

National Title VI Conference 2018

Elder Codes of Conduct for Senior Centers (Policies and Procedures)

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Check out: <https://olderindians.acl.gov>



Policy and Procedures

- Policy and procedures, put together in a policy manual, are vital because they provide the rules and guidance for your Title VI program. Tribal governments will probably have policies and procedures for many administrative, personnel, and financial activities.
- You need to review these, select those that are applicable to your program, and develop additional policies and procedures specific to the needs of your program.

Policies and Procedures are Required!

- They are required (see the Title VI Resource Manual page 38)
 - Did you know that having policies and procedures can actually make your job easier by assisting you with:
 - Daily decision making
 - Program monitoring
 - Staff development
 - Quality, integrity, internal controls and continuity of services
 - Policies and Procedures are inter-related
 - Policies guide the implementation of programs
 - Procedures are the steps or activities needed to accomplish a specific policy
 - Together they provide the rules and guidelines for the program
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Policy

- Policies guide the implementation of programs. For Title VI programs, any of the OAA requirements should have a written policy.
- For example, Title VI requires that you provide elders with the opportunity to voluntarily contribute to the cost of a service.
 - Thus, you need to develop a policy of voluntary contributions, including what the contribution can be used for, and privacy issues.
- Policies usually require high-level approval.

Example: Voluntary Contribution/Donations

- **Policy:** All participants will be offered the opportunity to contribute to the cost of any service provided through this program.
- No means test will be used and no eligible participant will be denied services regardless of whether or not he or she contributes.
- All contributions will be used solely for the purpose of expanding the service for which the donation was made.

Procedures

- Procedures are the steps or activities necessary to achieve the policy.
- Procedures related to a policy on voluntary contributions might describe how voluntary contributions are solicited from elders and how records are kept to account for the receipt of the contribution

Development

- Every Title VI program is different and your policies and procedures should reflect these differences by individualizing policies to meet local situations.
- A standard format in your policy and procedure manual will make it easier to use.
- Policies should be dated so that older policies can be reviewed in the light of new legislation or tribal regulations.

Implementation & Training

- Implementation and training is another important step in developing a policy and procedures manual.
- All staff must understand the need to follow the approved policies and procedures and need to be aware of new or revised policies and procedures.
- If there is a major change, program directors should conduct a formal training session so all staff will get the same information.
- Information about minor changes could be provided in a memo, posted on the bulletin board, or other informal methods.

Thank you!