

Program space versus staff space

In most places visited there “seemed to be” more space dedicated to programs than there was to administrative functions. At the Lowe Center there seems to be more per square foot dedicated to Admin space than program/senior needs space?

An expanded and unique gift shop such as we observed on this tour, could add revenue and provide the opportunity to display the COA brand through out the county and beyond, potentially contributing to membership, program participation and donations?

Fitness

We saw a fitness centers that were very large, well equipped and busy and others that were smaller, not so well equipped and did not seem to be well utilized. Pickle ball courts appeared to be highly used and desirable. Perhaps obvious why, but I felt that those facilities that offered more equipment and space were by far the most utilized. We were impressed with one locations two pieces of equipment that were specifically obtained for issues the aged are probably more likely to experience. Right sizing and equipment needs should be a priority

Partnerships

Those facilities that sold the naming of rooms and spaces were successful in helping to create partnerships with organizations and individuals helping to offset construction/remodeling costs. The donation walls observed at facilities were impressive and desirable.

One site’s locker rooms were outstanding creating almost a Country Club effect that may help draw members and/or program participation as well as before and/or after work out socialization opportunities.

Library spaces we observed were well thought out and attractive. One such space created a living room atmosphere that was seemed especially inviting to relax in. The need to check out and return books was not present in at least one of the facilities visited.

I was very impressed with one facilities actions to push out programming to different to their entire County. I They have 8 different buildings/locations. As an alternative to owning properties across Cass County, partnering with other organizations such as churches, American Legions, others, may contribute to the program accessibility without the need to own space.

One location visited they and others they were aware of will rent out the usage of their facilities similar to what I believe Front Street Crossing and the Lowe Center will do.

Establish green spaces in buildings was welcoming and attractive.

Public Entrances:

We observed a range of public entrances illustrating different configurations. My personal, overall favorite, was probably at the last site visited. Entering members, guests and visitors were immediately met with a hostess helping to insure that they were welcomed and serviced appropriately additionally helping to insure the security and safety of the building and staff.

Efforts to establish exam rooms and related programs such as PT did not seem very successful for those locations attempting could potentially merit space or shared space. My thought is that a

service/partnership with a specific goal such as fitness or health still could One site does have a foot doctor that comes in a couple of times a month, this service was very well received.

A couple of facilities utilized an electronic visitor management system (software and hardware components) allowing members and volunteers to self-check in. Traditionally these have been viewed as a part of a Security program but I've seen these (my experience is with a lot of effort) integrate with payroll systems for staff check-in. Such systems offer a number of supporting benefits when properly placed, designed and procedural thought out.

One location had a small corner space in their library designated with a stand for a prayer box. No location visited offered any type of small chapel.

We noted wall space designated to display traveling art work generated by local artists, schools and others that helped create an attractive and welcoming atmosphere.

Investment in flat screens to communicate information and programming was observed. I felt that the small screens in some locations were not as effective as a large screen would have been.

In one Facility used an air horn as an emergency notification device that I felt could potentially be marginally effective but I feel should be avoided and appropriate notification capabilities be deployed where the need is identified.

I was personally (of course) impressed to see a facility that utilizes an emergency notification system to be able to summon help and notify others of situations where immediate help is needed for events potentially threatening, harmful/deadly in progress or for other identified needs where response is needed. The core component for the staff/volunteer with their system is a device worn on the wrist. There are a number of products with a variety of capabilities on the market that I've found and implemented in my past profession. Systems such as this are highly desirable in a number of ways. A number of policy and procedures are needed to support.

We observed different signage systems. The one I appreciated the most was over the door signage for programs and wall signage for staff/administrative space.

One leader we talked to highlighted their protective wall sheeting to reduce damage to building walls and maintenance needs. We discussed a special wall paint that could be applied to be able to use whole rooms as a white board if needed. The location mentioned that they have a couple of walls that they have an area of it "chalk board" painted.

I agree with the statement (not verbatim) Kelli made that Cass COA Programming was as good or better than the locations we visited. A few programs that did stand out to me included:

- Stained Glass
- Bible Study
- Woodworking

Respectfully submitted,
Dan D