

Eastern Band of Cherokee Indians

Senior Citizens Program



Information Packet

2020-2021

MISSION STATEMENT

*TO MAINTAIN OUR PROGRAM TO A LEVEL
HIGHLY VISIBLE IN OUR COMMUNITY WHERE
OLDER PERSONS CAN RECEIVE THE
ASSISTANCE THEY NEED IN ORDER TO LIVE
WITH DIGNITY AND CHOICES IN THEIR
HOMES AND COMMUNITIES FOR AS LONG AS
POSSIBLE.*

Welcome, to Cherokee Senior Citizens Program. We take great pride in our center and are always glad to see new clients join us.

This information packet was designed to help you become better acquainted with our program and the services that we provide.

You will find a copy of the Policies, Code of Conduct, copies of applications for services and detailed information about the programs services and activities.

Thank you and we look forward to many years of rewarding association.



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Copies of the following:

Tsali Manor Fire Evacuation Plan

Senior Citizens Fuel Application

Senior Citizens Participant Intake Form

Home Delivered Assessment Form

Senior Citizens Emergency/Ensure Assistance Form

Release of Information

DAAS 101 Form

Cherokee Senior Citizens

Manager-----Deborah West

Social Services Supervisor-----Krisna Ashe

Food Supervisor-----Krzysztof Sikorski (Kris)

Administrative Assistant-----Jamie Tranter

Receptionist-----Tiffany Taylor

Outreach Worker-----Sherry Welch

Head Cook-----Annie Young

Cooks----- Kim Wildcat
Justin Lee
Bobbi Smith

Phone Number: 828-359-6860

CODE OF CONDUCT
FOR
CHEROKEE SENIOR CITIZENS PROGRAM

1. Confidentiality of private personal matters will be maintained at all times.
2. All persons shall be treated equally regardless of race, color, creed, religion or sex.
3. Courtesy and politeness toward other clients, staff, and visitors will be observed at all times. Uncalled for interruptions and/or harassment will not be tolerated.
4. Arguing with other participants in an abusive manner or gossip which disrupts the atmosphere of the center is considered unacceptable behavior.
5. Loud and or boisterous conduct which is upsetting to others and discourages them from attending will not be tolerated.
6. No smoking in building. No spitting in trash cans sinks or water cooler.
7. Using foul language or cursing is not conducive to a pleasant atmosphere at the Senior Center, and therefore will not be tolerated.
8. Please respect others privacy. When someone is in an office with staff, please refrain from entering until they have completed their business.
9. No designated seating. All participants may sit at the place of their choice.
10. Due to health and safety reasons, children should not attend the Senior Center on regular basis.
11. Failure to comply with this Code of Conduct will result in suspension from the congregate services for an indeterminate time.
12. Unruly, disrespectful or disruptive conduct will result in suspension from the congregate services for an indeterminate time.
13. Appeals or upon returning to the center, one must meet with the Manager.

TSALI MANOR SENIOR CITIZENS CENTER

CONGREGATE MEAL POLICES

Eligibility for Elderly Nutrition Congregate Meals

Congregate nutrition services shall be available to person's age 59½ or older. Volunteers to the Senior Center, under the age of 59½ may be served a meal when it does not restrict the participation of an older person.

All individuals are required by the grants to complete a Client Intake form when receiving services.

Tsali Manor Senior Citizens Center is open from 7:45 to 4:30, Monday thru Friday. Lunch is served 5 days a week at 11:30 to 12:00, unless stated otherwise. (Ex. Potluck, Outings, Etc.)

For those clients that come in early we have coffee, tea, popcorn and snacks.

Preferences will be given to providing services to older individuals with the greatest economic or social needs, with particular attention to low-income minority individuals.

Our Grants require that preference is given to persons who are health impaired, and who are in need of nutritional support or those older persons whose independent living arrangements lack proper facilities for meal preparation.

Self, friend, neighbor, or community resources may refer participants to the services.

Each participant is required to sign in daily on the sign-in sheet and mark (√) in the appropriate place if they plan to attend the next day. If participant is unable to sign in for any reason but plans to attend, they are required to call in to the center before 10:00 am to have their name added to the meal count for that day.

It is recognized that there will be circumstances occasionally where services must be denied, suspended or terminated for those seeking assistance. In order to be consistently fair and reasonable with clients and families, the following policy is adopted as a guide.

SERVICES MAY BE DENIED WHEN:

1. A client does not provide adequate information, or generally refuses to cooperate with the staff in determining eligibility for program or services.
2. The client does not meet the essential eligibility criteria for a specific program or programs based upon their declared statements of information.
3. When a client's unmanageable behavior is blatantly disturbing, profane, and threatening to other clients or staff who is responsible for program services.
4. Failure to comply with the Code of Conduct.

SERVICE MAY BE SUPENDED OR TERMINATED WHEN:

1. Observation and knowledge gained by the staff indicates that a client does not meet the essential eligibility requirements.
2. The client's needs are met, and the service is no longer needed. Hopefully, this observation is made by mutual agreement with the client, but at times, termination of service can be at the discretion of the center if adequately documented.
3. When an assessment of the client clearly establishes the need for the client to move on to higher levels of care due to the inability to adequately take care of themselves without direct supervision or assistance, and /or to avoid the risk of injury.
4. The client does not comply repeatedly with the Code of Conduct, policies or guidelines of the center.
5. Food, including desserts, salads and milk are taken out of the building.

PROCEDURE

The Manager of the center is the only authorized person, under this policy to deny, suspend or terminate participation in a program or service at the center. Staff, clients or volunteers who believe that a client's participation should be denied or restricted should report in writing details of the incidents that warrant an investigation.

The Manager is to collect all relevant information, including discussing the situation with the client and / or family member prior to making a decision. If

participation is restricted in any way, the client will be notified in writing. Written documentation will be maintained in the center. Clients or family members who feel that they have been restricted from participation unjustly may appeal to the Manager.

Guest Meals

All visitors and guest under the age of 59½ may purchase a meal ticket for the price posted in the dining area. All visitors/guest under the age of 59 1/2 must wait until all participants are served and then must present their meal ticket to the kitchen staff upon receiving a meal. Children are discouraged from attending on regular bases.

Cost-Sharing/ Contributions

While there is no meal charge for any person 59½ or older and their spouse, we do however; ask that you make a contribution for the service received. Donation cups are available for donations; please feel free to use them. We do appreciate any contribution made and it will be used to expand our meal program. All contributions will be kept confidential.

Phone calls

Clients may receive/place phone calls at the center.

Policy on Leftover Food

Tsali Manor Senior Citizens Center is a Nutrition Program and since the program cannot assure the safety of food taken home by participants for several reasons including unknown length of ride home, inability to control when the meal is eaten or stored.

The following is the policy that the program will follow in regard to leftover food.

1. When there are extra full meals available, the program should have a list of people who meet the program guidelines that could be called on short notice to eat a meal.
2. If there are no participants available who could come in or there are only portions of meals left, then second helpings should be encouraged.

3. Only the following items may be taken from the center:
 - Whole fresh fruits with the skin or peel intact.
 - Breads such as rolls, biscuits, or cornbread.
4. These items must be wrapped in tinfoil or plastic wrap for protective covering.

Activities

The Activities Area is always busy with new projects. Projects include holidays, home décor, floral and traditional crafts. Many different crafting mediums are used which include sewing, painting, beading, quilting, wood projects and many more. These crafts are designed to promote creativity, hand manipulation, and mind stimulation. All of which are essential to all senior citizens wellbeing. All clients are encouraged to participate in any craft classes that are offered. These activities begin about 10 am. Special hobby classes or workshops are offered in the afternoon. These classes are more advanced than the regular crafts classes and are on a smaller scale. The times for these events will be announced when clients are to sign up for the class.

Quarterly newsletters and monthly calendars are provided for clients to keep them informed of times and dates of upcoming events.

Throughout the month the center hosts educational presentations to keep seniors informed about the different programs that are available in our community and health presentations that discuss issues that affect our senior citizens. Monthly health screens are scheduled to help keep a check on blood sugar and blood pressure levels. These screens will be announced prior to the program visit.

Monthly day trips are planned, such as shopping, beauty school visits and other outings.

Inclement Weather Policy

- If Cherokee Central Schools are on Schedule B, then we will be on delay. Center will open at 9:45am. Meals will be at regular time. If Tribal programs are on Schedule B, congregate meals only will be served only to those who call in and or signed in the day before.

- If Transit suspends all services due to weather, meals will only be provided to those who can drive in safely. (Clients must call in by 10:00). Homebound meals will not be delivered.
- In case of prolonged or severe weather homebound clients will be contacted to assess needs and arrangements will be made to deliver emergency meals.
- Inclement Weather Policy will be posted in the center.

Disaster Plan:

During the event of a Tribal disaster the Chief would call the Secretary and Director of the division and they will deem if it is safe and necessary for the staff to report to work. Staff would report to work and contact all clients to see if they are safe or in need of assistance. If clients need assistance, then staff would contact the proper authorities.

Injury Plan:

All staff is First Aid and CPR Certified.

In the event of an accident or injury the staff will use the proper procedure and provide care. If further assistance is needed Emergency Management Services (EMS) will be contacted and staff will continue care until assistance arrives on the scene.

An injury report will be completed and provided to the Tribal Safety Officer.

Fire:

In the event of a fire during congregate mealtime, the Manager or one staff member will contact the Fire Department.

Staff will check the area they are currently in, close windows, doors and usher clients to the closest exit.

Manager/Supervisor and a designated staff person will check the bathrooms and dining room. A designated staff person will check the lobby and office area.

Activities Coordinator will check activities area. All other staff will exit with clients and remain with them. At no time will anyone be allowed to re-enter the building until it is declared safe. (There is an exit map included in this packet)

Fire drills are practiced quarterly (or more often if deemed necessary).

Tornado:

In the event that a tornado occurs while clients are in the center, staff will direct the clients away from the open areas (dining area, activities area, etc.) into the closed areas (hallway, dish washing area and bathrooms) to interior walls. They will be directed on when and if to take the tornado position.

The Manager/Supervisor will call for help.

Confidentiality

All information supplied to our agency by participants and all participant records will be held in the strictest of confidence. No information will be given from these records without prior approval from participant.

HOME DELIVERED MEAL POLICIES

ELIGIBILITY FOR HOME DELIVERED MEALS SERVICES

A person must be age 59 ½ or older to receive a home delivered meal.

Referrals can be made to the Outreach worker by medical staff only. Upon receipt of the written referral from a doctor, this states that a person is in need of a meal. Outreach worker will make a home visit to make certain the homebound person desires the service and understands the following:

1. A meal will be delivered each day, Monday through Friday. If a meal is delivered two days in a row and no one is at home, the service will stop until someone calls the center and requests a meal again.
2. Meals will be STOPPED until any aggressive animals are contained.
3. NO meals are to be left outside.
4. Every attempt should be made to inform Tsali Manor ahead of time when the homebound person will not be at home.
5. The homebound person must be homebound and does not leave home except for health-related reasons.
6. A written referral from a medical person familiar with the homebound person must be sent to Outreach Worker prior to receiving the meal services.
7. There must not be an adult living in the home that is willing to prepare the person's meals.
8. The person must be unable to participate in the congregate nutrition program at the Senior Center, because of physical, mental, or emotional problems.
9. The person must be physically or emotionally unable to obtain food or prepare meals.
10. The person must reside in a home setting.
11. Per grant guidelines all homebound clients will be reassessed every 6 months.

FOOD SAFETY

If the meal is not consumed immediately, please store your meal properly in the refrigerator. This is for your safety, to prevent illness from improper temperatures.

CONTRIBUTIONS

While there is no meal charge for any person meeting out eligibility requirements, your contribution will be accepted gratefully.

SENIOR CITIZENS FUEL PROGRAM GUIDELINES

1. Must be 59½
2. Must be an enrolled member of the Eastern Band of Cherokee Indians.
3. Must live in the five (5) counties service area: Swain, Jackson, Cherokee, Graham and Haywood.
4. The residence where the fuel is to be delivered must be the primary residence of the senior citizen.
5. Only (1) one service per residence.
6. Only (1) one type of fuel per residence.
7. All seniors must reapply every year in September.
8. Must apply for the primary heat source only.
9. Applications will start being taken in September. A notice will be put in the local papers as to what date.
10. No application will be taken after **March 31**.
11. Fuel deliveries will start October 1 and end May 31.
12. Gas must be the primary heating source to receive a gas tank purchase.
13. A onetime purchase of a 320-gallon tank or purchase of the tank that is currently being used at the residence.
14. Only one gas tank per household. If clients already own a tank purchased with tribal funds such as, HIP Program, Senior Citizens Program, Qualla Housing or any other program they will not receive another.
15. If a gas tank is purchased, then the primary heat cannot be changed for (5) five years.
16. Clients are not permitted to change heating source mid-year.
17. All accounts must have a zero balance before any new funding will be applied for new heating season.
18. It is the client's responsibility to pay for any fuel that is delivered over the budgeted amount (\$1,000.00).

ENSURE ASSISTANCE

1. Must be 59½ years of age.
2. Chronically ill patients only
3. Must have a prescription from the doctor.
4. Must be an enrolled member of the Eastern Band of Cherokee Indians.
5. Must live in the five (5) counties service area: Swain, Jackson, Cherokee, Graham and Haywood.

SENIOR EMERGENCY ASSISTANCE

1. Must be 59½ years of age
2. Must be an enrolled member of the Eastern Band of Cherokee Indians.
3. Must live in the five (5) counties service area: Swain, Jackson, Cherokee, Graham and Haywood.
4. Can only be serviced 1 time per year, unless there are extenuating circumstances.
5. The emergency amount will not exceed the program budgeted amount.
6. Must have a cutoff notice for all power bills.
7. No phone bills, cable bills or satellite bills will be paid.
8. Home appliances can only be applied for every five (5) years. (Example: if cook stove is purchased in 2019, then it will be 2024 before another cook stove can be applied for).
9. If an appliance goes over the budgeted amount, the client is responsible for the difference in cost.
- 10. No Emergency Assistance will be given the months of June, July, December and January.**

***** We do have a small amount of State funds that we can assist non-enrolled clients with such as small home repair or heater repair assistance.**

*****All Guidelines are subject to change without notice*****

SENIOR CITIZENS TRIP GUIDELINES

To participate in any Senior Citizens Trip, one must:

- Be an active participant of the program and daily events, (Someone who attends the meal site program no less than 3 days per week.)
- Exception: Senior Citizens with jobs. Illness or Senior Games.
- Actively participate in **all** scheduled fundraisers (100%).
- New clients (someone who has recently joined the meal site program) must have participated in all the fundraisers from the date of becoming an active participant.
- Have annual required physical. Physicians will be fully aware of trip expectations and necessary physical ability to determine if client is physically able to make the trip, whereas, he/she will record on physical form. In all fairness to others and staff, consider your health before you sign up. (Not required for day trips)
- Be aware that if non-refundable deposits are made, there is the possibility of repayment to the program if you are signed up and don't go. Exception: Medical
- If you think that you might not go, please let us know by (set date). For rooming purposes and deposits.

RULES

It is not allowable to participate in the trips of 2 different Senior Centers. If another center allows one to go on their trips, then that person will not be allowed to go with Tsali Manor.

In the event of an emergency while on trips, each person will submit emergency contact numbers.

A list of all medications must be provided with physical forms. (not required for day trips)

List Food Allergies and any other Allergies.

If you have been hospitalized or had other Health Issues in the prior month of the trip – you may not be eligible to go on the trip.

Also remember that you are responsible for you. If you are unable to take care of yourself (reconsider participating.) Be considerate of your roommate.

Staff are responsible for everyone on the trip. Cell phone numbers are provided if staff are needed anytime.

PROCEDURES

- Trip announcements will be made in the dining room.
- Staff will evaluate the pros and cons of several destinations for accessibility of the older population.
- There will be **no** sign-up list.
- Beginning with the first fundraiser, a list of those persons who fundraised will be posted.
- The list is complete with the first fundraiser. The only new ones added will be New Participants who join the program during the 2nd and 3rd fundraisers.
- New participants will be added **if** they meet qualifications.
- You may come off the list, but we will **only** add new active client names.
- If someone comes off the list, they cannot promise their “**slot**” to someone else.

Plans will be completed by the staff.

Each individual planning to go **must sell 30 tickets** per fundraiser or pay \$30.00 per fundraiser. Example:

If there are 3 fundraisers, $3 \times 30 = 90$ tickets should be sold

4 fundraisers, $4 \times 30 = 120$ tickets should be sold

Other fundraisers such as bake sales, dinners etc. will require 100% participation. This includes: donating items, working and clean up. A list of duties needed will be posted for sign-up.

For the Breakfast Fundraiser, everyone will be required to pay \$10.00 ea. These funds will be used to purchase the food for the sale.

If you skipped any fundraisers or turned in any # of unsold tickets, you will not be on the list.

If a new client signs up during an active fundraiser, they will only be responsible for it and remaining fundraisers.

If all fundraisers are complete before a trip a new client will not be eligible for that trip.

All fundraises will be completed by (set date)

2 staff (per bus) will accompany the trips.

Trips that the Senior Citizens are taken on are planned to be fun and active vacations.

If you have any questions, please put them in writing with your signature and turn into the manager.

“Remember how Blessed we are.”

Caring for Tsa La Gi Caregivers

Eligibility

The following people are eligible for services under the Older Americans Act Title VI-C Family Caregiver Support Program:

(1) FAMILY CAREGIVER- The term family caregiver means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual who is 59½ years of age or older and who is (1) unable to perform at least two (2) activities of daily living (ADL) without substantial human assistance, including verbal reminding, physical cueing, or supervision, or 2) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

(Another individual can be a neighbor, friend, or distant family member who is providing the majority of care for an older individual.)

Priority for services shall be given to those persons with the greatest economic or social needs, with particular attention to low-income minority individuals and those meeting requirements under most frail specifications.

Services:

- Information to caregivers about available services;
- Assistance to caregivers in gaining access to the services;
- Individual counseling, organization of support groups, and caregiver training to assist the caregivers in the areas of health, nutrition and financial literacy, and in making decisions and solving problems relation to their care giving roles;
- Respite care to enable caregivers to be temporarily relieved from their care giving responsibilities; and
- Supplemental services, on a limited basis, to complement the care provided by caregivers.

Currently we are only able to provide this service in the Qualla Boundary Area.