

THE NEW YORK CITY DEPARTMENT FOR THE AGING
BUREAU OF Community Services
FY 2011 ANNUAL ASSESSMENT
Clients Are Not Served on Site Tool

QUEST. #	QUESTIONS
CNSOS-1	Does the program gives due recognition to DFTA in printed program brochures, printed stationary, and on vehicles? (Off-Site Services, Standard 8)
CNSOS-2	Does each program staff person meet the qualifications as specified in his/her job description? (Off-Site Services, Standard 10)
CNSOS-3	Are client files kept in a secure location on the premises and not removed from the premises, and is access to clients' files allowed only to authorized staff? (Off-Site Services, Standard 15)
CNSOS-4	<p>Do the written complaint/grievance procedures given to clients state the following? (Off-Site Services, Standard 14.2)</p> <ol style="list-style-type: none"> 1. the name (s) and title (s), where applicable of a clearly identified impartial third party, with authority to make a binding decision on the grievance 2. that the grievance may be presented privately 3. that the complaint will be addressed promptly 4. that the complainant has the right to appeal to the program's Board of Directors
CNSOS-5	Does the program have a written plan that specifies individual staff responsibilities in dealing with accidents or medical emergencies? (Off-Site Services, Standard 17)
CNSOS-6	Are stairs and passageways well lighted? (Off-Site Services, Standard 21)
CNSOS-7	Are stairs equipped with non-skid treads, hand rails, etc.? (Off-Site Services, Standard 21)

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CNSOS-8	Are hallways and areas leading to exits free of obstruction and debris? (Off-Site Services, Standard 21)
CNSOS-9	Are electric wires covered? (Off-Site Services, Standard 21)
CNSOS-10	Is window glass free from any serious break or crack? (Off-Site Services, Standard 21)
CNSOS-11	Does flooring appear to be safe –no broken, cracked, chipped, loose tiles or planks? (Off-Site Services, Standard 21)
CNSOS-12	Do ceilings appear to be safe-no extensive breaks, cracks, peeling or chipping in tiles, paint or plaster? (Off-Site Services, Standard 21)