

# Senior & Disabled Center Staff Report – July 6, 2022

## Staff & Volunteer Update

### Staffing Changes:

- Program Coordinator
- Administrative Coordinator
- Director

### Open Positions:

- Dial A Ride Driver (PT)

### Positions Eliminated From the Budget (Attrition)

- Congregate Lunch Supervisor - PT (replaced by staff/volunteers)
- Nurse – PT (funding will be used for expanded health services and programs)
- Office Aid – PT

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## Current Volunteers:

- Roster of approximately 75 volunteers: Giving Garden, Coffee Shop, Congregate Lunch, Bingo, Setback, Tech Help, Meals on Wheels, AARP Tax Aide, Social Call Program, Woodshop

## Returning Soon:

- Trip Committee
- Gift Shop
- Hospitality

## Volunteers Needed:

- Giving Garden
- Gift Shop
- Durable Medical Equipment Room



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## Facilities Update

- Objective to make the facility welcoming, comfortable, safe and organized
- Parking lot refinished
- Water bottle fountains installed
- Interior building repainted
- Floors replaced in the Health Office
- New Wall of Honor
- Refreshed décor – live plants, decluttered
- Reorganized program and storage spaces
- Upcoming:
  - Banners/Coloring Wall
  - Student Art
  - Window Replacement Project



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## **Pandemic Operations Overview:**

- Early Days/Closure (March 2020 – Fall 2020)
  - Immediate Needs: nutrition, transportation, social work
  - Battling Social Isolation
  - Remote Programing: early days
  - Information and Communication
  - Networking and Resources
- Ongoing Pandemic: (Late 2020- Mid 2021)
  - Remote Programing: high-tech, low-tech and no-tech
  - Vaccines: info, scheduling and clinics
  - Individual Activities/Outdoor Programs

# Senior & Disabled Center Staff Report – July 6, 2022

- Ongoing Changes (Mid 2021- Spring 2022)
  - Expanding Programs and Services: constant changes
  - Reopening Plans: analysis, COVID mitigation strategies, color status
  - COVID-Related Services: vaccine & booster clinics, test kit and mask distribution
- Reopening & Moving Forward: (Spring 2022 - Present)
  - Return to the Center: most in-person activities, services & programs
  - Continued and Evolving COVID Mitigation
  - Social Isolation: continue to address ways to reach those at risk
  - Continue with in-person, high-tech, low-tech and no-tech activities

# Senior & Disabled Center Staff Report – July 6, 2022

- Current Services:
  - Nutrition: Congregate Lunch, Meals on Wheels, Coffee Shop, DAR Groceries
  - Transportation: Dial A Ride/Out of Town Rides are fully operational
  - Information and Referral: Social work, Renter's Rebate, Energy Assistance, INR Center, AARP Tax Aide
  - Health Services: Foot Care, Blood Pressure Clinics, Hearing Screening
  - Office Assistance/Paper Shredding/Free Table
  - COVID-Related Services: vaccine & booster clinics, test kit and mask distribution
- Current Programs and Activities (Stay Active, Stay Connected, Have Fun)
  - Monthly schedule of special programs, events, classes & evidence-based programs
  - Programs to Stay Active: exercise room, strength training, chair aerobics, Walk With Me, cornhole, pickleball, table tennis, walking challenges, FitLot classes, Parks & Rec: Zumba, Tai Chi, Line Dancing, etc.

# Senior & Disabled Center Staff Report – July 6, 2022

- Current Programs and Activities (Stay Active, Stay Connected, Have Fun)
  - Programs to Stay Connected: Tech Help, Meditation Mondays, computer room, Social Call Program, TOPS
  - Programs to Have Fun: movies, TV lounge, puzzles, card games, knitting, beading, bingo, setback, woodshop, boggle
- Programs to Return:
  - AARP Driver's Safety (August 2022)
  - Bus Trips: (Late Summer/Early Fall 2022)
  - Gift Shop: (Fall 2022)
  - Silver Sneakers (ASAP)
  - EXPO (Fall 2022)



# Senior & Disabled Center Staff Report – July 6, 2022

## Reopening & Operational Statistics

- Membership as of 7/6/2022
  - Resident: 1,107
  - Non-Resident: 195
  - Membership Renewal Donations Received Since 6/20/2022: \$7,767
  - Membership Renewal Donations Received FY 2021-22: \$16,042
- Congregate Lunch – Reopened 4/25/2022
  - Average attendance (current): 25-35
  - Average attendance (pre-pandemic): 50-60+
- Meals on Wheels
  - Average Daily Recipients (current): 55, four routes
  - Average Daily Recipients: (pre-pandemic): 40-45, three routes



# Senior & Disabled Center Staff Report – July 6, 2022

## Reopening & Operational Statistics

- Coffee Shop (reopened 4/18, now open Mon, Tues, Thurs): June Sales = \$407
- Dial A Ride: June 2022
  - Hours: 274
  - Trips: 429 (111 Meals on Wheels)
  - Miles: 1849

# Senior & Disabled Center Staff Report – July 6, 2022

## Reopening & Operational Statistics

- Programs/Activities (continued):
  - Estimated Program Attendance – Reduced In-Person Capacity:
    - Special Speaker Programs: 15-30
    - Small Art/Craft Classes and Groups: 5-15
    - Small Exercise Classes (Walk with Me, Strength Training): 5-10
    - Chair Aerobics: 20-30
    - Bingo: 25-30
    - Setback: 15-20
    - Outdoor Events: 50-100
    - Special Interest Reoccurring Programs (Neurocize, History Classes): 12-20

# Senior & Disabled Center Staff Report – July 6, 2022

## Special Program Highlights: June 2022

- Lotus Flower Lantern Workshop
- Pride Month Celebration – “State of Pride”
- CBD & Medical Marijuana
- Ticks and Tickborne Illnesses
- What to Eat for Brain Health
- Patty’s Energizer Dance Party & Karaoke
- Needle Felting Craft Class
- A Matter of Balance
- Pickleball (new!)
- Strength Training (new!)

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## Upcoming Special Programs: July 2022

- Paint & Sip Art Class – July 7
- Special Friday Bingo – July 8
- What is the Probate Process? – July 13
- Weekly Outdoor Exercise at the AARP FitLot Park (Clem Lemire) – July 14 - 28
- The Life and Times of Elvis Presley – July 15
- How to Read a Nutrition Label – July 19
- Hatch a Chicken! – July 27
- Silk Flower Craft Class – July 29

## Save the Date:

- Annual Volunteer Dinner “Making a Difference, It’s What We Do!” – August 2
- “Happy Days” Membership & Accreditation Celebration – August 3

# Senior & Disabled Center Accreditation

## National Council on Aging (NCOA)/National Institute of Senior Centers (NISC) Accreditation Process

- Purpose: To advance the quality of senior centers nationwide, NISC developed National Senior Center Accreditation with nine standards of excellence for senior center operations which serve as a guide for all senior centers to improve their operations today—and position themselves for the future. (ncoa.org)
- Benefits: Allows center staff to take a step back from the daily grind and view operations on a broader scale. Center staff learns what they do well, what they can do better and what they want to do moving forward. National Accreditation status assures the Centers are operating to the highest of national standards and places them on the forefront of new and innovative programming.



# Senior & Disabled Center Accreditation

## National Council on Aging (NCOA)/National Institute of Senior Centers (NISC) Accreditation Process

- Timeline:
  - Spring 2018: Submitted intent to apply for reaccreditation (in person/paper process)
  - Spring 2018 – March 2020: Worked through process, with some pauses
  - March 2020: Process paused due to pandemic
  - Fall 2021: Streamlined online process introduced, Newington invited to take part
  - December 30, 2021: Online application submitted
  - January – April 2022: Application reviewed by NCOA/NISC
  - April 25-27, 2022: Peer review process (via Zoom)
  - May 31, 2022: Senior & Disabled Center awarded National Accreditation Status by NCOA/NISC
  - June 7, 2022: SDC recognized at the NCOA Age + Action Conference
- Tuesday, July 12 – Town Council Proclamation
- Wednesday, August 3 – Celebration! Details to follow!

# Senior & Disabled Center Accreditation

- Strengths Observed:

- Diverse programming and services
- Flexibility and commitment of staff
- Support of the Town of Newington
- Public awareness of programs and services
- Community connections
- Facilities and grounds

- Suggestions for the Future:

- Pursue a “No Wrong Door” approach with community partners and Town departments
- Heighten awareness of the SDC to external audiences
- Ensure professional development opportunities for staff
- Repurpose & update unused/underused spaces (i.e. stage)
- Upgrade exterior landscaping/curb appeal

Accredited by



NationalInstituteOf  
**SeniorCenters**



# Senior & Disabled Membership & Renewal Report – July 6, 2022

## Reopening & Operational Statistics

- Membership as of 7/6/2022
  - Resident: 1,107
  - Non-Resident: 195
  - Membership Renewal Donations Received Since 6/20/2022: \$7,767
  - Membership Renewal Donations Received FY 2021-22: \$16,042
- \$5.00 membership fee waived for FY 2022-23 (with Town Manager's permission)
- Donations in lieu of membership fee are welcome and encouraged

# Senior & Disabled Membership & Renewal Report – July 6, 2022

## Goals: Membership & Outreach – A Two-Pronged Approach

- 1) Renew, Retain & Re-energize Current Membership
  - Membership renewals – waive fees
  - Outreach in various ways: in-center, robocalls, special mailings, emails, social media, word-of-mouth, requests for ideas and suggestions
  - Upcoming membership celebration & reintroduction of popular programs
- 2) Community Outreach to Build Membership
  - Discussions in public forums
  - Media/social media coverage
  - Outreach to senior housing, assisted living, veterans' housing, etc.
  - Open houses/info sessions

**GOAL: Increase total membership to 1,400 by July 1, 2023**

**GOAL: Increase member participation by 15%\* by July 1, 2023**

# Volunteers of the Year & Volunteer Appreciation Dinner

## Volunteer Dinner Details:

- Tuesday, August 2 at 6:00 p.m.
- Al fresco chicken dinner – under a tent!
- Theme: “Making a Difference, It’s What We Do”
- First in-person dinner since 2019
- Volunteers of the Year: Meals on Wheels Drivers

