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SCCC 101: Orientation

All SCCC students will take this Orientation before enrolling in the other courses. This video will explain the nature of the courses and the expectations upon enrollment.



SCCC 102: Older Americans Act (OAA)

Learning Objective: The learner will get a better understanding of the importance of the Older Americans Act and how it relates to their work.

Course Significance: Every senior center director or senior nutrition program manager and staff are probably familiar with the Older Americans Act in some way. It governs the management of Title III congregate nutrition programs and authorizes at least part of the funding for their operations. Those same individuals may not be familiar with the Act's history - which is important for understanding its purpose and focus - as well as some of the recent changes in the law. There have been many modifications over the years since the Older Americans Act was first signed into law, and understanding what has changed and what remains the same should help guide senior center and senior nutrition program management in their daily work. This course is designed to give a brief history of the law and to highlight those specific issues to which the law directs congregate nutrition programs to give particular attention.



SCCC 103: Communications

Learning Objective: The learner will get a better understanding of the fundamentals of communicating the importance of the issue of raising community awareness of the role that the senior center and congregate nutrition program plays in providing nutrition and socialization for seniors in their community.

Course Significance: The role of the senior center and its nutrition program is vital in maintaining a relevant organization in the community. But if large segments of the community, namely seniors themselves, do not even know that the senior center is there for them, then the center becomes irrelevant. This course will teach the basic fundamentals of raising public awareness, public relations, marketing and getting the message out in the community about the center and its many offerings.



SCCC 104: Food Waste

Learning Objective: The learner will get a better understanding of the importance of the critical role that preventing food waste and wasted food plays in the operations of senior centers.

Course Significance: Having a minimal amount of food waste should be a part of your meal service operations planning and is critical component of running a congregate nutrition program. Food waste is important because it directly impacts the bottom line — your ability to serve more seniors in need. Food waste also directly impacts your clients health. It also impacts the environment. By understanding why and how food waste occurs and committing to talking steps taught in this course, you can virtually eliminate food waste in your congregate nutrition program. Eliminating food waste in your senior center and congregate nutrition program has to become routine, standard operating procedure.



SCCC 105: Fundraising

Learning Objective: The learner will get a better understanding of the fundamentals of raising funds for their senior center and congregate nutrition program in order to expand programming and serve more seniors.

Course Significance: Fundraising should be considered a major component of the mission of your center and nutrition program. There are not many nonprofit organizations that have the luxury of not having to raise outside funds in order to remain solvent. The economic climate of today and into the future will necessitate that all nonprofits (and that even includes senior centers and congregate nutrition programs) must view fundraising as an opportunity to engage their local community and its citizens as partners in the great work they do. Fundraising brings together an entire community and ignites the passions of those who would otherwise take the services that you are offering for granted.



SCCC 106: Nutrition (Georgia Only)

Learning Objective:

The learner will get a better understanding of the proper role that nutrition plays in the health and well-being of seniors who are utilizing the services of the congregate nutrition program. The fundamentals of proper nutrition will be explored and examined in this course.

Course Significance:

The congregate nutrition program has a primary role of providing healthy, nutritious meals to those who are 60 years of age and older. Therefore, understanding the nutrient makeup of meals is vital in ensuring that the US Government's recommendations of nutrient values are evident in the meal preparation and meals served. This course will be a fundamental primer on nutrition basics.



SCCC 107: Community Partnerships (Georgia Only)

Learning Objective:

The learner will get a better understanding of the vital role of community partnerships in helping the senior center and congregate nutrition programs reach out to members of the senior community who may be in need of services but are unaware that they are available.

Course Significance:

The senior center and the congregate nutrition program must be a vital cog in the community. It must be seen as a place that is safe, welcoming and an integral part of the larger community. It will accomplish this best by working in tandem with other partners in the community to enable better outreach to those “harder to find” individuals who may be impacted by other community services but are not aware of the services provided by the center. The faith-based community, too, must be part of an ongoing dialogue to encourage seniors to engage in the services offered by the center. Partnerships both old and new must be recruited and/or retained in order to best serve the unserved in the community.



SCCC 108: Food Safety

Learning Objective: The learner will get a better understanding of the significance of how important the three components of food safety are in congregate nutrition programs. Proper food safety measures in storage, preparation and serving will be addressed in this course.

Course Significance: Food safety is important for everyone. It is especially important for those working in congregate nutrition programs because the clients are seniors. It is a fact that older adults are at a higher risk for hospitalization and death from food borne illness. This increased risk of food borne illness is because organs and body systems go through changes as people age. For example: the gastrointestinal tract holds onto food for a longer period of time, allowing bacteria to grow. The liver and kidneys may not properly rid the body of foreign bacteria and toxins. The stomach may not produce enough acid. The acidity helps to reduce the number of bacteria in our intestinal tract. And, underlying chronic conditions, such as diabetes and cancer, may also increase a persons risk of food borne illness.



[SCCC 109: Human Resources \(HR\) Introduction](#)
Watch this introduction to HR content before tackling the HR courses. It will help give you a quick background on HR and why these courses are so critical to your work.



[SCCC 110: HR – The Importance of an Employee Handbook](#)

Learning Objective: The learner will be getting a better understanding of employee handbooks and their importance

Course Significance: It is critical that employers, managers and employees are on the same page. An important HR tool that helps to make this a reality is the employee handbook. In this course, you will learn about personnel policies, employee benefits, working conditions, work rules, and why having everything spelled out in an employee handbook is good for everyone



[SCCC 111: HR – Screening and Hiring Best Practices](#)

Learning Objective: The learner will be getting a better understanding of the entire screening and hiring process from identifying a need through new hire orientation.

Course Significance: Filling needs within your organization is not simple. From defining the role you are trying to fill, identifying candidates, interviewing potential hires, to new hire orientation, screening and hiring can be a long and difficult process. This course will give you best practices for navigating this entire process including how to stay ADA compliant and do reference and background checks. Successfully mastering this course can help you attract and hire great new team members.



SCCC 112: HR – Navigating the Ins and Outs of Employment Regulations

Learning Objective: The learner will be getting a better understanding of basic employment law. Some of the areas that will be discussed are: ADA compliance, unemployment, and hourly versus full-time employees.

Course Significance: Laws like the Federal Labor Standards Act (FLSA), the Family Medical Leave Act (FMLA), and the Americans with Disabilities Act (ADA) impact every company in this country, including your organization. This course will help you with a basic understanding of these regulations and how they may impact your organization. This course not only helps you learn what you need to know, it will help you to identify where and when you need to ask more questions of a legal professional.



SCCC 113: HR – Performance Management Basics

Learning Objective: The learner will get a better understanding of the preparation and planning that goes into employee performance management.

Course Significance: Coaching your employees, including proper discussions about their performance can lead to great individual success and advancement. This type of coaching throughout an organization translates to team success. The unfortunate flip side is that a lack of coaching or poor coaching can lead that same individual down a path that leads to their termination.

FOOD ALLERGENS



SCCC 114: Food Allergies

Course Description:

This course will help you to understand the risks of cross contacts when preparing and serving foods to those with food allergies.

Learning Objectives:

- . To recognize the top 8 common food allergens and sources of gluten
- . To identify common areas of cross contact
- . To describe proper methods of serving clients with food allergies



SCCC 115: Introduction to Finance

Learning Objective: The learner will get a better understanding of financial literacy, how cash flows through their organization and the importance of maintaining an operating surplus.

Course Significance: Every senior center director or senior nutrition program manager has felt the pressure of not having enough money to do what they think needs to be done. They often feel helpless, or powerless, not knowing how to make things better. That helpless feeling is almost always a result of not knowing what to do or how to make things better. This series of courses will help address that feeling of helplessness. It is designed to give you additional knowledge about your organization's finances, new skills to help you manage those finances, and change your perspectives and attitudes about finances. With improved knowledge, skills and attitudes, we can change our behaviors and those of the people we work with in order to make sound financial decisions for our organizations.



SCCC 116: Reading Financial Statements

Learning Objective:

The learner will get a better understanding of how cash flows through their organization and how financial statements describe that cash flow.

Course Significance:

Whether you are a new supervisor or the head of a large, multi-service organization, learning to read financial statements is an important part of your job. In many respects, your organization's financial statements are its report card. Managers are often "graded" based on their financial reports. Yet most managers don't know how to read the report card. This course is designed to give you additional knowledge about your organization's finances, so that the good work you do in your organization is reflected by good "grades" on its report card.



SCCC 117: Budgeting

Learning Objectives:

You will learn the steps to preparing a budget that will guide you to meaningful financial decisions, including how to:

- Develop the assumptions you need for your operating budget
- Calculate operating revenue and expense budgets
- Review your budget to make sure it meets your targets
- Monitor your budget throughout the year

Course Significance:

Having learned the importance of maintaining an operating surplus, how can you make sure your organization does that? The most common (and successful) way to do that is with a meaningful operating budget. This course will demonstrate the proper way to develop budgets that can be used throughout the year to guide the operating decisions in your organization.



SCCC 121: Home Delivered Meals 101

Course Significance:

The course is designed for new staff and board members of organizations that provide home-delivered meals, commonly known as “Meals on Wheels.” It shines a spotlight on the unique aspects of home-delivered meal programs. This course will help you to identify your organization’s place in the community and find your own place within the organization.

Learning Objectives:

At the end of the course, you will be able to:

- Briefly describe the history of home-delivered meals
- Explain why home-delivered meals are valuable
- Describe the “nuts and bolts” of delivering meals
- Recognize the key funding sources and regulations
- Describe some of the best practices of well-run programs



SCCC 122: Senior Centers 101

Course Significance:

The course is designed for new staff and board members of organizations that operate senior centers. You will be introduced to the important role of senior centers in the United States. This course will help you to identify your senior center's place in the community.

Learning Objectives:

At the end of the course, you will be able to:

- Briefly describe what senior centers are
- Explain the difference between senior centers and other types of senior services
- Describe the types of services offered at senior centers
- Recognize the key funding sources and regulations
- Describe some of the best practices of well-run programs



SCCC 123: It's All About Nutrition

Course Significance:

This course will help you understand the role of the meals your program provides in helping prevent and improve chronic conditions that are common in the seniors your program serves.

Learning Objectives:

At the end of the course, you will be able to:

- Recognize malnutrition from undernutrition and overnutrition
- Describe how menus can be improved by the addition of nutrient dense foods
- Describe why menu planning is particularly important for people with diabetes
- Recognize how meals can be modified to improve the nutrition of people with dysphagia (swallowing disorders)



SCCC 124: Vitamin D & Calcium

Course Significance:

This course will help you understand the importance of Vitamin D and Calcium in seniors' diets. It will also help you to know how to best provide Vitamin D and Calcium in the meals you serve.

Learning Objectives:

At the end of the course, you will be able to:

- Briefly describe the role of Vitamin D and Calcium in the diet
- Calculate the daily Vitamin D and Calcium requirements for your clients
- List the types of foods that are good sources of Vitamin D and Calcium



SCCC 125: Protein

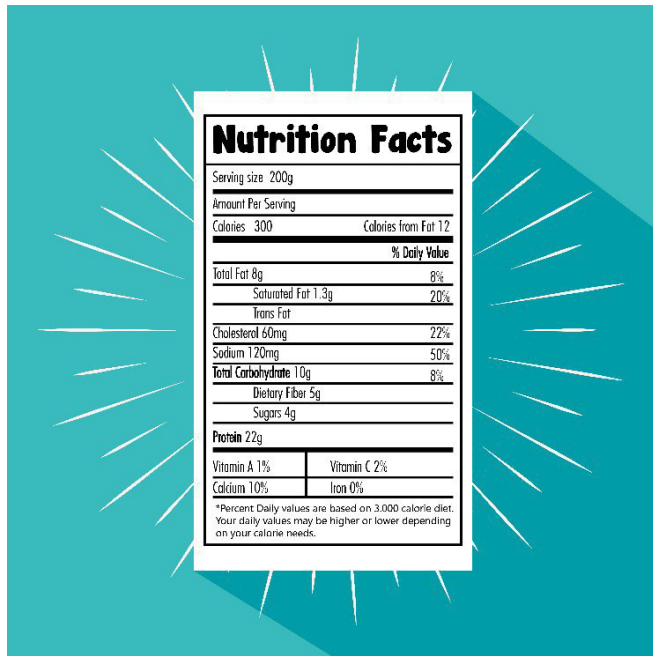
Course Significance:

This course will help you understand the importance of Protein in seniors' diets. It will also help you to know how to best provide Protein in the meals you serve.

Learning Objectives:

At the end of the course, you will be able to:

- Briefly describe the role of protein in the diet
- Calculate the daily protein requirements for your clients
- List the types of foods that are good sources of protein



SCCC 126: Nutrition Labels

Learning Objectives:

At the end of the course, you will be able to:

- Read Nutrition Facts labels to understand the properties of that food
- Determine the recommended serving of a food item
- Identify the number of calories in a single serving
- Determine the ingredients in a food item
- Interpret the information in order to select products higher in protein, calcium and vitamin D
- Interpret the information in order to select products lower in sodium, saturated fat and added sugars

Course Significance:

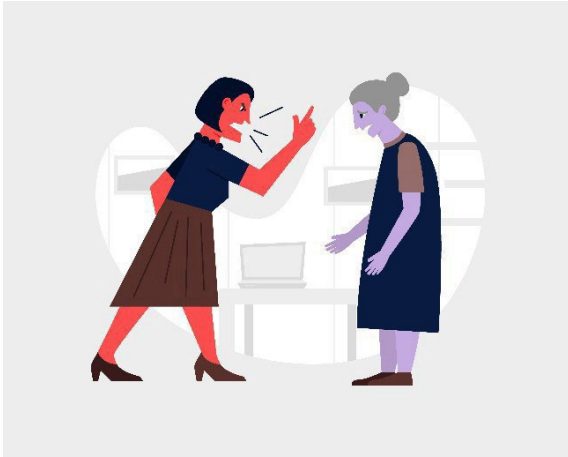
This course will help you understand and interpret the information on the Nutrition Facts labels on food items. It will also give you some tips for improving the nutrition of the seniors you serve, to help them increase the amounts of nutrients they frequently under-consume and limit the amounts of nutrients they often over-consume.

SCCC 127: Aging

Learning Objective: The learner will gain a better understanding of the biology and psychology of aging. There are many myths and stereotypes about the aging process and older individuals. This course will dispel some of those stereotypes and provide a more accurate description of what it means to grow older today.

Course Significance: Individuals that work with seniors frequently state that they have a passion for working with the elderly. A servant heart is critical to those in this profession. It is also important to have a basic understanding of some of the biological and psychological aspects of aging. This course will provide some of the basic information to help people in this noble profession.





SCCC 128: Elder Abuse

Learning Objectives:

At the end of the course, you will be able to:

- Describe the most common types of elder abuse
- Recognize the signs of elder abuse
- Describe the consequences of elder abuse
- Describe ways to prevent elder abuse

Course Significance:

Elder abuse is a crime that affects a significant number of seniors. It is difficult to discuss and often difficult to recognize, so most cases are not reported to authorities. This course will help you understand what elder abuse is, how to recognize it, ways to prevent it and how to help someone affected by it.

SCCC 129: Case Management

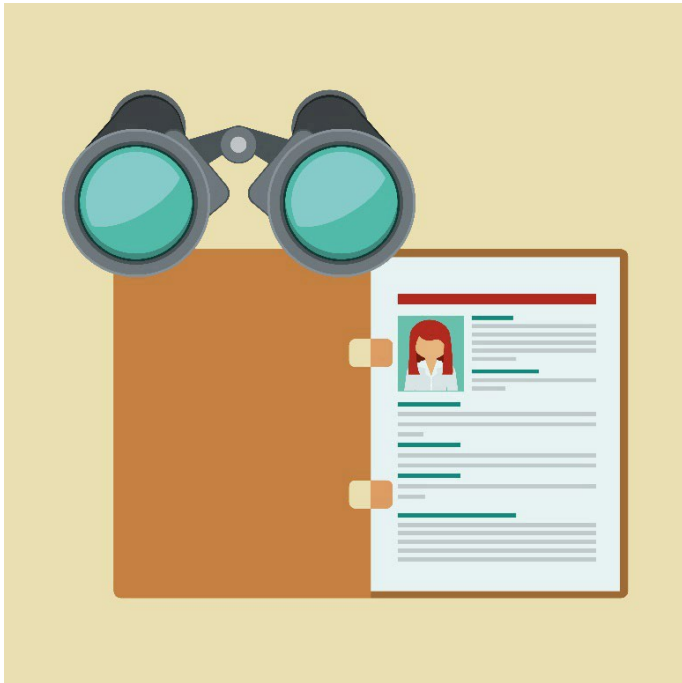
Learning Objectives:

At the end of the course, you will be able to:

- Define what case management is
- Describe how it can help seniors remain in their homes
- Define what client self-determination is
- Recognize some common barriers to providing services to seniors
- Describe some methods that case managers can use to overcome objections to accepting help
- Recognize the need for case managers' self-care

Course Significance:

Some seniors need a little extra help to remain in their homes. Professional case managers can often help those seniors to find the extra help they need. That help is usually in the form of services provided by social services agencies. However, the case managers must respect the seniors' right of self-determination and not force services on them. This course examines the balance that case managers must follow when trying to provide services to their clients. It also examines many of the tools and techniques available to case managers in fulfilling their duties.





SCCC 130: servWELL (Kentucky Only)

Learning Objectives:

At the end of the course, you will be able to:

- Plan for a servWELL Scan
- Set up your senior center for a servWELL Scan
- Communicate about the servWELL Scan
- Weigh food for a servWELL Scan
- Enter information into the servWELL Scan spreadsheet
- Use the results from a servWELL Scan

Course Significance:

Congregate meals are often a senior center's largest expense. Operating the congregate meal program efficiently is often one of the center's highest priorities. Well-run programs should be able to achieve measurable goals in many areas. The servWELL Scan measures those aspects of your congregate meal program. A servWELL Scan will help you to determine how your results compare to those goals, and help you to meet the goals.



SCCC 131: Senior Housing Options

Learning Objective: Through this course, the participant will gain a better understanding of housing options and supportive services available for people as they age, and their needs and preferences change. Whether someone is looking at options for themselves or helping a loved one, the process can be overwhelming. A broad range of options exist that include staying in the family home with home care, independent living, assisted living, continuing care retirement communities and skilled nursing care. New innovative housing and service models are being developed all the time to meet the needs and desires of aging baby boomers. The options today are quite different from what existed for our grandparents. This course will provide an overview of the options, and tools to help seniors make this important decision.

Course Significance: Professionals working with older adults have an opportunity to be a resource and provide information and education to help seniors age with dignity. A large part of quality of life in older years, is living in the best setting to meet individual needs and preferences. Unfortunately finding information on available options can be challenging. While some government agencies can provide information, local organizations can be especially useful in providing community specific information. This course will describe and define the various housing options available for seniors and provide tools to assist with the decision-making process.



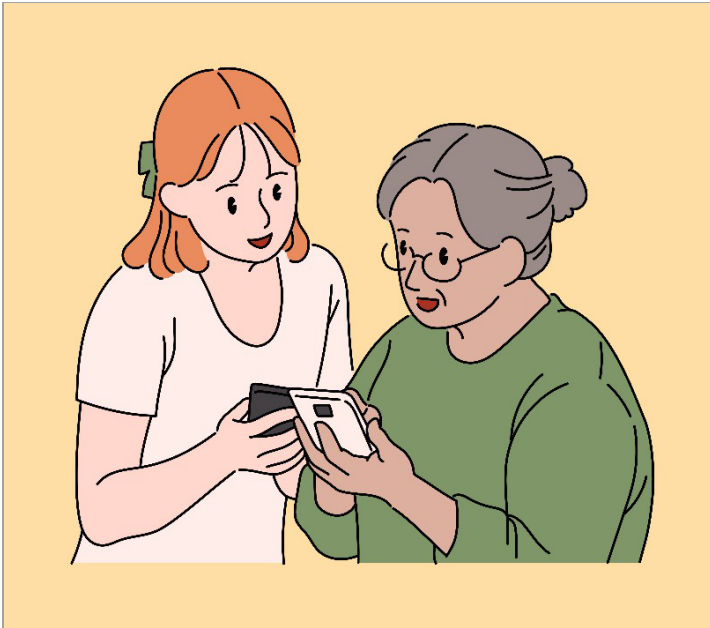
SCCC 132: Next Steps in Finding the Right Community

Learning Objective: Finding the right senior living community is a multi-step process. The first 3 steps were discussed in a NFESH web-based course called Housing and Supportive Services for Seniors: Exploring the Options. They included:

- Step one-Evaluating the Current Living Situation and reason for moving
- Step two- Review of Senior Housing Options
- Step three- Identifying location of where to live and budget for how much an individual wants to spend

While it may seem like all of the homework has been completed, two other steps are needed to ensure the right decision is made. These last two steps in the process will be discussed in this course. They include making a detailed list of personal needs and preferences, and an in-person visit to possible senior living communities.

Course Significance: Age does not define us, and we all want and need different things throughout our lifetime. Defining what we want, and need is a soul-searching process but one that will pay off in the decision-making process. And while the internet is certainly a great way to glean information about the various senior living options, when it comes to making this important decision an in-person visit is necessary. This course will provide tools for helping someone identify what they really want and need and navigate the in-person visit. The outcome will be finding the right fit, the right community to call home.



SCCC 133: Caregiver Burnout

Learning Objectives:

At the end of the course, you will be able to:

- Describe what burnout is
- Recognize the warning signs of burnout
- Describe the impact of prolonged stress on our bodies
- Describe strategies to reduce the stress that leads to burnout

Course Significance:

Professional caregivers play a critical role in the lives of patients who are unable to care for themselves. The demands of their jobs can lead to physical, emotional and mental exhaustion, resulting in burnout. Surveys have shown that more than 40% of nurses and home health aides have experienced burnout. This course looks at how to recognize the warning signs of burnout and techniques to cope with the stresses that cause burnout.



SCCC 134: Parkinson's Disease

Learning Objectives:

At the end of the course, you will be able to:

- Describe the symptoms of Parkinson's Disease
- Find resources to help someone with Parkinson's Disease
- Describe the types of treatments that are often prescribed for Parkinson's Disease
- Describe strategies to help someone with Parkinson's Disease

Course Significance:

This first-hand presentation by a person with Parkinson's Disease (PD) will give you a unique perspective on the symptoms of PD and how they can impact a person's life. A list of useful resources for those with PD and their caregivers is included. The course will also give you tips on recognizing early symptoms of the disease, how those around someone with PD can help and types of PD treatments (and their side effects).



SCCC 136: Falls Prevention

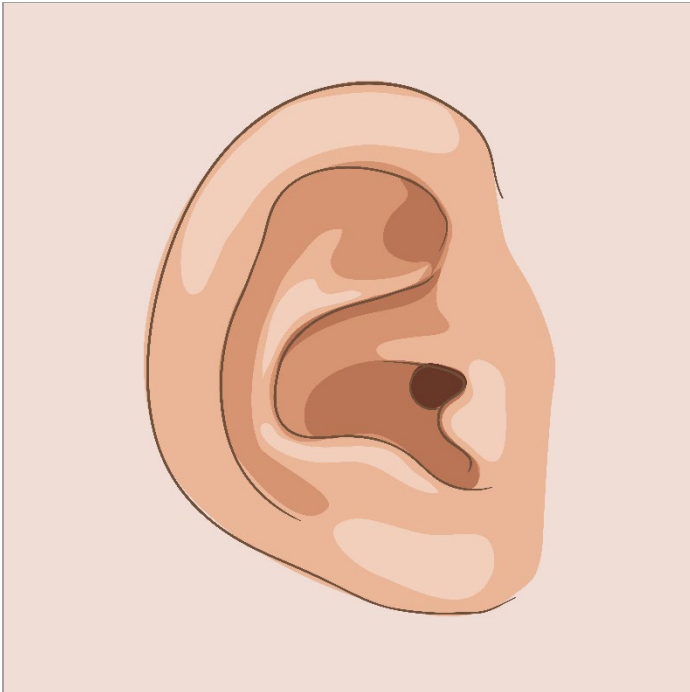
Learning Objectives:

At the end of the course, you will be able to:

- Recognize the impact of falls on seniors
- Understand the factors that increase the risk of falls
- Describe how seniors can reduce the risk of falling

Course Significance:

Falls are common in older adults, but are not a normal part of aging. Falls can be serious and costly, and many falls can be prevented. This course reviews the factors that can make falls more frequent and dangerous. It also provides several simple steps that seniors can take to reduce their risk of falling.



SCCC 137: Active Listening

Learning Objectives:

At the end of the course, you will be able to:

- Describe the goal of active listening
- Describe what active listening is
- Recognize active listening techniques
- Determine when to use active listening techniques

Course Significance:

The seniors we deal with come to us from a variety of backgrounds and experiences. It is easy to make assumptions about them that often turn out to be wrong. To prevent misunderstandings and provide the best services possible, we should actively listen to the people we are serving. Using the techniques in this course will help us to do that

Course Instructor: Beth Albaneze, CTRS CPR

NFESH has joined forces with Syracuse University and its Falk School's Nutrition Science & Dietetics Degree (NSD) Program. Students created courses for the SCCC as part of their academic requirements.

SCCC SU-1: Disease Prevention

Course Significance:

The seniors we serve are susceptible to many diseases. We can help prevent some of those diseases by serving meals that provide the proper nutrition. This course looks at three of the most prevalent diseases: osteoporosis, diabetes and cardiovascular disease. The lessons will help you understand how each disease affects the body, who is at risk of getting the disease, and how nutrition can help prevent the disease.

Learning Objectives:

At the end of the course, you will be able to:

- Recognize the terms osteoporosis, diabetes and cardiovascular disease
- Describe what each of the three diseases does to the body
- Describe the symptoms of each of the three diseases
- Describe the main risk factors for each of the three diseases
- Recognize foods that help prevent each of the three diseases
- Recognize foods that should be avoided by people at risk of getting each of the three diseases
- Describe how to build meals that help prevent each of the three diseases

Course Instructors: Sophia Dimkopoulos, Julia Langer, Emily Albanese.



SCCC SU-2: Vitamin D

Course Significance:

This course will help you understand the importance of helping the seniors you serve get enough Vitamin D in their diet.

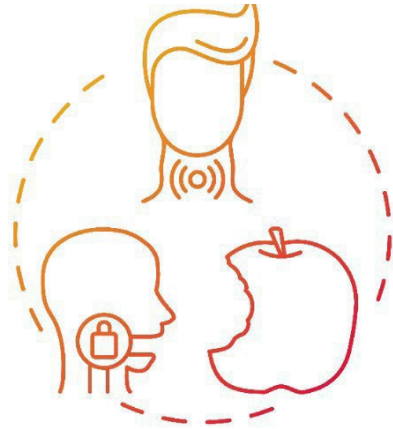
Learning Objectives:

At the end of the course, you will be able to:

- Briefly describe the importance of Vitamin D in the diet
- Calculate the daily intake of Vitamin D
- List the types of foods that are good sources of Vitamin D
- Build meals and snacks that are high in Vitamin D

Course Instructors: Alexandra Baio, Julia Guidone, Madeline Hobika





DIFFICULTY SWALLOWING

SCCC SU-3: Dysphasia

Course Significance:

Dysphagia affects a significant number of seniors. This course will help you understand what dysphagia is, how to recognize it and how to help someone affected by it.

Learning Objectives:

At the end of the course, you will be able to:

- Briefly describe what dysphagia is
- Describe the impact that dysphagia can have
- Recognize the signs of dysphagia
- Adapt meals so that they are that are easier to swallow

Course Instructor: Ava Carletto



SCCC SU-4: Hydration

Learning Objectives:

At the end of the course, you will be able to:

- Recognize the importance of water in the body
- Briefly describe what dehydration is
- Recognize the signs of dehydration
- Describe the impact that dehydration can have
- Describe ways to prevent dehydration
- Recognize the extra risks of dehydration from medications and hospitalization

Course Significance:

Water is very important for the human body to function. Dehydration happens when a person does not consume enough fluids to replace the water the body uses. It affects a significant number of seniors. This course will help you understand how to recognize dehydration, how to prevent it and how to help someone affected by it.

Course Instructors: Kristine Kumpfer, CJ Ruiz, Eliza Mulloy, Madison Roberts