

TOWN OF GLOCESTER

SENIOR CENTER

1210 Putnam Pike, P.O. Box B
Chepachet, Rhode Island 02814-0702
(401) 710-9860 • FAX (401) 568-5850

Board of Directors
Ernest LaFazia
Patricia A. Lawrence
Jaclynn DiPietro
Richard Cedar



GLOCESTER SENIOR CENTER

1210 Putnam Pike

Glocester, Rhode Island

POLICY AND PROCEDURE

MANUAL

ADOPTED JUNE 9, 2010

CONTENTS

MISSION STATEMENT.....	1
MEMBERSHIP POLICY.....	2
MINIMUM STANDARDS POLICY.....	3
MINIMUM STANDARDS FOR PARTICIPATION.....	4
CONFIDENTIALITY POLICY.....	5
HEALTH AND SAFETY POLICY.....	6
HEALTH AND FITNESS POLICY.....	7
EXCLUSIONS FROM SENIOR CENTER.....	8
CHILDREN AT THE SENIOR CENTER.....	9
ACTIVITY ATTENDANCE POLICY.....	10
COMPUTER ROOM USAGE.....	11
POLITICAL ACTIVITY POLICY.....	12
DONATED ITEMS POLICY.....	13
CANCELLATION POLICY.....	14

GLOCESTER SENIOR CENTER

Mission Statement

The Gloucester Senior Center operates as a town-funded community focal point for the coordination of multi-purpose services and programs, for persons living independently or with families in the community.

The Senior Center services individual residents and non-resident members, aged 55 years or older, or disabled, in order to promote independence, personal enrichment and an enhanced quality of life.

GLOCESTER SENIOR CENTER

MEMBERSHIP POLICY

All participants of the Gloucester Senior Center are free to enter and leave by their own choice. The staff is not responsible for any participant entering or leaving the Center with other participants or alone. Members must be at least 55 years of age or disabled. Membership expires one year from the date membership began. Members are expected to renew their dues by that date.

Seniors 90 years of age and older are given a free lifetime membership. A senior must be at least 90 years of age at the time of renewal of membership, to be awarded this gratuity. Members are asked to keep their membership cards in their wallets/purses as a receipt for proof of membership.

Guests are welcome at the Gloucester Senior Center and are welcome to participate in any regularly scheduled activities one time before applying for membership.

Failure of individuals to comply with any policy will be subject to the actions as stated in the Gloucester Senior Center CODE OF CONDUCT POLICY

-2-

Amended 12/8/10 per Board of Directors

GLOCESTER SENIOR CENTER

Minimum Standards Policy

The Gloucester Senior Center is a facility which is designed to meet the social, recreational, and educational needs of seniors and/or handicapped individuals and to provide hot meals, social services, informational and referral, and other ancillary services of benefit to the group. Our goal is to foster an environment which is safe, pleasant and conducive to meeting the above goals.

To obtain this environment and to insure the smooth operation of the Senior Center, certain "Minimum Standards" of participation have been established. These standards apply to both the Center and Dining area.

Failure of individuals to comply with any policy will be subject to the actions as stated in the Gloucester Senior Center CODE OF CONDUCT POLICY

GLOCESTER SENIOR CENTER

MINIMUM STANDARDS FOR PARTICIPATION

Physical Standards:

Participants must be able to enter, exit, and move about the facility with minimum assistance and/or with assistance from a designated caregiver. Participants must be able to manage their personal care needs, including being able to dress, feed and bathe themselves. Those with special elimination needs (i.e. urinary bags) are welcome as long as they are self-sufficient. The Center does not have the staff or facilities to provide assistance with chronic incontinence, clothing showers, or individual assistance with meals.

Cognitive Standards:

Participants must be alert and able to function on their own. The Center is not equipped to handle chronically confused or disoriented individuals.

Social/Behavioral Standards:

Participants must be respectful of staff, other members and Center property and follow all Center Policies.

Other Standards:

Those not covered within the above guidelines per recommendation of The Board of Directors.

Action Procedure:

If the above standards are not being met, staff can take immediate disciplinary action if the situation warrants.

If the matter is of severe nature, the case may then be taken to the Board of Directors. In less severe cases, Incident reports may be filed by staff or participants. After three (3) Incident reports have been filed by staff or participants in relation to one (1) person, the Board of Directors will meet with the individual and explain the complaints.

GLOCESTER SENIOR CENTER

CONFIDENTIALITY POLICY

All individuals who use the services of the Gloucester Senior Center deserve the respect of their privacy. Therefore, it is the policy of the Senior Center to respect this basic right by not divulging information without the individual's consent.

Failure of individuals to comply with any policy will be subject to the actions as stated in the Gloucester Senior Center CODE OF CONDUCT POLICY.

GLOCESTER SENIOR CENTER

HEALTH AND SAFETY POLICY

Smoking Policy: The Gloucester Senior Center is a smoke free facility. Anyone wishing to smoke must do so outside the building, at least fifty (50) feet from any entrance, using proper receptacles to discard remains.

Alcohol: Alcoholic beverages are NOT permitted in the Gloucester Senior Center.

Emergencies: In the event of a medical emergency, 911 will be called immediately; Senior Center staff will make every effort to contact a family member, if that information is available. Under no circumstances will a staff member transport anyone requiring medical assistance to a hospital or doctor's office for emergency situations.

A person may refuse medical assistance only after being assessed by the medical emergency personnel, and if the person is fully conscious and aware of the medical situation. Additionally, the person must sign a medical refusal waiver.

GLOCESTER SENIOR CENTER

Health and Fitness Policy

Any member of the Gloucester Senior Center wishing to utilize exercise equipment in the Exercise Room must first complete a signed waiver releasing the Gloucester Senior Center and the Town of Gloucester free of any liability that could possibly occur because of injury. A sign in and out sheet must be filled in upon entering and departing the room.

A bottle of disinfectant and paper towel is available for post exercise machine clean up which should be used by the participant before leaving the machine. Receptacles are available for the disposal of paper towels. Food **is not** allowed to be brought in for consumption. Water in containers or plastic bottles is permitted. The Center is not liable for any beverage container or other personal property left behind. Machines are used on a first come basis. The time should be limited to 20 minutes per use. Machines and television must be turned off after use. The staff should be informed of equipment which may become broken during use. A spotter **is not** available for supervision.

Failure of individuals to comply with any policy will be subject to the actions as stated in the Gloucester Senior Center CODE OF CONDUCT POLICY

GLOCESTER SENIOR CENTER

Exclusions from the Senior Center

The Board of Directors has the right to exclude any person who repeatedly and intentionally does not follow the guidelines set forth in this manual. Infractions can be brought to the Director's attention by staff or other participants in Senior Center programs or activities. Actions that may lead to exclusion are as follows:

1. Sexual harassment directed at staff, or other participant. This would be verbal, written or physical harassment.
2. The use of obscene or profane language, gestures or verbal abuse.
3. Use or being under the influence of illegal drugs or alcoholic beverages.
4. Intoxication or having alcohol of one's breath.
5. Repeated and intentional disregard for adhering to the rules and regulations as set forth in this manual.
6. Carrying a dangerous object, firearm, knife or anything that would, or could be used to cause another to feel threatened in any way.
7. Making disparaging remarks to another regarding religion, national origin, sex or race.
8. Making unauthorized physical contact with another participant or staff member.
9. Individuals who have problems that cannot be managed by staff can be excluded from participations. The problems include, but are not limited to wandering, inability to toilet independently, abusive or harmful behavior. Any person who is suspect of these problems, upon review by the Board of Directors, will be notified and have the opportunity to meet with the Senior Center Director regarding the issue. The alleged will be notified in writing of the date, time and place of the meeting. It is the intent of the Senior Center to arrive at an appropriate resolution. This meeting may include family members.
10. Individuals who create serious disruptions or act inappropriately may be asked to leave a program or activity by the Director. If the individual does not leave voluntarily, the staff has the authority to take appropriate measure to have the individual removed.
11. If a participant feels that the behavior or action of another participant is harmful or threatening to themselves or others, they should bring this to the attention of a Senior Center staff member. All conversations will be handled with complete discretion and confidentiality.

Failure of individuals to comply with any policy will be subject to the actions as stated in the Gloucester Senior Center CODE OF CONDUCT POLICY.

GLOCESTER SENIOR CENTER

Children in Senior Centers

Children are permitted to visit the Senior Center for special occasions and under controlled conditions. Since each situation may be different, the Director must exercise discretion in approving such visits.

An adult must supervise visiting children at all times.

Failure of individuals to comply with any policy will be subject to the actions as stated in the Gloucester Senior Center CODE OF CONDUCT POLICY.

GLOCESTER SENIOR CENTER

Activity Attendance Procedure

All Gloucester Senior Center activities will have an attendance sheet.

The instructor/leader is responsible for dating and circulating the sheet.

Every person attending **MUST** sign-in for each activity attended.

Each attendance sheet is given to the Center Director for each activity completed daily.

GLOCESTER SENIOR CENTER

Computer Room

The computer room is available to all members. Computer Classes require registration and any fees that may be applicable.

Participants using the computers in the Computer Room must agree to the Usage Notices posted near the computers, and not use the computers for any illegal or pornographic activities. Changing computer settings or software is **strictly prohibited!**

No food or drink is allowed in the Computer Room at any time.

There is a time limit of one (1) hour of continued use per individual, per day.

Sign in sheets for each terminal must be filled out with the name of the user, beginning and ending time.

GLOCESTER SENIOR CENTER

POLITICAL ACTIVITY/PETITIONS POLICY

Persons running for political office are allowed to visit the Gloucester Senior Center; however, they will not be allowed to leave any campaign materials on the premises.

Campaign contributions are not to be solicited within the Senior Center by anyone including participants, staff or volunteers. Any petition brought on the premises must remain at the reception desk for viewing, and may not be accompanied by verbal solicitation within the Senior Center by anyone, including participants, staff or volunteers. The Senior Center Director must be notified of any visit by town, city, state, or federal officials, in advance of the visit, whenever possible.

Failure of individuals to comply with any policy will be subject to the actions as stated in the Gloucester Senior Center CODE OF CONDUCT POLICY

GLOCESTER SENIOR CENTER

Donated Items Policy

The Gloucester Senior Center accepts items that may be used for the flea market, silent auction tables, penny socials and raffles.

Other items including clothes, books and puzzles may be kept at the Center or donated to other departments, groups and organizations; such as the Department of Human Services, Salvation Army and Big Sisters.

Once an item is donated to the Center, it then becomes the property of the Center. The staff has the authority to determine the purpose each item will serve. A staff member is responsible for establishing the price of an item to be sold. An item may be rejected whenever it is determined to have an odor, is broken or not considered acceptable for other reasons.

Thank you letters will be sent to individuals or groups making such donations, when their information is available.

Glocester Senior Center Adverse Weather Policy

Purpose: To provide for a clear procedure for canceling activities at the Glocester Senior Center in the event of adverse weather conditions so as not to encourage travel to the Center.

- Procedure:**
1. In the event the Glocester Schools are closed due to adverse weather conditions, the Senior Center will be closed. Similarly if the Town Hall offices are closed due to adverse weather conditions, the Senior Center will be closed.
 2. If Glocester Schools are not closed, but the weather conditions are such that travelling appears to be or could become hazardous the, Director of the Senior Center will contact the Public Safety Officer (Police Chief) to seek his opinion and decision whether to open the Senior Center or to close it. The Chief will confer with the Director of Public Works to assess the situation and make a decision and so advise the Director of the Senior Center.
 3. The Director of the Glocester Senior Center will coordinate with the local radio and television stations as to the closing and cancellations.
 4. When the Senior Center is closed due to adverse weather conditions, the Director and any other eligible employees may use vacation , personal or comp days to make up for the time lost.

2/2/11

ADOPTED: APRIL 13, 2011
GLOCESTER SENIOR CENTER BOARD OF DIRECTORS



TOWN OF GLOCESTER
SENIOR CENTER
1210 Putnam Pike, P.O. Box B
Chepachet, Rhode Island 02814-0702
(401) 710-9860 • FAX (401) 568-5850

Board of Directors
Karen J. Emond
Joseph T. Peters
Ernest LaFazia
Stanley E. Severance
Steven A. Sette
Debra Rogala, Secretary

CODE OF CONDUCT POLICY

All members and participants on these premises are expected to conduct themselves with appropriate decorum and polite behavior and are subject to the Code of Conduct Policy (the 'Code'). The Code is to detail the progressive disciplinary actions which shall be administered by the Director and the Board of Directors to members and participants of the Gloucester Senior Center (the 'Center') in the case of foul, impolite, or unacceptable language, discourteous or offensive actions, and other unacceptable conduct or behavior while on the premises.

The Director will provide a written report of any disciplinary action, including statements from witnesses, if applicable, of all incidents to the Senior Center Board of Directors within 24 hours of the incident.

1. Individuals who do not act appropriately will be spoken to by the Director.
 - A. The Director will make a verbal request to stop the offending behavior.
 - B. If not heeded, the Director may ask the offender to leave the premises.
 - C. If not heeded, the Director may demand that the offender leave the premises.
 - D. If not heeded, the Director may call the appropriate authorities to have the offender removed from the premises.

2. Depending on the infraction or subsequent infractions, the offending individual may be:
 - A. Given a verbal warning by the Director that their participation at the Center could be in jeopardy,
 - B. Given a written warning by the Director that their participation at the Center could be in jeopardy,
 - C. Given a six (6) month suspension by the Center's Board of Directors (the 'Board') following a meeting with the individual, the Board and the Director. If the individual requests to return to the Center following a suspension, a meeting with the individual, the Board, and the Director will be held to discuss reinstatement. Reinstatement will be at the pleasure of the Board.
 - D. Expelled, with no option to return, following a meeting with the individual, the Board and the Director.

Note: Whenever a problem arises in a Center sponsored or organized program that is coordinated by a committee, the members of the committee shall first try to rectify the problem. If further assistance is needed, the Director should be contacted.

ALL DISCIPLINARY ACTIONS SHALL BE CONDUCTED AND MAINTAINED AS
CONFIDENTIAL TO THE GREATEST EXTENT POSSIBLE.

ADOPTED BY THE GLOCESTER SENIOR CENTER BOARD OF DIRECTORS ON JANUARY 14, 2009

PARKING POLICY
GLOCESTER SENIOR CENTER

The Gloucester Senior Center parking facility is for patrons of the Senior Center. All others will be towed at the owner's expense.

Patrons of the Gloucester Senior Center will park in designated areas marked by the signage. After two warnings, violators will have their cars towed at owner's expense per order of the Gloucester Police.

Entering and exits signs must be obeyed at all times for the safety of those using the parking facility. Those violating the entering and exit signs will be issued warnings and after receiving two warnings will have their Senior Center privileges suspended for thirty days.

GLOCESTER SENIOR CENTER BOARD

ADOPTED: AUGUST 8,2012