



CITY OF DISTRICT HEIGHTS

THURSDAY, MAY 4, 2023

AGENDA
HYBRID City Meeting
7:00PM

In Person: Main Floor Commissioners Chamber, Municipal Building, 2000 Marbury Drive
Residents must RSVP to attend in person.

Or Via Zoom: [Link to join Webinar](#)

<https://zoom.us/j/95603505473?pwd=WnBLOWxmK0J0Q1ZGM2JNV2Ric2p4Zz09>

CALL TO ORDER:

OPENING PRAYER:

PLEDGE OF ALLEGIANCE:

APPROVAL OF AGENDA:

- City Meeting Agenda Thursday, May 4, 2023

PRESENTATIONS

Oath of Office: Elected Officials

Proclamation Presentation for Wayne Labree

Introduction of Ordinance DH 23-02: Fiscal Year 2024 Budget – David Street, City Manager

DEPARTMENT REPORTS:

- Senior Center
- Public Works
- Code Enforcement
- Police Department
- Youth Services Bureau
- Recreation
- Treasurer's
- Human Resources

PUBLIC PARTICIPATION:

MAYOR AND COMMISSION REPORTS:

ADJOURNMENT:

- **This agenda is subject to change. For the most current information, please contact the City Clerk at 301-336-1402 x110.**



**City of District Heights, Maryland
Ordinance Number DH 2023-02
FY 2024 Budget**

AN ORDINANCE of the City of District Heights, Maryland, to establish a budget for the city of District Heights for the fiscal year beginning July 1, 2023, and ending June 30, 2024.

BE IT ORDAINED BY THE CITY COMMISSION OF THE CITY OF DISTRICT HEIGHTS, MARYLAND.

Section 1. That pursuant to the power and authority vested in the City Commission by Article 23, Section 2(b) of the Annotated Code of Maryland and Sections 605 and 606 of the Charter of the City of District Heights, a budget as attached hereto and made a part hereof, and known as the annual budget of the City of District Heights for the Fiscal Year beginning July 1, 2023 and fully ending June 30, 2023 be and the same is hereby enacted.

Section 2. That this Ordinance shall take effect at 12:01 AM on July 1, 2023.

Introduced: May 4, 2023

Amended:

Adopted:



CITY OF DISTRICT HEIGHTS

2000 MARBURY DRIVE
DISTRICT HEIGHTS, MARYLAND 20747-2399

TELEPHONE: (301) 336-1402

FAX: (301) 350-3660

April 2023

Highlights:

- **Saturday, April 1:** bad windstorm, tree came down on Edfelt Dr & Kipling Pkwy falling on a vehicle public works was called out to remove the tree off the vehicle.
- **Monday, April 3** went throughout the city cleaning up tree limbs & branches that fell during the windstorm.
- **Tuesday, April 4:** finished cleaning up tree limbs & branched throughout the city.
- **Thursday, April 6:** cleaned the curbs along Marbury Drive, cleaned all the trucks, delivered two trash cans to residents.
- **Tuesday, April 11:** collected limbs throughout the city.
- **Wednesday, April 12:** Started cutting and trimming throughout the city, removed & cleaned trash in the alley along Edfelt Drive.
- **Monday, April 17 – April 21:** Spring Clean-up Week collected 19 truckloads of bulk trash.
- **Saturday, April 22:** Earth Day clean-up, Shred Day and County Councilmember Krystal Oriadha meet & greet.
- **Monday, April 24:** Finished picking-up Spring Clean-up items left from Friday, Roger Beam had a meeting with City Manager & HR.

ONGOING PROJECTS:

- **Milling and Overlay concrete** resubmitted the bid for this project and only received one bid.
- **Bridge lights** Still trying to find where the electric is coming in at to the lights on the bridge.
- **Restrooms renovation**, John Corkill, is working on the designs that are 50% done.

Finished Projects:

- Parking lot Lights are completed.
- Stage lights are completed.
- Noba electric has finished installing the new light pole.

UPCOMING

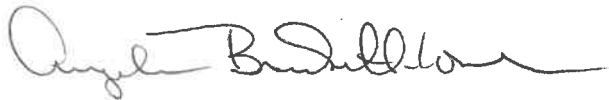
- **Nothing currently**

COMPLETED:

- **Saturday, April 1:** bad windstorm, tree came down on Edfelt Dr & Kipling Pkwy falling on a vehicle public works was called out to remove the tree off the vehicle.
- **Monday, April 3** went throughout the city cleaning up tree limbs & branches that fell during the windstorm.
- **Tuesday, April 4:** finished cleaning up tree limbs & branched throughout the city.
- **Wednesday, April 5:** cleaned up the pile in the back of the building be the phone tower.
- **Thursday, April 6:** cleaned the curbs along Marbury Drive, cleaned all the trucks, delivered two trash cans to residents.
- **Friday, April 7:** All day trash run throughout the city.
- **Monday, April 10:** Cleaned curbs along both sides of Marbury Drive.
- **Tuesday, April 11:** collected limbs throughout the city.
- **Wednesday, April 12:** Started cutting and trimming throughout the city, removed & cleaned trash in the alley along Edfelt Drive.
- **Thursday, April 13:** Finished cutting and trimming the city and around the Municipal Building, installed a handicap sign and painted the curb at 6203 Alpine Street, Replace the strings on the outside basketball court.
- **Friday April 14:** Trash run, switched snowplows on #2 truck.
- **Monday, April 17:** Spring Clean -up Week.
- **Tuesday, April 18:** Spring Clean- up Week.
- **Wednesday, April 19:** Spring Clean-up Week.
- **Thursday, April 20:** Spring Clean-up Week, cleaned out the flower bed, cut and trimmed the bushes, put down topsoil and grass seeds around the Municipal Building.
- **Friday, April 21:** Spring Clean-up Week, set-up tables and chairs in 107, set-up for District 7 County Councilmember Krystal Oriadha meet & greet.
- **Saturday, April 22:** Earth Day clean-up, Shred Day and County Councilmember Krystal Oriadha meet & greet.
- **Monday, April 24:** Finished picking-up Spring Clean-up items left from Friday, Roger Beam had a meeting with City Manager & HR.
- **Tuesday, April 25:** Collected limbs throughout the city.
- **Wednesday, April 26:** Cut & trimmed YSB, started cutting the city, cleaned and put-up tables and chairs underneath the stairs at YSB for the election on Monday May 1,2023, took tires to the dump.
- **Thursday, April 27:** Trash runs throughout the city.

- **Friday, April 28:** Finished trash run, Had a Public Works meeting from 11 to 1pm all Public Works Staff with City Manager & HR.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Angela Barnhill-Love". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Angela Barnhill-Love
Building Coordinator/ Administrative Assistant

CODE ENFORCEMENT REPORT

April 2023

SECTION 413 - ABANDONED VEHICLES

March	April	
5	0	Vehicles identified as Abandoned, Unregistered, and Under Repair
5	1	15 Days stickers have been posted(Private Property)
0	0	Vehicles towed - <u>Citations Issued</u>
2	0	Vehicles removed by owners
0	0	Vehicles had new tags affixed
1	1	Correction date of next month
0	0	Requested Extension
23	24	Total Notices from Jan 2023

SECTION 402 – VIOLATION OF HOUSING CODES

45	20	Notices posted to private homes for violations
9	19	Notices mailed to private homes reference city violations and notifications
8	4	Stop Work Orders issued
18	13	Building permit - posted/email
23	2	License applications received and processed

MANDATORY INSPECTIONS

6108 #210 Old Silver Hill Road - Commercial - Final/Passed
6332 Marlboro Pike - Commercial - Final/Passed
6106 Old Silver Hill Road - Commercial - Initial
6112 Marlboro Pike - Commercial - Initial
6224 Marlboro Pike - Commercial - Initial
2311 Roslyn Avenue - Rental - Initial
6027 Marlboro Pike - Commercial - Initial
7129 Halleck Street - Rental - Re-inspection
6330 Marlboro Pike - Commercial Inspection - Initial/Hold
6307 Elmhurst Street - Rental - Initial
6342 Marlboro Pike - Commercial - Initial
7021 Marbury Court - Rental - Initial

CODE ENFORCEMENT REPORT
April 2023

2210 Roslyn Avenue - Rental - Initial
6514 Halleck Street - Re-inspection
6216 Marlboro Pike - Commercial - Initial
6310 Marlboro Pike - Commercial - Initial
6723 Gateway Boulevard - Rental - Initial

REVENUE

PERMITS	AMOUNT	REVENUE
Commercial License	1	\$325.00
Rental License	1	\$ 100.00
Building Permits	13	\$ 3,538.62
Yard Sale	1	\$ 10.00
Alarm	3	\$ 90.00
Handicap Sign	1	\$ 100.00
Total	20	\$ 4,163.62

JOURNAL

Performed construction inspection on building permits

Performed housing or commercial inspections requested by property owners or renters on vacant properties only

Violation concentrated on: Section 402 - Housing Code

POLICE DEPARTMENT	February	March	April
CALLS FOR SERVICE			
Total CFS Received	613	563	515
HOMICIDE	1	1	0
SEXUAL ASSAULT	0	0	1
ROBBERY AND ATTEMPT	1	2	3
ASSAULT	1	1	1
BURGLARY	2	2	0
AUTO THEFTS	5	8	6
ATTEMPTED AUTO THEFTS	0	0	0
VANDALISM	1	1	4
THEFTS	1	2	2
DOMESTIC CFS	20	15	14
TOTAL (MOST SERIOUS)	32	32	31
REPORTS WRITTEN			
MOTOR VEHICLE ACCIDENTS	5	3	8
ACCIDENT HIT & RUN	0	3	5
IMPOUNDS	23	21	37
RECOVERED STOLEN AUTOS	1	5	5
MISSING PERSON	1	1	0
TOTAL	30	33	55
ARREST			
ADULTS	3	4	7
Summons in Lieu/Criminal Citation	0	0	0
J-2 / JUVENILES	0	0	3
Warrant Service	2	0	1
TOTAL	5	4	11
TRAFFIC/PARKING ENFORCEMENT			
SPEED CAMERA CITATIONS ISSUED			2,218
MOVING VIOLATIONS ISSUED	159	156	109
WARNINGS ISSUED	106	38	97
OTHER MOVING VIOLATIONS	41	117	22
RADAR/SPEEDING	7	3	2
STOP SIGNS	19	10	35
SEAT BELTS	0	0	0
EQUIPMENT REPAIR ORDER (ERO)	8	4	5
DUI/DWI - ALCOHOL	1	0	0
PARKING CITATIONS/NOTICES	77	14	
TOTAL Violations Issued	259	186	161
REVENUE			
CRASH/INCIDENT REPORTS	\$30.00	\$20.00	\$0.00
PARKING CITATIONS	\$300.00	\$440.00	\$535.00
SPEED CAMERA CITATIONS	\$13,941.06	\$15,812.19	\$17,179.36
VEHICLE RELEASES	\$1,125.00	\$1,050.00	\$525.00
DONATION (PUBLIC SAFETY)	\$0.00	\$0.00	\$0.00
TOTAL	\$15,396.06	\$17,322.19	\$18,239.36



CITY OF DISTRICT HEIGHTS FAMILY & YOUTH SERVICES BUREAU

421 Atwood Street * District Heights, Maryland 20747

Phone: (301) 336-7600 * Fax: (301) 499-2121

Email: ysb@districtheights.org

April 2023

STRATEGIC FOCUS

- Crucial to the Youth Service Bureau's (YSB) sustainability in providing licensed, professional mental/ behavioral health services is having a strong team of clinicians to provide support to the residents of District Heights and surrounding communities. The YSB is actively seeking support to recruit and retain qualified candidates for the agency.
- The YSB is actively focusing on supporting our families through advocacy with MAYSB and providing information and resources within the community and greater Prince George's County.

COMPLETED

- **Tuesday, April 4th:** The YSB Director attended the annual state audit for the contract with the Department of Juvenile Services.
- **Thursday, April 6th:** The District Heights YSB director attended the monthly MAYSB meeting to discuss opportunities to advocate for the Youth Service Bureaus and funding within the state of Maryland.
- **Friday, April 14th:** The YSB submitted monthly reports to Department of Family Services (DFS) re: Mental/Behavioral Health Program. As of March 31st: 11 new formals; 23 carryover formals and 0 informal closed clients that have received services in the YSB (Formal clients are served for 4 sessions or more. Informal clients were served for 3 sessions or less.) We had a staff of 3 clinicians over this time period.
- **Saturday, April 15th:** The YSB Staff hosted an information table regarding mental/behavioral health counseling services at Kettering Baptist Church's Family Conference.

ONGOING

Therapeutic, Psychoeducation and Nutrition & Gardening Groups

- Weekly Woodland Springs Psychoeducation & Play Therapy (Currently receiving permission slips)
- Weekly Woodland Springs tutoring group visits the WS Garden (postponed until the Spring growing season)
- The YSB is hosting our monthly on-going parent support group. The parenting group is meeting bi-weekly until June 30th. Please contact the YSB for more information or to register at (301) 336-7600 or via email ysb@districtheights.org.

UPCOMING

- **May 7th – 13: Children's Mental Health Awareness Week**
- **Friday, May 5th:** The YSB will be hosting an informational table at the Children's Mental Health Matters Campaign – Come Out and Play Event at Tucker Road Ice Rink
- **Sunday, May 7th:** Children's Mental Health Matters Campaign will be hosting an Art Works Now event in recognition of May's Children's Mental Health Matters



The District Heights Youth Development Foundation
2000 Marbury Drive * District Heights MD 20747
301-336-7600 * fax 301-499-2121
www.developinghigherheights.org
"Developing Higher Heights"

April 2023

- 📅 **April 28th:** The YDF Board Chair attended the luncheon meeting for The Hope in Action Antiviolence initiative grantees.
- 📅 The YDF is currently receiving applications for Board Members.
- 📅 For more information, please email ydf@youthdevelopment.foundation.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Katrina Emerson".

Katrina Emerson, Director

District Heights Family & Youth Services Bureau



CITY OF DISTRICT HEIGHTS

Recreation/Cultural Department
2000 MARBURY DRIVE
DISTRICT HEIGHTS, MARYLAND 20747-2399

TELEPHONE: (301) 336-5633

MARCH 2023 City Report

RECREATION PARKS AND CULTURE DEPARTMENT

VISION STATEMENT:

Inspire a passion for living a socially active and healthier lifestyle, by providing dynamic, sustainable, and inclusive recreation, parks, and culture programs, to support a thriving community.

MISSION STATEMENT:

The mission of the City of District Heights Recreation, Parks, and Culture Department is to provide accessible and innovative services, that responds and supports the informational, educational, and enrichment needs of our residents and community.

We strive to achieve these goals in cooperation with our residents, Mayor and Commission, city departments, and volunteers.

COMPLETED ACTIVITIES AND EVENTS FOR MARCH 2023

ACTIVITY/ EVENT

NUMBER OF VISITORS

• Chair Aerobics -	52
• Line Dance -	67
• Youth Open Gym	178
• Adult Open Gym	86
• Fitness Room	27
• TOPS	27
• Pushing4Greatness	7
• Square Fitness	14
• Morning Walk	6

- District Heights Step Team 68
- On Pointe Dance Academy 122
- AARP 18
- North Forestville Elementary School 15

April Spring Break Activities:

- April 3rd Co-ed Flag Football 82
- April 4th Dodgeball 110
- April 5th Game Bus 128
- April 6th Family and Friends Kickball, 65
- April 10th Easter Monday Funday/ Egg Hunt 172

TOTAL: 1,244

ONGOING PROJECTS

- Dividers for gymnasium (**Ordered**)
- Employ Prince George’s (**MOU approved**)
- Municipal Playgrounds (**Agreement approved**)

UPCOMING ACTIVITIES AND UPDATES

Youth Activities: TBD

- | | | |
|-----------------------------------|--------------------------------|-------------|
| • Cinco de Mayo | Friday, May 5 th | 5pm to 7pm |
| • Mother’s Day Tea | Saturday, May 13 th | 12pm to 2pm |
| • Hemingway Memorial Fitness Walk | Saturday, May 20 th | 8am to 11am |
| • Veteran’s Memorial Celebration | Monday, May 29 th | 9am |

Respectfully submitted,
Recreation, Parks, and Culture Department



CITY OF DISTRICT HEIGHTS

Budget vs. Actual

March 2023

	Mar 23	YTD Actual	YTD Budget	Variance	Annual Budget
Income					
I - Local Taxes	95,692	3,454,096	2,652,051	-802,045	3,536,068
II - State Shared Taxes	18,241	518,477	732,205	213,728	976,273
III - License & Permit - City	9,192	156,076	191,539	35,462	255,385
IV - County Shared Taxes	0	10,304	15,458	5,154	20,610
V - Youth Service Bureau	0	62,814	151,065	88,251	201,420
VI - Recreation Revenues	1,308	9,463	19,470	10,007	25,960
VII - Fines & Vehicle Releases	16,931	190,802	207,750	16,948	277,000
VIII - Miscellaneous	20,197	1,368,308	1,513,538	145,230	2,018,050
XI - Revitalization & Grants	0	0	143,870	143,870	191,826
XII - ARPA Fund Balance FY22	0	0	2,114,342	2,114,342	2,819,122
XIII - Fund Balance Unreserved	0	0	1,580,929	1,580,929	2,107,905
4335 - American Rescue Plan Funds	0	2,950,103	2,210,922	-739,181	2,947,896
Total Income	161,561	8,720,443	11,533,136	2,812,694	15,377,515
Expense					
General Government	188,811	2,647,040	5,647,304	3,000,264	7,529,738
Mayor & Commission	6,085	98,996	106,575	7,579	142,100
Municipal Building Expense	16,973	117,551	93,525	-24,026	124,700
Non-Departmental	16,779	421,178	542,633	121,454	723,510
Public Safety	70,551	587,994	731,658	143,664	975,544
Public Works	66,438	1,039,211	1,183,954	144,743	1,578,605
Recreation	23,739	236,621	322,016	85,395	429,355
RF Unappropriated Fund Balance	0	0	1,405,472	1,405,472	1,873,963
Senior Center	0	0	0	0	0
Senior Center Construction	150,320	1,106,449	1,500,000	393,551	2,000,000
YSB Construction Project	0	440		-440	
Total Expense	539,695	6,255,481	11,533,136	5,277,655	15,377,515
Net Income(Loss)	-378,134	2,464,962	0	2,464,962	0



CITY OF DISTRICT HEIGHTS

Balance Sheet As of March 31, 2023

ASSETS

Current Assets

Checking/Savings

1000 · Truist- Control	830,393
1005 · Truist- Payroll	18,109
1046 · Cash 2020 CDA Bonds	1,572,644

Total Checking/Savings 2,421,146

Other Current Assets

1010 · Cash - Petty Cash	700
1015 · Cash - Industrial Bank	6,790
1020 · Cash - Forfeitures	14,836
1035 · Cash - Mayor's Youth Council	3,402
1040 · Cash - MLGIP	5,843,809
1055 · Accounts Receivable - Accrual	19,035
1056 · Accrued Interest Receivable	2,134
1060 · Real Estate Tax Receivable	59,660
1065 · Personal Prop. Tax Receivable	14,656
1070 · Prepaid Insurance	88,810
1075 · Prepaid Expenses	1,279

Total Other Current Assets 6,055,111

Total Current Assets 8,476,257

Fixed Assets

1500 · Municipal Buildings	66,386
1510 · Land Improvements	1,512,903
1520 · Parking Lot	54,000
1530 · Equipment	790,962
1540 · Automobile & Truck	852,509
1550 · Municipal Building	1,723,349
1560 · Parks & Playground	1,306,849
1570 · Infrastructure	112,939
1580 · Investment in GFA	-6,419,896

Total Fixed Assets 0

Other Assets

1420 · Amts. to be Prov. for Auto Leas	76,818
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Total Other Assets 76,818

TOTAL ASSETS 8,553,075



CITY OF DISTRICT HEIGHTS

Balance Sheet As of March 31, 2023

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable

2000 · Accounts Payable 54,881

Total Accounts Payable 54,881

Other Current Liabilities

2005 · Accounts Payable - Accrual 46,125

2010 · Security Deposits 2,550

2020 · Deferred Property Taxes 57,539

2021 · Deferred Revenue ARPA Funds 2,883,945

2031 · Auto Leases 76,818

2100 · Payroll Liabilities -27,373 ¹

2111 · Direct Deposit Liabilities 1,584

2410 · Accrued Comp. Absences - S/T 18,379

2420 · Accrued Comp. Absences - L/T 193,518

Total Other Current Liabilities 3,253,084

Total Current Liabilities 3,307,965

Long Term Liabilities

2300 · Amts to be Prov, for GLTD 2016 -193,518

2302 · Amts to be Prov, for GLTD 2020 -2,100,225

2311 · 2016 CDA Bonds Payable 3,130,000

2312 · 2020 CDA Bonds Payable 1,766,000

2314 · Premium on Bonds Payable 2020 334,225

2401 · Amts to be Prov. GLTD 2016 Bond -3,130,000

Total Long Term Liabilities -193,518

Total Liabilities 3,114,447

Equity

3000 · Fund Balance - -Unreserved 367,615

32000 · Retained Earnings 2,606,051

Net Income 2,464,962

Total Equity 5,438,628

TOTAL LIABILITIES & EQUITY 8,553,075

¹ Adjustment pending Paylocity integration

Good evening, Mayor, Commissioners, Residents, and Colleagues.

April was a month of infrastructure development for the senior center. I am carefully establishing an ecosystem and programming while preparing for the center's opening. I have strategically customized the design drafts of foundational documents, applying proven methods to navigate our path to success and impact for our active aging residents to grow and thrive.

Accordingly, please accept the following information as presented.

Announcements:

- Private Elected Officials Building Ceremony on Saturday, May 20th @ 11 am
- Senior Center Open House is Tentatively Scheduled for Friday, June 16th @ 11 am

Tasks Completion:

- Drafted of Senior Program Phasing Document
- Selected Evidence-Based Active Aging Programming Model (International Council on Active Aging)
- Drafted Vision/Mission/Core Values Statements
- Drafted Logic Model for Funding
- Drafted Impact Document (Key Indicators)
- Drafted Partnership Process Documentation
- Drafted Senior Center Handbook

Non-related Task Completion:

- Created Electronic Employee Survey
- Researched and Created Prince Georg's County Municipal Portfolio Document
- Finalized Outstanding City Management Transition Data/Documents

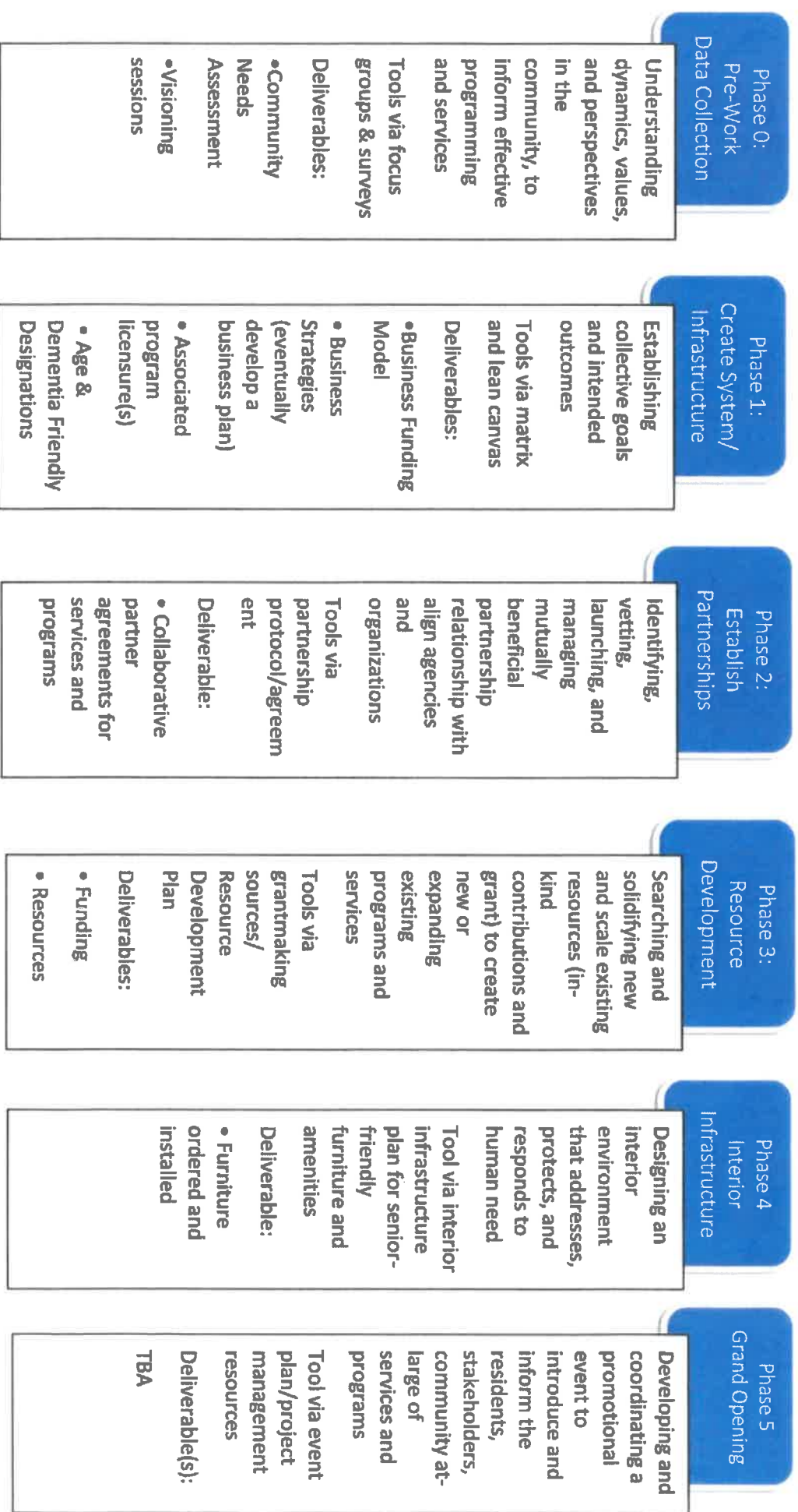
Upcoming Workload:

- Manage and Deliver Senior Center Ceremonies
- Draft two position descriptions (Fulltime Activity Manager and Parttime Admin/Receptionist) w/HR
- Draft Programming and Service Designs
- Recruit and Implement Partnership Development Process

Thank you for your time.

The City of District Heights Senior Center Program Development

Purpose, Process, & Phasing (April 1st, 2023, through December 31st, 2023)



District Heights Senior Center's Vision, Mission & Core Values

Our Vision:

We visualize a better tomorrow in the City of District Heights today for residents 50 years of age and older and vulnerable populations through evidence-based active aging and intergenerational programming and resource linkages to supportive services that enrich, empower, and enhance the quality of life with aging in place efforts in our city. We also envision an age-friendly city where individuals can grow and thrive with systems, policies, technology, infrastructure, and resources that address their life needs.

Our Mission:

We seek to improve the lives of aging adults through placed-based intergenerational activities and events with opportunities for social interaction, workforce development, recreation, essential support, education, volunteerism, and community activism to help them age independently and remain connected to their community.

Our Core Values:

- **WE** will respect all who interact with the Center.
- **WE** will embrace differences in skills, knowledge, cultural heritage, ethnicity, gender orientation, and religion of mature people and their families.
- **WE** will guide our residents and the larger community toward life-long well-being.
- **WE** will use collected information from our residents to benefit the larger community.
- **WE** will address diverse interests and needs.
- **WE** will assist aging adults needing information, housing, caregivers, transportation, and other support.
- **WE** will honor the presence and accomplishments of our aging residents in the community, bringing joy and pleasure through education, social events, and recreation.

PROPOSED EVIDENCE-BASED ACTIVE AGING MODEL

Senior Center
Approach
Micro-Level



Seven Dimensions of Wellness

City
Approach
Macro-Level



Nine Principles of Active Aging



Building the foundation

for active aging



Is your organization prepared to address the challenges and opportunities of population aging? This comprehensive and integrated model will guide you in creating a firm foundation for your active-aging efforts—whether it's a first foray into this arena or a longtime pursuit

by Colin Milner

Population aging is changing societies on a global level. Our current models have fallen short in addressing both challenges and opportunities presented by this demographic shift. Govern-

ments and organizations need new implementable models to address the accompanying wave of change. Globally, active aging is recognized as part of the solution.¹ Why?

Active aging promotes the vision of all individuals—regardless of age, socioeconomic status or health—fully engaging in life within all seven dimensions of wellness: emotional, environmental, intellectual/cognitive, physical, professional/vocational, social and spiritual.²

Research shows that an active lifestyle can lessen the challenges and increase

Continued on page 44

The City of
District Heights

Senior Center Impact Plan



2023

Profile

Older adults are living longer, and their preference to age in place continues to grow: an overwhelming 90% of people in the United States 50 years of age and over desire to age in place for as long as possible. At the same time, the number of people aged 60 and older as a proportion of the global population will double from 11 percent in 2006 to 22 percent by 2050—at which time there will be more people aged 60 and older than children ages 0 to 14 in the population for the first time in human history. If the City of District Heights is to secure a stable future for our aging population—especially for low-income seniors, who are the most vulnerable of all—now is the time to explore innovative solutions that lengthen the possibility of independent living, improve the quality of life and community involvement, and forestall or prevent nursing home placement. The City's combination of a senior center, programs, and services and becoming an Age-Friendly City represents both a potential solution and a model for the future.

District Heights 50+ aging adult population is approximately 37% of the total residency, and the individuals aged 50-79 are the largest cohort at an estimated 25%. Our goal is to establish a senior center with the right-sized programs and services to improve the quality of life for residents and educate them and their families and caregivers about available resources to help grow and thrive in the City. We offer the community and the surrounding areas a safe and accessible location for educational, social, nutritional, and recreational opportunities.

Impact Strategies

Senior Center Impact Plan - 2023

Impact Area: Workforce/Economic Development

Result: Resident households are able to maintain stable housing and participate in the local economy

Strategy:	Program/Activity	Reason/Factor	By Whom	Timeline	Cost	Performance Measures	Targets
1.1		Increase adult computer skills to increase education, employment opportunities and/or to improve basic life skills for social connectivity and other needs					
1.2		Grow entrepreneurial small business opportunities					

Impact Strategies

Senior Center Impact Plan – 2023

Impact Area:		Health & Wellness				
Result:	Residents live a healthy lifestyle					
Strategy:	1.1	Increase residents' physical activity				
Program/Activity	Reason/Factor	By Whom	Timeline	Cost	Performance Measures	
					Targets	
Strategy:	1.2	Increase residents' access to health and wellness services through referrals and on-site assistance				
Program/Activity	Reason/Factor	By Whom	Timeline	Cost	Performance Measures	
					Targets	

DRAFT

Impact Strategies

Senior Center Impact Plan – 2023

Impact Area: Environmental

Result: Residents are engaged in green practices.

Strategy:	1.1	Engage residents to implement green practices at home and in the community to improve the environment.	By Whom	Timeline	Cost	Performance Measures	Targets
Program/Activity	Reason/Factor						

Impact Strategies

Senior Center Impact Plan – 2023

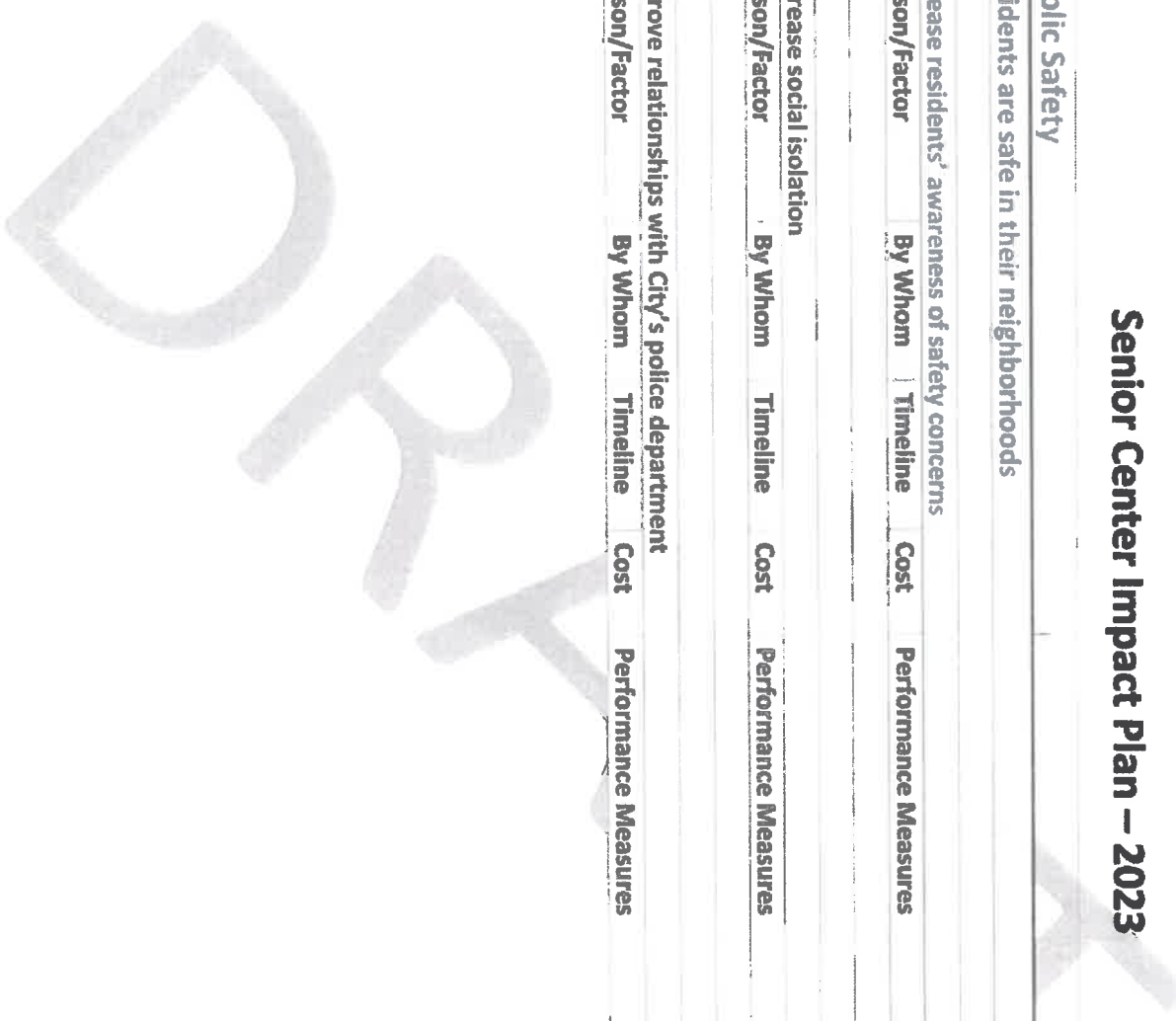
Impact Area: Public Safety

Result: Residents are safe in their neighborhoods

Strategy:	1.1	Increase residents' awareness of safety concerns	By Whom	Timeline	Cost	Performance Measures	Targets
Program/Activity		Reason/Factor					

Strategy:	1.2	Decrease social isolation	By Whom	Timeline	Cost	Performance Measures	Targets
Program/Activity		Reason/Factor					

Strategy:	1.3	Improve relationships with City's police department	By Whom	Timeline	Cost	Performance Measures	Targets
Program/Activity		Reason/Factor					



Impact Strategies

Senior Center Impact Plan -- 2023

Impact Area: Civic Engagement

Result: Residents are taking responsibility to improve the city

Strategy:	1.1	Expand opportunities to create and implement social change					
Program/Activity	Reason/Factor	By Whom	Timeline	Cost	Performance Measures	Targets	
Strategy:	1.2	Enhance advocacy knowledge and skills					
Program/Activity	Reason/Factor	By Whom	Timeline	Cost	Performance Measures	Targets	

PARTNERSHIP DEVELOPMENT PROGRESS CHECKLIST

Directors carefully plan with residents, stakeholders, and staff to identify the needs, assets, and interest of the community he/she works in. Then he/she executes multiple exercises to acquire information. Also, Directors should monitor what stage in partnership development they are in to efficiently monitor progress and course correct as needed.

Research

Step 1 - Know Your Community

- **Conduct Annual Resident Survey or other community needs assessments.**
 - How do we measure or capture resident need?
- **Perform Asset Mapping**
- **Engage in Networking**

Outreach

Step 2 - Identify Organizations

- **Create a list of organizations you desire to partner with**
 - Is this in response to resident need?
 - Do we have residents that are already interested in participating?
- **Research organizations and fill out profiles (organizational and program)**
- **Get approval from City Manager to advance the process.**

Step 3 - Vetting the Organization

- **Meet with partner organization staff to get questions answered.**
 - Can partner measure impact/success?
 - What are the assessment tools used by partner or needed?
 - Does partnership align with impact areas?
 - Is there alignment with impact framework?
 - Can the partner serve more than one department?
 - Can your site support partner needs, i.e., space, technology, hours of operations?
 - What is the fiscal responsibility of the partner?
 - How does your partner plan to operate during emergencies?
- **Visit their sites for observation.**
- **Get and check references.**

You may need to review the potential partner in more detail with City Manager

Scope of Work

Step 4 - Written Agreement

- Who is the primary contact or relationship holder?
- What data is expected as a part of the agreement?
- For MOU: Draft MOU using City's template and share with partner for their input. Once draft is agreed upon, submit to City Manager for review/approval.
- For Contract: Submit contract details (using City's template) and required documents to City Manager for review/approval. Once approved, City Manager will return to Directors initiate process. Process can take up to 4 weeks.
- For Leases: Initiate conversation with City Manager to propose lease agreement and initiate discussion related to lease terms.
 - Note: An MOU may also be initiated in addition to a lease when a community organization receives discounted rent or more favorable terms with the agreement that they intentionally serve residents in agreed upon ways.
- Agreements are not final until signatures are obtained from all parties.
- Maintain a file of signed partnership agreements.

Step 5 - Manage and Monitor the Partner (Ongoing)

- Adhere to the strict monthly reporting schedule.
- Conduct biweekly/monthly meetings to gather highlights, challenges, etc.
- Identify tools that can be implemented to monitor partner progress.

Step 6 - Partnership Retention or Close out (New and Established Programs)

- Conduct an end of year or end of program evaluation.
- Did partner/program meet goals/expectations as outlined in MOU and/or Contract?
- Is it fiscally sound to continue partnership/programming?
- Is there an opportunity for expansion?

Retention:

- Discuss partnership/program evaluation findings with partner.
- Plan implementation of continued program or service.
- Sign new MOU and/or Contract.

Closeout:

- Discuss partnership/program evaluation findings with partner.
- Collect any shared/lent items, i.e., equipment, technology, keys.
- Collect final data reports.
- Submit and closeout final invoices.

Sample Memorandum of Understanding

Memorandum of Understanding

This Memorandum of Understanding (MOU) is made and entered into this __ day of _____, 20__ by and between the Incorporated City of District Heights (hereinafter referred to as "City of District Heights") and *Partner Organization* (hereinafter referred to as "*Partner Abbreviation*").

PURPOSE

The purpose of this MOU is to define the components of the collaborative partnership between City of District Heights and *Partner Abbreviation* regarding space usage, data sharing and outcome reporting for the purpose of

This memorandum of understanding will be in effect from _____ through _____ with the possibility of continued collaboration. Subsequent partner programming is contingent upon the success of the program and *Partner Abbreviation* achieving programmatic outcomes outlined in this MOU.

PROGRAM CONTACTS

In the event that either party needs to be contacted for routine or emergency needs, we agree that the people in the staff roles listed below will handle any challenges related to the continued success of the program (i.e., physical and/or programmatic needs).

Name/Title	Phone/email	Organization

--	--	--

FACILITIES

City of District Heights agrees to provide space in the Property free of charge for the contracted dates of partnership. Program space includes

PROGRAM SERVICES

Location:	
Program Focus:	
Program Dates:	
Day(s) of Week:	
Time Frame:	
Room/Property Location	
Target Population/Audience:	
Monitored and Facilitated by:	
Program Capacity:	

DATA SHARING

Partner Abbreviation shall provide City of District Heights with pertinent data concerning all program participants and program activities as needed and as is compliant with HIPAA (Health Insurance Portability and Accountability). The data shall be used only for conducting studies and to assist with the design, evaluation, delivery, and instruction.

Partner Abbreviation agrees to report data monthly via Apricot or other data reporting methodology consistent with the programmatic outcomes outlined and the dates established by this MOU.

All data will be managed in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

PROGRAM OUTCOMES/BENCHMARKS

Data shall include the following program performance measures in accordance with the City of District Heights Impact Framework.

Strategy __: _____

Program Performance Measures	Target	Data Source	Frequency of Data Collection	Date to Report to City of District Heights
# _____				Monthly
# _____				Monthly
_____				Monthly
# _____				Monthly
# _____				Monthly

Strategy __-__: _____				
Program Performance Measures	Target	Data Source	Frequency of Data Collection	Date to Report to City of District Heights
_____				10 th Monthly
# _____				10 th Monthly
_____				10 th Monthly
# _____				10 th Monthly
# _____				10 th Monthly
Additional Measures				
Program Performance Measures/Outcome	Target	Data Source	Frequency of Data Collection	Date to Report to City of District Heights
_____				10 th Monthly
_____				10 th Monthly
_____				Quarterly
_____				Quarterly

ROLES AND RESPONSIBILITIES

Partner Abbreviation agrees to:

-
-

City of District Heights agrees to:

-
-

City of District Heights and *Partner Abbreviation* agree to:

-
-

This MOU is not intended to be a binding contract, and neither party will be able to “enforce” this MOU in any legal or technical sense. Rather, this MOU is intended to memorialize the Parties’ discussions and understandings, and to guide and facilitate the Parties’ efforts moving forward.

Both Parties’ will be free to use this MOU in grant applications and for other purposes without the prior permission of the other party.

This MOU shall be reviewed by the Parties on an annual basis and can be modified at any time by the mutual agreement of the Parties.

PUBLIC RELATIONS/MARKETING

Both City of District Heights and *Partner Abbreviation* will involve and inform each other about any events involving the program participants, including any print media coverage. *Partner Abbreviation*, in cooperation with City of District Heights will market programs to participants.

City of District Heights and *Partner Abbreviation* agree to place each other’s logos on materials dedicated to the outreach and promotion of all programming. Prior permission of City of District Heights and/or *Partner Abbreviation*’s logo must be granted before use.

FUNDRAISING

City of District Heights and *Partner Abbreviation* agree to include each other in all fundraising activities and discussion related to this program or project. City of District Heights and *Partner Abbreviation* agree to provide at least two-week lead time for the partnering agency to review and to respond to joint proposals before they are submitted to the funding source.

INSURANCE REQUIREMENTS

Partner Organization is responsible for insuring any business or personal property brought into the premises.

Contractor maintains, and must maintain throughout the term of this agreement, commercial general liability insurance, automobile insurance (or hired and non-owned coverage on the commercial general liability insurance policy), miscellaneous professional liability insurance and workers’ compensation insurance each in an amount not less than \$1,000,000.00 (except that the coverage for workers’

compensation shall be in accordance with statutory requirements) to cover its activities under this agreement. Within 48 hours of City of District Heights' request, *Partner Abbreviation* must provide City of District Heights with a certificate of insurance evidencing *Partner Abbreviation's* compliance with all the foregoing required coverages.

INDEMNIFICATION

Partner Abbreviation shall indemnify and save harmless City of District Heights, its agents, officers and employees, from and against any and all claims, demands, suits, judgments, or settlements, for sums of money for or on account of personal injuries, property damage, or loss of life or property of any persons arising from or in any way connected with the performance of the project covered by this Contract.

Partner Abbreviation expressly releases City of District Heights from any liability for any losses or damages suffered by Contractor, directly or indirectly, from or in any way connected with the performance of this Contract.

Partner Abbreviation hereby acknowledges and agrees that *Partner Abbreviation* shall at all times when performing the Services implement the precautions recommended by the local health department and the U.S. Centers for Disease Control and Prevention (CDC) for controlling transmission of COVID- 19, to include the CDC Interim Guidance on for Businesses and Employers for Responding to Coronavirus Disease 2019 (COVID-19), May 2020. *Partner Abbreviation* shall indemnify and hold City of District Heights harmless for any and all claims arising out of *Partner Abbreviation's* failure to comply with its obligations.

IN WITNESS THEREOF, the parties have executed this Agreement as of the day and year above written.

Either party may terminate this agreement without cause upon 30 days prior written notice to the other party hereto.

The Incorporated City of District Heights (City of District Heights)

By: _____
Date

Partner Organization

By: _____
Partner Organization Authorized Signee
Authorized Signee Title Date

District Heights Senior Center Logic Model (Funding)

(04/30/2023)



INPUTS

- REVENUE:**
- Grants
 - In-kind Contributions
 - State/County/City Funds
 - Non-residential Memberships
 - Fee-for-Services
 - Special Population Rentals

RESOURCES:

- Staff
- Volunteers
- Needs Assessment
- Facility
- Coordination among government agencies
- Partnership with community-based organizations
- Technology Equipment
- Fitness/Rec Equipment

Models:

- Stanford Chronic Disease Management
- Usability Matrix
- World Health Org. Age-Friendly Cities (AARP)
- AARP Family Caregiving
- Senior Community Service Employment
- Dementia Care Communities
- No Wrong Door
- Community Dining



ACTIVITIES

Health and Wellness Programs

- Exercise and Meditation
- Meals & Nutritional
- Health Services & Referrals
- Counseling
- Caregiving
- Active Aging Classes
- Workforce and Economic Development

Technology

- Entrepreneurial
- Job Building

Environmental Programs

- Green Education
- Green Campaign
- Public Safety Services
- Wellness Checks
- Awareness Meetings
- Civic Engagement and Advocacy Training
- Capacity Building



OUTPUTS

Health and Wellness Programs

- # of participants
- # of reported changes in well being
- # of participants completed a program
- # of participants used the services
- Workforce and Economic Development
- # of participants completed
- # of participants learned a skill
- # of participants started a new business
- # of participants engaged in the workforce
- Environmental Programs
- # of participants
- # of increased knowledge
- # of new learned green options
- # of Public Safety
- # of participants
- # of increased awareness & safety
- Civic Engagement and Advocacy Training
- # of improved social connectivity
- # of participants
- # of increase activity in civic and advocacy (volunteering)
- # of increase in leadership in community



PARTICIPANTS

- District Heights residents (youth and families) for selective programming and services
- Seniors aged 60+ (Prince George's County)
- Enrolled Patrons aged 30+
- Youth participants (nonorganizational programs)
- Families and caregivers of aging adults



OUTCOMES

Short Term:

- Increased sense of belonging and collective responsibility
- Increased knowledge of active aging development
- Improve access of health and supportive services
- Increase physical, mental, and social techniques
- Increased partnerships

Intermediate:

- Increased participation in center & community activities/events/services
- Improved access and use of health and supportive services
- Decreased isolation
- Increased partnerships
- Increase physical, mental, and social activities

Long-Term:

- Increased social connectivity and community involvement
- Improved access to nutritional foods
- Bridged health and supportive service connections
- Improved safety and resilience
- Increased knowledge and participation in green initiatives
- Decreased caregivers' lifts
- Improved education and employment outcomes
- Increased entrepreneurs
- Improved technology adoptions
- Produced new resident leaders and members on existing city committees
- Adoption of new behaviors

**District Heights
Senior Center
Guidelines, Policies and
Procedures**

compensation shall be in accordance with statutory requirements) to cover its activities under this agreement. Within 48 hours of City of District Heights' request, *Partner Abbreviation* must provide City of District Heights with a certificate of insurance evidencing *Partner Abbreviation's* compliance with all the foregoing required coverages.

INDEMNIFICATION

Partner Abbreviation shall indemnify and save harmless City of District Heights, its agents, officers and employees, from and against any and all claims, demands, suits, judgments, or settlements, for sums of money for or on account of personal injuries, property damage, or loss of life or property of any persons arising from or in any way connected with the performance of the project covered by this Contract.

Partner Abbreviation expressly releases City of District Heights from any liability for any losses or damages suffered by Contractor, directly or indirectly, from or in any way connected with the performance of this Contract.

Partner Abbreviation hereby acknowledges and agrees that *Partner Abbreviation* shall at all times when performing the Services implement the precautions recommended by the local health department and the U.S. Centers for Disease Control and Prevention (CDC) for controlling transmission of COVID- 19, to include the CDC Interim Guidance on for Businesses and Employers for Responding to Coronavirus Disease 2019 (COVID-19), May 2020. *Partner Abbreviation* shall indemnify and hold City of District Heights harmless for any and all claims arising out of *Partner Abbreviation's* failure to comply with its obligations.

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The Incorporated City of District Heights (City of District Heights)

By: _____ Date

Partner Organization

By: _____ Date
Partner Organization Authorized Signee
Authorized Signee Title

Page 2

The focus of the District Heights Senior Center is to develop and administer programs and activities that support aging adults in their efforts to remain healthy, active, and independent members of the City of District Heights, and to provide, coordinate and advocate for services which promote the dignity and enrichment of life for them.

It gives me pleasure to welcome you to the District Heights Senior Center and the wide array of programs, activities and opportunities that we provide!

We have a commitment to offer activities and events that are appealing to each participant. The staff takes pride in our program offerings – from technology classes and health and wellness activities to card games, day trips and community dining. All activities are built around the needs and wishes of our participants but if there is something in which you are interested that is not offered, please let a member of the staff know and we will do our best to accommodate your request.

We want you to have a positive and enjoyable experience, which is one reason for the publication and distribution of this booklet. We would like everyone to understand their responsibilities and the expectations associated with participation in senior center activities. If you have questions about an item contained in this booklet, please ask for clarification.

Best,

Dr. Katrina Polk, Senior Center Director

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Section 1: Guidelines for Participation

The Senior Center shall be defined as the actual facility, the property on which the facility sits, and/or any facility, property, or vehicle being used for a Senior Center sponsored event or activity. Failure to abide by these guidelines may result in immediate removal from a class, program, or activity, and/or limitation or suspension of center privileges.

General Guidelines

Participants must:

1. Have a completed registration form on file as well as an assigned key card with the senior center in order to take part in center activities and classes.
2. Provide the center receptionist with updated information any time there is a change of address, phone number, emergency contact, etc. All information should be reviewed for accuracy at least annually.
3. Understand their responsibility, and conform their behavior, to the rules of the center.
4. Be respectful of other participants' right to utilize shared equipment (computers, phone, games, television, etc). The Activity Manager may establish and post time limits or schedules to permit fair access to equipment. A participant who fails to abide by those limits or schedules may be limited or suspended from utilizing the same.
5. Address concerns and conflicts directly with the Activities Manager for resolution.
6. Abide by the senior centers non-solicitation and confidentiality policies.

Mobility and Cognitive Guidelines

Participants Must:

1. Function independently without one-to-one assistance or supervision from the staff.
2. Individuals who need assistance must have a companion or aide who:
 - a) escorts them at all times
 - b) provides all personal assistance
 - c) abides by the senior centers, policies and procedures
3. Move safely and independently (or use an assistive device independently) while at the center.
4. Provide and maintain personal assistive devices.

Behavior Guidelines

Participants Must:

1. Avoid engaging in any activity that is disruptive to the legitimate use of center facilities.
2. Avoid engaging in any activity that may present a danger to themselves or others.
3. Avoid using language or behavior that is obscene, abusive, loud or insulting to others as determined by the senior center staff on duty.
4. Avoid harassing or discriminating against staff, participants, or guest on the basis of race, gender, age, national origin, religion or disability.
5. Avoid participating in any activities while under the influence of alcohol or illegal drugs.
6. Not participate in any illegal activity while at the center.
7. Not carry a weapon in the senior center.
8. Avoid the destructions or theft of personal property (including money) in the senior center.

Health and Hygiene Guidelines

Participants Must:

1. Maintain a level of personal hygiene consistent with generally accepted standards of health and safety for themselves and others.
2. Not smoke or use other tobacco products and electronic smoking devices inside the senior center, including public areas and restrooms.

Section 2: Inclement Weather Policy

The senior center utilizes the Prince George's County Public Schools Inclement Weather Policy to determine its weather policy.

1. If schools are closed due to inclement weather, all meals, activities, classes, and transportation are cancelled.
2. If schools delay opening, the senior center will hold regular business hours which are 9am to 5pm, Monday through Friday.
3. If schools close early due to inclement weather, the senior center will close early as well to ensure safety.
4. If schools are not in session, please check the following resources to determine if the center is open:
 - Call our office and listen to the emergency voicemail
 - Sign-up for Constance Contact(?)
 - Check our website
 - Watch local news closure listings

Section 3: Transportation Guidelines

Participants Must:

- 1. Ride on the vehicle independently and be able to embark and disembark with no assistance. If assistance is needed, an aide or caregiver must ride vehicle with the passenger.*
- 2. Reserve transportation with Activity Manager.*
- 3. Be ready when the van/bus arrives at their home. The driver cannot wait more than five (5) minutes for riders to board.*
- 4. No eating or drinking on the van/bus.*
- 5. Use a seatbelt at all times the vehicle is in operation.*
- 6. Select the first seat available unless the driver is notified in advance of a need for special accommodation*
- 7. Assure seats are available for other riders. All carry on items must be stored under the seat or held by the rider.*
- 8. Abide by the instructions of driver and/or other staff. Any behavior that is determined by staff to be disruptive, distracting, or dangerous to passengers and/or the safe operation of the vehicle may result in immediate suspension or termination of riding privileges.*
- 9. Understand all participant guidelines in this document apply while using Senior Center or contracted vehicles.*

Section 4: Classes and Special Activities Policies and Procedures

The Senior Center Guidelines are applicable for all classes and special activities sponsored by or affiliated with the senior center. Participants must have a current, signed registration form on file.

Registration

1. Any senior center participant may register for classes and special activities.
2. Some classes may have pre-requisites to participate.
3. Class registration may be limited. Reservations must be paid in full if applicable, and are on a first come, first served basis. Reservations are not guaranteed until payment is made.
4. Reservations may be paid in-person, by mail, and online when available. A check is the preferred method of payment. Checks should be payable to "The City of District Heights. Please note the class or activity name in the memo line. Credit cards are accepted for online registrations only.
5. Some classes may require that participants furnish additional supplies (paint, sketchbooks, yarn, fabric, etc.) or equipment (hand weights, yoga mats, etc.) at their own expense.

Refunds

1. Paid reservations are non-refundable but are transferable to another participant prior to the first session. The participant is responsible for finding someone to take his/her place. There may be a wait list for the activity; please check with the receptionist for possible substitutes. Substitutions are not permitted after the first session.
2. If the class or activity is cancelled by the senior center due to low enrollment or other circumstances, registration fees will be refunded.

3. If a class or activity session is cancelled due to weather or other circumstance, every effort will be made to reschedule the session with ample notice.
4. Activities and classes that are rescheduled are not eligible for a refund.

Assistance & Special Accommodations

1. Individuals must be able to function independently without one-to-one assistance or supervision from staff. Individuals who need assistance may participate if accompanied by a companion or aide to escort them at all times. The companion must abide by all senior center policies and procedures. Companions and/or aides must be at least 18 years of age.
2. Individuals participating in a fitness class should check with a health care provider before beginning a new exercise program. A release from a health care provider may be required.
3. Participants who need special accommodation (wheelchair access, aisle seating, etc) must indicate such a need at time of registration. Although every effort will be made to accommodate the request, such accommodation is not guaranteed.

Electronic Sign-In Systems

The senior center utilizes an electronic sign-in system to collect daily attendance and program participation data.

1. *Participants will be issued a personal key tag identification card to access the system.*
2. *The card should never be shared with, or used by, another participant.*
3. *A \$0.00 (??) replacement fee will be charged for lost cards.*

Section 5: Community Dining Program

Participants have the opportunity to enjoy a meal in the company of others in a community setting. Meals are planned one month in advance and are listed on the monthly calendar in the senior center

Serving Times

Meals are offered Tuesdays, Thursdays & Fridays from 12:00 pm to 1:30pm

**Meals may not be available due to inclement weather and will not be available on holidays when the center is closed*

Costs

Meals are at NO COST to District Heights and Prince George's County residents and include a main dish, side dish, and water, tea, juice, or coffee

Section 6: Contributions

The Senior Center is a government agency and provides an array of programs through contributions from individuals, organizations, federal and state grant funds, and grant funds. Individuals that wish to contribute to our organization can do so by:

Mail:

Mail checks made out to the “The City of District Heights.” If you would like for your contribution to go to a specific program, please write the program name in the memo. We would like to be able to thank you for your generous contribution, so please include the following with your contribution: name, address, telephone number, and whether or not we are able to recognize your contribution publicly.

Contributions should be mailed to:

The City of District Heights
Senior Center
Attn: Dr. Katrina Polk
2000 Marbury Drive
District Heights, MD
20747

In Person:

Checks should be made out to “The City of District Heights”. If you would like for your contribution to go to a specific program, please write the program name in the memo. We would like to be able to thank you for your generous contribution, due to this, please complete our donation form. If you are contributing to our programs with cash and wish not to be thanked but wish for your donation to go to a specific program, please fill out the designation on the contribution form. All other fields on the contribution form may be left blank.

**Section 7: Day Trip and Tour Policies and Procedures
Participation Guidelines**

1. Trips are open to any registered participant. Unregistered participants must complete and submit a registration form prior to making trip reservations.
2. Participants must be able to function independently without one-to-one assistance or supervision or provide a companion or aide to provide assistance. Companions travel at the same price as other passengers unless otherwise noted. Companions must be at least 18 years old.
3. Participants will abide by the information and instructions provided by staff while on any trip. Failure to meet at appointed locations and/or departure times, observe safety practices or other instructions could result in suspension from participation.
4. Participants under age 18 are not permitted unless the trip is specifically advertised to include children.
5. Participants who need special accommodation must indicate the need at time of registration. Although every effort will be made to accommodate the request, such accommodation is not guaranteed.
6. Some trip destinations involve extensive walking, physical exertion or limited accessibility due to the nature of the trip or facility visited. This information is included in the trip announcement and descriptions when known by the Activities Manager. Individuals must determine their ability to participate.

Registration Guidelines

1. Trip announcements and schedule flyers are posted in the senior centers and on the city website.
2. Trip announcements will be released approximately six months prior to the date registration opens in order to give all center participants equal opportunity to register. Long trips may be released up to one year in advance.
3. In person registrations will be accepted only during dates and times listed on the flyer.
4. Reservations are on a first-come, first-served basis and must be paid in full in order to secure a seat.
5. A waitlist will be maintained after all available seats are reserved. Trip fees will not be collected in advance from people on the waitlist. Participant will only pay when/if a seat becomes available.

Registering for Trips

1. Reservations must be made in person at the senior center.
2. Participants must have a completed participant registration form on file prior to registering if they will be registering as a member.
3. Participant must complete a trip registration form.
4. Staff will check seat availability for all applicable rosters prior to accepting reservations and fees.
5. Trips must be paid in full at time of registration.
6. Cash or check are accepted for payment. Checks should be payable to "The City of District Heights" with the notation Trips on the memo line.

Trip Cancellations by the Participant

Option 1

1. If unable to attend, the participant is responsible for finding someone to take the seat.
2. The substitute will pay the canceling person directly. Senior center staff will not accept or distribute payment between these individuals.
3. The cancelling participant must notify the Activities Manager in writing when the seat has been transferred.
4. The substitute must have a completed participant registration form on file, or complete and submit one at least two business days prior to the trip departure.
5. The substitute will abide by all trip policies and procedures as noted in this document.
6. No refund will be issued if a substitute is not available.

Option 2

1. The person cancelling will notify the Activities Manager in writing via letter, email or fax.
2. The Activities Manager or another staff person will secure a substitute from the waitlist, if a waitlist is available.
3. The substitute will pay the senior center directly.
4. The senior center will issue a check to refund the person cancelling, less a \$20.00 service fee.
5. No refund will be issued if a substitute is not available.
6. No refund will be issued if a participant cancels after the registration deadline. Emergency situations may allow for a refund at the approval of the Executive Director

Trip Cancellation by the Senior Center

1. If the trip is cancelled due to low enrollment, the senior center will issue a full refund by check
2. If the trip is cancelled due to weather or other uncontrollable circumstances, every effort will be made to reschedule the trip with ample notice to participants. No refund will be issued if the participant is unable to attend on the new date. The participant may use option 1 or 2 above to obtain a substitute
3. If the trip cannot be rescheduled, a full refund will be issued by check

Day Trip and Tour Guidelines

Participants must:

Before Scheduled Trips:

1. Sign up for specific trip/tour and make payment with staff.
2. Complete the waiver form, including emergency contact information.
3. Complete registration form and inform the staff of any accommodations that may be needed.
4. Contact the reception staff with any contact changes before the trip to ensure all information is accurate.

The Day of the Scheduled Trip/Tour:

1. Arrive at the designated departure site, at least 15 minutes before scheduled departure time.
2. Sign in with staff.
3. Listen to staff instructions and updates prior to departure.
4. Make sure you have a copy of the staff contact information upon arrival at destination.
5. Notify trip staff, via contact information distributed, if the participant becomes separated from group, or had an emergency.
6. Meet at the designated time and location for return to arrival site in the Whiteside County area.
7. Understand staff and vehicles may not be able to wait for participants that are more than 10 minutes late to the designated meeting location due to time and parking constraints. Participants who miss the bus home are responsible for securing alternate transportation home at his or her expense.

Section 8: Center Emergencies

Senior Center staff and key volunteers are trained for emergency situations such as fire, severe weather and intruders.

Participants must:

- 1. Obey all instructions issued by authorized staff, to evacuate the building or to shelter in place.**
- 2. Report to the designated meeting location during an evacuation to assure all participants have safely exited the building. Please do not leave the premises without notifying a staff person.**
- 3. Remain in the room or move to and remain in a designated location during a shelter in place situation, until a staff person or other authorized representative (i.e., Police Officer or Fire Fighter) gives an all clear announcement.**
- 4. Be familiar with the location of posted information to identify the nearest exit and instructions for sheltering in place.**
- 5. Assist other participants to obey instructions safely if able to do so without risk to themselves.**
- 6. Report suspicious or unsafe situations to a staff person immediately.**

Section 9: Agreement to Accept Guidelines and Appeal Process

Acceptance of Guidelines

By registering for and participating in Senior Center programs, activities and services, an individual agrees to abide by the guidelines set forth in the registration form and this document.

In summary, if a participant abuses or violates the guidelines and agreement of participation, the participant may be suspended. Notification will be provided in writing.

Service and participation will be discontinued immediately if the participant is engaged in illegal activity or presents a danger to self or others.

The senior center reserves the right to notify appropriate agencies for immediate intervention.

Appeals

1. Individuals who have addressed a concern directly with senior center staff without satisfactory resolution may submit the concern in writing.
2. Individuals may appeal temporary and permanent suspensions in writing.
3. Individuals may appeal in writing, to the Director.
4. The Director will respond to an appeal in writing within one week of receiving the notification.

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Section 10: Participant Comments or Concerns

Closures

The Senior Center Observes the following holidays and will be closed:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Veterans Day
President's Day	Thanksgiving Day
Good Friday	Friday after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day

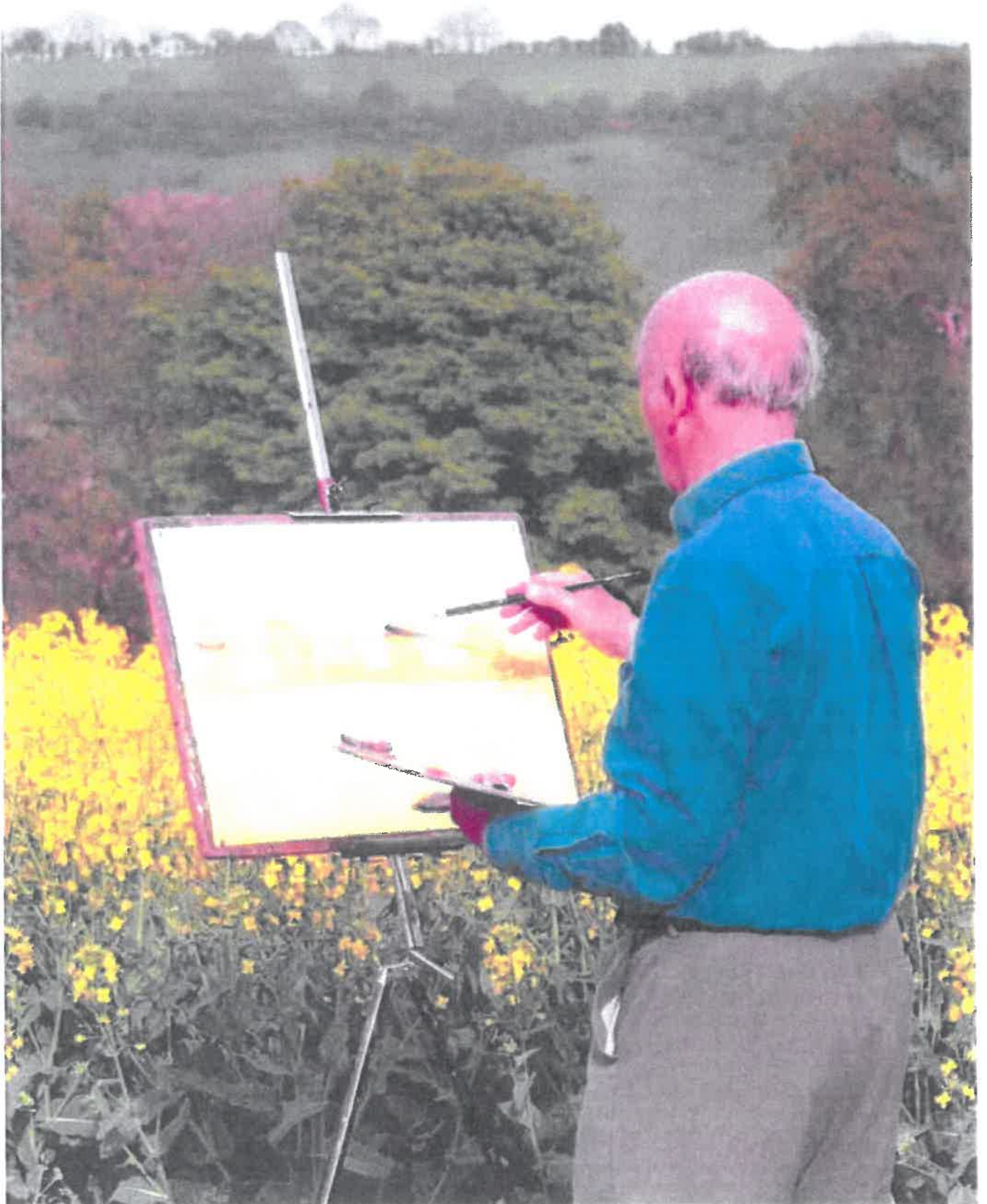
If the holiday should fall on a Saturday, the holiday will be observed on the preceding Friday. If the holiday should fall on a Sunday, the holiday will be observed on the proceeding Monday.

Senior Center Contact Information

The District Heights Senior Center
2000 Marbury Drive
District Heights, MD 20747
(301) 336-1402 Ext. 118

**The District Heights
Senior Center**

April 19, 2023



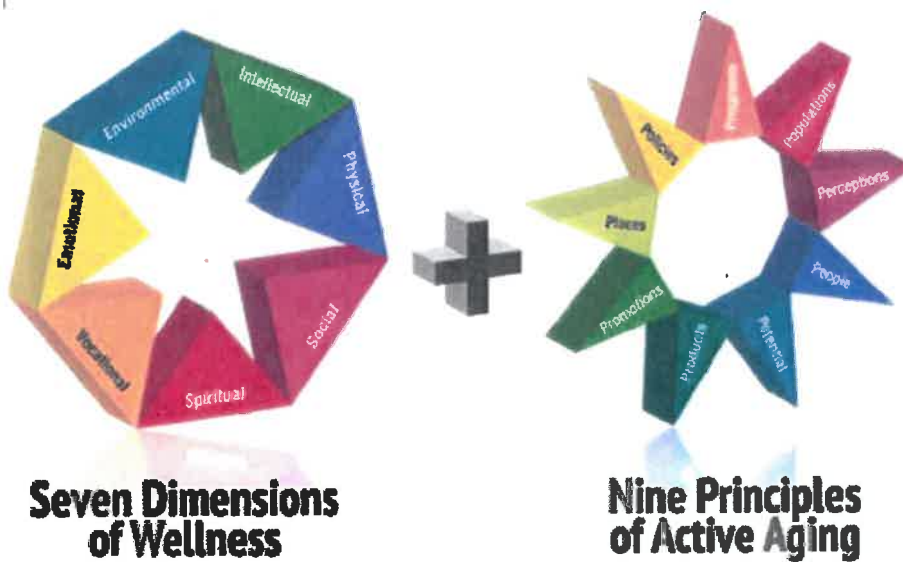


Figure 1. The ICAA Model

the opportunities associated with population aging.³ Active aging provides environments, programs and places that support individuals in living well and taking charge of their health and wellness.

The International Council on Active Aging® (ICAA) has created Nine Principles of Active Aging, a model to guide governments, product and service providers, employers, and the health-care industry in how they respond to population aging. By implementing and operating by these guiding principles, organizations and agencies will be able to build a foundation for their efforts and encourage active, engaged living for people of all ages.

It is also essential, when implementing the nine principles, to incorporate the seven dimensions of wellness into each principle. This integration is the “spine,” or support structure, of the ICAA Model (see Figure 1 above), and is crucial to meeting the needs, capabilities, expectations, dreams and desires of the older consumer.

ICAA's Nine Principles of Active Aging

There were 810 million people over age 60 worldwide in 2012.⁴ Every week *over one million people around the world turn age 65*, according to Harvard Professor David Bloom, PhD, a world-renowned demographer and economist.⁵ Yet, addressing population aging is less about the numbers of older people and more about their diversity. That's why the first principle of active aging is Populations.

1. Populations: The diverse population of older adults requires diverse solutions

A lifetime of diverse experiences, and the behaviors they have created, makes the 65-and-over age group an extremely unique segment of the population.⁶ These experiences and behaviors impact everything, from where and how people live, to their health status and quality of life. Meeting this group's expectations and needs requires you to understand who they are. Consider, for example, their physical and cognitive abilities; health; age; work or marital status; sex; sexual orientation; race and culture, as

well as whether or not they have children or grandchildren, access to transportation, and disposable income. This is why the older-adult market will challenge your creativity, strategic thinking, planning and implementation processes, and why one-size-fits-all solutions fail miserably with these individuals. To address this group, you will first need to establish this group's wants and needs. Once you do so, think about what kinds of products or services you will create and deliver to meet the expectations of this large, diverse market.

A thought to ponder: Is the lack of diversity in your offerings limiting your success?

2. Perceptions: Ageism and negative stereotypes of aging impede an inclusive society

Aging used to be simple: People were born, moved through childhood into adolescence and adulthood, through midlife into old age (if they lived that long), and then died. They often established a home, a family and a vocation, before retiring to live out their “declining” years. Today, with 30-plus years added to the life span,³ a new view of aging has emerged—one filled with anticipation and accomplishment. Standing in the way of optimal aging, however, is that familiar foe: ageism. Whether the older adult is viewed as a burden to family and society⁷ or as a “superhero,” unrealistic perceptions of aging can, and do, have a negative impact on the mental and physical health of this population.⁸ The media and marketers use fear-based communications to sell “anti-aging” products and services, driving home the message that aging, a natural process in life, is negative and should be fought every step of the way.^{6,9} The reality is we are all aging. And we all will experience old age, if we're lucky enough to live that long.⁹

While negative portrayals and messages of aging are common when marketers



Figure 2. ICAA's Nine Principles of Active Aging

and the media address the older market, most of the time this population is practically invisible to them.¹⁰ Only five percent of marketing dollars are spent on individuals over age 50.^{10,11} Together with the lack of inclusive, appropriate products, this neglect can make older consumers feel irrelevant, even though they have money to spend.¹⁰

What the media and marketers miss in all the above is the reality. By addressing the real challenges that older adults face and fulfilling the opportunities they desire for lifelong experiences, you and your organization can significantly impact the self-perception of these consumers and their quality of life,⁸ as well as the way others perceive them. To do so requires you and your staff, your organization and your suppliers to become advocates for this consumer group. How? Promote the message and language of autonomy, while fostering a "can do" attitude among customers. You will see a return on this investment in many ways, from consumer loyalty, to increased business, to a positive position in the greater community.

Of course, to achieve the above, you may also need to address perceptions within your organization. The International Longevity Center in New York points out four categories of ageism: personal, institutional, intentional and unintentional.¹² Living in an ageist society, we are often unaware of how stereotypes of aging shape our perceptions of older adults. Greater sensitivity begins with increased awareness.

Bottom line, perceptions become reality. The only way to change old perceptions is to create a new reality.

A thought to ponder: What is the societal cost of ageism and exclusion, versus self-empowerment and inclusion?

3. People: Trained and committed individuals are needed to meet the needs of older adults

With fewer people entering the labor force, and the field of aging in particular,¹³ where will your future staff come from? And, how can you ensure they have the expertise needed to meet your consumers' expectations? This challenge exists in large part because of principle number two, Perceptions. Until we change the negative perceptions associated with both aging and working with older adults, we will continue to see a shortage of expertise within our field and within society itself. So how do you implement this principle in your organization? The place to start is with a review of the competency levels of your staff. Keep in mind that people are one of the significant ongoing costs for most organizations. Poor people choices and poor training equal poor results.

Once you have established your staff's current level of expertise, set out to enhance it with additional training and knowledge gathering. Yes, this will cost you money. But incompetent staff will cost you much more over time in terms of lost business, a poor reputation and a disappointing return on investment.

Where should you look for training and knowledge enhancement? Seek out universities, colleges, or certification providers that offer courses geared to working with an older population. Then, make sure these courses focus on active aging and wellness as a way to support independence for older adults. (Training staff with outdated information will do nothing but continue poor results.) You can also partner with associations, governmental groups, and content providers to enhance staff development in areas ranging from communications to programming. In addition, consider seeking out student interns. This may help you build a solid base for future recruitment. No matter which avenues you use, it's vital for your organization to have the right people on staff and the right educational partner.

Still, time waits for no one. Although fewer people in the field of aging presents challenges for organizations that serve this group, it also creates opportunities for those open to exploring alternative solutions. This is highly evident in the field of robotics. From cutting lawns and cleaning pools to building cars and disarming bombs, robots are increasingly used today to perform tasks, even if we do not realize it. Honda's ASIMO, billed as "the world's most advanced humanoid robot," signals what robotics might offer our field.¹⁴ Among its many capabilities, ASIMO can walk, carry things, ascend and descend stairs, and run at speeds of nearly four miles per hour. We can expect to see more of ASIMO in the future, as well as other robotic applications under development to address this shortage of workers. Dare we say it: The rise of the robots has begun.

A thought to ponder: How will this seismic demographic shift impact your organization's staffing, both now and in the future? Are you prepared?

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ICAA's Nine Principles of Active Aging

The International Council on Active Aging® (ICAA) has created these Nine Principles of Active Aging to guide you in how you respond to population aging. By implementing and operating by these guiding principles, your organization will be able to build a foundation for your efforts and encourage active, engaged living for people of all ages.

It is also essential, when implementing the nine principles, to incorporate the seven dimensions of wellness into each principle. This integration is the "spine," or support structure, of the ICAA Model, and is crucial to meeting the needs, capabilities, expectations, dreams and desires of your older consumer.



For more information on ICAA's Nine Principles of Active Aging, call 866-335-9777, or visit www.icaa.cc/activeagingandwellness/activeaging.htm

1. Populations

The diverse population of older adults requires diverse solutions.

2. Perceptions

Ageism and negative stereotypes of aging impede an inclusive society.

3. People

Trained and committed individuals are needed to meet the needs of older adults.

4. Potential

Population aging is creating new economies.

5. Products

Products and services are needed that tailor to older-adult needs.

6. Promotions

Older adults are a key market to attract.

7. Places

Environments must be constructed to enable multiple functional abilities.

8. Policies

The human rights of older adults should be protected.

9. Programs

The seven dimensions of wellness anchor the principles.



Here is a question to ask yourself: What do you need to create, or offer, to be a real (authentic), ageless and inclusive brand? And how do you need to communicate it? Your answers will dictate how your customers and community see you, as well as how your staff, partners and vendors view, and interact with, your organization.

A thought to ponder: It all starts with your story and those of your customers, so think about how you can tap into this extensive reservoir of life experience to tell it. Real people, real images and a real story, told in appropriate language, equal real results.

7. Places: Environments must be constructed to enable multiple functional abilities

The environment(s) that we build or live in are vital to enhancing our quality of life and our life experiences. Environments can encourage, or discourage, people of all ages to lead an active, engaged life.^{22,23,24} When it comes to creating compelling environments for your older consumer, think about how to design and build them so they are

inclusive of all people and their abilities. Remember principle one: diversity of populations.

One place to start is with a visioning process. Bring together your staff, consumers, vendors and key partners to share their thoughts on your current or proposed settings, and what they feel will make the environment more compelling. Many times it can be the little things that make a difference. From the colors you choose, to ease of use, and creativity to inclusiveness, how you incorporate details matters.

Another strategic approach is to hire a group of older adults to visit your current place of business and those of your competitors. Ask them to write down what they liked and what they did not. Did the lighting make it easy to see? How were the bathrooms and locker rooms? Did the front desk, fitness areas, café, and so on enhance the experience or detract from it, and why? What would they change to make the environment more engaging? Once you have gained this market intelligence, create a large storyboard where recommendations,

pictures and more can be placed in full view of your staff. (A meeting room or office area is the best location.) Start the process of improvement, and don't stop until you have addressed everything on the board. Then ask the same group to walk through your location again. What are their reactions now? This simple method can help you create a compelling, inclusive, and ageless environment for your business.

A thought to ponder: Environments provide experiences, good and bad, and good experiences create memories that bring consumers back. How will you make your environment(s) compelling?

8. Policies: The human rights of older adults should be protected

In late 2001 and 2002 the United Nations, the World Health Organization and ICAA defined the concept of active aging.^{25,26} Since then, there has been a solid stream of research, conferences, and initiatives that have driven policy change around the world pertaining to active aging. A recent example is the 65th World Health Assembly in Geneva, Switzerland, where a key resolution was passed. This resolution highlighted "strengthening" noncommunicable disease policies to promote active aging in the effort to ensure optimal health and well-being for older adults worldwide.²⁷

In Europe, the European Commission and the United Nations Economic Commission for Europe (UNECE) launched the Active Ageing Index. This new statistical tool is designed to assist European Union member governments with assessing how their active-aging policies are working compared to other nations. By establishing this benchmark, countries can address where they fall short in meeting the needs of their older citizens. This Index is an example of how active aging is impacting all levels of government.²⁸

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The seven dimensions of wellness



Figure 3. The seven dimensions of wellness

Active aging embodies the philosophy that individuals can live as fully as possible within the seven dimensions of wellness. These dimensions overlap and coordinate to provide rich environments for living. Wellness becomes a valuable framework for serving the wants and needs of a person engaged in life.

Emotional

Feelings are the lens through which people view the world, and the ability to be aware of and direct one's feelings helps to create balance in life. Coping with challenges and behaving in trustworthy and respectful ways signal emotional wellness, attributes that can be encouraged through peer counseling, stress management, humor/laughter and personal histories.

Intellectual engagement

Engaging in creative pursuits and intellectually stimulating activities is a proven approach to keeping minds alert and interested. There are many ways to stay intellectually active, including taking college courses, journaling, painting or joining a theater company, and challenging oneself with games and puzzles.

Professional satisfaction

Work that utilizes a person's skills while providing personal satisfaction is valuable for society as well as the individual. Participating in the paid and unpaid workforce means maintaining or improving skills, and helping others. Older adults contribute to society as experienced professionals, caregivers, mentors, teachers and volunteers. Leisure-time vocations in the arts and through hobbies maintain vocational skills.

Social

Social interactions with family, friends, neighbors and chosen peer groups can be valuable for maintaining health. Personal contact by joining clubs, traveling, visiting friends and family, engaging in intergenerational experiences (like making quilts with elementary school children) is beneficial for everyone involved.

Spiritual

Living with a meaning and purpose in life, guided by personal values, is key to feelings of well-being and connection

to the larger world. Group and individual faith-based activities, personal meditation, mindful exercise (yoga, tai chi) and experiencing nature can create the opportunity for spiritual growth.

Environmental

Surrounded by natural and man-made environments, good stewardship means respecting resources by choosing "green" processes that reuse and recycle goods. It also means looking at ways to bring people into the natural environment and encourage active living through urban and property designs emphasizing walking paths, meditation, vegetable gardens and similar options.

Physical

The goal of living independently is one shared by many people, and physical wellness is necessary to achieve this. Lifestyle choices that can maintain or improve health and functional ability include engaging in physical activity, choosing healthy foods with adequate nutrition, getting adequate sleep, managing stress, limiting alcohol intake, not smoking, making appointments for checkups and following medical recommendations.



In Sao Paulo, Brazil, active aging is at the center of an age-friendly state initiative.²⁹ Many other cities and regions around the world have embraced this kind of effort, joining the World Health Organization's Age-friendly Cities initiative.²⁰ In fact, countries are vying for the privilege of being the first age-friendly country in the world.

Bringing this principle back to you, what policies do you have in your organization to ensure inclusivity and respect for the rights of older adults? This includes policies for staff.

A thought to ponder: What policies can you influence within your organization, city, state or country to make a difference?

9. Programs: The seven dimensions of wellness anchor the principles Programming possibilities for older adults are limited only by our creativity and our biases—what we believe older adults can (or should) do or not do. The essential elements in programming include the following:

- all of the seven dimensions of wellness
- adaptation for this group's diverse abilities and health issues, using functional levels
- engagement that helps customers find and fulfill their purpose in life

By implementing these three programming elements, you'll keep your customers coming back for more. Let's look at these areas in more detail.

Multidimensional wellness offers you a breadth of programming options to meet the diversity of needs, capabilities and expectations in the older-adult market. ICAA endorses seven wellness dimensions, as outlined on page 51. An overview of each dimension also appears, giving you information to help you implement or augment wellness programming. Keep in mind, though, that wellness is not singular; it is like a good wool suit—best when woven tightly together.

With the seven dimensions of wellness, it's possible to offer a multitude of life-f fulfilling opportunities. The benefits can be minimized, however, if your programming does not address consumers' diverse abilities, physical and cognitive, to ensure engagement.

Referring to ICAA's functional levels will help you adapt your programming to meet your target group's needs. A sidebar on page 53 describes these functional levels, which are adapted from the work of Waneen Spirduso, EdD.³⁰ It summarizes the five levels of physical function, as well as the specific fitness

abilities and immediate physical needs of older adults. You'll also find programming goals and areas of focus to help you engage customers.

Finally, **engagement** in life is emerging as a critical indicator of healthy aging. Providing a menu of diverse activities for older adults is an appropriate first step in encouraging an active lifestyle. To engage older adults requires knowing each person as an individual. An exploratory process can help your staff uncover each customer's hopes, past successes and personal goals.

In 2011, an ICAA work group wrote a white paper on engagement, providing the following definition:³¹

"Engagement represents a dramatic business shift from traditional programming that is typically rooted in activity theory. Getting to know an individual's life story, desires and dreams requires more time and an additional skill set for staff. For example, an engagement approach positions program and activity directors as personal life coaches. Staff roles would shift from designing and delivering large group programs to the role of 'engagement coach' with the purpose of helping each client to live the life that they chose to live. Providing programs and professionals who facilitate engagement is a more complex business model than simply offering older clients things to do."

A thought to ponder: Would it take you further than you are today if you addressed the diverse abilities of your older consumers, physical and cognitive, through an engagement strategy for the wellness experience? If so, what are you waiting for?

Continued on page 54

Functional levels



Figure 4. ICAA's functional levels

Athlete

Fitness: Exercises or participates in sports activity almost every day or works at a physically demanding job.
Goals: Maintain or improve fitness level.

Needs: Exercise that builds physical reserves and provides conditioning for improving performance in competition or in strenuous vocational and/or recreational activities.

Program: General conditioning in muscular strength, endurance and flexibility; agility; cardiovascular endurance. Sport- or activity-specific conditioning.

Active now

Fitness: Exercises at least twice a week and engages in physical activity most days of the week.

Goals: Maintain or improve fitness level; manage weight; improve conditions such as osteoarthritis or diabetes.

Needs: Exercise that helps build physical reserves and maintains the level of fitness to live an active, independent lifestyle.

Program: Concentrate on muscular strength, endurance and flexibility, joint range of motion, balance, co-

ordination, agility and cardiovascular endurance.

Getting started

Fitness: Engages in physical activity at least three days a week.

Goals: To live independently; manage weight; improve conditions such as arthritis or diabetes.

Needs: Exercise that helps improve physical function and develops fitness and health reserves.

Program: Focus on increasing and building reserve in muscular strength, endurance and flexibility, joint range of motion, balance, coordination and cardiovascular endurance.

Needs a little help

Fitness: Engages in physical activity three or fewer times per week. May have medical conditions and movement limitations.

Goals: Regain strength and balance; improve function and mobility; improve medical conditions.

Needs: Movement that helps maintain or improve physical function for basic self-care (Basic Activities of Daily Living), such as strength, range of motion, balance and coordination.

Program: Improve hand strength and agility, arm strength, shoulder and hip

range of motion, quadriceps and shin muscles strength, and ankle strength and range of motion.

Needs ongoing assistance

Fitness: Does not engage in physical activity.

Goals: Improve ability to perform activities of daily living.

Needs: Movement that helps maintain or improve physical function for basic self-care, including self-feeding, bathing, dressing, toileting, transferring and walking.

Program: Concentrate on activities that improve strength, range of motion, balance and coordination.


Physical activity = daily activities that increase energy expenditure, such as gardening, walking, raking leaves, playing golf, housework, washing car.

Exercise = physical activity with the intention of developing physical fitness, such as strength, cardiovascular or flexibility exercise, challenging walking, pre- or post-rehabilitation exercise.

Adapted from the work of Waneen Spirduso, EdD (Physical Dimensions of Aging, Human Kinetics).

A solid foundation for active aging

We live in a world that is increasingly growing older and more diverse. To address this shift, we too need to become more diverse in the environments we provide, the programs and products we offer, and the way we position and promote these services. We also need to create the policies and hire the staff that will allow customers to feel comfortable in our organizations. By accomplishing this, we will help change perceptions of aging among older adults and within our organizations and communities, enabling us to benefit from the full potential of this market.

The comprehensive, integrated approach described in these pages will help you build a solid foundation for your active-aging efforts, whether it's a first foray into this arena or a longtime pursuit. The first step is always the hardest. But ICAA's Nine Principles of Active Aging are there to guide you along the way. 

Colin Milner, founder and CEO of the International Council on Active Aging® (ICAA), is a leading authority on the health and well-being of the older adult. For the past five years, the World Economic Forum has invited Milner to serve on its Network of Global Agenda Councils, recognizing him as one of "the most innovative and influential minds" in the world on aging-related topics. An award-winning writer, he has authored more than 250 articles. Milner is a contributing blogger to the US Department of Health and Human Services' Be Active Your Way Blog, and has been published in journals such as Global Policy. He also contributed a chapter to the book Global Population Ageing: Peril or Promise, published by the Forum in 2011. Milner's speeches have stimulated thousands of business and governmental leaders, industry professionals and older adults worldwide, and inspired a broad spectrum of leading-edge publications to seek his insights. He hosts the Age-friendly BC Community video series

released in spring 2012 by the British Columbia Ministry of Health.

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International Council on Active Aging* (ICAA)
www.icaa.cc

ICAA Mature Marketing Network
www.icaa.cc/membership/marketer.htm

ICAA's Changing the Way We Age* Campaign: ICAA Communication Guidelines
www.changingthewayweage.com/Media-and-Marketers-support/guidelines.htm

World Health Organization: WHO Global Network of Age-friendly Cities and Communities (includes link to Global Age-friendly Cities and Communities Guide)
www.who.int/ageing/projects/age_friendly_cities_network/en/index.html

Multimedia

Age-friendly British Columbia: Age-friendly BC Community video series (located in "Ideas in action")
www.seniorsbc.ca/agefriendly

ICAA: Nine Principles of Active Aging video series
www.icaa.cc/activeagingandwellness/activeaging.htm

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* ICAA members can access all articles published by the association in the on-line content library at www.icaa.cc.

Impact Areas, Key Performance Indicators & Strategies

Impact Area: Workforce/Economic Development

Result: Resident households are able to maintain stable housing and participate in the local economy

Strategy: 1.1 Increase adult computer skills to increase education, employment opportunities and/or to improve basic life skills for social connectivity and other needs by 20% in FY 2024

Strategy: 1.2 Grow entrepreneurial small business opportunities by 5% in FY 2024

Impact Area: Health & Wellness

Result: Residents live a healthy lifestyle

Strategy: 1.1 Increase residents' physical activity by 20% in FY 2024

Strategy: 1.2 Increase residents' access to health and wellness services through referrals and on-site assistance by 40% in FY 2024

Impact Area: Environmental

Result: Residents are engaged in green practices.

Strategy: 1.1 Increase residents' implementation of green practices at home and in the community to improve the environment by 10% by FY 2024

Impact Area: Public Safety

Result: Residents are safe in their neighborhoods

Strategy: 1.1 Increase residents' awareness of safety concerns by 40% in FY 2024

Strategy: 1.2 Decrease social isolation by 40% in FY 2024

Impact Areas, Key Performance Indicators & Strategies

Strategy: 1.3 Improve relationships with City's police department by 30% in FY 2024

Impact Area: Civic Engagement

Result: Residents are taking responsibility to improve the city

Strategy: 1.1 Improve opportunities to create and implement social change by 10% in FY 2024

Strategy: 1.2 Improve advocacy knowledge and skills by 5% in FY 2024

City of District Heights 2023-2024 HR Operations

Daily Operations Standard

Daily HR/Benefits Administration onsite and virtual

Recommend moving to 3 days per week for 4 hours each day for onsite visits

Recommend Accounting Generalist work virtual and onsite as needed to support Treasurer function

Compliance

Audit State Retirement Account Monthly

Audit Benefits Enrollment/Deductions Monthly

Legit Insurance Policy Renewal (July) In-Progress

Workers Compensation Policy Renewal (July) In-Progress

Recruitment

Clinical Therapist Recruitment Plan Ongoing

All other Positions as needed Ongoing

Training

EASE and Paylocity training Quarterly

Performance Improvement Management Annually

State Retirement Coordinator Training Ongoing

All other as required by management/local/state/federal mandates

Developments

Pay Parity Vendor Sourcing In-Progress

Insuraty - Municipal Solutions - Public Sector Personnel Consultants - Salary.Com

Employee Absence Management Ongoing

Employee Assistance Program Ongoing

Employee Benefit Statements December

Employee Benefits

457B Retirement Plan Replacement Discussion In-Progress

Dental Insurance Plan Replacement Discussion In-Progress

Open Season Health Fair October through December