

Senior Center Self-Assessment

The following checklist has been designed to help you think about your Center from the “first impression” perspective. These are some of the things you could be looking at in your Center to prepare to make a positive, lasting impression on those who come to your Center.

If you are answering “no” to questions, you may want to look at modifying or improving that item. For best results, have a person who is unfamiliar with the Center complete the survey. Problems that we see on a daily basis can sometimes become “invisible” to our eyes.

This checklist can help prepare your Center to be in the best position possible for welcoming the new seniors who respond to the Senior Center Marketing Initiative of June 2002. Prepared by the Joint Committee on Senior Centers, February 2002.

Note: N/A=Not applicable

OUTSIDE AREAS

	Yes	No	N/A
1. Is there clear signage identifying the location of the Center from the road?			
2. Is a sign posted next to or above the entrance door to the Center so participants can easily find it upon approach to the Center?			
3. Is the building exterior free from peeling paint or other repairs?			
4. Is the parking lot free from debris and weeds?			
5. Is the walkway and parking lot adequately lighted?			
6. Are the shrubs, outside plants and lawn well maintained?			
7. Are outside walkways free of hazardous objects, including debris, weeds and uneven or broken steps?			
8. Is outdoor furniture clean and in good shape?			
9. Is there easy access for individuals with disabilities?			
10. Are rails leading to the doors secure and well maintained?			
11. Are curbs painted to signify distinction of levels?			
12. Is the outside of the Center attractive and inviting?			

INSIDE AREAS

	Yes	No	N/A
1. Is there adequate lighting in rooms, corridors, elevators and stairways?			
2. Are guests acknowledged promptly when they enter your Center?			
3. Would the atmosphere be characterized as pleasant?			
4. Is there a pleasant smell when entering the Center?			
5. Is the Center clean enough to meet your personal standards?			
6. Is the area inside clutter free, not only on the floor, but also in the space surrounding it?			
7. Is the furniture attractive and easy to get in and out of?			
8. Is the furniture arranged to promote interaction and conversation?			
9. Are magazines, books or other materials for activities neatly stacked and out of the path of travel?			
10. Are curtains and window treatments clean and in good condition?			
11. Is there an easy to find and easy to read bulletin board with activities, meal schedules and other current information?			
12. Is the activity board or other written materials hanging at a readable level for elderly persons of different heights?			
13. Are certificates and licenses posted, if required?			
14. Is the lighting adequate for older persons?			
15. Is the dining area attractive and inviting?			
16. Are participants able to sit where they want during meal times without being assigned?			
17. Is the kitchen clean and inviting?			
18. Is the meal contribution policy, sign-in sheet, and contribution box easy to locate?			
19. Does the noise level allow for conversations and quiet activities?			

SAFETY

	Yes	No	N/A
1. Are changes in floor levels or coverings distinct enough to prevent tripping?			
2. Are carpets free from wear and frayed ends?			
3. Are small rugs and runners slip-resistant and non-moving?			
4. Are lamp, extension and telephone cords placed out of the flow of traffic?			
5. Are chairs sturdy and not easily tipped?			
6. Are there handrails in hallways and grab bars in bathrooms?			
7. Are written emergency evacuation plans with center floor plans posted throughout the Center?			
8. Is a fire extinguisher easy to find and do participants know how to use one?			
9. Are emergency numbers posted near the phone?			
10. Are smoke detectors properly located and in working condition?			
11. Are hallways, passageways between rooms, and other heavy traffic areas equally well lit?			
12. Are exits and passageways free from clutter?			
13. In the kitchen area, are towels, curtains, and other things that might catch fire located away from the range?			
14. Are all extension cords and appliance cords located away from the sink or range areas?			
15. Are emergency exits clearly marked?			
16. Is emergency lighting functional and adequate?			

PROGRAM AND SERVICES

	Yes	No	N/A
1. Are the Center hours and days of operation posted for participants?			
2. Can Center hours be changed or altered if requested?			
3. Is access to computers and the internet available?			
4. Does the Center offer a wide variety of activities for different interests?			
5. Are fitness activities offered regularly?			
6. Are participants involved with planning activities?			
7. Are costs for activities known to individuals?			
8. Are other community groups or non-profits involved with Center activities?			
9. Are you conducting marketing/advertising activities in your local area?			
10. Are you making use of internet technology for advertising?			
11. Are newsletters listing activities and menus given or sent to participants on a regular basis?			
12. Is there a posted calendar of activities or a newsletter available for people who enter the Center?			
13. Are new participants given an orientation to the Center?			
14. Is there a welcoming committee made up of current participants to help make newcomers feel comfortable?			

The Joint Committee on Senior Centers is comprised of members of
the Pennsylvania Association of Senior Centers,
the Pennsylvania Association of Area Agencies on Aging and
the Pennsylvania Department of Aging