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Senior Center Guidelines, Policies and Procedures

Frederick County
Department of Aging
1440 Taney Avenue
Frederick, MD 21702
301.600.1605
www.FrederickCountyMD.gov/Aging

The Mission of the Frederick County Department of Aging is to develop and administer programs and activities that support Frederick County older adults and adults with disabilities in their efforts to remain healthy, active and independent members of the community, and to provide, coordinate and advocate for services which promote the dignity and enrichment of life for seniors, persons with disabilities, families and caregivers.

It gives me pleasure to welcome you to the Frederick County Department of Aging and the wide array of programs, activities and opportunities that our four senior centers provide!

Each senior center has its own personality but all have one thing in common: a commitment to offer activities and events that are appealing to each participant. The staff takes pride in our program offerings – from exercise classes and health and wellness activities to evening card parties, day trips and dances. All activities are built around the needs and wishes of our participants but if there is something in which you are interested that is not offered, please let a member of the staff know and if there is a way we can make it happen, we will do our best to accommodate your request.

We want you to have a positive and enjoyable experience, which is one reason for the publication and distribution of this booklet. We don't want surprises, and we would like everyone to understand their responsibilities and the expectations associated with participation in senior center activities. If you have questions about an item contained in this booklet, please ask for clarification.

We rely on your experience to help create a vibrant department, and your participation in Department of Aging programs is a key ingredient to enhancing the quality of life for everyone in Frederick County.

The staff joins me in wishing you well.

Carolyn B. True, Director
Frederick County Department of Aging

Senior Center Contact Information

Brunswick Senior Center
12 East A Street
Brunswick, MD 21716
301-834-8115
BrunswickSeniorCenter@FrederickCountyMD.gov

Emmitsburg Senior Center
300 South Seton Avenue
Emmitsburg, MD 21727
301-600-6350
EmmitsburgSeniorCenter@FrederickCountyMD.gov

Frederick Senior Center
1440 Taney Avenue
Frederick, MD 21702
301-600-3525
301-600-1048
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Urbana Senior Center
9020 Amelung Drive
Urbana, MD 21704
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Community Services Manager
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1440 Taney Avenue
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NOTES:

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Section 1: Guidelines For Participation

The Senior Center shall be defined as the actual facility, the property on which the facility sits, and/or any facility, property, or vehicle being used for a Senior Center/ Department of Aging sponsored event or activity. Failure to abide by these guidelines may result in immediate removal from a class, program or activity, and/or limitation or suspension of center privileges.

General Guidelines

Participants must:

1. Have a completed registration form on file with the Department of Aging in order to take part in center activities and classes.
2. Provide the center coordinator with updated information any time there is a change of address, phone number, emergency contact, etc. All information should be reviewed for accuracy at least annually.
3. Understand their responsibility, and conform their behavior, to the rules of the center.
4. Be respectful of other participants' right to utilize shared equipment (computers, phone, games, television, etc). Each center coordinator may establish and post time limits or schedules to permit fair access to equipment. A participant who fails to abide by those limits or schedules may be limited or suspended from utilizing the same.
5. Address concerns and conflicts directly with the Senior Center Coordinator and/or Department of Aging staff for resolution.
6. Abide by specific guidelines, policies and procedures established at individual senior centers that contribute to the enjoyment, well-being, and safety of participants as long as said guidelines are not in conflict with Department of Aging guidelines.
7. Abide by the Department of Aging non-solicitation and confidentiality policies.
8. Abide by guidelines, policies, and procedures established and enforced by Frederick County Government.

Section 8: Agreement to Accept Guidelines and Appeal Process

Acceptance of Guidelines

By registering for and participating in Senior Center programs, activities and services, an individual agrees to abide by the guidelines set forth in the registration form and this document.

In summary, if a participant abuses or violates the guidelines and agreement of participation, the participant may be suspended from or permanently denied service. Notification will be provided in writing.

Service and participation will be discontinued immediately if the participant is engaged in illegal activity or presents a danger to self or others.

The Department of Aging reserves the right to notify appropriate agencies for immediate intervention.

Appeals

1. Individuals who have addressed a concern directly with senior center staff without satisfactory resolution may submit the concern in writing to the Community Services Manager.
2. Individuals may appeal temporary and permanent suspensions in writing to the Community Services Manager.
3. The Community Services Manager will respond to an appeal in writing within one week of receiving a written notice.
4. Individuals may appeal in writing, to the Department of Aging Director, regarding the decision of the Community Services Manager.
5. The Department of Aging Director will respond to an appeal in writing within one week of receiving the notification. Decisions of the Director are final.

Section 7: Senior Center Emergencies

Department of Aging staff and key volunteers are trained for emergency situations such as fire, severe weather and intruders.

Participants must:

1. Obey all instructions issued by Department of Aging or other authorized staff, to evacuate the building or to shelter in place.
2. Report to the designated meeting location during an evacuation to assure all participants have safely exited the building. Please do not leave the premises without notifying a staff person.
3. Remain in the room, or move to and remain in a designated location during a shelter in place situation, until a staff person or other authorized representative (i.e. Police Officer or Fire Fighter) gives an all clear announcement.
4. Be familiar with the location of posted information to identify the nearest exit and instructions for sheltering in place.
5. Assist other participants to obey instructions safely if able to do so without risk to themselves.
6. Report suspicious or unsafe situations to a staff person immediately.

Mobility and Cognitive Guidelines

Participants Must:

1. Function independently without one-to-one assistance or supervision from the staff.
2. Individuals who need assistance must have a companion or aide who:
 - a) escorts them at all times
 - b) provides all personal assistance
 - c) abides by the Department of Aging Guidelines, Policies and Procedures
3. Move safely and independently (or use an assistive device independently) while at the center.
4. Provide and maintain personal assistive devices.

Behavior Guidelines

Participants Must:

1. Avoid engaging in any activity that is disruptive to the legitimate use of center facilities.
2. Avoid engaging in any activity that may present a danger to themselves or others.
3. Avoid using language or behavior that is obscene, abusive, loud or insulting to others as determined by the Senior Center and/or Department of Aging staff on duty.
4. Avoid harassing or discriminating against staff, participants, or guest on the basis of race, gender, age, national origin, religion or disability.
5. Avoid gambling in any form in the senior center.
6. Avoid panhandling in the senior center.
7. Avoid participating in any activities while under the influence of alcohol or illegal drugs.
8. Not participate in any illegal activity while at the center.
9. Not carry a weapon in the senior center. Individuals who are legally permitted to carry a weapon must notify the coordinator immediately and show documentation.
10. Avoid the destructions or theft of personal property (including money) in the senior center.

Health and Hygiene Guidelines

Participants Must:

1. Maintain a level of personal hygiene consistent with generally accepted standards of health and safety for themselves and others.
2. Not smoke or use other tobacco products and electronic smoking devices inside the senior center, including public areas and restrooms. A designated outdoor smoking area may be available in some locations.

Section 2: Inclement Weather Policy

The Department of Aging utilizes the Frederick County, Maryland Public Schools Inclement Weather Policy to determine its weather policy.

1. If schools are closed due to inclement weather, all meals, activities, classes, and transportation are cancelled, but the center is open for independent pursuits.
2. If schools delay opening or close early; meals will be served but activities and classes may be delayed or cancelled at the discretion of the instructor and/or center coordinator. Transportation may be available.
3. If Frederick County Government offices delay opening or close early, Senior Centers and Department of Aging offices will open or close accordingly.
4. If Frederick County Government offices are closed, Senior Centers and Department of Aging offices will be closed.
5. If schools are not in session due to a regularly scheduled closing (winter break, in-service days, etc), participants should check the Department of Aging website, Facebook page and/or call the center to confirm the center activity schedule for the day.

Day of Trip Guidelines

Participants must:

1. Arrive at the designated departure site, usually the Frederick Senior Center, at least 15 minutes before scheduled departure time.
2. Sign in with staff, complete the waiver form, including emergency contact information.
3. Listen to staff instructions and updates prior to departure.
4. Make sure you have a copy of the staff contact information upon arrival at destination.
5. Notify trip staff, via contact information distributed, if the participant becomes separated from group, or has an emergency.
6. Meet at the designated time and location for return to Frederick.
7. Understand staff and vehicles may not be able to wait for stragglers due to time and parking constraints. Participants who miss the bus home are responsible for securing alternate transportation home at his or her expense.

Trip Cancellations by the Participant

Option 1

1. If unable to attend, the participant is responsible for finding someone to take the seat.
2. The substitute will pay the canceling person directly. Department of Aging staff will not accept or distribute payment between these individuals.
3. The cancelling participant must notify the trip registrar in writing when the seat has been transferred.
4. The substitute must have a completed participant registration form on file, or complete and submit one at least two business days prior to the trip departure.
5. The substitute will abide by all trip policies and procedures as noted in this document.
6. No refund will be issued if a substitute is not available.

Option 2

1. The person cancelling will notify the trip registrar in writing via letter, email or fax.
2. The trip registrar or another staff person will secure a substitute from the waitlist, if a waitlist is available.
3. The substitute will pay the Department of Aging directly.
4. The Department of Aging will issue a check to refund the person cancelling, less a \$20.00 service fee.
5. No refund will be issued if a substitute is not available.
6. No refund will be issued if a participant cancels after the registration deadline.

Trip Cancellation by the Department of Aging

1. If the trip is cancelled due to low enrollment, the Department of Aging will issue a full refund by check.
2. If the trip is cancelled due to weather or other uncontrollable circumstances, every effort will be made to reschedule the trip with ample notice to participants. No refund will be issued if the participant is unable to attend on the new date. The participant may use option 1 or 2 above to obtain a substitute.
3. If the trip can not be rescheduled, a full refund will be issued by check.

Section 3: Senior Center Transportation Guidelines

Participants Must:

1. Ride on the vehicle independently and be able to embark and disembark with minimal or no assistance. Staff will assist with safely securing assistive devices on the vehicle as needed.
2. Reserve transportation with the center coordinator or appointed staff person at least 2 business days in advance.
3. Contribute financially toward transportation service. Suggested donation amounts are posted in the vehicle and at the senior center.
4. Be ready when the van/bus arrives at their home. Please check with the coordinator or driver to determine approximate pick-up time. The driver cannot wait more than three (3) minutes for participants to board. The driver is not obligated to blow the horn, telephone or otherwise announce the van/bus arrival to riders, but may do so as a courtesy.
5. Avoid eating or drinking on the van/bus without permission of the driver.
6. Use a seatbelt, when available, at all times the vehicle is in operation.
7. Select the first seat available unless the driver is notified in advance of a need for special accommodation.
8. Assure seats are available for other riders. All carry on items must be stored under the seat or held by the rider. The driver will store assistive devices safely.
9. Abide by the instructions of driver and/or other staff. Any behavior that is determined by staff to be disruptive, distracting, or dangerous to passengers and/or the safe operation of the vehicle may result in immediate suspension or termination of riding privileges.
10. Understand all participant guidelines in this document apply while using Senior Center or contracted vehicles.

Section 4: Classes and Special Activities Policies and Procedures

The Senior Center Guidelines for Participation are applicable for all classes and special activities sponsored by or affiliated with the Department of Aging. Participants must have a current, signed registration form on file.

Registration

1. Any senior center participant may register for classes and special activities.
2. Some classes may have pre-requisites to participate.
3. Class registration may be limited. Reservations must be paid in full if applicable, and are on a first come, first served basis. Reservations are not guaranteed until payment is made.
4. Reservations may be paid in-person, by mail, and online when available. A check is the preferred method of payment. Checks should be payable to *Frederick County Department of Aging*. Please note the class or activity name in the memo line. Credit cards are accepted for online registrations only.
5. Some classes may require that participants furnish additional supplies (paint, sketchbooks, yarn, fabric, etc) or equipment (hand weights, yoga mats, etc) at their own expense.

Refunds

1. Paid reservations are non-refundable, but are transferable to another participant prior to the first session. The participant is responsible for finding someone to take his/her place. There may be a wait list for the activity; please check with the registrar for possible substitutes. Substitutions are not permitted after the first session.
2. If the class or activity is cancelled by the Department of Aging due to low enrollment or other circumstances, registration fees will be refunded.

Registration Guidelines

1. Trip announcements and schedule flyers are posted in all Department of Aging senior centers, on the website and on-line store.
2. Trip announcements will be released approximately one week prior to the date registration opens in order to give all center participants equal opportunity to register.
3. In person registrations will be accepted only during dates and times listed on the flyer.
4. Reservations are on a first-come, first-served basis and must be paid in full in order to secure a seat.
5. Reservations may be made in person at any Department of Aging senior center, or on-line through the Department of Aging website. Cash, check and credit card are accepted.
6. A waitlist will be maintained after all available seats are reserved. Trip fees will not be collected in advance from people on the waitlist. Participant will only pay when/if a seat becomes available.
7. If seats are available after the registration deadline, the trip may be opened to other senior groups and the public.

Registering for Trips

1. Reservations may be made in person at any Department of Aging Senior Center or on-line at <http://frederickcountymd-gov.3dcartstores.com/>
2. Participants must have a completed participant registration form on file prior to registering.
3. Participant must complete a trip registration form.
4. Staff will check seat availability for all applicable rosters prior to accepting reservations and fees.
5. Trips must be paid in full at time of registration.
6. Cash, check or credit card are accepted for payment. Checks should be payable to *Frederick County Department of Aging*, with the notation Trips on the memo line.

Section 6: Day Trip Policies and Procedures

Participation Guidelines

1. The Department of Aging Guidelines for Participation at Senior Centers are applicable to all trips sponsored by or affiliated with the Department of Aging.
2. Trips are open to any registered participant. Unregistered participants must complete and submit a registration form prior to making trip reservations.
3. Participants must be able to function independently without one-to-one assistance or supervision, or provide a companion or aide to provide assistance. Companions travel at the same price as other passengers unless otherwise noted. Companions must be at least 18 years old.
4. Participants will abide by the information and instructions provided by staff while on any trip. Failure to meet at appointed locations and/or departure times, observe safety practices or other instructions could result in suspension from participation.
5. Participants under age 18 are not permitted unless the trip is specifically advertised to include children.
6. Participants who need special accommodation must indicate the need at time of registration. Although every effort will be made to accommodate the request, such accommodation is not guaranteed.
7. Some trip destinations involve extensive walking, physical exertion or limited accessibility due to the nature of the trip or facility visited. This information is included in the trip announcement and descriptions when known by the trip coordinator. Individuals must determine their ability to participate.

3. If a class or activity session is cancelled due to weather or other circumstance, every effort will be made to reschedule the session with ample notice.
4. Activities and classes that are rescheduled are not eligible for a refund.

Assistance & Special Accommodations

1. Individuals must be able to function independently without one-to-one assistance or supervision from staff. Individuals who need assistance may participate if accompanied by a companion or aide to escort them at all times. The companion must abide by all Department of Aging policies and procedures. The companion may be required to register at the same or reduced fee for some classes and activities. Companions and/or aides must be at least 18 years of age.
2. Individuals participating in a fitness class should check with a health care provider before beginning a new exercise program. A release from a health care provider may be required.
3. Participants who need special accommodation (wheelchair access, aisle seating, etc) must indicate such a need at time of registration. Although every effort will be made to accommodate the request, such accommodation is not guaranteed.

Electronic Sign-In Systems

Some senior centers may utilize an electronic sign-in system to collect daily attendance and program participation data.

1. Participants will be issued a personal, credit card sized, identification card to access the system.
2. This card may be used at any participating Frederick County Department of Aging Senior Center.
3. The card should never be shared with, or used by, another participant.
4. A \$2.00 replacement fee will be charged for lost cards.

Section 5: Senior Dining Program

Under the guidelines of the Older Americans Act, nutrition programs offered through the Department of Aging meet the nutritional requirements of older adults, as well as promote good health and continued independence. Seniors have the opportunity to enjoy a nutritious meal in the company of others in a community setting. Meals are planned and prepared to meet one-third of the Recommended Dietary Allowance for older adults, and follow the dietary guidelines of the Maryland Department of Aging. Nutrition and health education and screenings are offered on a regular basis.

Making Reservations

1. Meals must be ordered by the deadline established and posted in the center and on the menu, based on the vendor requirements.
2. Standby reservations will be accepted after the meal order has been placed with the vendor. If extra meals are available, standby reservations will be honored in the order they were received.
3. Special events may have a reservation date of one week or more in advance. Check with the coordinator to confirm deadlines.

Cancelling Reservations

1. Cancellations of an ordered meal must be made by 9:30am, at least two (2) business days in advance.
2. Cancellations due to an emergency should be made as soon as possible to allow standby reservations to be honored.
3. Reservations are the responsibility of the participant. Each individual who reserves but does not claim the meal is expected to pay the full cost contribution as posted in the Senior Center Dining Room, even if the meal is used by a standby reservation.
4. Failure to claim reserved meals three (3) times in one month will result in a temporary suspension of reservation privileges for a period of two (2) weeks.

5. The second instance of failure to claim reserved meals three times in one month period will result in a one month suspension of reservation privileges.
6. Subsequent and/or repeated failure to claim reserved meals may result in additional suspensions or permanent loss of meal reservation privileges.
7. Individuals who are suspended from making advance reservations are eligible for daily standby reservations.
8. Failure to pay for unclaimed meals may result in the loss of meal reservation privileges.

Meal Costs

1. The actual meal cost is posted in the dining area of each senior center.
2. All meal participants under the age of 60 must pay the actual full cost of the meal unless he/she is the spouse or disabled adult child, living in the same household, as a meal participant age 60 or older.
3. Participants age 60 and older and their spouse or disabled adult child living in the same household are encouraged to contribute as much as they are able, up to the full cost of the meal.
4. No one age 60 or older is ever denied a meal due to his/her inability to contribute to the cost of the meal.

Making Contributions

1. For participants contributing by check: checks should be made payable to *Frederick County Department of Aging*. Please note senior dining program on the memo line.
2. For participants contributing cash: cash is accepted, but must be for the exact amount of the contribution. Staff are not permitted to make change.
3. A contribution box is available in the dining room to deposit confidential contributions.
4. Gift certificates are available for purchase.