

# SENIOR CENTER POLICIES & PROCEDURES

## POLICY & PRACTICE

It is the policy of the Woodstock Parks and Recreation Department to develop policies and procedures to guide staff in implementing programs and a membership program William G. Long Senior Center. Policies cover membership, programs, code of conduct, trips, and general applications and agreements.

## PRACTICE

Staff utilize these policies and procedures in managing the William G. Long Senior Center and in developing membership booklets and in supervising trips and programs.

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# POLICIES & PROCEDURES

## PURPOSE

The purpose of developing policies and procedures is to ensure that employees, members, volunteers, instructors, guests, and visitors of the William G. Long Senior Center and its events and activities are provided a safe and pleasurable environment in which to work, fellowship, learn, and play.

1. Professionalism, courtesy, and respect for others must be shown at all times.
2. Any behavior that is contrary to these policies and procedures may result in temporary or permanent suspension from the William G. Long Senior Center and its events and/or programs.

## GUIDELINES FOR SENIOR CENTER MEMBERSHIP & PARTICIPATION

The William G. Long Senior Center is a RECREATION based community activity center. The facility does not offer long term care, nursing, therapeutic or rehabilitation, or any other activity that requires a caregiver or assistance beyond what is reasonable for the activity or event.

### **Members must:**

1. Be 50 years of age or older. Persons under the age of 50 will be allowed to participate in events, activities, or trips when such events are designed as intergenerational activities.
2. Be able to communicate needs and perform routine activities of daily living independently. This includes eating, toileting, and getting on and off the bus.
3. Be continent or able to manage incontinence successfully and independently.
4. Be independent in ambulation, with or without assistive devices, and able to transfer without assistance.
5. Not exhibit severe confusion or tendency to wander.
6. Comply with established written policies and procedures as established by the Woodstock Parks and Recreation Department and the City of Woodstock.
7. Complete a membership application, release form, and acknowledgement of receipt of membership handbook.

### **Other Information:**

1. Forms relating to medical emergencies and emergency contact information will be requested when the member joins the Center.
2. Payment of the annual membership fee per person is required to participate.

- a. In the event of a financial hardship, a member may receive sponsorship in lieu of payment after discussion with the Senior Center Coordinator and approval from the Parks and Recreation Director.
- b. A Financial Hardship Request form may be requested from the Senior Center Coordinator.

## MEMBERSHIP BENEFITS

### **Members receive:**

1. Timely communication of all events, programs, activities other informational notices may take the form of printed newsletters, website updates, or electronic mail.
2. Eligibility for day trips and overnight excursions, participation in events, classes, seminars, and other activities.
3. Eligible to be appointed to serve on committees and the advisory board, giving input on the direction of the center and its activities.
4. Non-Members must register for a guest pass that will be good for two visits.
  - a. Guests will be allowed to participate in games and activities, classes, and seminars.
  - b. Guests will be allowed to participate in trips and holiday parties provided their participation does not exclude any members due to limitations on the size of the group.

## CODE OF CONDUCT

1. For the health and wellbeing of our members, the Center maintains a smoke free and tobacco free environment. No smoking, chewing tobacco, or snuff products are allowed inside the William G. Long Senior Center or on the activity bus.
2. The dress code for all programs, events, and activities are as follows:
  - a. T-shirts and sweatshirts must have no writing, pictures, or graphics that unreasonably attracts attention or cause disruption or interference with the operation of the center.
  - b. Clothing that displays or implies profane or obscene language or symbols, see through clothing, clothing that shows bare midriff, bare back or the bare shoulders, pajamas, and other sleepwear will not be allowed.
3. For the health and wellbeing of our members, the Center prohibits alcohol, intoxicating beverages, and illegal drugs in or around the William G. Long Senior Center, on the activity bus, or in any city owned park or facility.

4. All members, staff, and guests can expect to be treated with respect and without fear of verbal abuse, physical violence nor threat of violence.
  - a. Any physical or verbal threat (expressed or implied) by any individual which if carried out would pose a potential danger to the life and safety of any employee, member, guest, visitor, or instructor will be taken seriously and will be handled in accordance with the law.
  - b. Verbal abuse directed at an employee, member, guest, visitor, or instructor will not be tolerated. Staff are granted full authority to de-escalate any situation that disrupts the normal operation of the Center.
5. Availability of city equipment, supplies, equipment or other city resources and facilities are provided for the communal good of members and guests and cannot be used for personal gain.
6. The Center provides bus transportation as a convenience to aid in the execution of program objectives but is not always available for use due to a variety of circumstances.
  - a. When in use, seatbelts must be worn at all times by passengers and the driver.
  - b. In order to maintain a clean environment for passengers, please refrain smoking, eating, or drinking on the bus.
  - c. Passenger safety is always a primary objective. Please follow all safety rules and the all safety related directions provided by the staff.
7. Privacy of all participants and employees is of the utmost importance. Phone numbers, email addresses, home addresses, and medical information will not be distributed without the expressed written consent of the person.
8. Property of the City of Woodstock, i.e., computers, file cabinets, files, supplies, furniture, etc., may not be accessed by anyone other than an official employee of the city unless permission is granted by the Senior Center Coordinator.
9. Parking is available directly in front of the William G. Long Senior Center and in the rear of the facility. Special parking needs requests should be directed to the Senior Center Coordinator.
10. Discrimination against race, religion, sex, or national origin will not be tolerated.

**Sexual Harassment:**

1. Sexual harassment is a form of sexual discrimination that violates Title VII of the Civil Rights Act of 1964. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive environment.
2. Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- a. The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- b. The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another department, a co-worker, or a non-employee.
- c. The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- d. Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
- e. The harasser's conduct must be unwelcome.

**Computer & Internet Usage:**

1. No person may use the city's (office/employee's) computers and/or internet service for personal use.
2. Submitting, publishing, or displaying profanity, vulgarities, defamatory language, intentional inaccurate information, or inappropriate language is prohibited.
3. Use of an identify other than the person's own is prohibited.
4. Electronic email is not private. Inappropriate or illegal messages will be reported to the proper authorities.
5. Users shall not intentionally spread computer viruses, vandalize data, infiltrate systems, damage hardware or software, or in any way disrupt the use of the computer system or internet service.
6. The user is responsible for checking for copyrighted or licensing agreements when accessing communications and information via the internet.
7. Copying or downloading software from computers illegally is prohibited.
8. Use of the internet to access inappropriate matter is prohibited. This includes but is not limited to the material that is: obscene, sexually explicit, threatening, abusive, harassing, illegally damaging to another person reputation, and/or demeaning to genders, race, ethnicity, religion and national origins, or contrary to the city's policy on sexual harassment.
9. City social media sites serve as a limited public forum and all content published is subject to monitoring. User-generated posts will be rejected or removed when the content is considered obscene, offensive, confidential, threatening, harassing, discriminatory, profane, violent, or illegal.

Furthermore, the advertisement or promotion of commercial products or services on a City site is prohibited. Promotion or endorsement of political campaigns or candidates is also prohibited.

## GRIEVANCE PROCEDURE

1. Any person wishing to report a violation of the Code of Conduct must put their concerns in writing with a signature and date and submit to the Senior Center Coordinator within 10 days of the alleged violation.
2. The Senior Center Coordinator will then notify both parties of a hearing date to determine the validity of the accusation.
3. The investigative hearing will be held by the Senior Center Coordinator, Parks and Recreation Director, and City Manager or his/her designee. This committee will determine the necessary disciplinary actions, if any.
4. The Mayor and City Council may hear an appeal if they so desire.
5. Should the infraction involve a complaint by an employee against a member, instructor, guest, or visitor, the City Manager will be notified, and the applicable city policy guidelines will be followed.
6. Should the infraction involve a complaint by anyone against an employee of the City of Woodstock, the complaint must be in writing, signed, dated, and given to the City Manager within 10 days of the alleged infraction. City of Woodstock policy guidelines are then followed, as applicable.

## DISCIPLINE PROCEDURE

These procedures outline the order of reprimand for any violation of the Code of Conduct against members, volunteers, instructors, guests, or visitors, and has been written to give guidelines for disciplinary procedures. Should the Parks and Recreation Director, City Manager, and/or City Council deem it necessary, immediate and permanent suspension may occur.

### **Order of Reprimand:**

1. 1<sup>st</sup> offense, the offending party will receive a 30 day suspension from the William G. Long Senior Center, its events, activities, trips, and any other programs hosted at the facility.
2. 2<sup>nd</sup> offense, the offending party will receive a 60 day suspension from the William G. Long Senior Center, its events, activities, trips, and any other programs hosed at the facility.
3. 3<sup>rd</sup> offense, the offending party's membership and/or privileges to the William G. Long Senior Center, its events, activities, trips, and all other programs will be permanently revoked.

## GENERAL POLICIES & PROCEDURES

### **General:**

1. All activities, events, and expenditures must have the approval of the Senior Center Coordinator and the Parks and Recreation Director.
2. All activities, events, and trips must be placed on the master calendar to be kept by the Senior Center Coordinator. The Senior Center Coordinator and/or Parks and Recreation Director may cancel or reschedule and event, activity, or trip at their discretion.
3. If something is purchased for the William G. Long Senior Center without prior consent it will be considered a donation to the City of Woodstock and a letter acknowledging receipt of that donation will be sent to the donor.

### **Hours of Operation:**

1. The William G. Long Senior Center operating hours are Monday – Friday from 9:00am – 4:00pm.
2. The facility MAY be closed on the following holidays. If the holiday falls on a Saturday, then the facility will be closed Friday. If the holiday falls on Sunday, the facility will be closed on Monday.
  - a. New Year's Day, Martin Luther King Jr's Birthday, Memorial Day, July 4<sup>th</sup>, Labor Day, Veteran's Day, Thanksgiving (Thursday & Friday), Christmas Eve, and Christmas Day.
3. The Senior Center Coordinator's office hours are generally 8:00am – 4:30pm, Monday – Friday.
4. Other employee's hours are dependent on activities and programming.

## TRIPS

### **Registration:**

1. Membership and program activity registration will be online at [www.Woodstock.RecDesk.com](http://www.Woodstock.RecDesk.com) or in person at the Center. Members will be issued a membership card which will be used to access the facility and to sign-in to registered programs.
2. Only members of the William G. Long Senior Center will be eligible for trips.

### **Payments:**

1. Activities and trips must be paid in full on the date and time set in the newsletter.

2. The issuance of refunds will be governed by Woodstock Parks Department policy available upon request.
3. Written receipts will be given for all payments and donations to the center.
4. All payments will be made in advance of the program start date using the online system. However, some trips will require payment at the door; all members are expected to bring money for meals or other personal expenses.
5. Trip registrations will be accepted on a first come first served basis utilizing the online system or in person at the Center. Cancellations will be filled in order from the waiting list.

**Transportation Fee:**

1. A nominal transportation fee MAY be charged for all trips in order to cover the costs of gasoline and maintenance fees on the vehicles used, and the fees are as follows:
  - a. Round Trip, 0-50 miles                      \$1.00 per passenger
  - b. Round Trip, 51-100 miles                      \$2.00 per passenger
  - c. Round Trip, 101 -200 miles                      \$3.00 per passenger
  - d. Over 200 miles                      \$4.00 per passenger
2. The fees will be collected at the time of the trip.

**Use of Vehicles:**

1. The use of the 26 passenger activity bus will only be permitted when there are at least 15 members signed up and paid for a trip.
2. The city vehicle will not be permitted to carry members to bars, taverns, or adult entertainment establishments.
3. Only the destination advertised or approved by the Senior Center Coordinator will be allowed. No variations in the trip are permitted unless due to an extreme emergency as determined by the driver.
4. Passengers are required to adhere to the Code of Conduct at all times.
5. A city employee will be responsible for ensuring that all members taken on the trip adhere to these rules.
6. All trips will be approved by the Senior Center Coordinator and Parks and Recreation Director.

7. Individuals suspected of being under the influence of illegal drugs or alcohol will not be permitted to ride in city vehicles.
  - a. Members under the influence will be responsible for the acquisition and cost of getting transportation back to the facility.
  - b. Drivers will ensure the safety of all passengers should this occur and will not leave the intoxicated passenger alone until appropriate transportation arrives.
  - c. Drivers will immediately contact the Senior Center Coordinator and Parks and Recreation Director should this occur.
8. City vehicles will only be used to transport passengers to and from city sponsored events that are open to all members of the William G. Long Senior Center.
9. Individual groups and clubs will not be able to utilize the city vehicle for personal use.
10. The activity bus is not handicapped accessible. Members who need this service may need to arrange alternative transportation.
11. If the activity bus is not available due to mechanical failure or any other circumstance, the city reserves the right to cancel, reschedule, or require members to provide their own transportation to and from the destination.

## ADVISORY COUNCIL & COMMITTEES

1. An advisory board has been appointed to advise the Senior Center Coordinator on activities, programs, trips, seminars, and events.
2. The Senior Center Coordinator utilizes this information when presenting programs to the Parks and Recreation Director for approval.
3. Advisory board and other committee members may also assist the Senior Center Coordinator with the recruitment of new members, fund raising activities, and/or solicitation of donations as instructed under the direction of city policies.
4. Appointments to boards and committees are done bi-annually by recommendation.

## RECREATION PROGRAMS

1. Some programs conducted at the William G. Long Senior Center are instructed by independent contractors or volunteers.
2. Instructors complete background checks provide all certifications and qualifications to the city and have successfully been vetted through the Woodstock Parks and Recreation Department's Recreation Program Plan process.
3. All instructors are trained in elder abuse prevention and sign an agreement with the city.
4. If there is a fee, members will pay at the William G. Long Senior Center unless an agreement has been made with the Parks and Recreation Director for the instructor to accept payment.
5. Instructors will not be permitted to pressure, intimidate, or persuade members to purchase a particular service or article of merchandise as part of these programs.
6. Registration will be online at [www.Woodstock.RecDesk.com](http://www.Woodstock.RecDesk.com) or in person at the Center. Members will be issued a membership card which will be used to access the facility and to sign-in to registered programs.
7. Members are responsible for knowing their own physical limitations and participate in activities at their own risk.

## COMPLAINTS & REPORTING PROCEDURES

1. All complaints, ideas, suggestions, reports of injury, threats, harassment, and any other concerns should be directed to the Senior Center Coordinator immediately.
2. Members will be asked to submit concerns in writing.

# RELEASE OF CLAIMS FORM

## ACCIDENT WAIVER AND RELEASE OF LIABILITY FORM City of Woodstock Activities, Programs, and Events

I, MY MINOR CHILD, AND/OR A MINOR CHILD UNDER MY LEGAL GUARDIANSHIP (INDIVIDUALLY AND COLLECTIVELY REFERRED TO AS "PARTICIPANTS") HEREBY ASSUME ALL OF THE RISKS OF PARTICIPATING IN ANY/ALL ACTIVITIES ASSOCIATED WITH the use of the City of Woodstock, Georgia (the "City") City parks, trails, facilities, or amenities, including participation in any City of Woodstock, Georgia, or City of Woodstock, Georgia sponsored, activities, events, or programs, some of which may not be held on City of Woodstock property, including by way of example and not limitation, any risks that may arise from negligence or carelessness on the part of the persons or entities being released, from dangerous or defective equipment or property owned, maintained, or controlled by them.

I certify that I am physically fit, have sufficiently prepared or trained for participation in this activity, and have not been advised to not participate by a qualified medical professional. I certify that there are no health-related reasons or problems which preclude my participation in any activity. I acknowledge that this Accident Waiver and Release of Liability Form will be used by the event holders, sponsors, and organizers of the activity in which I may participate, and that it will govern my actions and responsibilities at said activity.

In consideration of my application and permitting me to participate in this activity, I hereby take action for myself, my executors, administrators, heirs, next of kin, successors, and assigns as follows:

- (A) I WAIVE, RELEASE, AND DISCHARGE from any and all liability, including but not limited to, liability arising from the negligence or fault of the entities or persons released, for my death, disability, personal injury, property damage, property theft, or actions of any kind which may hereafter occur to me including my traveling to and from this activity, THE FOLLOWING ENTITIES OR PERSONS: The City of Woodstock, Georgia, its, officers, employees, volunteers, representatives, and agents, and the activity holders, sponsors, and volunteers;
- (B) I INDEMNIFY, HOLD HARMLESS, AND PROMISE NOT TO SUE the entities or persons mentioned in paragraph (A) above from any and all liabilities or claims made as a result of participation in this activity, whether caused by negligence or otherwise.

I acknowledge that The City of Woodstock, Georgia, its officers, employees, volunteers, representatives, and agents are NOT responsible for the errors, omissions, acts, or failures to act of any party or entity conducting a specific activity on their behalf. The City of Woodstock, Georgia, reserves the right to cancel an event, program, park, trail, or facility for any reason at any time.

I acknowledge that this activity may involve a test of a person's physical and mental limits and carries with it the potential for death, serious injury, and property loss. The risks include, but are not limited to, those caused by terrain, facilities, temperature, weather, condition of participants, equipment, vehicular traffic, lack of hydration, and actions of other people including, but not limited to, participants, volunteers, monitors, and/or producers of the activity. These risks are not only inherent to participants but are also present for volunteers.

I hereby consent to receive medical treatment which may be deemed advisable in the event of injury, accident, and/or illness during this activity.

I understand while participating in this activity, I may be photographed. I agree to allow my photo, video, or film likeness to be used for any legitimate purpose by the activity holders, producers, sponsors, organizers, and assigns.

This Accident Waiver and Release of Liability Form shall be construed broadly to provide a release and waiver to the maximum extent permissible under applicable law. Notwithstanding anything contained herein to the contrary, nothing contained herein shall be deemed to release any party from acts of gross negligence or intentional misconduct.

I CERTIFY THAT I HAVE READ THIS DOCUMENT AND I FULLY UNDERSTAND ITS CONTENT. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT AND I SIGN IT OF MY OWN FREE WILL.

**ALL PARTICIPANTS ARE REQUIRED TO SIGN ON THE REVERSE SIDE. THIS WAIVER WILL BE COLLECTED BY THE CITY OF WOODSTOCK, GEORGIA, PRIOR TO START OF ACTIVITY. NO ONE IS ALLOWED TO PARTICIPATE UNLESS THEY HAVE SIGNED THE WAIVER. FOR GROUPS, THE APPLICANT IS RESPONSIBLE TO ENSURE ALL PARTICIPANTS HAVE SIGNED THE WAIVER.**

**ACCIDENT WAIVER AND RELEASE OF LIABILITY FORM - CONTINUED**

SIGNATURE BELOW AGREES TO ACCIDENT WAIVER AND RELEASE OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT ON OPPOSITE SIDE:

_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date
_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date
_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date
_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date
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_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date
_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date
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_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date
_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date
_____ *Name & Age of Participant (Please print legibly.)	_____ Signature of Participant	- or -	_____ *Parent/Legal Guardian Printed Name & Signature (If participant is under age 18)	_____ Date

Please print both sides of another waiver if you have more participants to list.

## PARTICIPATION HANDBOOK DISCLAIMER

### MEMBERS ARE REQUIRED TO SIGN THIS FORM IN ORDER TO OBTAIN / RETAIN MEMBERSHIP

The William G. Long Senior Center Policies & Procedures Handbook has been adopted by the City of Woodstock Mayor and City Council at its regular meeting held on \_\_\_\_\_.

By my signature below, I am acknowledging receipt of the William G. Long Senior Center Policies & Procedures Handbook. I hereby declare that I will abide by the rules and regulations as set forth herein. I further understand that the consequences of the failure to do so may result in the loss of my membership, participation and/or privileges to the William G. Long Senior Center, and its events, activities, and programs. I further declare that all the information contained in my application for membership and participation is true and correct.

Signature of Participant/Member: \_\_\_\_\_

Date Signed: \_\_\_\_\_

Printed Name of Participant/Member: \_\_\_\_\_

Witnessed by: Senior Center Employee: \_\_\_\_\_

Date Signed: \_\_\_\_\_