



SAGE CENTER

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## **POLICIES AND PROCEDURES**



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## **POLICIES AND PROCEDURES**

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## POLICIES AND PROCEDURES

### CODE OF CONDUCT

The SAGE Center staff is committed to providing an atmosphere that is warm, welcoming and safe at all times. With your cooperation, we will work together to make this happen. Please demonstrate kindness to other participants and staff. Gossip, speculation, unkind words or actions are hurtful. Bullying behaviors are prohibited.

#### **Services Provided**

- Exercise classes, lectures, creative arts, health information, volunteer opportunities, games, trips and a variety of other wellness programs are available.
- We serve as a congregate meal site with AgeSpan.
- We are a Meals on Wheels delivery hub for West Newbury's and Groveland's homebound residents.

#### **Services Not Provided**

- The SAGE Center is not an adult day health center and does not provide nursing care, adult day care programs, respite care, homemaker services, mental health services, memory care, overnight care or other assisted living services.
- The SAGE Center does not employ staff to manage the health, mental health or personal care needs of participants.
- SAGE Center staff are not authorized to provide hands on, personal care assistance, including help with toileting or medication management.

#### **Eligibility to Participate**

- Each participant must be age 60 years and older, independent senior and possess the ability and willingness to follow all guidelines, as stated herein.
- Each participant must complete a Membership Form / Waiver upon attending for the first time.
- A senior who is not independent may attend if accompanied by a caregiver, family member or friend.
- An independent senior is expected to be reasonably oriented, capable of independent decision making, including their personal health, hygiene, medication management and monitoring of special diets.
- Eligibility decisions are at the sole discretion of the management staff.

## **Code of Conduct (continued)**

### **Attendance Sign-In**

- Participants are required to sign in using either the touchscreen or signing the attendance sheets at exercise classes, programs and events.
- If the participant is attending for the first time, a Membership Form / Waiver must be completed.

### **Behavior and Conduct**

- Participants are expected not to cause disturbances to SAGE Center programming and be respectful of other participants, presenters and staff.
- The SAGE Center building, furnishings and supplies should be respected by all participants.
- Theft will not be tolerated.

### **Taking Ill / Illness**

- Participants who attend while ill with colds, coughs or flus that could be spread to others will be asked to leave and not return until they have recovered.
- 911 Emergency Response will be called for assessment and/or assistance if a participant takes ill, experiences a fall or other accident while at the center. SAGE Center staff will call the client's emergency contact.

### **Prohibitions**

- Smoking, drinking alcohol, using profanity and substance abuse are prohibited.
- The participant may be asked to abstain from the inappropriate behavior, or, if necessary staff may contact Police for assistance.
- Violence, threats of violence, perceived threats of violence and negative behavior are not permitted.

### **Violations**

- If inappropriate actions are witnessed, staff will use their discretion to take corrective action to resolve.
- Repeated violations may result in the participant being asked to leave the premises.
- Possible permanent suspension may result from repeated violations.
- Privileges may be revoked at the discretion of the COA Director if the above rules are violated.



## **POLICIES AND PROCEDURES**

### **EVENTS, PROGRAMS AND EXERCISE CLASSES**

Participation in SAGE Center programs, events and exercise classes is open to anyone age 60 and over and is not restricted to residents of West Newbury.

#### **Registration**

- Membership Form / Waiver must be completed by participants of events, programs and exercise classes. This form provides important information which is kept confidential.
- The SAGE News will provide details of programs that require registration.
- There are a mix of programs; some will be drop-in groups, while others require registration and payment in advance.
- Participants are required to sign in using either the touchscreen or signing the attendance sheets at exercise classes, programs and events.

#### **Payments and Donations**

- The SAGE Center accepts payments in the form of cash and checks.
- If there is a financial hardship preventing someone from participating, scholarships are available.
- The West Newbury Council on Aging has two gift accounts to accept donations - the COA Gift Account helps support programming and any needs of the Center, and the Food Pantry Gift Account supports food pantry operations.
- The West Newbury Council on Aging has a Program Revolving Account established at the Special Town Meeting on October 23, 2023 for the purpose of receiving fees associated with programs, events, trips and transportation. Expenses incurred for these purposes will be paid from the Program Revolving Account not exceeding \$30,000 per fiscal year.

#### **Storm Policy and Emergency Closures**

- When the Pentucket School District closes due to extreme weather, the SAGE Center programs will be cancelled. This includes meals on wheels, congregate lunch, exercise classes and other programs.
- Cancellations will be posted on the Town web site and social media sites.
- SAGE Center Staff will be working in the office or remotely and available by phone and email, unless the Town Office Building closes.



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## POLICIES AND PROCEDURES

### FOOD PANTRY

Our mission is to provide food, cleaning supplies and personal hygiene products to those in need. We provide healthy, fresh food with compassion and respect to individuals of all ages in West Newbury and surrounding communities.

#### **Schedule**

- Open on the 1st, 3rd, 5th (if there is one) Tuesday from 9:00-10:30 am each month and by appointment.

#### **Staff and Volunteers**

- 2-3 volunteers work at each shift; with a total number of volunteers of 5-6 under the direction of the Nutrition Coordinator.
- COA Director and Nutrition Coordinator will open the Pantry at any time for emergencies.
- Holiday Baskets are distributed three times per year.

#### **Recipients**

- Clients complete a confidential intake form / Membership Form at the first visit.
- There are no geographic or income limits.
- Food quantities are not limited, but recipients are encouraged to take only what they need for a two week period.

#### **Food Donated and Distributed**

- We do not distribute expired food.
- All food distributed is in its original packaging with nutrition label and expiration date.
- We accept unexpired food donations and monetary donations.
- Food Drives are held as needed throughout the community.
- Shopping for items is done by the Nutrition Coordinator or the COA Director.
- We collaborate with other area food providers for donations and to distribute excess items.

#### **Reporting**

- Data is collected and reported to the Council on Aging Board monthly. Data includes the weight of food collected, weight of food distributed, number of clients served, number of volunteers, number of volunteer hours.



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## POLICIES AND PROCEDURES

### MEALS ON WHEELS AND CONGREGATE LUNCH

The SAGE Center is committed to helping seniors have access to a healthy lunch, either at home with Meals on Wheels or at our congregate lunch site at the SAGE Center. This service is provided by AgeSpan (formerly Elder Services of the Merrimack Valley) five days per week. The monthly menu is posted to the Town's web site or available at the SAGE Center.

- **Meals on Wheels**

The Meals on Wheels program is offered by AgeSpan (formerly Elder Services of the Merrimack Valley). The program provides adults 60 and older and qualified individuals with disabilities with a hot meal delivered to their door five days a week. A storm pack is provided to Meals on Wheels clients in preparation for cancellations due to inclement weather. For more information about Meals on Wheels, clients can call the Intake Department at AgeSpan 1-800-892-0890.

- **Congregate Lunch**

The Congregate Lunch is served daily (Monday through Friday) at 11:30 am. Registration is required by calling the SAGE Center at 978-363-1104 at least 2 business days in advance. The suggested donation for lunch is \$2.



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## **POLICIES AND PROCEDURES**

### **MEDICAL EQUIPMENT CLOSET**

The Medical Equipment Closet is a program that allows durable medical equipment to be loaned out to clients for as long as they need it.

- Medical equipment is donated, sanitized, inspected and stored in the basement closet.
- Donations are accepted or denied based on our space limitations and inventory.
- When medical equipment is loaned out, a Medical Supplies Waiver is required to be signed by the client. Waivers are kept on file by the COA Director.
- SAGE Center staff has access to the equipment during regular business hours.
- After hours, the Police Department has access the equipment. The Police Department can be reached on the non-emergency phone at 978-363-1213.





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## POLICIES AND PROCEDURES

### SENIOR TAX WORK-OFF PROGRAM

The Town of West Newbury Senior Tax Work-Off Program offers homeowners from West Newbury who are 60 years of age and older the opportunity to earn an abatement on their real estate property tax bill. Paid at a rate of at least the Federal minimum wage and not more than the Massachusetts' minimum wage, West Newbury seniors may assist a Town Department to earn an abatement up to \$1,500. Placements are based on qualifications of the applicant and the needs of the Town Departments.

The SAGE Center welcomes community involvement and utilizes volunteers in many areas. Volunteers will be given a job description outlining the work to perform, and should follow the directives of the Department Manager or Supervisor. Volunteers need to be respectful of having access to confidential information. Some of the volunteer positions are as follows: Meals on Wheels Drivers, Newsletter Mailings, Food Pantry, Events, Receptionist. Other positions will be added as needed.

#### Eligibility Requirements

- Applicants must be West Newbury homeowners
- If the property is subject to a Trust, the volunteer must have legal title (be one of the trustees).
- Participants must be 60 years of age and older.
- One abatement per household. If two seniors in one household are accepted into the program, hours may be shared for a total abatement of \$1,500.
- There are no income limits/guidelines.

Upon receipt of applications, the COA Director will work with Department Managers for placement of volunteers. Interviews may take place to ensure a good fit. The Department Managers will work with the volunteers to create a work schedule. Volunteers are responsible for tracking their hours on the time sheet provided by the COA Director. Time sheets will need to be approved by the Manager. Volunteers should submit their time sheets to the COA Director on a regular basis. COA Director will record volunteer hours in the COA database. At the end of the fiscal year, the COA Director will submit information for the abatement to the Assessor, and mail a copy to the volunteer. The work is performed during the fiscal year, and the tax abatement will happen in the following fiscal year - off the first actual bill (3rd quarter bill).



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## POLICIES AND PROCEDURES

Our mission is to ensure that the transportation needs of the West Newbury seniors age 60 and over are met to the best of our abilities by offering several transportation options. Seniors must complete the SAGE Center Membership Form to participate. We are unable to transport clients who have undergone anesthesia. All transportation services are curb-to-curb. The client needs to independently transfer into and out of vehicle, as well as into and out of doctor's office or other facility.

### **NEET (Northern Essex Elder Transport) for Medical Rides**

- NEET is a non-profit volunteer program, with more than 20 volunteer drivers serving West Newbury seniors age 60 and over.
- To participate in this program, the senior must complete the Rider Registration Form and Waiver. This packet includes detailed guidelines for the rider to follow (masks, seatbelts, tolls, parking).
- Rides are scheduled by calling the SAGE Center with the details of the client's appointment.
- NEET will ask for the appropriate donation based on distance of ride.
- There is no guarantee that a NEET volunteer will be available to fill the seniors' ride request.
- NEET rides are not scheduled on weekends or holidays.

### **Mini MeVa FREE Services (Ring & Ride)**

- Mini MeVa is a curb-to-curb transportation service provided by the Merrimack Valley Transit (MeVa) for residents of Boxford, Georgetown, Groveland, Newbury/Byfield, Rowley and West Newbury.
- Mini MeVa Service Hours: Monday-Friday 5:00 am until 8:00 pm and Saturday 7:00 am until 7:00 pm. Service is not available on the following holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Patriots' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day and Christmas Day.
- For more information or to make a reservation, please call 978-469-6878, press option 3 between 8 am and 5 pm Monday through Friday at least two days in advance.

### **Mini MeVa FREE Services - VA Bedford**

- VA Bedford Mini MeVa is a curb-to-curb transportation service for Veterans and their families who reside in Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury/Byfield, Newburyport, North Andover, North Reading, Rowley, Salisbury and West Newbury.
- This service allows riders to access the VA Bedford Health Care System, located in Bedford, MA.
- For more information or to make a reservation, please call 978-469-6878, press option 3 between 8 am and 5 pm Monday through Friday at least 7 days in advance.



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## **POLICIES AND PROCEDURES**

### **VOLUNTEER PROGRAM**

The SAGE Center welcomes community involvement and utilizes volunteers in many areas. Volunteers will be given a job description outlining the work to perform, and should follow the directives of the Department Manager or Supervisor. Volunteers need to be respectful of having access to confidential information. Some of the volunteer positions are as follows:

- Meals on Wheels Drivers
- Newsletter Mailings
- Food Pantry
- Events
- Receptionist
- Office Help for various Town Departments