3. If no service is available, applicant will be added to the waiting list.
4. Service will continue until the individual has other resources available.
5. In-home needs assessment will be conducted bi-annually to determine eligibility.

### ***12.4 Waiting list Policy***

A waiting list for services of those applicants who have requested services that are currently filled to capacity is maintained as follows:

1. Create and maintain a list of those applicants requiring services currently filled to capacity.
2. Names are added upon receipt.
3. List must contain:
  - a. Service requested
  - b. Name of individual
  - c. Address
  - d. Phone number
  - e. Under-age applicants will be identified as such
  - f. When there is an opening. An in-home needs assessment will be conducted on the person next on the list.
    - i. If through the needs assessment, it is determined service is no longer required, the next person on the list will be assessed.
    - ii. Process will continue until the next qualified person is identified.

## **13.0 Homebound Policy**

Nutrition education will be provided and documented through materials sent to the home, visit, or a telephone contact a minimum of twice annually. Providers have developed procedure for providing other supportive service for the participants to prevent isolation. Instructions for proper storage and reheating are provided monthly.

### **13.1 Eligibility**

1. Participants must be 60 years of age or older. (However, an individual's spouse can participant regardless of age.)
2. Any individual with disabilities who resides at home with an eligible senior regardless of age. (The local service provider will determine an individual's disability status. Once a disabled individual becomes eligible, they will be allowed to participate in the meals program under the same guidelines and rights as other participants.)
3. The director or designated staff person must document and conduct intakes on all homebound participants.
  - a. A needs assessment must be done.
  - b. The assessment must state reason for eligibility and have the client's rights on file.
  - c. If referred by a physician or an agency, a statement must be on file stating the reason.
  - d. Participant must be unable to attend the Meal Site.
  - e. The participants file must indicate whether the condition is temporary or permanent.
  - f. Special consideration should be given to the frail and those with the greatest economic need.
  - g. Report of suspect cases of abuse, neglect and exploitation will be made within 24 hours of awareness to the New Mexico department of Human Services.
  - h. Individuals must not receive home-delivered meals for more than 10 days without a needs assessment.
  - i. Participants file must be reviewed at least every six months.
  - j. Director has the authority to make final decision based on a needs assessment and outreach visit. Exception: Individuals diagnosed with dementia or a mental condition.

### **13.2 Drivers**

1. Persons delivering meals must be trained utilizing the "Handbook for Delivering meals." This must be documented.
2. Any employee, volunteer or a designated individual of the program must deliver all home delivered meals. Name tags must be utilized.
3. No "take outs" are allowed.
4. The delivery driver will report immediately to designate person significant changes in the participant's physical or mental condition or environment.

5. The provider will investigate and carry out appropriate action by the first working day after awareness of any changes in their physical or mental condition or environment.
6. The driver will record daily delivery of each meal to each participant and the following information:
  - a. The temperature of the first and last meal delivered.
  - b. The total delivery time.
  - c. The condition of the meal.
7. A written alternate plan must be in place for provision of meals in emergency situations, such as bad weather.

### ***13.3 Meals***

1. The meal is to be given directly to the participant unless permission is granted to enter the home and conveniently place the meal with direction from the participant or an authorized caregiver.
2. A participant must receive written instructions for proper storage and heating of foods which are not consumed immediately. This must be done as soon as participants begin receiving meals.
3. The participants must be given the opportunity to contribute towards the service voluntarily and free from pressure.
4. The participant must be assured confidentiality with their contributions.
5. Meals will be packed and sealed to provide easy access for the participants while minimizing food spills and damage.
6. Meal carriers will be cleaned and sanitized daily. If not sanitized, they must have a sanitized liner.
7. Meal carriers used to transport trays or container of hot or cold foods will be enclosed and equipped with insulation.

### ***13.4 Hot Foods***

1. Hot storage of potentially hazardous foods will be such that foods are held until delivered at 140 degrees Fahrenheit or above except during necessary period of preparation.
2. Holding time for hot food will not exceed two hours from the time when the food is taken from the equipment in which cooking or reheating is completed until it is delivered.
3. Supplies and carriers will be used that assure that hot foods are packaged and transported in separate carriers from cold foods.
4. Hot foods will be sent out in aluminum or reusable trays. Styrofoam does not maintain the correct temperature, but may be used for cold entrée items.
5. If participant is unable to open aluminum or reusable trays driver will open them.

### ***13.5 Cold Foods***

1. Refrigeration of potentially hazardous food will be such that foods are pre-chilled in less than four hours and held at 40 degrees Fahrenheit or below during the transport: fruit or vegetable salads that do not contain potentially hazardous food will be pre-chilled.
2. When frozen or chilled meats are begin provided, the provider and the participants must be able to provide safe conditions for storing, thawing and reheating.
3. Drivers or designated staff will report any unsafe condition to program administration.

### **14.0 Van Utilization Policy**

It is the policy of the Socorro County Senior Citizens Program and the Advisory Council that PSA II providers must utilize program van, purchased with federal, state, or other matching funds, at all times for the purpose for which they were intended. Priority must be given for provision of services to eligible participants, our Senior Citizens.

#### ***14.1 Driver and Staff Procedures***

1. No staff/non-senior shall use vans for personal use.
2. Any employee seen using the county vehicle after working hours for personal use will be subject to immediate disciplinary action. No family member or other person under the age of 60, not authorized by the administrative office, will ride in any county vehicle at any time.
3. Courtesy to the Senior Citizens is of the utmost importance and is stressed at all times.
4. Drivers will assist Senior Citizens during boarding and de-boarding program vehicles.
5. Drivers will assist Senior Citizens from their house or apartment to the van and back when such help appears necessary.
6. Handicap van will be used for disabled participants who require its use. These vans will be used for non-disabled participants also and to transport homebound meals.
7. Out of state utilization: For out-of-state trips, vans or buses shall be rented. Cost shall be divided and paid by passengers.
8. Safety: All incidents/accidents must be reported to the Sheriff's Department, the Transportation Supervisor, the Safety Office, and Risk Management personal as well as the respective supervisor.

#### ***14.2 Other Rules or Regulations:***

1. To schedule van use, Senior Citizens need to call 24 hours prior to the date of needing transportation.
2. Smoking will not be allowed by anyone in the County vehicles at any time.
3. Non-food items pertaining to livestock, pets, and all other animals are not to be transported in program vehicles.
4. No packages or items over 20 pounds will be transported in program vehicles.
5. No van will be used to transport participants to any liquor establishment, (with the exception of a restaurant which may serve liquor.)

### ***14.3 Van Maintenance Policy***

Each driver is assigned a vehicle for the purpose of transporting Senior Citizens to and from the senior center, medical appointments, and shopping trips and for delivering homebound meals. It is their responsibility to ensure that the vehicles are in safe operating condition.

#### **14.3.1 Operation**

1. Every day, each driver will complete a pre-trip inspection of the assigned vehicle.
2. Each and every time a driver uses a vehicle other than the one assigned, that un-assigned driver is responsible for completing a pre-trip inspection.
  - a. Each pre-trip inspection will include:
    - i. Check all fluids
    - ii. Tire inflation and wear
    - iii. Lights working properly
    - iv. Brakes
    - v. Cleanliness of vehicle
    - vi. Assure vehicle is in safe running condition
  - b. Each driver will be responsible for informing the transportation supervisor of any needed repairs.
  - c. Each driver is responsible for keeping the assigned vehicle clean and clutter free. To make arrangements to clean vehicle, notify program administration.
  - d. Bi-monthly, vehicle will be taken for preventive maintenance, including oil change.

#### **14.3.2 Record Keeping**

1. Should a driver be involved in an automobile accident, the driver must notify:
  - Sheriff's Department
  - The director
  - Use notification of accident form to gather all needed information
2. Program administration will keep all records pertaining to individual vehicles which includes:
  - Pre-trip inspections
  - Maintenance history
  - All parts purchased for each vehicle

### ***14.4 Cellular Phone Policy***

Van drivers may be assigned a cellular phone for use while working. This phone is to be used for services pertaining to job related duties only (example: calling a senior for directions to their home).

1. All calls will be logged on the log sheets provided each driver.
2. The Program will pay for the calls pertaining to the Program. No personal calls are to be made from these phones.
  - a. If you make a personal call, you will be responsible for paying for such call.
  - b. Failure to pay for personal use may result in disciplinary action

3. If the phone becomes damaged, please bring it to your supervisor's attention immediately.

## **15.0 Program Income Policy**

### ***15.1 History***

All funds administrated by the Socorro County Senior Citizens Program are derived as follows:

- Federal, State funds are a set amount each year and cannot be changed.
- Program Income Contributions from seniors and other sources vary from year to year depending on senior participants and must be estimated from prior years.

### ***15.2 Policy on Program Income***

Each Center's Site Manager and Advisory Council Member will be knowledgeable and able to educate seniors and staff as to where program income is derived and how it is expended. (This policy can be verbally translated into appropriate language upon request.)

1. The Site Manager and Advisory Council member, in a particular center, will at all times ensure their center adheres to the Socorro County Senior Citizens Program. They will educate their senior participants and staff as to where funds are expended.
2. The Site Manager will educate new Advisory Council members and staff.
3. The Site Manager will also ensure that a poster (explaining program income) is posted in a prominent place at the center at all times.

## **16.0 Fundraising Policy**

Programs conducting fund raising activities (bingo, gift sales, etc.) which utilize program resources including the use of facilities, equipment, and staff, must recognize these funds as program income. Program Income must be budgeted and expended in the same fiscal year in which it was earned. All funds derived from fund-raiser activities are to benefit seniors.

**Responsibility for Center fund raising will be with the Site Manger.**

1. All monies derived from the Center fundraising will go back into the center's programs for the benefit of all the seniors.
2. A fair amount of funds derived through each fund raiser must be allocated to the Socorro County Senior Citizens Program based on the following percentages submitted to the Area Agency on Aging for utility expense.
3. Up to twelve (12) fundraisers, per center, are allowed each fiscal year.
4. State law allows two (2) Bingo fundraisers per year, per program.
5. If staff members are utilized during working hours, the program can be reimbursed at \$7.50 per hour, per member.

### ***16.1 Recordkeeping***

All center funds will be deposited at the Socorro County Treasures Office by the Program Administration and will be disbursed through Purchase Orders.

1. Deposits
    - a. A ledger sheet must be kept for each fundraiser showing what monies were raised.
    - b. All monies with a copy of the ledger are turned into the Program Administration for deposit.
    - c. Program Administration will deposit all monies into each center's individual account on the day the money is received.
    - d. Each meal site manager keeps a ledger for each month and submits copies of this ledger to the Program Administration with monthly reports.
    - e. Site Managers are responsible for seeing this policy is complied with.
  2. The Socorro County Senior Citizens Program and independent auditors will conduct an external audit after each fiscal year, in July or August.
  3. Donations. All donations for homebound meals are voluntary and are not to be asked for by any staff member.
    - a. Each driver will be responsible for donations received from the participants on his/her designated route.
    - b. All donations will be placed in a locked box.
    - c. At the end of the day Program Administration will open each envelope and receipt the money.
  4. All money will be deposited at the Socorro County Treasures office by Program Administration.
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## **17.0 Equipment & Goods Inventory**

1. All goods for the program will be received at the Socorro Center. These items will be checked and recorded as Incoming Inventory.
2. Any and all goods will be tracked by usage and by placement and transfer to other Centers.
3. A perpetual inventory will be maintained and kept up-to-date by each site manager. Each site manager will track their inventory on a log and the Socorro site manager will maintain the complete record.
4. An inventory of Center equipment will be recorded each year. The resulting inventory report will include the equipment as well as the method of purchase (i.e. State capital outlay funds purchase, donation, County general fund purchase, etc).

## **18.0 Cleaning Policy**

Socorro County Senior Citizens Program is dedicated to providing clean and sanitary conditions within the Senior Centers for the health and well being of our seniors.

### ***18.1 Kitchen Cleanliness***

1. All tables and equipment will be washed and sanitized after every use.
2. All cutting boards will be washed and sanitized after every use.
3. All utensils will be washed and sanitized after every use.



4. Trays will be scraped free of food, washed, and sanitized after every meal.
5. Pots and pans will be scraped free of food, washed and sanitized after every use.
6. Floors will be swept and mopped every day.
7. Floors will be swept and mopped after any spills that may occur.
8. Office will be cleaned daily.
9. Kitchen restroom will be cleaned daily or as needed.
10. Store room floors will be swept and mopped daily.
11. Store room racks will be washed weekly.
12. Kitchen walk in will be swept and mopped daily.
13. Trash will be emptied daily or as needed.
14. Record of cleaning activities will be documented on the proper lists provided by AAA and will consist of at least a daily and weekly log sheet and placed on file for future assessments.
15. Monthly inspections will be completed at all centers. The signature of the inspector as well as the date of the inspection will be recorded on the inspection form.
16. An overall evaluation of facility cleanliness will be completed by the Program Director or Socorro Site Manager periodically. These evaluations will be recorded and filed for future assessments.

### ***18.2 Dining Room Cleanliness***

1. Tables and chairs will be washed and sanitized daily and as necessary.
2. Steam tables will be washed and sanitized daily.
3. Floor will be swept and mopped daily or as needed should spills occur.
4. Windows will be washed weekly.
5. Trash will be emptied daily or as needed.

### ***18.3 Office Cleanliness***

1. Floors will be swept and mopped daily.
2. Desks will be cleaned weekly.
3. Trashed will be emptied daily.

### ***18.4 Restrooms and Other Areas***

1. Sinks and toilets will be washed and sanitized daily.
2. Floors will be swept and mopped daily or as needed should spills occur.
3. Trash will be emptied daily or as need.
4. Windows will be washed weekly.

## **19.0 Bingo Policy**

The purpose is to clearly set the parameters for our Bingo Activity in all the Senior Centers that are presently engaging in this recreational component and to set conformity throughout the centers.

1. Donations will not be solicited and used to compensate Bingo Callers.
2. Bingo callers will be strictly on a volunteer basis.

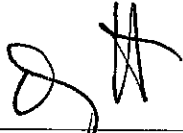
3. If donations are volunteered (offered without solicitation or coercion) will be placed in an activity fund managed by the site manager that will benefit center recreation.
4. Volunteer donations not to exceed 10 cents per game can be collected to purchase refreshments and no other purpose.
5. Bingo card distributors or collectors will also do this strictly on a volunteer basis will not except tips or any other payment.
6. Schedules will be developed for all volunteer callers so that each one has an equal opportunity to participate in the activity.
7. Site Managers or other designated staff shall be present during the time that bingo is taking place, however if staff is not available bingo will be cancelled for that day.
8. Any violation of the mandate disruptive behavior and or conflict with the center staff or other participants over this activity will result in an automatic suspension of this activity at the particular center.

## **20.0 Employee Discipline and Policy Conflict**

1. Any violation of this policy by a Socorro County Employee may subject the employee to discipline, up to and including termination from employment, pursuant to the provisions of the Socorro County Personnel Policy Ordinance.
  2. If any provision of this Senior Center Policy Manual is in conflict with the Socorro County Personnel Policy Ordinance the provision of the Personnel Policy Ordinance shall control.
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APPROVED, ADOPTED, AND PASSED on this 14<sup>th</sup> day of June, 2011.

BOARD OF COUNTY COMMISSIONERS




DANIEL P. MONETTE, CHAIR  
DISTRICT IV



PAULINE JARAMILLO  
DISTRICT I

*Absent*

PHILLIP ANAYA, COMMISSIONER  
DISTRICT III

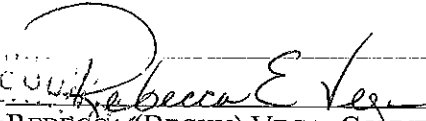


RUMALDO J. GRIEGO, COMMISSIONER  
DISTRICT II



JUAN JOSE GUTIERREZ, COMMISSIONER  
DISTRICT V

ATTEST BY:



REBECCA (BECKY) VEGA, COUNTY CLERK

