

The New York City Department for the Aging
Bureau of Community Services
FY2011 Annual Assessment
Clients Served on Site

QUEST. #	QUESTIONS
CSOS-1	Does the program have up-to-date and comprehensive information on community service providers and resources, including Access-A-Ride, social service agencies, housing assistance programs, legal assistance programs, etc? (Non-center/On Site Service, Standard 3)
CSOS-2	Does the program give due recognition to DFTA in printed program brochures, printed stationary, and or vehicles? (Non-center/On Site Service, Standard 7)
CSOS-3	Does the center's staffing structure correspond to the structure proposed in its response to DFTA's RFP or most current budget? (Non-center/On Site Service, Standard 8)
CSOS-4	Have staff and volunteers employed in the last fiscal year received a documented orientation that covers the following, at minimum? (Non-center/On Site Service, Standard 11)
	Participant rights (including rights to consideration, privacy, respect and individual choice);
	Emergency procedures;
	Program policies and procedures;
	Program personnel policies;
	Job functions and tasks
CSOS-5	Does each program staff person meet the qualifications as specified in his/her job description? (Non-center/On Site Service, Standard 9)
CSOS-6	Is every effort made to ensure privacy when staff person discusses personal matters with a

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	client? (Non-center/On Site Service, Standard 11)
CSOS-7	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? (Non-center/On Site Service, Standard 13.2)
CSOS-8	Does the program appropriately document and account for contribution amounts collected? (Non-center/On Site Service, Standard 15 and 22.1)
CSOS-9	Does the program keep contributions secured until they can be deposited? (Non-center/On Site Service, Standard 15 and 22.1)
CSOS-10	Does the program accurately report contribution amounts collected to DFTA? (Non-center/On Site Service, Standard 15 and 22.1)
CSOS-11	Does the program have a written policy and procedure for clients that describes: <ol style="list-style-type: none"> 1. how to make a complaint 2. the client's rights in the complaint, for example: <ul style="list-style-type: none"> ▪ to have it addressed promptly ▪ the right of appeal and ▪ the right to confidentiality (Non-center/On Site Service, Standard 14)
CSOS-12	Does the program have written evacuation plan that includes: <ol style="list-style-type: none"> 1. location of fire extinguishers, 2. primary exits and alternative exits, 3. persons responsible for leading groups outside, 4. person responsible for checking premises (Non-center/On Site Service, Standard 16.1)
CSOS-13	Does the program have a written plan that specifies individual staff responsibilities in dealing with accidents and medical or other emergencies including emergencies that occur on group trips (if applicable)? Note: Plan should include: What to do for the victim. What to do for witnesses (Other clients or participants). Persons to notify.

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	Any insurance or other. (Non-center/On Site Service, Standard 16.3)
CSOS-14	If any program room capable of being occupied by 75 or more persons have a current Place of Assembly permit issued by the NYC Building Department posted in a visible place in the room? (Non-center/On Site Service, Standard 20)
CSOS-15	Are programs rooms kept clean and well maintained? (Non-center/On Site Service, Standard 19)
CSOS-16	Does the floor where the program is located have two exits? (Non-center/On Site Service, Standard 20)
CSOS-17	Are hallways and areas leading to exits free of obstruction and debris? (Non-center/On Site Service, Standard 20.2)
CSOS-18	Do working exits lights indicate the location of exits? (Non-center/On Site Service, Standard 20.2)
CSOS-19	Are exit doors clearly identified as exits? (Non-center/On Site Service, Standard 20.2)
CSOS-20	Do exit doors open in the direction of egress? (Non-center/On Site Service, Standard 20.2)
CSOS-21	If premises are occupied by 75 or more persons, has at least one exit leads directly outside? (Non-center/On Site Service, Standard 20.2)
CSOS-22	Exits doors are unobstructed and may be easily opened at all times when building is in use? (Non-center/On Site Service, Standard 20.2)
CSOS-23	Exit doors do not require a key from the exiting side? (Non-center/On Site Service, Standard 20.2)
CSOS-24	Are the program premises equipped with fire extinguishers? (Non-center/On Site Service, Standard 20.3)
CSOS-25	Does each fire extinguisher have a tag with a current inspection date? (Non-center/On Site Service, Standard 20.3)
CSOS-26	Are premises equipped with smoke detectors? (Non-center/On Site Service, Standard 20.3)
CSOS-27	Are stairs and passageways well lighted? (Non-center/On Site Service, Standard 20.4)

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CSOS-28	Is window glass free from any serious breaks or cracks? (Non-center/On Site Service, Standard 20.4)
CSOS-29	Does flooring appear to be safe--no broken tiles? (Non-center/On Site Service, Standard 20.4)
CSOS-30	Does ceiling appear to be safe – no extensive breaks, cracks peeling or chipping in tiles, paint or plaster, evidence of leaks? (Non-center/On Site Service, Standard 20.4)