

**Gateway Area Agency on Aging and Independent Living
Policy Manual and Operating Procedures**

**Chapter 19
Center and Nutrition Site Operation
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Center and Nutrition Site Operation

The Gateway Area Agency on Aging and Independent Living shall set minimum requirements for the types of service sites.

These sites are separated into four (4) categories in order to differentiate between the various types:

- 1) Nutrition site,
- 2) Senior service site,
- 3) Senior center, and
- 4) Multipurpose senior citizens center. Title III-B or Title III-C services shall be funded at a site only when the site has been approved by the Gateway Area Agency on Aging and Independent Living. A site shall not become operational until an on-site visit by the Gateway Area Agency on Aging and Independent Living has been completed and express approval given by the Department for Aging and Independent Living, except for emergencies as described in Chapter 19, Altering Center Operations.

Certain criteria shall apply to all types of service sites. They are:

- (1) Prior to approval of any Title III-B or III-C site, it shall be inspected by the following:
 - (a) Local health department for compliance with applicable health codes (These codes will vary depending on the types of services provided at the site);
 - (b) Local fire department for compliance with fire and building safety codes; and
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 - (c) The Gateway Area Agency on Aging and Independent Living will conduct on-site visits to monitor for compliance with Section 307(a) (8) of the Older Americans Act. (Chapter 19, Altering Center Operation Procedure)
- (2) All sites shall be located as near as possible to, the target group of individuals

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(3) All sites shall comply with the Confidentiality and Disclosure requirements as specified in Chapter 1, of this manual

(4) All sites shall be clearly identified to the public with a sign

(5) Location of the Facility:

(a) The selection of a site for a center shall be based on information on older people in its service area and on the advice of public and voluntary agencies serving the elderly. The following factors shall be given consideration in choosing a site:

1. Demographic information and projections;

2. Accessibility to the maximum number of people who are socially or economically deprived;

3. Proximity to other services and facilities;

4. Convenience to public or private transportation or location within comfortable walking distance for participants;

5. Free of structural barriers or difficult terrain (e.g., a steep hill); and

6. Safety and security of participants and staff

(b) A center shall take necessary actions to create for handicapped older people barrier-free access and movement within the facility in conformance with the requirements of Section 504 of the Rehabilitation Act of 1973

(c) Arrangements shall be made for security of facility equipment, furniture, and files

(d) If appropriate, the facility shall arrange to offer activities and services at other locations in its service area

(e) If feasible, the location should be a place where all the people in the service area feel free to attend and participate

(6) Safety requirements of local, State, and Federal laws shall be met

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- (a) The center shall be free of physical hazards (e.g., exposed electrical wiring, objects in the movement pathway)
- (b) Signs shall be visible for exits, entrances, and other areas of importance
- (c) Bathrooms and kitchens, etc., shall include safety features appropriate to their special uses
- (d) Procedures for fire safety shall be adopted, including fire, drills, inspection, and maintenance of fire extinguishers, periodic inspection and training by fire department personnel
- (e) Procedures for disaster, other than fire shall be developed and posted
- (f) The facility shall be properly maintained and repaired as appropriate

The site shall comply with all Federal, State, and local regulatory authority. All existing service sites that do not meet the above requirements shall comply with a corrective action plan administered by the Gateway Area Agency on Aging and Independent Living. (See additional requirements specified under each category of nutrition site, senior service site, senior center, and multipurpose senior citizens centers).

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Service Criteria

The following criteria shall apply to the types of service sites:

Services shall comply with the standard service definitions as governed by 910KAR 1:170, support services for the elderly.

Prior to approval of any Title IIIB or IIIC site, the following shall inspect it:

(1) Local health department for compliance with applicable health codes; these codes will vary depending on the types of services provided at the site.

(2) Local fire department for compliance with fire and building safety codes

(3) The Gateway Area Agency on Aging and Independent Living shall conduct on-site visits for compliance with Section 307(a) (8) of the Older Americans Act – sites shall be located as near as possible to a target group of individuals, shall comply with the confidentiality and disclosure requirements, shall be clearly identified with a sign

(4) The following criteria should be considered when choosing a site:

(a) Demographic information and projections regarding the number of older individuals residing in the area

(b) Accessibility to the maximum number of people who are socially and economically deprived

(c) Accessibility to individuals with limited English proficiency

(d) Accessibility to individuals residing in rural areas

(e) Proximity to other services and facilities

(f) Convenience to public and private transportation

(g) Free of structural barriers

(h) Safe for secure for participants and staff

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(5) The Center shall take necessary actions to create for handicapped older people barrier-free access and movement within the facility in conformance with the requirements of Section 503 of the Rehabilitation Act of 1973

(6) Arrangements shall be made for the security of facility equipment, furniture and files

(7) If appropriate, the facility shall make arrangements to offer activities and services at other locations in its service area

(8) If feasible, the location shall be a place the people in the service area feel free to attend and participate.

(9) Safety requirements of local, state, and federal laws shall be met

(10) The center shall be free of physical hazards

(11) Signs shall be visible for exits, entrances and other areas of importance

(12) Bathrooms and kitchens shall include safety features appropriate to their special uses.

(13) Procedures for fire safety shall be adopted, including fire drills, inspection and maintenance of fire extinguishers, periodic inspection and training by fire department personnel.

(14) Procedures for disaster other than fire shall be developed and posted

(15) The facility shall be properly maintained and repaired as appropriate

All existing service sites that do not meet the above requirements shall comply with a corrective action plan administered by the Gateway Area Agency on Aging and Independent Living. There are additional requirement under each category of nutrition site, senior service site, senior center, and multipurpose senior citizens centers.

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Senior Center Facility Site Requirements

Senior Center Facility Site Requirements differ depending on the services offered at each site. Types of Senior Center Facility Sites include Nutrition Site, Senior Service Site, Senior Center Site, and Multipurpose Site.

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Nutrition Site

- (1) Has an individual (volunteer or paid staff) who is responsible for the administration of the site
- (2) At least one staff person shall be present at the site during the hours of operation
- (3) Minimum services which shall be available at the nutrition site:
 - (a) At least one hot meal, two or more days a week
 - (b) Arrangements for outreach services funded by III B or III C
 - (c) Information and referral shall be available
 - (d) Nutritional education shall be available
 - (e) An optional service may be home delivered meals
- (4) The total number of participants to be served shall be adequate to justify the cost of operating the site
- (5) Meals may be either prepared on site, catered or prepared in a central kitchen

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Senior Service Site

- (1) Has an individual, paid or volunteer staff, which is responsible for the administration of the site
- (2) At least one staff person shall be present at the site during hours of operation
- (3) Services shall be provided on a regularly scheduled basis, at a minimum of two or more days per week.
- (4) The total number of participants to be served shall be adequate to justify the cost of operating the site
- (5) Minimum activities shall available at this site and include:
 - (a) Outreach in addition to one or more services, and
 - (b) Information and referral
- (6) Congregate meals shall not be provided at this site.

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Senior Center Site

- (1) Has an individual, paid or volunteer staff, which is responsible for the administration of this site
- (2) At least one staff person shall be present at the site during the hours of operation
- (3) Shall be open at least four hours a day, three or more days per week
- (4) Total number of participants to be served shall be adequate to justify the cost of operating the center
- (5) Minimum services which shall be available at this center:
 - (a) Services which are available at a nutrition site, with emphasis on outreach activities and
 - (b) At least one additional supportive service

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Multipurpose Site

- (1) Full time director
- (2) An adequate number of qualified full time or part time staff to administer the center and provide quality service
- (3) The multipurpose center shall be open at a minimum of 6 hours a day, 5 days a week
- (4) The total number of participants to be served shall be adequate to justify the cost of operating the center
- (5) Minimum services that shall be available at a multipurpose center:
 - (a) The services that are available at a nutrition site with emphasis on mandated outreach services that are funded by Title III B or III C
 - (6) The services which are available at a nutrition site with emphasis on mandated outreach services;
 - (7) At least one (1) component service shall be provided in each of the following categories:
 - (a) Access services which includes:
 1. Transportation
 2. Outreach
 3. Information and referral;
 - (b) In-home services which includes:
 1. Homemaker
 2. Home health aide
 3. Telephone
 4. Visiting reassurance
 5. Chore maintenance;

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(c) Other services which may be provided include:

1. Services to residents of care-providing facilities
2. Health-related services
3. Volunteer activities
4. Placement,
5. Individual and group activities
6. Other services as defined by DAIL Standard Service Definitions (**Reference:** 910 KAR 1:170)

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Altering Center (Nutrition site, or other level of senior center) Operations

Prior approval from DAIL by an AAA that intends to:

- (1) Close a center or open a new center
- (2) Change the hours or days of operation
- (3) Change the location of the center
- (4) Change the method of providing services in a manner that affects availability of on-going services
- (5) Substantially reduce the level or number of services

Written justification shall be sent to Department for Aging and Independent Living for any change that requires prior approval shall include:

- (1) The proposed effective date of the change
- (2) Need or reason for the change
- (3) Number of participants affected by the change
- (4) Whether this change is temporary or permanent with explanation
- (5) The cost benefit
- (6) Whether the facility was altered, renovated or constructed with OAA funds and the date the work was completed
- (7) Whether the AAA advisory council recommended the changes
- (8) What provisions are being proposed to continue services to these participants?
- (9) Local board approval letter

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A written request shall be sent to Department for Aging and Independent Living prior opening a new senior center or changing the location of a center. The request shall include:

- (1) Costs in meeting local fire, health, safety, and sanitation regulations must be included in the justification.
- (2) Completed health and fire department inspection forms
- (3) Completed the Department for Aging and Independent Living Title III site and focal point checklist, if applicable.
- (4) If meal preparation at the new center is proposed, notify Department for Aging and Independent Living and the local fire and health departments.
- (5) Completed Accessibility Checklist from the Kentucky Cabinet for Workforce Development and the Kentucky Department of Vocational Rehabilitation.
http://ada.ky.gov/documents/Checklist_2000.pdf

Department for Aging and Independent Living shall review the information submitted and if necessary or feasible conduct an on-site visit before a determination is made. If an on-site visit is made, DAIL staff will complete the ADA checklist and review the Title III site and focal point checklist. The request will then be submitted by the GAAAIL to DAIL for review and final approval.

In the case of altered center operations due to damages caused by fires, floods, storms, high winds and tornadoes, DAIL shall be notified by telephone that emergency alterations are necessary. Prior approval shall be obtained by telephone from DAIL on a conditional basis under emergency circumstances with final approval pending written documentation of the proposed change: local fire, health and safety inspections, and an on-site visit by DAIL.

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Reporting

The **NAPIS Report** is performance information on the supportive services programs and congregate and home delivered meals programs under Title III of the Older Americans Act as well as the Title VII Elder Rights program. In Kentucky, this information is gathered and arranged through the SAMS or Serve Tracker databases. All persons at least 60 years of age attending senior centers for congregate meals, and other title III services are listed in this database.

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Focal Points

Facilities which are established to encourage the maximum comprehensive array and coordination of services for older individuals and those with disabilities shall be designated, where feasible, as focal points in each community within the planning and service area. Focal points shall:

- (1) Where possible, function as multipurpose senior centers for such purposes as prescribed by Regulation 45 CFR 1321.53 (c);
- (2) Arrange for the local delivery of a comprehensive array of services under contract with the Gateway Area Development District;
- (3) Function as the local facilitators for such projects and initiatives on behalf of older individuals as specified under contract with the Gateway Area Development District;
- (4) Utilize procedures which assure access to services for all individuals eligible for service under the Older Americans Act, with special emphasis on services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas;
- (5) Be subject to all monitoring, evaluation and quality assurance provisions as prescribed under contract with the Gateway Area Development District; and
- (6) Provide for a local public focus on policies, programs, hearings, levies and community actions that will affect the elderly, and generally serve as a community advocate on behalf of elder rights and issues.