

WEST BATON ROUGE COUNCIL ON AGING

**2560 Court Street
Port Allen, LA 70767
(225) 383-0638**



Client and Participant SERVICE POLICY March 27, 2025

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MISSION STATEMENT

It is the mission of West Baton Rouge Council on Aging Transportation Department to provide safe, efficient, courteous transportation within the parish. We provide quality service in a cost-efficient and timely manner to all who require our service. Our Agency is committed to Equal Opportunity in all aspects of service delivery and employment.

GOALS

Transportation is a common challenge for older adults and their families from getting to meal sites, medical appointments, running errands, getting groceries and attending community events, etc. Therefore, to help support their health, vitality and independence, our goal is to provide transportation to those who are 60 years of age regardless of race, religion, sex, disabilities, or national origin. With this in mind, we will continue to educate our drivers on the latest technology and safety programs. We will continue to upgrade all vehicles regularly and make sure we keep up with our maintenance schedule.

DESCRIPTION OF SERVICES

The West Baton Rouge Transportation Department is operated by the Council on Aging throughout West Baton Rouge Parish. Therefore, West Baton Rouge Council on Aging provides transportation within the parish on a demand/response basis to the Elderly & Disabled clients 60 yr. and older to those that live in West Baton Rouge Parish. However, we also provide transportation to East Baton Rouge Parish for medical appointments. WBRCOA provides transportation services on Monday through Friday except for listed holidays. WBRCOA accepts reservations on a first come first served basis with a minimum 24-hour requirement. WBRCOA provides door to door service upon request, otherwise curb to curb service is provided. Drivers will not enter a passenger's home, and the agency does not provide an escort service. However, passengers with disabilities are allowed one free escort service. The system operates lift-equipped vehicles throughout the parish. WBRCOA does not use the FTA property for the school bus service. WBRCOA does not use the FTA property for charter service. WBRCOA is a Drug Free Zone and an Equal Opportunity Employer Agency. We will place posters in our buildings, vehicles, and websites.

DAYS AND HOURS OF OPERATION

To schedule a ride or to get more information call the appropriate office during regular hours. Port Allen Office: 7:30 a.m. until 3:00 p.m. (Monday - Friday) Telephone number (225) 383-0638.

RESERVATION, SCHEDULING, & CANCELLATIONS

Requests for service must be made by calling the office for a reservation at least 24 hours in advance. Trips requested after the call-in time may be honored on a space available basis. Passengers are expected to name all required stops when making reservations and must call in any trip changes or trip cancellations. A passenger who is not home for pickup or cancels a trip at the time of pick up will no longer be eligible for services after the third time without speaking directly to the Executive Director. While we try extremely hard to honor a passenger's scheduling needs, we must also operate in a cost-efficient manner. This will sometimes result in adjusting pick-up times to fill the system's needs. Passengers must realize that the driver may be at least **thirty minutes earlier** arriving (8:00 a.m. to 8:30 a.m.) and the passengers should be ready to go. Riding hours to pick up passenger, taking to medical appointments and bringing them home is at least four (4) hours. Drivers should give all riders an adequate time limit to board and alight from the vehicles. Our drivers help to assist riders on and off vehicles. However, for medical appointments, which are mainly in East Baton Rouge Parish, our driver is to wait no more than five (5) minutes before moving on. A second van will not be sent later, because a rider is not ready when the van arrives. The trip will have to be rescheduled for another day. There may be times when circumstances beyond our control may cause us to run late. Please know that we are doing our absolute best. When no exact time for a return time is known in advance, such as a doctor's appointment, passengers are required to wait until a vehicle is available. However, the cut time for a return trip from the doctor's appointment in EBR Parish must be no later than 1:00 p.m.

DONATIONS

While fares are not required, donations are accepted and greatly appreciated to help curb the cost. **However, no ride will be denied if donation is not given.**

SAFETY

To ensure safety, all drivers are required to have a clean driving record and the proper license. Our drivers will receive regular on-going training by the Louisiana Department of Transportation and Development annually. All drivers are required to always wear seat belts while the vehicles are in operation. All passengers are required to wear seat belts and are always seated. All wheelchair passengers must be strapped in whenever a vehicle is in motion. Drivers will not start a vehicle until all are complying. Seat belts must be worn the entire route of travel until the vehicle stops, no exceptions. If a passenger refuses to wear a seat belt, he or she will be denied services. Your seat belt must be fastened correctly across the shoulder and not under the arm. Passengers must always stay in their seats while the van is in motion. If they must change their seat, they must inform the driver and wait until the vehicle comes to a complete stop. Finally, passengers must remain in their seats and cannot exit the vehicle until the driver is standing at the door of the vehicle to help them exit the vehicle. Our system has wheelchair tie downs and restraints, and the driver will use them when appropriate. We are at all times

committed to the safe operation of our vehicles, including the safe boarding and de-boarding of passengers. Drivers must be standing at the passenger door to always assist clients on and off the vehicles, no exceptions. Rain gear will be furnished to drivers who do not have one. Drivers will not be allowed to wear open-toes shoes, flip flops, sandals, etc. that might cause an accident. Temperatures must be taken, and sanitizing vehicles must be done daily. According to COA guidelines, if a client has a fever, cough, sneezing, and shortness of breath, one must visit his physician for further tests. If they have these symptoms, clients are not allowed to ride vehicles until the physician clears them within five days. If the clients are at home with these symptoms, please contact us and stay home.

REASONABLE ACCOMMODATION

The West Baton Rouge Council on Aging adheres to requirements of the Americans with Disabilities Act (ADA). It is a policy of reasonable accommodation to the needs of clients with disabilities. Specifically, the Executive Director will work to supply such reasonable accommodation, if possible, needed by a person with disabilities to perform the essential functions within the agency. Such accommodations may include building accessibility as evaluated ramp through self-assessment, use of special devices, and/or flexible hours. This policy also supports access to all senior centers and offices and services of WBRCOA for public and client accessibility.

PASSENGER'S TRANSIT ASSISTANCE

The West Baton Rouge Council on Aging, Inc. complies with the ADA requirements by attempting to accommodate all wheelchairs mobility aid in common use. Passengers must provide his or her own wheelchairs or mobility device if not available by Senior Center. Drivers can help with securing oxygen tanks on the vehicles and assist passengers with transferring to a seat. Safety considerations are a major concern in assisting wheelchair riders. Therefore, we reserve the right to deny service to wheelchair passengers whose chairs are unsafe and those without a ramp or other means of leaving their home. When a disabled person is unable to function on their own, he/she may bring an escort. An escort is someone accompanying that person and assisting that person in entering and leaving buildings. An escort can sit with the passenger in the van and assist the driver in securing the passenger's packages. If there is no escort, the driver may assist passengers in carrying packages (maximum of four bags) on and off the vehicles and securing them for transportation. Passengers can only bring water no larger than a case of twelve (12) bottles. Passengers who use walkers, crutches, canes, or braces can use wheelchair lifts if they have difficulty using steps. The platform lifts are marked to indicate a preferred standing position. No pets are allowed on vehicles. The only animals that are allowed as service animals are registered Support or Seeing Eye dogs. Drivers will inform passengers when they have reached their destination.

VALUES

All individuals meeting the staff and volunteers of WBRCOA will be treated with respect and dignity. Careful attention will be paid to tone of voice, body language and words to ensure that the values of respect and dignity to all persons are expressed. All clients, participants, visitors, volunteers, community members, etc. shall be treated respectfully by all members of the WBRCOA.

Reports of disrespect may cause discipline up to and including termination of employee or volunteer violating this policy. Violations may be reported in writing to the Executive Director, 2560 Court St. Port Allen, LA 70767.

CLIENT BILL OF RIGHTS

Everyone shall be treated with consideration, respect and full recognition of his/her dignity and individuality. Privacy should be provided during treatment and care of personal needs. Case records shall be treated confidentially. Individuals who are competent (capable) shall give written consent before information in the case record may be released to anyone not authorized by law to receive it.

- Clients have the right to confidentiality with respect to information collected by The West Baton Rouge Council on Aging and other service providers and the right to review all such collected information.
- Clients have the right to take part in social, religious and community groups of their choosing.
- Individuals shall be allowed to actively take part in the formulation of services to be supplied to approve or disapprove of such plans, to refuse any service at any time.
- A person has the right to withdraw from agency services.

ABUSE PREVENTION

The West Baton Rouge Council on Aging promotes the prevention of elderly abuse and the protection of those elderly persons who have been harmed or are in danger of being harmed and cannot protect themselves.

The West Baton Rouge Council on Aging requires all employees to report any incidents of abuse or mistreatment done by another staff member or professional, family member, the client, or any other person.

AFFIRMATIVE ACTION

The West Baton Rouge Council on Aging is committed to Equal Employment Opportunity which is implemented through its Affirmative Action Plan. It further assures that it will neither renew nor approve grants or contracts to agencies which do not have an Affirmative Action Program that supports its commitment to equal employment opportunity.

BACKGROUND CHECKS

National searches including the Sex Offender Registry in 49 states as well as the National Criminal File of prior address and Social Security Number are conducted to screen new employees and volunteers.

COMMUNICATING WITH LIMITED-ENGLISH-PROFICIENT PERSONS

The West Baton Rouge Council on Aging Transportation and all service providers throughout the parish shall provide for communication with limited English proficient persons, including current and prospective clients, family, interested persons, to ensure them an equal opportunity to receive help from services. The procedures will ensure that information about services, benefits, financial obligations, are communicated to limited English proficient persons in a language which they understand. Also, it supports an effective exchange of information between staff/employees and clients and/or families while services are being provided. Family members or friends of the limited English proficient persons will not be used as translators unless specifically requested by that individual.

COMMUNICATING INFORMATION TO PERSONS WITH SENSORY IMPAIRMENTS

The West Baton Rouge Council on Aging will take such steps as are necessary to ensure that qualified people with disabilities, including those with impaired sensory or speaking skills, receive effective notice concerning services and/or benefits. All aid needed to provide this notice, e.g., sign language interpreters, readers, are provided without cost to the person being served.

Limited English Proficient (LEP) Resource Material

LEP Policy

The West Baton Rouge Council on Aging, Inc. shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Ms. Lisa Morgan, Brusly High School, telephone # (225) 749-2815 to obtain translators. The agency will also utilize web based translator programs if available.

If you need help with English, please call (225) 383-0638.

The West Baton Rouge Council on Aging, Inc. proporcionará comunicación para jinetes competentes inglés limitados para asegurarles igualdad de oportunidades para beneficiarse de los servicios. Miembros de la familia o amigos de jinetes habilidades inglesas limitadas no se utilizará como traductores a menos que pedido específicamente por ese individuo. Han establecido acuerdos con la Agencia para obtener traductores. La agencia también utiliza programas de traductor basado en web si está disponible.

Si usted necesita ayuda con el inglés, por favor llame (225) 383-0638.

COMPLIANCE WITH CIVIL RIGHTS

The West Baton Rouge Council on Aging is open to all citizens (60 or older) of West Baton Rouge Parish without regard to race, color, religion, or national origin. There is no distinction in the treatment of recipients and rules of courtesy are applied uniformly to all. Anyone who feels they have been treated unfairly or discriminated against in any way should contact the Executive Director at (225) 383-0638.

The West Baton Rouge Council on Aging will follow the provisions of Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. In addition, the West Baton Rouge Council on Aging is committed to ensure compliance with the above laws by its Senior Centers which receive federal funds through the Council.

The West Baton Rouge Council on Aging and its Senior Centers shall ensure that no qualified person shall base on handicap, race, color, or nation origin be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity administered by the West Baton Rouge Council on Aging.

The West Baton Rouge Council on Aging also recognizes its responsibility to ensure that its employees and participants are aware of how ethnic, cultural, and language factors have an important impact on the delivery of services to the elderly and minority persons and are cognizant of the needs of the handicapped and the barriers to their full participation in programs administered by the Council on Aging.

NONDISCRIMINATION

In accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulation, the West Baton Rouge Council on Aging will, directly or through contractual or other arrangements, serve persons without regard to race, color, or national origin in its provision of services and benefits.

Following Section 504 of the Rehabilitation Act of 1973 and its implementing regulation, the West Baton Rouge Council on Aging will not, directly or through contractual or other arrangements, discriminate based on handicap in the selection or treatment of participants, access to services, or employment. The West Baton Rouge Council on Aging Executive Director has been appointed as the coordinator for the implementation of this policy.

Following Title VII of the Civil Rights Act of 1964 and its implementing regulation, the West Baton Rouge Council on Aging will not discriminate based on sex, race, color, national origin or religion in the selection or treatment of employees.

In accordance with the Age Discrimination Employment Act of 1967 (ADEA), and its implementing regulation, the West Baton Rouge Council on Aging will not, directly discriminate based on age in hiring, promotion, discharge, compensation, or terms, conditions or privileges of employment for certain applicants and employees.

In accordance with the Age Discrimination Act of 1975 and its implementing regulation, the West Baton Rouge Council on Aging will not, directly or through contractual services, unless age is a factor necessary to the normal operation or the achievement of any statutory objective, discriminate based on age in the selection or treatment of participants, access to services, or employment.

CLIENT RESPONSIBILITY

Every effort will be made by employees and volunteers to protect clients and provide services by the West Baton Rouge Council on Aging. Clients oversee their individual actions in both public and in-home settings. Unless specifically requested and agreed upon in writing, such as Adult Day Care Services, participants are free to enter and exit the Senior Center/Meal Sites as they wish. Actions not acceptable include but are not limited to refusal of emergency help, rudeness, profanity, harassment, lewd behavior, contagious illness and acceptable personal hygiene. Services will be denied at the senior center and transportation service for disruptive or inappropriate behavior of any actions that would endanger staff members, individuals and/or any other persons. Such actions are defined as those not normally shown by a prudent person. Such actions are defined as those not normally shown by a prudent person. Foul language, fighting, harassing other passengers, and carrying any weapon of any kind. Below are the guidelines that we will follow for non-violent events.

1. 1st offense--clients shall receive a (written) verbal warning that will be placed in their files.
2. 2nd offense--clients shall be denied all services for at least 1-2 weeks.
3. 3rd offense--clients shall receive a harsher penalty based upon severity or consistency for repeated infraction.
4. 4th offence—clients shall be denied services and must appeal through the agency's grievance procedure.
5. It would be at the Executive Director's discretion whether he would inform the Board of Directors.

Other incidents that the WBRCOA will not tolerate at all are the following: Clients will be denied services from WBR Council on Aging for violating these rules.

1. The carrying or use of any weapon is also forbidden. Failure to abide by these rules will result in a client or participant being denied service or access to the senior center, home services or transportation services.
2. No drugs or alcohol use are brought on Council's property.
3. Fighting and harassing other passengers either in person or on the internet.

4. Stealing or tampering with others' property.

EMERGENCY PROCEDURES

In the event of severe weather that may force emergency closings, anyone with appointments will be notified and rescheduled. Passengers must take responsibility of notifying the driver if they or another passenger is ill, injured or otherwise in distress while on the vehicle. Should an accident or vehicle emergency occur passengers are expected to follow the driver instructions, remain calm, make an orderly evacuation of the vehicle, if necessary, stay off the roadway and in a safe location until further notification and assist the driver in calling for emergency response if required. Our transportation system sits under the West Baton Rouge Parish Council and its Emergency Preparedness Team; therefore, our vehicle can be called into service if needed.

GRIEVANCE PROCEDURE

Participants and families of the services of the West Baton Rouge Council on Aging have an avenue to express grievances and/or abuse.

If at any time, a client or family member believes that they have a problem within the agency:

- The client or family should try to work the problem out with the Senior Center staff. The staff should make every attempt to resolve the problem at this level.
- If the client or family cannot, for whatever reason, work with the staff to resolve the problem. A grievance should be presented in writing by the elderly person or the representative of the elderly person to the Executive Director of the West Baton Rouge Council on Aging within fourteen (14) calendar days from the date of the grievance.
- The Executive Director will review the grievance with the elderly person or his/her representative within fourteen (14) calendar days from receipt of the grievance.
- The Executive Director will notify the elderly person of his decision in writing within fourteen (14) days by certified mail.
- If the elderly person is not satisfied with the director's response, he/she has the right to appeal to the Board of Directors within seven (7) calendar days in writing.
- The Board has fourteen days to schedule a hearing. The Board will make its decision within 30 calendar days.
- The decision of the Board of Directors may be appealed to the Governor's Office of Elderly Affairs within seven (7) calendar days.
- In any instance where there is a concern of abuse, the staff will contact the Governor's Office of Elderly Affairs Protective Services Program at once.

CONFIDENTIALITY

The West Baton Rouge Council on Aging shall not disclose any information about or obtained from a client in a form which identifies the individual without their informed consent or that of their legal representative, unless the disclosure is required by court order; or for other program

monitors; or by other Federal, State or Local monitoring agencies. Informed consent may be in two forms: written consent signed by the client or their legal representative or documented verbal consent.

This policy shall not prevent the reporting of suspected abuse or neglect under the Louisiana Adult Protective Services Law.

If a client feels that their confidentiality has been breached, he or she has the right to file a grievance with the West Baton Rouge Council on Aging, Capital Area Agency on Aging, the Governor's Office of Elderly Affairs, and the Office of Civil Rights.

OUTREACH, TRAINING AND COORDINATION

The West Baton Rouge Council on Aging Senior Center employees shall show and inform eligible older people of available services.

CONGREGATE MEALS ELIGIBILITY/SELECTION CRITERIA

People aged 60 or older, and their spouses, regardless of age, can receive congregate nutrition services. Eligible spouses (age 60+) must go with spouses under age 60 for them to receive congregate nutrition services. If the spouse or child under 60 years of age wishes to eat, they must pay for a guest meal price of \$5.00 per meal.

Others who may be considered for congregate nutrition services are:

- Volunteers, regardless of age, whose services are provided during the meal hours including those individuals who live at home with and go with disabled older individuals who are age 60+ to the meal site.
- Handicapped or individuals with disabilities who live at home with participants who are receiving congregate meals.

An intake screening and assessment form shall be completed on all congregate meal participants as mandated by the Louisiana Independent Living Assessment (LILA) instructions.

People who are nutritionally at risk shall receive priority for services.

Preference shall be given to people with the greatest social and/or economic need, with particular attention to low-income minorities and rural individuals.

People who refuse to answer basic questions on intake screening and assessment shall not be served.

Participants shall be reassessed annually or whenever there is a notable change in the client's condition. The GOEA score sheet shall be used to rank people to be served first if a waiting list is necessary.

RESERVATION SYSTEM

All Title III-C nutrition providers must have a participant reservation system. Participants shall manage ordering meals in advance of the day of consumption.

Procedures:

- Service providers shall supply a sign-in book for reserving congregate meals.
- Congregate participants shall use the Sign-In book the next date to order a meal for them. Those absent may call in by 10:00 a.m. to reserve meals for the following day.
- Those who reserve a meal will be served first. Anyone who has not reserved a meal will be served last if extra meals are available.
- Home Delivered meal recipients shall notify the site by 10:00 a.m. to cancel meals for the following day.

STAFF AND GUEST MEALS

Guests and staff members (other than volunteers) who have not reached age 60 may buy congregate meals if there is no eligible participant aged 60 or older is denied a meal.

TRANSFER OF CONGREGATE PARTICIPANTS TO HOME-DELIVERED MEALS

A regular congregate nutrition participant, absent from the site due to illness, may be transferred to home delivered meals for a period of not more than six (6) weeks. If a congregate participant is unable to return to the site at the end of this period, he/she must be re-assessed following the Area Agency on Aging Home-Delivered Meals Eligibility/Selection Criteria above. WBRCOA Nutrition Coordinator will notify Capital Area Agency on Aging if an added frozen meal needs to be ordered.

MENU AVAILABILITY

Menus shall be available to participants at congregate meal sites, posted in a conspicuous location in each congregate meal site with serving date shown, and distributed to Home Delivered Meals participants.

SERVICE DELIVERY CRITERIA

Capital Area Agency on Aging shall require service providers to complete the Governor's Office of Elderly Affairs standard intake and assessment on all clients. Clients must be 60 years of age or older. The following criteria shall be used for service delivery to eligible clients.

- Congregate Meals
 - People aged 60 and above and their spouses and may include handicapped or disabled individuals.
 - People who score at high nutritional risk on the Nutrition Screening Checklist.
 - People who live alone.

- People with greatest economic or social need, particularly low-income minority individuals
- Transportation
 - People who have no other transportation resources.
 - People who need medical transportation.
 - People who need transportation for essential errands.
 - People with greatest economic or social need, particularly low-income minority individuals
- In-Home Services
 - People who score substantial risks on Part II or Part III of the Assessment Form
 - People who are homebound (Home Delivered Meals only)
 - People who have no family support
 - People who have no other resources for help
 - People with greatest economic or social need, particularly low-income minority individuals

HOME DELIVERED MEALS ELIGIBILITY/SELECTION CRITERIA

People age 60 or older who are homebound by reason of illness, incapacitating disability or are otherwise isolated and have no other resources for obtaining meals, and, individuals with disabilities who reside at home with the recipient, and, the spouse residing with the recipient, if receipt of the meal is deemed in the best interest of the homebound older person are eligible for home-delivered nutrition services. Homebound is defined as being unable to leave home without help.

An intake screening assessment form shall be completed on all home delivered meal recipients.

People who are nutritionally at risk shall be served first.

- Preference shall be given to people who have no one available to help with the preparation and consumption of a meal.
- Preference shall be given to people with greatest economic or social need, particularly low-income minorities.
- Recipients shall be reassessed after six months of service and then annually thereafter.

EMERGENCY MEALS

Two emergency meals are available annually for distribution to the Home Delivered Meals participants in disaster related emergencies.

FROZEN MEALS

Frozen Meals shall only be served to people eligible for home delivered meals that have the ability, capability, and support mechanisms available to allow them to use the meals.

- Recipients shall have the equipment to safely store and heat frozen meals.
- Recipients shall be physically and mentally able to manage frozen meals or have someone available to heat them.
- Recipients who do not adhere to policies and procedures shall not be served.

Procedures

- The Council on Aging staff shall place the frozen meals directly into the recipient's freezer and check the dates on any remaining meals. Any meals over three weeks old shall be discarded.
- Recipients shall stockpile no more than three days of meals, except in unusual situations.
- Meals that are open should be consumed that day or discarded.
- Prior notification must be given to the Council on Aging if a recipient is not going to be home on delivery day. Recipients of home-delivered meals services will be cancelled after the third non-notification.
- The Council on Aging shall notify the Capital Area Agency on Aging if an emergency is caused by weather or other unforeseen events that could affect frozen meal delivery. When frozen meal delivery is interrupted, the Council on Aging will notify Capital Area Agency on Aging in writing when delivery can resume. Consideration should be given not only to the ability to deliver the meals but also to the ability of the client to store and heat the meals.
- Staff delivering meals may be the only outside contact the recipient has. Consequently, they should see any changes in the recipient's health or living environment that could effect on their ability to handle frozen meals. Socially isolated clients receiving frozen meals must be considered for placement on telephoning service to decide physical wellbeing between contacts.
- Recipients shall be reassessed annually or whenever there is a notable change in the client's condition. The Louisiana Independent Living Assessment (LILA) score sheet shall be used to rank persons served first if a waiting list is necessary.
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TITLE IIIB SUPPORTIVE SERVICES

People **must** be aged 60 or older to be eligible for Title IIIB services.

West Baton Rouge Council on Aging employees are not eligible to receive Title IIIB services during hours of employment.

An intake screening and assessment form shall be completed on all Title IIIB participants as mandated by the LILA instructions. The LILA score sheet will be used to rank persons served first if a waiting list is necessary. Clients shall be reassessed annually.

Preference shall be given to persons with greatest social and/or economic need with particular attention to low income, minority, and rural individuals.

The West Baton Rouge Council on Aging must follow taxonomy (service) definitions for all services provided.

WAITING LIST FOR SERVICES

Capital Area Agency on Aging requires the West Baton Rouge Council on Aging to keep a waiting list for services when there are insufficient resources to serve identified needs.

CONTRIBUTIONS

The West Baton Rouge Council on Aging shall adhere to the following guidelines for contributions:

- Supply each recipient an opportunity to voluntarily contribute to the cost of the service.
- Clearly inform each recipient that there is no obligation to contribute, and that the contribution is purely voluntary.
- Protect the privacy and confidentiality of each recipient with respect to his or her contribution.
- Follow procedures proven to safeguard and account for all contributions.
- Use all collected contributions to expand the service for which the contributions were given and to supplement (not supplant) funds received under this Act.

No eligible person shall be denied a supportive or nutritional service because of his or her failure to contribute. Contributions made by participants are considered program income.

FOOD SAFETY

The purpose of congregate meals is to supply a balanced meal that can be enjoyed in a friendly social setting. However, because seniors are at increased risk for food borne illness, food safety is a vital part of the senior meals program. To prevent participants from developing a food borne illness, the state needs all food to be eaten at the meal site where it is served. Milk and meals may not be taken from the meal site. The only exceptions to the rule are fresh fruit and packaged cookies.

CHILDREN AT MEALSITES

For safety reasons, children (under the age of 18) are not allowed at the meal sites, except for scheduled programs and activities. Volunteers under the age of 18 are allowed with written approval and consent of the Executive Director and area supervisor.

ANIMALS IN MEALSITES

Except for certified service animals, or through specially authorized activities and events, shows, etc., animals of any kind are not allowed in the meal sites.

GIFTS, ENTERTAINMENT AND FAVORS

Employees shall not directly or indirectly ask for or accept anything of monetary value, including gifts, gratuities, favors, entertainment, or loans from a person who the employee knows or should know because of the nature of the employee's work.

VOLUNTEER LIABILITY

LA R.S. 9:2792.9 Limitations of liability of volunteers of area agencies on aging and voluntary councils on aging. No volunteer who in good faith and within the scope of his official functions and duties performs services for an area agency on aging or a parish voluntary council on the aging, without compensation, other than reimbursement for actual expenses incurred, shall be liable for any injury, loss, or damage as a result of any act or omission in rendering such service, except when the injury, damage, or loss is caused by the volunteer's willful or wanton misconduct, or the volunteer's gross negligence.

RELIGIOUS ACTIVITIES

Any religious activity shall be conducted in a manner that clients do not feel forced to participate. Voluntary fellowship is allowed if it is conducted in an area of the Center that does not disrupt the regular activities.

SERVING CLIENTS WITH SPECIAL NEEDS

Some clients with physical and/or mental conditions who need inordinate staff time and/or attention or who exhibit disruptive behavior cannot be served in group settings (Senior Centers and Meal Sites). This decision may be thought in the best interest of such clients or other program participants.

There shall be written documentation of the reason(s) service cannot be supplied and alternative service shall be supplied when possible.

SMOKING

Smoking and/or use of smokeless tobacco products is prohibited at all the Senior Centers/Meals sites, sponsored activities, and agency vehicles.

School Bus Policy

The **West Baton Rouge Council on Aging** Public Transit Agency does not routinely provide school bus service. With approval from DOTD, a school bus route could be considered if the use of a transit vehicle would not interfere with regular public passengers. Contract language states:

Pursuant to 49 U.S.C. 5323(f) and 49 CFR Part 605, recipients and subrecipients of FTA assistance may not engage in school bus operations exclusively for the transportation of students and school personnel in competition with private school bus operators unless qualified under specified exemptions. When operating exclusive school bus service under an allowable exemption, recipients and subrecipients may not use federally funded equipment, vehicles, or facilities.

Charter Policy

The **West Baton Rouge Council on Aging** Public Transit Agency does not routinely provide charter service. With approval from DOTD, a charter could be considered if the use of a transit vehicle would not interfere with regular public passengers. The contract language states:

The Grantee agrees to comply with 49 U.S.C. 5323(d) and 49 CFR Part 604, which provides that recipients and subrecipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except under one of the exceptions at 49 CFR 604.9. Any charter service provided under one of the exceptions must be "incidental," i.e., it must not interfere with or detract from the provision of mass transportation.

Transportation Policy

Riders must state all desired stops when booking their reservations.

Medical Transportation is offered Monday through Friday. First pick up at 9:00 AM and last drop off at 1:00 PM, due to Part time drivers. Contracted Transportation is negotiable.

- The West Baton Rouge Council on Aging affirms that no person shall be denied services based on race, color, religion, sex, age, physical or mental handicap or national origin. West Baton Rouge Council on Aging, Inc. is an Equal Employment Opportunity agency.
- NO RESERVATIONS WILL BE ACCEPTED AFTER 1:00 PM OF THE DAY BEFORE A REQUESTED APPOINTMENT.

ADHEARANCE TO POLICIES AND PROCEDURES OF OTHER FUNDING SOURCES

The West Baton Rouge Council on Aging will follow *the Policies and Procedures* of all funding sources, as needed.

RULES FOR PARTICIPANTS

All programs of the West Baton Rouge Council on Aging are available to eligible people aged sixty (60) and above. For these programs to function smoothly, it is important for participants to conduct themselves in a manner which is reasonable and proper. Specifically, the following rules apply to participants' conduct:

1. Participants shall not engage in abusive language directed at any other participants, WBRCOA staff members or guests.
2. Participants shall show respect for the property of others; no tampering with or stealing of others' property is allowed.
3. Participants shall not engage in disruptive behavior such as criticizing any agencies that support our agency in a negative manner. If a participant has a complaint, it should be directed to the Executive Director who will investigate the matter. This kind of behavior will eventually disturb or disrupt our programs.
4. Participants' actions that are not acceptable include rudeness, profanity, harassment, and acceptable personal hygiene. Failure to abide by these rules will result in a client or participant being denied service or coming to senior center.
5. Participants shall not engage in foul language, fighting, harassing other passengers, staff members, and carrying any weapon. Failure to abide by these rules will result in a client or participant being denied service.
6. Participants shall follow the instructions and directions of the staff person in charge of the program. Following instructions is vital in situations of potential or actual emergency.
7. Use of alcoholic beverages or illegal drugs inside the COA facility or vehicles is prohibited.
8. Participants shall not indulge in chewing tobacco, dipping snuff, or otherwise spitting or smoking inside the building or during outside activities, such as the annual picnic.
9. Any participant found guilty of violating these rules may be removed from the program. However, the participant has the right to file a grievance as outlined in the WBRCOA Client Grievance Procedure.

These rules were passed at a meeting of the Board of Directors of the West Baton Rouge Council on Aging on July 3, 2025, and will be reviewed and updated annually if needed.

I understand that I must abide by the policies and rules so that I may continue to receive the much-needed services provided by the Council on Aging.

Signature

Date