



# Calhoun County Office of Senior Services

## Minimum Service Standard

**SERVICE NAME: SENIOR CENTER OPERATIONS AND SUPPORTS**

**DEFINITION:** Provision of support for the operation of a senior center. A senior center is defined as a community facility where older persons can come together for services and activities which enhance their dignity, support their independence and encourage their involvement in and with the community.

**UNIT OF SERVICE:** One unit of service equals one hour of senior center operation.

**INCOME REQUIREMENT:** No income or residency requirements shall apply, other than out-of-county residents may be asked to pay a higher membership fee

**DESIRED OUTCOME:** Seniors have access to services and programs that enhance their dignity, develop their health and well-being, support their independence, and encourage their involvement with and support for each other in the community.

### **MINIMUM SERVICE STANDARD:**

**A. Recipient Eligibility Criteria** – The recipient eligibility criteria contained in the “ALL SERVICES” standard shall apply.

### **B. Minimum Standards:**

1. Each senior center shall be certified as an accessible facility. Accessibility is defined as the ability of a person with a disability to enter the facility, use the restroom and receive services that is at least equal in quality to that provided to able-bodied participants.
2. Each service provider shall strive to adhere to the Principles for the Operation of Senior Centers as established by the National Institute of Senior Centers.
3. Each senior center shall be a meal site for a congregate nutrition program provided by County Senior Millage and/or the Region 3B Area Agency on Aging. This meal service may be managed by the center or by a separately contracted service.
4. The service provider shall first have in place:
  - a. A Steering Committee or Board vested with by-laws and legal authority to speak on behalf and contract for services of the Senior Center
  - b. The County Board of Commissioners shall appoint a representative of the Senior Millage Allocation Committee to sit on the senior center board as an ex-officio member.
  - c. A development or organizational plan outlining fiscal management and strategy for service delivery
  - d. Each senior center shall provide an opportunity for center participants to have input regarding the governance of the center at its board meetings as well as in daily operations.
5. Where a service provider supports a senior center director position, the person



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occupying the position shall have the authority to perform administrative and review functions of the senior center; for a senior center program coordinator or specialist position, the person occupying this position shall be involved in the development and operation of programs at any given time within the center

6. Each senior center shall document that appropriate preparation has taken place for procedures to be followed in case of an emergency including:
  - a. An annual fire drill
  - b. Posting and training of staff and regular volunteers on procedures to be followed in the event of severe weather or a natural disaster
  - c. Posting and training of staff and regular volunteers on procedures to be followed in the event of a medical emergency
7. Each senior center shall secure its own constituency in the community it is located, for the purpose of local support, financial stability, and developing local leadership through volunteer development.
8. Each senior center shall provide directly or make arrangements for the provision of the following services:
  - a. Outreach
  - b. Information and assistance, including Medicare & Medicaid Assistance Program services
  - c. Socialization/recreation, fitness and wellness opportunities
  - d. Education
  - e. Volunteer opportunities
9. Allowable senior center operational costs may include:
  - a. Rent
  - b. Utilities, including internet access
  - c. Communications
  - d. Insurance
  - e. Custodial services
  - f. Supplies
  - g. Staffing support
  - h. Training