



SENIOR CENTER HANDBOOK

Upper Shore Aging, Inc.
(revised 7/01/2025)

7/14/25

**SENIOR CENTER HANDBOOK
W E L C O M E**

Welcome to the Senior Center! Upper Shore Aging, Inc. hopes you will enjoy the activities that are offered and make new friends. Feel free to make suggestions for new programs or activities that may interest you.

This Handbook is designed to familiarize you with the Center and its operations, as well as the services offered by Upper Shore Aging, Inc. Please read the Handbook carefully and discuss any questions you may have with your Senior Center Manager.

Again, WELCOME, and we hope your hours spent at the Senior Center are rewarding.

**Jennifer Neal, Director
Senior Center & Nutrition Programs**

**Herb Cain
Executive Director**

BACKGROUND & ELIGIBILITY

Upper Shore Aging, Inc. is a private non-profit corporation which is designated as the Area Agency on Aging (AAA) to administer programs and services for Senior Citizens in Kent, Caroline and Talbot Counties. The AAA develops and coordinates services which enable older adults to maintain a satisfying and independent lifestyle. Programs are supported by volunteers, participant contributions, private donations, as well as Federal, State and Local funds.

Senior Center and Nutrition Services operating guidelines are set by the Older Americans Act of 1965 as amended through February 2024.

Eligible Participants are:

<u>AGE</u>	<u>ELIGIBLE PARTICIPANTS</u>
60 yrs. or older	Participant
60 yrs. or older	Staff, Instructors Volunteers
60 yrs. or older	Volunteers in Nutrition Program
Under 60 yrs. of age	Spouse of Eligible Participant Regardless if age
Under 60 yrs. of Age	Volunteer in Nutrition Program
Under 60 yrs. of age	Disabled Person living with and accompanied by a Participant who is 60 and older

CENTER REGISTRATION

When you join the Senior Center or Nutrition Site, you will be required to complete a registration form. The form is kept strictly confidential and is for the Agency's use only, and is used for emergency information should you become ill. If the Center is closed unexpectedly, it will provide the needed information for the Center staff to contact you.

Please complete the forms thoroughly. Also, include the names of those persons you wish the Center to contact in the event of an emergency. If the data needs changing, please inform the Senior Center Manager immediately.

ILLNESS

If you are ill, please stay home to avoid spreading your illness. There are many frail persons who attend the Senior Center and for whom it would be extremely dangerous should they contract "THE BUG".

When you are ill, please contact the Center staff. Should you require Home Delivered Meals or other services, they could be provided.

Should you become ill while at the Center, arrangements will be made to contact your emergency contact person, and/or if necessary, 911 will be contacted.

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MEALS AND RESERVATIONS

A noon meal meeting 1/3 of the Recommended Dietary Allowance (RDA) as established by the Food and Nutrition Board of the National Academy of Sciences - National Research Council, is provided daily at the Senior Center. Menus will be provided each month. Check the menus in advance to place your meal reservation. You may bring anything you wish to eat instead of or in addition to the meal provided. The meals are low sodium, but they are not salt-free or diabetic meals. If you have a strict dietary requirement, you should bring your lunch. Anonymous voluntary contributions are collected. Suggested contributions are as follows:

UPPER SHORE AGING, INC. SUGGESTED DONATION:

\$4.25 PER MEAL

**YOUR CONTRIBUTIONS ARE GREATLY APPRECIATED
AND ALLOW US TO CONTINUE THIS SERVICE.
GUESTS AND STAFF UNDER AGE 60 MUST PAY FULL COST OF
\$8.50.**

A meal reservation system is used at the Senior Center so that costs can be maintained, and waste or shortages can be avoided. Lunch is served at Noon, except for the Caroline Senior Center at 11:30 a.m. You will be encouraged to sign up 2 weeks in advance for lunchtime shows/entertainment. Lunchtime serving meal hours will end at 12:15 p.m., except for the Caroline Senior Center at noon. Please inform the Senior Center staff as soon as possible if you wish to cancel your reservation. Those persons with meal reservations will be served first. If you do not have an advance meal reservation, you will only receive a meal if there is food left.

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REMOVAL OF FOOD FROM THE CENTERS

1. Congregate Meal Program participants may remove from the Nutrition site only the following foods: bread, whole pieces of fruit, cake, cookies, crackers, and unopened, pasteurized portion control food items or other food items specifically deemed not potentially hazardous by the Director of Senior Center and Nutrition Programs or Senior Center Manager.
2. No other food items may be removed by Congregate Meal Program participants from the nutrition site for any reason.
3. Congregate Meal Program participants are reminded that this Policy exists solely for their protection from the hazards of food borne illness.

CENTER CLOSINGS

HOLIDAYS

The center will be closed on all Federal and State holidays. Occasionally, there are some exceptions. The Center staff will post this information and inform you of any changes.

INCLEMENT WEATHER

Please listen to your local radio station and the following TV Stations: WBOC, and WJZ (WBAL) for closings during inclement weather. You can also call the Senior Centers to see if they are open. We will also post this information on our online Facebook page or Senior Center website (if applicable)

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A NOTE ON TRANSPORTATION

Participants are responsible for making their own transportation arrangements with the Dispatcher for their county. Generally, Senior Center staff should not make transportation arrangements for participants.

If you are a new or infrequent visitor to the Senior Center, please call the Dispatcher for your county the day before to arrange transportation to the Senior Center.

If you need transportation to somewhere other than the Senior Center, please call the Dispatcher for your county at least 72 hours in advance.

Phone numbers for dispatchers

- **Kent County – (410) 778-5187**
- **Caroline County – (410) 479-3867**
- **Talbot County - (410) 822-4155**

Do not call Transportation to inquire about the Center's closing on inclement weather days, call the respective Senior Center.

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SENIOR CENTER REGULATIONS POLICY

In order to function effectively as a Senior Center, the following Center regulations have been established:

- 1. Although assistance may be provided for general activities, participants must be self-sufficient in basic needs. These include:
 - a. Using Restrooms without assistance**
 - b. Eating without assistance**
 - c. Moving around the Center with minimal assistance****
- 2. Participants must be in moderately good physical and mental health. Centers are not equipped with medical facilities nor with trained therapists, nurses, etc. Mental disorientation or physical handicap requiring individual care cannot be accommodated. Individuals must exhibit a sense of independence and ability for self care.**
- 3. All participants have the right to enjoy the programs to the fullest in a calm, pleasant atmosphere. Profane language, very loud or aggressive behavior will not be tolerated. Persons obviously intoxicated will be asked to leave the Center.**
- 4. Participation at the Senior Center may be prohibited because of an individual's incontinency. This health problem shall be referred to that County's Adult Evaluation and Referral Service. If all appropriate measures fail, action shall be taken as outlined on Page 8, Section 5 of the Senior Center Handbook.**

SENIOR CENTER REGULATIONS (continued)

- 5. Participation at the Senior Center may be prohibited because of individual's uncleanliness or poor bathing habits or because of unusually soiled clothing. These personal hygiene problems shall be referred to that County's Adult Evaluation and Referral Service (AERS) Program. If all appropriate measures to correct the problem fail, action shall be taken as outlined in paragraph 12.**
- 6. With the exception of Guide Dogs, no pets or other animals are allowed in the Center.**
- 7. Upper Shore Aging, Inc. or the Center staff is not responsible for lost or stolen belongings.**
- 8. Persons with meal reservations will be served first. There is no "reserved" seating.**
- 9. Participants leaving the Center during Center hours must notify the Senior Center Manager and observe specific Site guidelines. This will ensure that the person can be contacted in case of emergency and will provide for group safety. The Senior Center Manager and/or family has the authority to decide whether a participant should leave the Center during regular hours. They may also make the decision regarding a participant's inclusion in field trips.**
- 10. Participants will be informed of the minimum suggested contribution for meals. There may be fees for craft supplies, field trips, special activities, etc. Contributions will be accepted at all times to help defray program costs.**
- 11. A non-smoking policy is in effect at all Senior Centers.**
- 12. Political Activities- Information Sharing: It is permissible for elected officials to make presentations on topics of particular interest to seniors. For example, a senator may explain new changes in Social Security regulations.**

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SENIOR CENTER REGULATIONS (continued)

Campaign Season: Candidates for public office or their representatives may mingle informally at any time, as long as they do not interrupt or disrupt scheduled or structured activities. They may frequent common or public areas in the Center. Under no circumstances may campaign literature be distributed directly or given personally to anyone in the Center. Candidates may leave their literature with the Center Staff to be placed in the central information area.

Candidates may not make partisan presentations to groups in the Center, even in an informal setting. However, the Senior Center Manager may permit outside organizations such as the League of Women Voters, to invite candidates to debate issues of concern to seniors at a formally schedule program.

13. Sale of products- Soliciting, selling, or collecting money or other items within the Senior Center is not permitted unless it is a part of a fundraising project or event sponsored or approved by the Senior Center Manager.

14. Failure to comply with these regulations will result in the following actions:

- a. One verbal warning.**
- b. The second offense will result in a two-day suspension.**
- c. The third offense will result in permanent suspension.**

If at any time a law enforcement agency is called for a disorderly participant, they will be permanently suspended from the senior center, regardless if a. b. or c. had been issued!!!

If any of the aforementioned actions are taken, you have the right to file an appeal in accordance with USA's Grievance Procedure for Participants and Contractors. A copy of this procedure follows in this Handbook.

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**GRIEVANCE PROCEDURE FOR PARTICIPANTS DENIED
THE SERVICES OF AN UPPER SHORE AGING PROGRAM**

This grievance procedure applies to individual persons not employed by Upper Shore Aging, Inc. who seek the services of programs offered by the Agency, but who have been denied these. Any denial or discontinuance of services which are offered by the Agency are appealable. Only individuals who have been denied services as a result of ineligibility may not avail themselves of the formal procedure; rather, such individuals may contact the Executive Director of the Agency directly if they believe they are eligible for a particular service and have been denied service.

- 1. When any participant or applicant for services is denied initial or continuing service, or if they are dissatisfied with the quality of services rendered, they are to be given a copy of this Grievance Procedure.**
- 2. An applicant for services or a participant denied continued service must submit a complaint in writing within 10 days of the initial denial of services to the supervisor of the employee denying the service (listed on page 19 is the chain of command within Upper Shore Aging, Inc.). This complaint must include the following: the applicant or participant's name, address & phone number; the aggrieved person's signature; a clear and concise synopsis of the issue to be considered including the date service was denied; the aggrieved person's position on the issue; any pertinent facts or evidence which supports the aggrieved party's position.**

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**GRIEVANCE PROCEDURE FOR PARTICIPANTS DENIED
THE SERVICES OF AN UPPER SHORE AGING PROGRAM**

(Continued)

- 3. The supervisor receiving the formal complaint must respond in writing to the complainant within 10 working days acknowledging receipt of the complaint. This person must undertake a review of the complaint within 14 working days.**
- 4. The complainant must be notified in writing, within 7 days of the completion of the review, of the results of the review. The review may support, modify, reverse, or let stand the original decision.**
- 5. The Agency employee reviewing the complaint must provide a meeting, if requested by the applicant or service participant within 10 days of the complainant's receipt of the review letter, to discuss or reconsider the decision or to review new and pertinent information which was not originally considered in the decision. The complainant will be notified in writing of the date, time and place of the meeting.**
- 6. If the complainant is still not satisfied, he or she is to be referred to the Executive Director of the Agency. The same rules noted previously apply to all steps in the appeals process.**
- 7. The grievance procedure ends with the involvement of the Executive Director; his decision is final and the appeals process is concluded with a meeting between him and the complainant. The Executive Director will issue a final, written decision to the complainant in writing within 1 week of this meeting.**

ADVISORY COMMITTEE

The major Senior Center in each county serves as the focal point in the community for access to and delivery of Upper Shore Aging's many programs. As the Area Agency on Aging's direct link to the community, the Senior Center is well situated to facilitate communication between the county's older residents and management of USA, Inc. regarding the needs and circumstances of elderly persons. Area Agency on Aging, Upper Shore Aging, Inc. is committed to empowering elders to affect the decision making process as it impacts programs and services meant for their benefit and which are delivered by the Agency.

The Senior Center Manager in each county, overseen by the USA, Inc. Director of Senior Center and Nutrition Programs, shall establish a local *Advisory Committee* for the purpose of:

- 1. Evaluating the circumstances and needs of older persons in the County and communicating such to the USA, Inc. Executive Director, and Board of Directors.**
- 2. Advising the USA, Inc. Board of Directors in all matters of interest to the county's elderly residents.**
- 3. Advocating for the best interests of the county's older residents.**
- 4. Serve as the voice of Senior Center participants to management.**
- 5. Affect the development of the Senior Center's activities**
- 6. Advise the Senior Center Manager on décor and furnishings of the Senior Center.**
- 7. Advise as to menu design considerations for the nutrition programs.**
- 8. Serve as the primary forum for discussion of problems, misunderstandings and disagreements at the Senior Center.**

ADVISORY COMMITTEE (continued)

Membership of the Advisory Committee

Each local Advisory Committee will have a least 6 and as many as 10 members. At least half of the members will be active Senior Center participants, “active” defined as regularly attending the Senior Center at least 50% of its days of operation for a minimum period of one month. The remaining members of the Advisory Committee, at least 2 members, will be non-Senior Center participants having an interest in the welfare of elders and who live or work in the County, ideally and in order of priority:

- 1. Individuals regularly providing volunteer support in the Home-Delivered Meal’s program.**
- 2. Individuals employed by the local Health Department or department of Social Services.**
- 3. Donors, supporters or other volunteers at the Senior Center.**
- 4. Other interested members of the community.**

The Council’s discussions should be directed toward the good of the group and the fulfillment of its objectives, rather than the personal aims and wishes of individuals.

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ADVISORY COMMITTEE (CONTINUED)

Meetings of the Advisory Committee

The Advisory Committee will meet at the Senior Center at least Bimonthly, monthly meetings are preferable. The USA, Inc. Director of Senior Center and Nutrition Programs and the Senior Center Manager will attend meetings of Advisory Committees.

Advisory Committee Officers

Each Advisory Committee will have a Committee Chairperson, Vice Chair and a Recorder/Secretary. Meetings of the full Advisory Committee will be led by the Chair or in his/her absence, the Vice Chair.

Conduct of Meetings

All meetings of the Advisory Committee will be informal in terms of their tone and conduct. Ideally, meetings will produce recommendations that arise from the consensus of opinion among members in attendance, such recommendations to be communicated appropriately in the form of simple written notes. Senior Center Manager will facilitate the filing/storage of written notes and recommendations.

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OTHER SERVICES

Upper Shore Aging, Inc. is a private non-profit corporation which is designated as the Area Agency on Aging (AAA) to administer programs for Senior Citizens in Kent, Caroline, and Talbot Counties. The AAA develops and coordinates services which enables older adults to maintain a satisfying and independent lifestyle. Programs are supported by volunteers, participant donations, private contributions, as well as Federal, State and Local Funds. Upper Shore Aging, Inc. is dedicated to a policy of non-discrimination on any basis including race, color, marital status, sex, religion, disability, political belief, or affiliation.

**Administrative Office - Upper Shore Aging, Inc., 100 Schaubert Rd., Chestertown, MD 21620, 410-778-6000.
FAX number: 410-778-3562.**

MEALS - Nutritious noon-time congregate meals meeting 1/3 RDA are served at all Senior Centers. Home-delivered meals are available to homebound Seniors who are unable to prepare their own.

SENIOR I&A - Senior Information and Assistance provides information about services available to the elderly, application assistance, referrals to other agencies and follow-up contacts.

SC - Senior Care is a coordinated system of community services for frail clients age 65 or older who need help with the activities of daily living.

SENIOR LEGAL ASSISTANCE - Program available on a limited basis to persons age 60+ with legal problems not involving litigation.

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OTHER SERVICES
(continued)

GUARDIANSHIP – Provides 65+ frail elderly who have been determined (by medical evaluation and court hearing) to be unable to make competent decisions on their own behalf and who have no relatives or friends willing to assume responsibility with a “guardian of the person” responsible for making decisions and arrangements for the client. The Judge appoints a “guardian of property”, examines the client’s situation as needed or semi-annually.

UPPER SHORE CLARION – Monthly Senior Newsletter which provides information on benefits/services as well as coming events of interest to age 60+ residents.

HOUSING – Upper Shore Aging Housing Corporation operates 202 apartment units for persons 62 years or older, income-eligible or handicapped.

SHOPPING FOR SENIORS – This program is only available in Kent County. An Upper Shore Aging, Inc. staff person does personal shopping and makes deliveries to the clients’ home.

MEDICAID WAIVER – A program that gives eligible low-income adults a choice of receiving long-term care services in a community-based setting, rather than in a nursing home.

HEALTH PROMOTION AND DISEASE PREVENTION – Upper Shore Aging provides health screening, nutrition screening, physical fitness/group exercise programs and nutrition counseling/education either at the Senior Centers or at community events.

STATE HEALTH INSURANCE PROGRAM – SHIP offers one—on-one insurance counseling, information and group educational seminars on the Medicare & Medigap insurance programs, private health insurance issues and long-term care insurance

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OTHER SERVICES
(continued)

LONG-TERM CARE OMBUDSMAN - Upper Shore Aging employs an Ombudsman who investigates and resolves complaints of elder abuse and neglect in Nursing Homes or Assisted Living facilities in Caroline, Talbot or Kent Counties.

SMP – (Senior Medicare Patrol) Senior Information and Assistance Program Managers educate Medicare and Medicaid clients about these programs and how to read and understand provider statements in the hope that with better consumer understanding, incidents of fraud and abuse can be identified and reported.

FAMILY CAREGIVER SUPPORT - Upper Shore Aging, Inc. offers supportive services and resources to help adults and older persons caring for frail elderly persons in the home.

MARYLAND ACCESS POINT- Provides information and Assistance to older adults and persons over the age of 18 with a disability, of all income levels, who need long-term care services to assist with remaining in the community or want to plan for future needs. Information is also available for family and caregivers trying to support a parent, spouse or adult child.

SENIOR ASSISTED LIVING SUBSIDY PROGRAM (SALS)- Provides a monthly state funded subsidy for residents of licensed assisted living facilities who meet the eligibility criteria.

RETIRED SENIORS VOLUNTEER PROGRAM (RSVP)- Upper Shore has partnered with AmeriCorps to help place individuals 55+ in volunteer service within respective communities.

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SENIOR CENTERS AND NUTRITION SITE LOCATIONS

KENT COUNTY

**Kent County Senior Center
200 Schaubert Rd
Chestertown, MD 21620**

**Phone Numbers: 410-778-2564
410-778-2571
FAX Numbers: 410-758-2687
410-758-9994**

Hours: Monday through Friday 8:00 AM - 3:00 PM

CAROLINE COUNTY

**Caroline Senior Center
403 S. 7th Street, Suite 127
Denton, MD 21629**

**Phone Numbers: 410-479-2535
FAX Number: 410-479-1879**

Hours: Monday through Friday 8:00 AM - 3:00 PM

**Feddersburg Senior Center
118 N. Main Street
Feddersburg, MD 21632
(2nd Floor)**

Phone Number: 410-754-9754

Hours: Tuesday & Thursday 9:00 AM - 3:00 PM

TALBOT COUNTY

**Talbot County Senior Center
400 Brookletts Avenue
Easton, MD 21601**

**Phone Numbers: 410-822-2869
FAX Number: 410-820-9563**

Hours: Monday through Friday 8:00 AM- 3:00 PM

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TALBOT COUNTY (continued)

**Bay Hundred Senior Center
300 Seymour Ave.
St. Michaels, MD 21663**

**Phone Numbers: 410-745-4017
410-745-5963
FAX Numbers: 410-745-5978**

Hours: Monday, Tuesday & Wednesday 9:00 AM - 3:00 PM

APPENDIX

ROLE OF SENIOR CENTER PARTICIPANTS IN THE GOVERNANCE OF THE SENIOR CENTERS

Both the Older Americans Act and the philosophy of the management of Upper Shore Aging, Inc. indicate a substantive role for Senior Center participants in decisions that affect them. Aside from the Advisory Committee, participants' wishes, where possible, should be heard and accommodated. County Managers are strongly encouraged to be sensitive to the input and wishes of their participants at all times. They are also encouraged to consult with the Director of Aging and Nutrition Programs in the matter of increased participant involvement in the governance of the Senior Center.

SENIOR CENTER STAFFING STANDARDS

Senior Center Managers are expected to maintain adequate staffing for all the activities of the Senior Center, both on and off site. County Managers must consult in advance with the Director of Senior Centers and Nutrition Programs to assure the proper staffing of the Senior Center in the event of off-site activities and during monthly day trips.

CHAIN OF COMMAND

- 1. COUNTY MANAGER** – First discuss the situation with the Senior Center Manager.
- 2. DIRECTOR OF SENIOR CENTER AND NUTRITION PROGRAMS** – If the problem was not solved by the Senior Center Manager, contact the supervisor.
- 3. EXECUTIVE DIRECTOR** – The Executive Director is the final Step and his/her decision are final.

