

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



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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

Policy Title:	Activities/Trips
Effective Date:	May, 2020
Revised Date:	January, 2024

Policy

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

Activities or events will need to go to the Activity Committee to be considered for approval.

1. The activity or event needs to be for the age group 60+
2. The County reserves the right to charge a fee if needed.
3. Attendance to the activity or event needs to be open to all seniors 60+ within San Juan County.
4. Movies
 - a. The movie name cannot be advertised.
 - b. There cannot be a fee collected for viewing the movie.

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

- If one cannot attend a particular program or event after having signed up, a phone call to the center to indicate cancellation is required.
- Programs/events/trips may have a deadline to sign-up. Due to space constraints, participants are advised to pay close attention to sign-up start dates, deadlines, and details for each individual program/event/trip.
- Participants must follow the Van Rules on trips and the Senior Center Code of Conduct while in our Centers

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

Policy Title:	Activity Committee
Effective Date:	January, 2024
Revised Date:	

Policy

It is the policy of San Juan County Area Agency on Aging that a sub-committee of the Aging Advisory board shall be established to take suggestions and schedule activities at the senior centers. This committee shall consist of a representative from each of the centers from the Aging Advisory Board and a designee from the Aging Administration office.

At each center there will be a box for collection of suggestions for activities from current center participants that are active and attending the senior centers. *(Definition of Active Participant: Senior must have a registration form filled out and entered into the aging tracking system NAPIS Form. Senior must actively be participating in congregate meals provided at the center for at least 6 months consistently. Participation needs to be at 70% attendance and above.)*

1. These suggestions will need to take into consideration that all activities are not funded and will need to have a volunteer willing to provide the activity. The Activity Committee will quarterly receive from the centers these suggestions.
2. The Activity Committee will work with the center directors for time and scheduling of the activities at their perspective centers.
3. The Activity Committee will provide a quarterly calendar for each center with activities that pertain to that center.
4. Understanding of everyone involved that activities will need to be done on a volunteer basis as there is no funding for activities. It can be suggested that if supplies or prizes for the activity are needed it is on a bring your own supplies/prize.
5. An activity request form (attached) should be filled out with the request so that the volunteer for the activity can be contacted to see if they are

still interested in providing the activity.

6. All activities will need to follow these guidelines
 - a. Activities and calendars will be approved quarterly
 - b. The Activity Committee will approve the activities.
 - c. All presenters of the activities will need to fill out a volunteer form and have it approved by the county before sessions can begin.
 - d. Activities can be scheduled with the following considerations but please note this is not a guarantee of hours. There may be times we are short staffed or there may be a family emergency that constitutes classes/activities being cancelled. (Guidelines will be provided by each center due to staffing being different at each center.)
 - e. Presenters cannot try to rearrange scheduling of activities. Changes will need to be approved through the Activity Committee Aging Administration Designee.
 - f. If a seasonal party is requested that will need to be coordinated with the Activity Committee Aging Administration Designee working in conjunction with the Center Directors plans for a seasonal parties. (we will not host 2 parties for the same holiday)
 - g. All calendars and menus provided by San Juan County will have our branding. We will not post, supply, or hang up outside entities calendars or activity fliers.
 - h. Cooking classes or demonstrations in the dining room are not allowed. Nor are they allowed in the kitchen.
 - i. The County reserves the right to charge a fee if needed to cover the cost of supplies. Only 60+ can attend the activity. (The only exception to this rule would be any clients that are currently enrolled in the CSBG program that are under the age of 60)
 - j. If it is a physical activity and not sponsored by the county. The person providing the activity will need to obtain and maintain at all times during the session(s) general liability insurance from an insurance company licensed to do business in Utah in case of accidents during the course of the activity
 - k. All participants in activities that involve physical exertion must complete a participant release form prior to participating in the event.

- l. Use of space does not constitute that the entity is employed by the county or has precedence over county functions.
- m. Set up and clean up should be done by the party providing the activity.
- n. If set up and clean up does not happen we reserve the right to cancel the activity or provider of the activity for the next session. Repeat offenses will cancel the activity permanently.
- o. Providers of the activity and participants are expected to follow the Senior center code of conduct.
- p. The County shall assume no responsibility for losses suffered, by the presenter, its agents, employees or participants.

Activity Form

Center	
Activity	
Description of Activity	
Does this require insurance	Yes No
Person Providing Activity	
Contact Information	Phone: Email:
Volunteer form attached	Yes No
Does this require waivers for participants	Yes No
Date Received	
Approved	Yes No
Notes	



San Juan County Volunteer Application

Date of Application: _____

Name: _____
First Initial Last

Address: _____
City State Zip

Work #: _____ **Email:** _____

Department: _____

Volunteer Experience and any Special Skills or Training

Have you, since the age of 18, been convicted of a crime, excluding minor traffic offenses?
() Yes () No

If yes, give dates, details and penalties for each occurrence, including dates of any probationary periods. Attach additional sheets if necessary. NOTE: Each conviction will be judged in relation to time, seriousness, circumstances and relationship to the position sought, and will not necessarily bar you from volunteering.

As a volunteer of San Juan County I agree to abide by their policies and procedures. I understand that I will be volunteering at my own risk and that the organization, its employees and affiliates, cannot assume any responsibility for any liability for any accident, injury or health problem which may arise from any volunteer work I perform for the organization. I agree that all the work I do is on a volunteer basis and I am not eligible to receive any monetary payment or reward. I affirm that this application contains no misrepresentations or falsifications and that the information given by me is true and complete.

Signature of Applicant

Date

Waiver for Physical Activities Adult

Owner warrants having all participants in events or activities that involve physical exertion to complete an executed Participant's Release Form attached in this Exhibit.

San Juan County Release and Waiver of Liability Agreement

EVENT(S): _____

DATE(S): _____

LOCATION: _____

In consideration of being permitted to participate in any way in the above named event(s) the undersigned:

1. Hereby acknowledges that the activities of the above named event(s) involve the risk of serious injury and or death and or property damage and hereby assumes full responsibility for any risk of such injury, death or damage whether caused by negligence of Owner or otherwise.
2. Hereby agrees to release from liability, indemnify save and hold harmless San Juan (Herein "Owner"), and each of its designees, agents and employees, for any loss, liability, damage, or cost they may incur arising out of or related to the undersigned's participation in the event(s) whether caused by the negligence of the Owner or otherwise.
3. Hereby agrees that the release and waiver of liability, hold harmless, and indemnity agreement extends to all acts of negligence by the release, including negligent rescue operations or procedures of the Owner or any person aforementioned.

I have read the forgoing agreement, fully understanding its terms. Understanding that I have given up substantial rights by signing it, and have signed freely and voluntarily without inducement assurance or guarantee being made to me and intend my signature to be a complete and unconditional release of all liability to those mentioned above.

I fully understand that there is no rider medical insurance provided.

Signature of Participant Date

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

Policy Title:	Client Rights and Responsibilities
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Effective Date:	May 2020
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Revised Date:	January, 2024
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Policy

It is the policy of San Juan County Area Agency on Aging that participants of San Juan County Area Agency on Aging Services follow the Client Rights and Responsibilities. San Juan County Area Agency on Aging offers a variety of services and program designed to meet the needs of our diverse older population and those who care for them, with emphasis on service eligible individuals with the greatest social and/or economic needs. The purpose of the Client Rights and Responsibilities is to define client's rights and responsibilities to ensure a safe, healthy, and pleasant experience with San Juan County Area Agency on Aging staff, and providers.

As part of the registration process, all participants will be made aware of the Client Rights and Responsibilities. Copies of this policy will be made available to individuals upon request.

the Client Rights and Responsibilities has been reviewed and approved by the San Juan County Commission and the County Attorney. Any future changes to this policy will also follow this approval process.

Rights of Participants

All participants in San Juan County Aging Services have the right to:

- Be treated with consideration, respect, and dignity in a manner that is inclusive, equitable, accessible and respectful of diversity.

- Be informed about the eligibility, guidelines, and expectations for receiving specific services.
- Have their personal information protected in accordance with program requirements and applicable state and federal laws.
- Receive services for which they are eligible, with a focus on person-centered care. Depending on San Juan County Area Agency on Aging's capacity and funding, eligible clients may be placed on a waiting list for requested services.
- Have a grievance/complaint heard by San Juan County Area Agency on Aging or file a request for a formal hearing regarding denial of services.

Client responsibilities

- Use voice, language, and behavior that is courteous, considerate, and not disruptive.
- Use San Juan County property, facilities, and equipment with care and for its proper use.
- Comply with the eligibility, guidelines, and expectations for receiving specific services.
- Notify San Juan County Area Agency on Aging of any change in residence while receiving services.
- Notify San Juan County Area Agency on Aging of any change in personal situation that may impact the need or eligibility for services.

I have read, understand and agree to follow the Client Rights and Responsibilities

Signature

Date:

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

COMPUTER USE

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

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

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

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

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

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING	
Policy and Procedures	
Policy Title:	Donations
Effective Date:	
Revised Date:	January, 2024
Policy	
Pending County Donation Policy	

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

Participation Requirements

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

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

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

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

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

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

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

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

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

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

Inclement Weather

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

Holidays

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

Eligibility

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

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

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

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

Examples of Services Available:

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

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

Services include:

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

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

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

Services Provided

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

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

Policy Title:

Kitchen

Effective Date:

Revised Date:

January, 2024

Policy

It is the policy of San Juan County Area Agency on Aging that all San Juan County Senior Center Kitchens are accessible to staff members only.

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

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

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

"Voluntary Confidential Contributions"

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

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

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

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

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

To run the MOW program efficiently:

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

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

Policy Title:

Non-County
Committees/Boards/Councils

Effective Date:

Revised Date:

January, 2024

Policy

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

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

Eligibility

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

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

Voucher Allocation

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

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

Trip Type Eligibility

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

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

Transportation Provider/Driver Eligibility

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

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

Information collected from Senior Center participants is confidential.

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

It is the policy of San Juan County Area Agency on Aging that the purpose of the senior centers are to provide home delivered and congregate meals. It is also a place for seniors 60+ to gather and socialize or participate in county sponsored activities.

We acknowledge that there will be requests for Non-County Committees/Boards/Councils to want to provide activities within the county senior centers, or to utilize the space within the senior centers. The senior centers are not a designated place to hold community/group meetings or to be a community center. This is an option that will not be available for Non-County Committees/Boards/Councils.

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

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

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

This Code of Conduct has been reviewed and approved by the San Juan County Commission and the County Attorney. Any future changes to this policy will also follow this approval process.

Rights of Center Participants

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

- Be treated with consideration, respect, and dignity in a manner that is inclusive, equitable, accessible and respectful of diversity.
- Be informed about the eligibility, guidelines, and expectations for receiving specific services.
- Have their personal information protected in accordance with program requirements and applicable state and federal laws.
- Receive services for which they are eligible, with a focus on person-centered care. Depending on San Juan County Area Agency on Aging's capacity and funding, eligible clients may be placed on a waiting list for requested services.
- Have a grievance/complaint heard by San Juan County Area Agency on Aging or file a request for a formal hearing regarding denial of services.

Client responsibilities

- Use voice, language, and behavior that is courteous, considerate, and not disruptive.
- Use San Juan County property, facilities, and equipment with care and for its proper use.
- Comply with the eligibility, guidelines, and expectations for receiving specific services.
- Notify San Juan County Area Agency on Aging of any change in residence while receiving services.
- Notify San Juan County Area Agency on Aging of any change in personal situation that may impact the need or eligibility for services.

I have read, understand and agree to follow the Senior Center Code of Conduct

Signature

Date:

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

Any individual who has received notification of exclusion from the Senior Center has the right to appeal.

Aging Department Appeal:

1. Appeals must be submitted in writing to the Aging Director within 30 working days of the imposed disciplinary actions or the client's receipt of written notification of the denial, suspension, reduction, or termination of services.
2. Appeals should be sent to: San Juan County Area Agency on Aging
P.O. Box 9 Monticello, Utah 84535
3. The Aging Director will investigate the circumstances of the original decision and reasons for the appeal. This may include review of any relevant information.
4. The Aging Director will notify the applicant or client of the decision in writing within 10 working days of receiving the appeal request. This notification will also include notice of the person's right to appeal to the State.

State Level Appeal

1. Requests to appeal the Aging Department Appeal must be submitted in writing within 30 days of receiving notice of the decision by the Aging Director.
2. State level appeals should be sent to: Utah Department of Health and Human Services Attention: Director, Division of Aging & Adult Services 1195 N 1950 W, Salt Lake City, Utah 84116.

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

The Area Agency on Aging Director may exclude any person who repeatedly and/or intentionally does not follow the Senior Center Code of Conduct while at the Senior Centers or when involved in any activities or trips offered by or associated with the Senior Centers.

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

1. Intentionally causing or attempting to cause physical injury to another person, except in self-defense.
2. Violating the Senior Center's alcohol and drug-free policy on its property by using, selling, receiving, distributing, possessing, being under the influence of or being otherwise impaired by alcohol or any illegal drug, or abusing prescription or over-the-counter drugs.
Notwithstanding the above, persons shall not be excluded for the lawful use of medical marijuana, if such use is: authorized by a health care provider; not otherwise prohibited by any federal law applicable to the Senior Center and/or does not restrict the Senior Center's ability to obtain federal funding; and is strictly confined to lawful use outside of the Senior Center's premises and does not cause the person to be under the influence at the Senior Center.
3. Unlawful harassment of a verbal, written, visual or physical nature (including making derogatory, demeaning, negative or disparaging remarks to or about another person) based on any individual's race, color, religion, gender, national origin, age, disability, marital status, veteran/military status, sexual orientation, gender

- identity/expression, genetic information or any other legally protected status.
4. Discriminating against (i.e., treating someone differently) due to that person's race, color, religion, gender, national origin, age, disability, marital status, veteran/military status, sexual orientation, gender identity/expression, genetic information or any other legally protected status.
 5. Possessing (whether concealed or openly displayed) any type of a firearm, knife, or any dangerous object (including, but not limited to, explosives and components, fireworks, or any incendiary items or devices).
 6. Abusive, aggressive, disrespectful, violent and/or bullying behavior towards other people at the Senior Center (including staff). This could be verbal, written, visual or physical in nature.
 7. Threatening of any type relative to the building, property, or any of its occupants or their possessions and property at any time.
 8. Conduct that creates excessively loud or disruptive noise.
 9. Using obscene, vulgar or profane language or gestures.
 10. Touching or engaging in any unwanted physical contact with another person.
 11. Coercing or badgering others for money or transportation or to buy any goods or services.
 12. Willful destruction of property (building and/or furnishings or the property of other people). No alterations, changes or additions to the building are permitted. Creating a hazard on property or in the building that could cause harm to people.
 13. Theft of any kind.
 14. Obstructing or restricting the usual use of entrances, rooms, or parking lot that impedes people from their duties, participating in activities, or receiving services.
 15. Administering polls/surveys, distributing flyers or literature, or selling of goods or services without prior approval from the Area Agency on Aging Director.
 16. Refusing to register at the senior for meals and events may result in the Area Agency on Aging Director restricting participation in meals and events.

17. Introducing additional furniture or free-standing signs into the Senior Center without prior approval from the Area Agency on Aging Director.
18. Erratic and/or unsafe driving, disregarding posted signs and speed limit, parking in areas not designated as parking spaces or in areas designated that disrupt or block traffic flow, parking in designated Handicap parking spaces without handicap permit in the Senior Center parking lot.
19. Creating unnecessary alarm by falsely reporting (verbally or in writing) a threat or other hazardous statement (including, but not limited to, false fire alarms, reporting of accident, threat, hazard, medical emergency, etc.).
20. Repeated and/or intentional disregard for this Code of Conduct.
21. Smoking cigarettes, cigars, pipes, e-cigarettes, etc. in the building.
22. Failure to maintain proper personal hygiene or having strong colognes or perfumes which adversely affect the health of others due to allergies, etc.

Filing a Complaint Regarding the Conduct of Another Individual:

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

Disciplinary Procedures for Misconduct:

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

Step One Verbal Warning: Center Director will have an informal discussion with the client in an attempt to reach a resolution to the problem and change the behavior. The Client will be provided a copy of the Client Rights and Responsibilities. (Documentation by the Center Director in the clients

file of the incident and discussion to be had with the Area Agency on Aging Director. Within 1 day of the occurrence.)

Step Two Written Warning: A written warning will be given to the client who has not satisfactorily responded to the verbal warning, for behavior that is inappropriate, or for other non-compliance issues that may affect the client's ability to continue to receive services. The warning will be provided to the client in writing and must include:

- a. Notification that the letter is a disciplinary notice;
 - b. Date of warning;
 - c. Type of violation;
 - d. Time and place of violation;
 - e. Number and types of previous warnings;
 - f. What is needed to correct the violation;
 - g. Type of disciplinary action being imposed and the date of the action, if appropriate; and
 - h. Probably consequences of not correction the violation.
1. The client will also receive a copy of the Client Rights and Responsibilities.
 2. Written warnings must be approved by the Aging Director before they are sent to the client.
 3. A copy of each written warning will be kept on file with the Aging Director.

Step Three Suspension:

1. When a client fails to adequately respond to prior disciplinary measures, a suspension may be appropriate. Suspension may also be appropriate first step in the disciplinary process depending on the severity of the behavior involved and circumstances of the action(s) to be disciplined.
2. Each suspension lasting more than the day of the incident must be approved by the Aging Director
3. Clients who are suspended from services have the right to appeal the decision following the appeals process.
4. Clients who are suspended form services lasting more than the day of the incident must be notified in writing. The letter must include a

copy of the Client Rights and Responsibilities, the appeals process and include:

- a. Notification that the letter is a disciplinary notice
 - b. Date of notification
 - c. Type of violation
 - d. Time and place of violation
 - e. Number and types of previous warnings
 - f. What is needed to correct the violation
 - g. Type of disciplinary actions being imposed, including the length of the suspension, and the date of the action, if appropriate
 - h. Probable consequences for not correcting the violation and
 - i. Notification of the client's right to appeal the decision.
5. A copy of each notification suspension will be kept on file with the Aging Director.

Step Four Termination:

1. The termination of a client's services should be a last resort, after all other attempts to correct the non-compliance have been exhausted.
2. Termination may also be appropriate sooner in the disciplinary process depending on the severity of the behavior involved and circumstances of the action(s) to be disciplined.
3. The termination of a client's services must be approved by the Aging Director.
4. Clients whose services are terminated have the right to appeal the decision following the appeals process.
5. Clients whose services are terminated must be notified in writing. The letter must include a copy of the appeals process and include:
 - a. Notification that the letter is a disciplinary notice
 - b. Date of notification
 - c. Type of violation
 - d. Time and place of violation
 - e. Number and types of previous warnings
 - f. Type of disciplinary actions being imposed, and the date of the action, and
 - g. Notification of the client's right to appeal the decision.

6. A copy of each notification of termination will be kept on file with the Aging Director.

The senior center staff will report any unduly disruptive, threatening, violent, or criminal behavior to appropriate law enforcement agencies. If a person's conduct, behavior, or actions continues to be unacceptable, staff will instruct the person to leave the premises immediately. Should the person refuse to leave, appropriate law enforcement agencies will be called.

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

Documentation:

1. The Aging Director will document all incidents including verbal, and written warnings, suspensions, terminations, or calls to law enforcement in the client's file.
 - a. All information related to the incidents will be saved in the client's file including any letter to the client as well as a description of any discussion with the client and any other relevant information. Notes shall also document reported and observed conduct.
2. Documentation guidelines for Center Directors
 - a. The Center Director will report all incidents, including verbal and written warnings, suspensions, or calls to law enforcement, using the program's Incident Report Form. The completed form will be submitted to the Aging Director within 2 business days.
 - b. Any disciplinary action shall be documented in the Center Directors client record system. This record shall include all information related to the incidents, including any letter to the client, a description of any discussion with the client, and any

other relevant information. Notes shall also document reported and observed conduct.

3. Documentation Retention

- a. Documentation of formal responses to client issues of non-compliance, including any written communication provided to the client, must be maintained on file by the program for no less than 3 years following the end of services.

Right of Appeal

- a. Clients have a right to appeal a decision to deny, suspend, reduce or terminate services.



SAN JUAN COUNTY COMMISSION

Jamie Harvey	Chairman
Silvia Stubbs	Vice-Chair
Bruce Adams	Commissioner
Mack McDonald	Administrator

INSTRUCTIONS FOR TEMPLATE USE:

1. Enter all relevant information in the [RED] sections below;
2. Change the font color of the whole letter to black;
3. Delete these instructions from the top of the letter;
4. Sign the letter and provide copies to those listed in the “cc” section;
5. Retain a copy of the letter in the client’s file; and
6. Mail two (2) copies of the letter to the client and include copies of all “enclosures.” One copy should be sent to the client via regular USPS mail and one should be sent via Certified Mail with a required signature of receipt.

[DATE OF ACTION]

«AddressBlock»

RE: Client Notice of Written Warning

«GreetingLine»,

This letter serves as a written warning because of your violation of San Juan County’s Aging Services Client Rights & Responsibilities. We discussed this concern on [ENTER DATE].

[DESCRIBE THE VIOLATION HERE, including the TYPE OF VIOLATION with reference to the specific client responsibility that was not followed, and the TIME AND PLACE OF VIOLATION.]

[DESCRIBE ALL PREVIOUS VIOLATIONS HERE, including the TYPE OF VIOLATION with references to the specific client responsibility that was not followed, the TIME AND PLACE of each violation, and the OUTCOME of the violation (such as an informal conversation with the client, or a Verbal Warning, Written Warning, Suspension, or Termination.)]

[DESCRIBE THE ONGOING EXPECTATIONS FOR THE CLIENT HERE.] Failure to correct violations could result in additional action by San Juan County Area Agency on Aging, up to and including the suspension or termination of your services.

Enclosed you will find:

- A copy of the Client Rights & Responsibilities.

If you have questions or concerns, please contact me at [ENTER PHONE NUMBER] or [ENTER EMAIL ADDRESS]. Thank you,

[ENTER Center Director NAME]

[ENTER TITLE]

[ENTER PROGRAM NAME]

cc: Aging Director

Encl: Client Rights & Responsibilities



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[DATE OF ACTION]

«AddressBlock»

RE: Client Notice of Suspension of Services

«GreetingLine»,

This letter serves as notice that the services you receive from [ENTER PROGRAM NAME/S] are suspended effective [ENTER EFFECTIVE DATE]. [ENTER ADDITIONAL INFORMATION HERE, such as details about the specific services that are being suspended, which senior center(s) the client is prohibited from visiting, etc.] This suspension will remain effective for [ENTER NUMBER OF DAYS/WEEKS/MONTHS]. Your services may resume as of [ENTER DATE].

This suspension is a result of your violation of San Juan County’s Aging Services Client Rights & Responsibilities. We discussed this concern on [ENTER DATE/S].

[DESCRIBE THE MOST RECENT VIOLATION HERE, including the TYPE OF VIOLATION with reference to the specific client responsibility that was not followed, and the TIME AND PLACE OF VIOLATION.]

[DESCRIBE ALL PREVIOUS VIOLATIONS HERE, including the TYPE OF VIOLATION with references to the specific client responsibility that was not followed, the TIME AND PLACE of each violation, and the OUTCOME of each violation (such as an informal conversation with the client, or a Verbal Warning, Written Warning, Suspension, or Termination.)]

[DESCRIBE THE ONGOING EXPECTATIONS FOR THE CLIENT HERE.] Failure to correct violations could result in additional action by San Juan County Area Agency on Aging, up to and including the additional suspension or termination of your services. You have the right to appeal this decision. You must submit your appeal in writing within [ENTER NUMBER OF DAYS] business days of receiving this letter. The appeal should be sent to:

[ENTER DIVISION/DEPARTMENT NAME]

Attention: [ENTER FIRST AND LAST NAME]

[ENTER STREET ADDRESS]

[ENTER CITY, STATE and ZIP CODE]

Enclosed you will find:

- A copy of the Client Rights & Responsibilities.

- A copy of the Client Service Appeals process.

If you have questions or concerns, please contact me at [ENTER PHONE NUMBER] or [ENTER EMAIL ADDRESS].

Thank you,

[ENTER MANAGER NAME]

[ENTER MANAGER TITLE]

[ENTER PROGRAM NAME]

cc: Aging Director

County Administrator

Encl: Client Rights & Responsibilities



SAN JUAN COUNTY COMMISSION

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[DATE OF ACTION]

«AddressBlock»

RE: Client Notice of Termination of Services

«GreetingLine»,

This letter serves as notice that the services you receive from [ENTER PROGRAM NAME/S] are terminated effective [ENTER EFFECTIVE DATE]. [ENTER ADDITIONAL INFORMATION HERE, such as details about the specific services that are being suspended, which senior center(s) the client is prohibited from visiting, etc.]

This termination is a result of your violation of San Juan County’s Aging Services Client Rights & Responsibilities. We discussed this concern on [ENTER DATE/S].

[DESCRIBE THE MOST RECENT VIOLATION HERE, including the TYPE OF VIOLATION with reference to the specific client responsibility that was not followed, and the TIME AND PLACE OF VIOLATION.]

[DESCRIBE ALL PREVIOUS VIOLATIONS HERE, including the TYPE OF VIOLATION with references to the specific client responsibility that was not followed, the TIME AND PLACE of each violation, and the OUTCOME of each violation (such as an informal conversation with the client, or a Verbal Warning, Written Warning, Suspension, or Termination.)]

You have the right to appeal this decision. You must submit your appeal in writing within [ENTER NUMBER OF DAYS] business days of receiving this letter. The appeal should be sent to:

[ENTER DIVISION/DEPARTMENT NAME]

Attention: [ENTER FIRST AND LAST NAME] [ENTER STREET ADDRESS]

[ENTER CITY, STATE and ZIP CODE]

Thank you,

[ENTER MANAGER NAME]

[ENTER MANAGER TITLE]

[ENTER PROGRAM NAME]

cc: Aging Director

County Administrator

Encl: Client Rights & Responsibilities

Client Service Appeals



SAN JUAN COUNTY COMMISSION

Jamie Harvey	Chairman
Silvia Stubbs	Vice-Chair
Bruce Adams	Commissioner
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5. Retain a copy of the letter in the client's file; and
6. Mail two (2) copies of the letter to the client and include copies of all "enclosures." One copy should be sent to the client via regular USPS mail and one should be sent via Certified Mail with a required signature of receipt.

[DATE OF ACTION]

«AddressBlock»

RE: Client Notice of Aging Department Level Appeal Decision

«GreetingLine»,

I received a written letter of appeal from you on [ENTER DATE] in response to the [ENTER TYPE ACTION THAT WAS TAKEN such as Denial, Suspension, Reduction, or Termination of Services] from [ENTER PROGRAM] effective [ENTER DATE THE ACTION TOOK EFFECT].

This letter is to inform you of the decision I have reached regarding your appeal. In making this decision, I have reviewed your written appeal letter, as well as [ENTER ADDITIONAL DETAILS HERE, including any letter sent to the client regarding the violation and any documentation signed by the client prior to the decision], and your case records.

Following this review, I have determined that [ENTER DECISION DETAILS, including any EFFECTIVE DATES, any ONGOING CLIENT EXPECTATIONS for clients who will be permitted to resume services, and the probable CONSEQUENCES of further violations].

You have the right to appeal this decision. You must submit your appeal in writing within [ENTER NUMBER OF DAYS] business days of receiving this letter. The appeal should be sent to:

[ENTER DIVISION/DEPARTMENT NAME]

Attention: [ENTER FIRST AND LAST NAME]

[ENTER STREET ADDRESS]

[ENTER CITY, STATE and ZIP CODE]

Thank you,

[ENTER SECTION MANAGER NAME]

[ENTER SECTION MANAGER TITLE]

cc: County Administrator

State Division of Aging Director

Encl: Client Service Appeals

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

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

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

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

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

SAN JUAN COUNTY AREA AGENCY ON AGING

Policy and Procedures

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

Policy

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

- Volunteers at the Senior Centers are those citizens/participants that have committed to providing activities without pay.
- No activities can be scheduled or commence until a volunteer form has been filled out, turned in and completed with the Administration Office of San Juan County.
- This applies to all activities at the Senior Centers that are provided by a volunteer.
- Volunteers will need to have a background check.