


APPROVED, ADOPTED, AND PASSED on this 16th day of May, 2023.

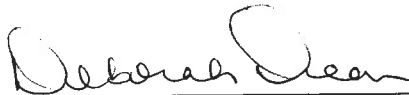
CITY OF SOCORRO



Ravi Bhasker, Mayor



Mary Ann Chavez-Lopez, Councilor



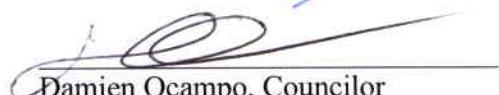
Deborah Dean, Councilor



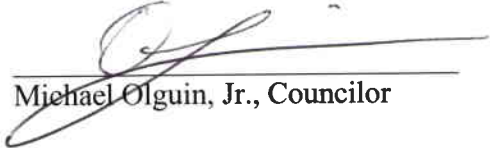
Nick Fleming, Councilor



Gordon E. Hicks, Councilor



Damien Ocampo, Councilor



Michael Olguin, Jr., Councilor


Telephonically

Peter D. Romero, Councilor

Telephonically

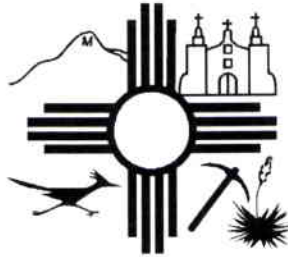
Anton Salome, Councilor

ATTEST BY:



Leopoldo Pineda, City Clerk

CITY OF SOCORRO



City of Socorro RESOLUTION No. 23-05-16b

ADOPTING A CITY OF SOCORRO AGING SERVICES PROGRAM POLICY MANUAL

POLICY RECITALS

WHEREAS, the City of Socorro City Council met in a regularly scheduled meeting on Tuesday, May 16th, 2023 at 6:00 p.m. in the City of Socorro Council Chamber, 111 School of Mines Rd., Socorro, New Mexico; and,

WHEREAS, NMSA 1978, Section 3-18-1 provides that municipalities, 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 City of Socorro City Council shall “have the care of the city property and the management of the interest of the city in all cases where no other provision is made by law”; and,

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

WHEREAS, the City of Socorro City Council has determined that to best protect the City’s senior citizens and its property it is necessary to promulgate a Senior Center Policy Manual to provide for the efficient, safe operations of the City’s Senior Center; and,

NOW THEREFORE BE IT RESOLVED that the City of Socorro City Council 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

The City of Socorro Senior Center is required to comply with this Code of Conduct Policy. The Center will include compliance of this policy in the assessment process utilized for programs. Program employees, volunteers, other staff (program personnel) and elected officials shall adhere to the City of Socorro Personnel Policies.

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

We shall provide high quality, service-oriented assistance to our clients and 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 be 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 Training

The City of Socorro Senior Center must have qualified staff to carry out in house trainings. The program has the responsibility to ensure that all training is completed and properly documented. Documentation verifying required training will be maintained by the Site Manager and must include date, time, and the source of provider training hours. It is the responsibility of the Site Manager to ensure that necessary training for all staff, volunteers, advisory councils, and elected officials (if required) is completed and properly documented.

- The following are Required In-House Training programs:
 - Nutrition/Meal Preparation
 - Kitchen Safety
 - Sanitary Methods
 - CPR/First Aid/Emergency
 - Vehicle Safety/Maintenance (City of Socorro does have a Vehicle Safety Policy)
 - Code of Conduct (in addition to the listed code for participants and staff, City of Socorro's personnel policy also includes a Code of Conduct for employees)
 - Proper Documentation
 - Provider Policy & Procedure Compliance
 - Confidentiality/HIPAA
 - Customer Service
 - Personnel/Supervisory
 - Fire Safety/Prevention/Evacuations

1.2 Staff Code of Ethics

1. All staff will adhere to the City of Socorro Personnel Policies and Procedures.
2. All staff will respect the privacy of each other, our senior participants, and their families.
3. Information 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. Staff shall not use privileged or confidential information for their or another's gain.
4. Staff will maintain the highest standards of personal ethics and conduct at all times.
5. All staff will ensure unfair advantages of seniors or other persons within the program do not occur. This includes:
 - a. abuse, intentional or negligent infliction of physical pain, injury, or mental anguish
 - b. neglect or the failure of a caregiver for provision of basic needs
 - c. exploitation, the improper and unauthorized use of funds, property or other resources for another's profit or advantage.
6. Staff shall not use their position to intimidate, coerce or threaten seniors into performing any act which the senior would not otherwise perform.
7. Staff will not engage directly or indirectly in a financial transaction for private gain because of information obtained through their position with the program.
8. Staff 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)

1.3 General Procedures

1.3.1 Personal Safety

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 Site Manager.

1.3.2 Client Safety

1. Staff will be aware of anything in the physical surroundings of the client that poses a danger to the client.
2. Staff 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 Site Manager).

4. Staff are committed to protecting the safety of adults who are not able to protect themselves and promoting the personal choice and self-determination of all we serve.
5. If Program staff suspects an adult is being abused, neglected, or exploited, the staff will call Adult Protective Services at 1-866-654-3219 or 1-505-476-4912.

1.3.3 Implementation Plan

1. All employees will be trained on the code of conduct's requirements and the general expectations regarding appropriate behaviors.
2. The Center will educate the public through workshops, presentations and written materials about the identification and prevention of adult abuse, neglect, and exploitation.
3. Cases of suspected adult abuse, neglect and financial exploitation will be reported to Adult Protective Services hotline at (866) 654-3219 or (505) 476-4912.
4. The Center will inform seniors that financial exploitation will not be tolerated by persons within the Aging Network by posting large easy-to-read notices to caution seniors about exploitation and encourage them to report such problems to staff.
5. The Site Manager will discipline any person who violates the program's code of conduct following this manual's guidelines and, in the case of a City employee, the City of Socorro's Personnel Policy.

2.0 Disaster Policy

The purpose of this section is to summarize City of Socorro Senior Citizens Program efforts to evaluate and prepare for any disasters. In the event of a disaster, the City of Socorro Senior Citizens Program will implement the *Continuity of Operations Plan*, a separate document, in conjunction with the Fire Marshall/Emergency Management Team, Mayor and City Administrator.

2.1 Operational Needs

Prior to opening a site, staff will ensure the following:

1. Access to 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 is 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. The City of Socorro Mayor determines office closings and delays, and the City Clerk or Administrator notifies the media.
2. Site Managers will be attentive to television stations when the weather is unsafe for driving.
3. Staff will call clients scheduled for medical transport and inform them that we will be unable to transport them due to the weather and will transport them on the next open day.
4. In emergencies where one center must close, we will transport participants to the nearest senior center. We will post notices at the center informing others which center is open for seniors.
5. All attempts will be made to deliver homebound meals and clients will be notified if weather will not allow vans to operate. 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 when 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 lasts 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 City's fleet. To assist with this type of delivery, it will be the responsibility of the administrative staff to coordinate with the City Administrator.
6. PLEASE REFER TO THE PROGRAM'S CONTINUITY OF OPERATIONS PLAN FOR CONTINGENCY PLAN DETAILS

2.3 Fire Inspection

Fire Inspections/Drills will be performed twice a year by the Site Managers. Documentation will include the date, time, number of people present, the length of time to evacuate, the name of the supervising person and a witness signature line.

2.4 Environmental Infectious Disease

In the event that the City of Socorro Senior Center should encounter an infectious disease of any sort, the staff will take the following precautions for the safety of the seniors:

1. Contact the Socorro Public Health Office (NMDOH) at 575-835-470 to report and identify the infectious disease and follow any recommendations by the NMDOH.
2. Staff will also contact Nurse Advice New Mexico at 1-877-725-2552 and the NMDOH Reporting & Surveillance Hotline at 505-827-0006

3. If an infectious disease is discovered, the Center will be evacuated and closed. The City's General Services Director will be notified for any sanitary cleanup and request will be made to use the City of Socorro disinfectant fogger.

3.0 Political Activities

The City of Socorro Senior Citizens Program will provide equitable time to all candidates who make requests to address the seniors. The Site Managers will be responsible for enforcement of the following policies. This includes approval of political activity prior to the scheduled event.

3.1 Prohibited Activities

All agency representatives, including employees, and elected officials 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.

3.2 Presentations

1. Time Frame Allotted:
 - a. No presentations will be made during lunch service.
 - b. Presentations shall not exceed fifteen (15) minutes, including questions and answers.
2. Types of Presentations allowed:
 - a. One to one process
 - b. Group process
 - c. Forums (sponsored by City of Socorro or the Senior Center Program)

3.3 Political Donations & Materials

1. 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.
2. Distribution of Political Candidates Material: Prior arrangements are to be made before distribution of the material.
3. No campaign signs or materials shall be posted on City of Socorro property unless they are posted during an allotted presentation and removed immediately following the presentation.

4.0 Consumer Surveys

4.1 Quality Survey—Consumer Input

A survey will be conducted annually to ensure development of needed services. The survey is designed to monitor and measure the quality of services delivered by the City of Socorro.

1. Survey results will be used to:

- a. Present to elected officials.
 - b. Improve and/or enhance individual service(s)
 - c. Manage the quality of services.
 - d. Ensure compliance of quality services delivered.
 - e. Use as a planning tool.
2. The survey must include, but are not limited to:
 - a. Age, gender, and marital status
 - b. Number of persons in household
 3. The analysis of data must include the number of surveys conducted, number returned and the results of each question posed.
 4. The Mayor, City Council and Site Manager will develop a plan of action to address issues identified through the survey.
 5. Documentation and the final report of each survey performed must be submitted to the City of Socorro City Council for acknowledgement and results must be maintained for a period of three years and will be available for review by Non-Metro AAA.

5.0 Congregate Program

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.

5.1 Congregate Program 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. (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. Eligible participants must be registered each fiscal year (July 1 through June 30) by providing 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.

5.2 Serving Guests and Staff

Ineligible guests or staff who eat the congregate meal at the City of Socorro Senior Center will pay the full price of \$10.00. This price is subject to change based on operational expenses and is determined by the *Meal Cost Worksheet*.

5.3 Meals

1. The center will 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 participants' 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 the *Meal Cost Worksheet*.)
5. Contributions are strictly voluntary.
6. Participants will not touch food on the serving line.
7. Participants will note and respect the use of designated handicap areas.
8. Food is not to be carried out.
9. Food cannot be pilfered from participants (i.e., caregivers or visitors may not share in a participant's individual meal).

5.4 Congregate Facilities

1. Facilities will comply with all applicable federal, state, and local health, fire, safety, building, zoning and sanitation laws, ordinances or codes.
2. The Program will 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 properly charged fire extinguisher will be on the premises at all times with a current inspection tag.
5. Each Site Manager will carry-out an on-site physical evacuation plan at least bi-annually.

5.5 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 City of Socorro Building.
5. Notice that only trained staff or volunteer meal delivery persons may carry out meals to meals sites.