

FREDERICK COUNTY  
DIVISION OF

Aging &  
Independence

50+Community Centers  
guidelines, policies & procedures



# **Frederick County Division of Aging and Independence**

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## **Our Mission:**

The Division of Aging and Independence enriches lives through community connections to services, programs, and resources.

## **Our Vision:**

All Frederick County residents are empowered, engaged, and equipped to live their best lives.

## **Welcome**

It gives me great pleasure to welcome you to the Frederick County Division of Aging and Independence, (FCDAI) and the wide array of programs, activities, services and other opportunities available through the 50+ Community Centers.

Each center has its own personality, but all have one thing in common: a commitment to offer a wide range of activities, classes, programs and events to meet the interests and needs of older adults in a welcoming, safe community for everyone.

Center staff want you to have a positive and enjoyable experience while you are with us. The purpose of this guide is to ensure everyone is aware of, and understands, the expectations and responsibilities associated with participation. If you have questions about any items in this guide, please ask a senior center staff person for clarification. The center staff relies on your experience to help create a vibrant 50+ Community Center. Your participation is a key ingredient to enhance the quality of life for everyone in Frederick County.

Sincerely,  
Carolyn B. True  
Division Director

# TABLE OF CONTENTS

<b>Mission, Vision, and Welcome</b>	<b>page 2</b>
<b>Guidelines for Participation</b>	<b>page 5</b>
<b>Inclement Weather</b>	<b>page 7</b>
<b>Transportation</b>	<b>page 7</b>
<b>Senior Dining Options</b>	<b>page 9</b>
<b>Activities, Classes, Events, and Programs</b>	<b>page 11</b>
<b>Virtual Center Participation</b>	<b>page 11</b>
<b>Program Registration</b>	<b>page 13</b>
<b>Sign in and Sign out</b>	<b>page 14</b>
<b>Mobility &amp; Cognitive Guidelines</b>	<b>page 15</b>
<b>Day Trips</b>	<b>page 16</b>
<b>Trip Cancellations</b>	<b>page 18</b>
<b>Center Emergencies</b>	<b>page 19</b>
<b>Agreements, Suggestions, Concerns and Appeals</b>	<b>page 20</b>
<b>50+Community Center locations and contact information</b>	<b>page 21</b>
<b>Code of Conduct</b>	<b>page 24</b>



Frederick County Government supports Diversity, Equity, Inclusion and Belonging for all constituents. Frederick County 50+ Community Centers support those principles to ensure all participants have the opportunity to participate in activities, classes and programs in a safe and welcoming community, in a way that permits each person to be empowered, engaged and equipped to live their best life possible.



A 50+ Community Center, also known as a senior center, shall be defined as the actual facility, the property on which the facility sits, and/or any other facility, property, or vehicle used for 50+ Community Center/ Frederick County Division of Aging and Independence (FCDAI) sponsored event or activity conducted in person or virtually. 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.

## **Section 1: Guidelines for Participation**

These guidelines define the expectations of all individuals utilizing 50+Community Centers/Senior Centers and related programs. These guidelines are summarized in the Frederick County Division of Aging and Independence Code of Conduct Posted in all centers and attached as Addendum #1 in this document.



### **Participants must:**

1. Have a completed and signed DAI intake form on file in order to take part in center activities and classes. This information is used to report to federal, state, county and other funders. Personally identifiable information is never shared.
2. Provide the center supervisor with updated information any time there is a change of address, phone number, email, emergency contact, or other pertinent information. All information should be reviewed/updated for accuracy at least annually.
3. Understand their responsibility and follow the rules of the center.
4. Be respectful toward all participants, guests, staff and public. Derogatory, discriminatory, and/or threatening language or actions of any kind will not be tolerated and may result in restrictions or suspension.
5. Be respectful of other participants right to utilize shared equipment (such as, but not limited to, computers, games, television, seating areas, etc.). Each center supervisor may establish and post time limits or schedules to permit fair access to the equipment and areas. A participant who fails to abide by those limits or schedules may be restricted or suspended from utilizing the same.
6. Address concerns and conflicts directly with the individuals involved, in a safe and respectful manner.
7. Address concerns and conflicts that cannot be resolved directly, with the Center Supervisor and/or other Home & Community Connections Department staff or supervisors, in a safe and respectful manner to achieve resolution.
8. Abide by specific guidelines, policies, and procedures established at individual centers that contribute to the enjoyment, well-being, and safety of participants, as long as said guidelines are not in conflict with FCDAI guidelines.
9. Address concerns about center guidelines with the Center Supervisor or the Home and Community Connections Department Head if those guidelines appear in conflict with FCDAI or Frederick County Government guidelines or policies.
10. Abide by the FCDAI non-solicitation and confidentiality policies.
11. Abide by guidelines, policies, and procedures established and enforced by Frederick County Government.
12. Acknowledge inherent risk and danger associated with participation in activities, classes, programs, and trips. It is the participant's responsibility to seek approval from health care or other providers before voluntarily participating in any activity, class, program, or trip.
13. Acknowledge FCDAI may take and utilize photos, slides and video images for the purpose of promotion of center and division programs, facilities and events. Participants not wishing to be included are responsible for removing themselves from said filming.
14. Acknowledge FCDAI make record audio clips for the purpose of promotion of center and division programs, facilities, and events. Participants not wishing to be included are responsible for removing themselves from said recording.

## **General Guidelines**

Participant Must:

1. Avoid engaging in any activity that is disruptive to the legitimate use of center facilities.
2. Avoid engaging in any activity that presents 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 Center Supervisor and/or any FCDAI staff on duty.
4. Avoid harassing, bullying, or discriminating against staff, participants, guests, other building users, and general public based on race, ethnicity, gender, sexual orientation, age, national origin, religion, disability, or political affiliation.
5. Avoid gambling in any form in the center.
6. Avoid panhandling or other forms of solicitation in the 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 or display a weapon in the center.
10. Avoid the destruction or theft of personal property (including money) in the 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 or others. Participants are encouraged to bathe and wash their hair regularly, wear clean clothes and choose clothing appropriate for the weather and activities. Individuals who need assistance with obtaining hygiene or laundry products should contact the center supervisor for resources.
2. Observe health and safety practices such as regular handwashing to reduce the risk of spreading germs to others.
3. Select clothing and footwear that is appropriate for the activity and is respectful of other participants.
4. Use or wear appropriate safety equipment when required. Failure to do so may limit or prohibit participation in a class or activity.
5. Not smoke or use other tobacco products or electronic smoking devices inside the center, including public areas and restrooms. A designated smoking area may be available in some locations.
6. Consider the health and safety of self and others by limiting participation when experiencing colds, flu, fever, diarrhea and other illnesses that are transmittable to others, and utilize appropriate precautions such as masks as needed.

## **Section 2: Inclement Weather**

Frederick County Division of Aging and Independence will determine its weather policy based on information provided by County agencies to assure client safety.

- Centers, including the Virtual Senior Center, will be open and programs offered on time unless announced otherwise. Some programs may be cancelled or rescheduled based on instructor's availability.
- If Frederick County Government delays opening, or closes early, centers will open or close accordingly. Classes, programs and activities normally scheduled during delays or closings will be cancelled. Virtual programs, classes and activities may be offered based on staff and instructor availability and access to technology resources.
- If Frederick County Government is closed, all Aging and Independence offices and centers will be closed. All classes, programs and activities will be cancelled. Virtual programs may be offered based on staff and instructor availability and access to technology resources.
  - Closing information will be posted on the FCDAI website, social media, and as a voice message on the center supervisor's telephone, during inclement weather as soon as possible.
- Virtual participants will be notified by email of closures and schedule changes.
- Participants should always make decisions to attend center activities based on personal safety.



## **Section 3: Center Transportation Guidelines**

Transportation may be provided for special events, trips, and other activities.

**Participants Must:**

1. Ride independently and be able to board and disembark with minimal or no assistance. Staff will safely secure assistive devices on the vehicle as needed. FCDAI does not have wheelchair accessible vehicles but will attempt to secure one with at least 14-day advance request by a participant.
2. Make a reservation with center staff at least 2 business days in advance when a center provides transportation to the center or another destination.
3. Be ready when the van/bus arrives.
4. Contribute financially toward transportation service.
5. Avoid eating or drinking on the van/bus unless the driver has given express permission.
6. Use a seatbelt at all times the vehicle is in operation.
7. Select the first available seat unless the driver is notified in advance of a need for special accommodation.
8. All carry-on items must be stowed under the seat or held by the rider to make seats available for other passengers.
9. Service animals must be on the floor at the owner's feet. Animals are not permitted to ride on seats, in the aisle, or rear storage areas of vehicles.
10. Abide by the instructions of the driver and/or other staff. Any behavior determined to be disruptive, distracting, or dangerous to the passengers, or the safe operation of the vehicle may result in immediate suspension or termination of riding privileges.
11. Understand all guidelines in this document apply when using FCDAI or contracted vehicles.

12. Refrain from tipping Frederick County employees and volunteer drivers. A voluntary donation to the Senior Center activities fund may be considered instead. When a charter vehicle is used for a trip, voluntary tipping is customary and permitted. The FCDAI staff accompanying the trip will include the tip in the total cost or provide an envelope for anonymous contributions to be presented to the driver at the conclusion of the outing. Participants will be notified in advance of the method used and suggested amount per participant.



## Section 4: Senior Dining Options

Center participants may choose to enjoy an opportunity to socialize with others while enjoying a nutritious lunch at the 50+ Community Center. All meals are planned by a registered dietitian, in accordance with the guidelines established by the Maryland Department of Aging. Nutrition education and screenings are offered on a regular basis in conjunction with the dining program. The Center Guidelines for participation are applicable for the senior dining program.



Participants must have a current, signed DAI intake form including supplemental nutrition risk questions on file. Registered participants are strongly encouraged to participate in the annual dining survey, usually conducted in March, to provide feedback and suggestions for enhanced dining experiences at the centers.

### Meal Reservations:

1. Meals must be reserved in advance by deadlines established at each center in coordination with the caterer. A minimum of two business days in advance is required.
2. Standby reservations will be accepted after meal orders have been submitted to the caterer. If extra meals are available, standby reservations will be honored in the order they were received.
3. Special event meals may have a reservation deadline of seven to fourteen days in advance. Check with the meal coordinator to confirm deadlines for specific events.
4. Some meals may have limited capacity. When reservations meet that limit, a waitlist may be established and participants served in order as space becomes available.
5. Participants may reserve meals for guests with the meal coordinator's permission.

### Meal Cancellations:

1. Reservations are the responsibility of the participant. Individuals who make a reservation, but do not cancel or claim the meal are responsible for the full cost contribution as posted in the dining room.
2. Cancellations are due by 9:30am, at least two business days in advance, in order to accommodate standby reservations and to avoid financial obligation toward meal cost.
3. We recognize illness, or another emergency may result in the need for a same day cancellation. Same day cancellations must be submitted by 9:30am to allow accommodation for standby reservations. A contribution toward the meal cost is appreciated.
4. Failure to claim reserved meals three times in a 60-day period will result in the temporary suspension of reservation privileges for a two-week period.
5. A second occurrence of failure to claim three reserved meals in a 60-day 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 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 center.
2. All meal participants under the age of 60 must pay the full cost of the meal, unless they are the spouse or dependent disabled adult child living in the same household as a registered meal participant over the age of 60.
3. Eligible participants under the age of 60 must complete a FCDAI intake form in order to access the senior dining program and other services.
4. Registered volunteers under age 60 who assist with the meal program such as set-up, serving, and/or clean-up are eligible to reserve a meal and make a voluntary donation toward the cost.
5. Participants age 60 or older, their spouse, and/or adult disabled child living in the same household are encouraged to contribute as much as they are financially able toward the meal, up to the full cost of the meal.
6. Under the rules of the Older Americans Act, no one age 60 or greater may be denied a meal due to their inability to contribute to the cost of the meal.

**Meal Contributions:**

1. Reservations must be made directly with the center meal coordinator, regardless of contribution method.
2. For participants contributing cash: Cash is accepted but must be in the exact amount of contribution only. Staff are not permitted to make change. A contribution box is available in the dining room to deposit voluntary, confidential contributions of any amount.
3. For participants contributing by credit card: Contributions may be made via the eStore at <https://frederickcountymd-gov.3dcartstores.com/>. Please note, credit card contributions are full cost contributions. Contributions made through the eStore are not reservations. Reservations must still be made directly with the meal coordinator.
4. For participants contributing by check: checks should be made payable to - Frederick County Treasurer. Please note Senior Dining on the memo line.
5. Contributions made in advance (cash, check or credit) for regular congregate dining are not refundable, but may be applied to a future meal reservation if advance notice of at least two days is provided.
6. Contributions for catered special event meals are not refundable but may be transferred to another participant with senior center staff approval.



## Section 5: Activities, Classes, Events, and Programs

The Center Guidelines for participation are applicable for all activities, classes and independent pursuits affiliated with Frederick County Division of Aging and Independence. See Section 6 for trip guidelines.

Participants must have a current, signed DAI intake form on file to access center offerings. Classes, activities, programs and special events are planned to offer a wide array of choices for older adults with varied interests, needs and abilities.

Participants are encouraged to suggest topics and activities for future planning.



### In-Person Participation

1. All guidelines for participation apply to In-Person Participants.
2. Individual centers may have additional specific requirements for participation depending on the space available and activity.
3. Staff at individual centers may have specific guidelines regarding room reservations and set-up, use of materials and supplies and other program details. Please check with the center supervisor for additional information.
4. Programs may require pre-registration to participate.
5. Paid registrations are generally not refundable but may be transferred to another participant with written notice to the center supervisor.

### Virtual Center Participation

1. All guidelines for participation apply to Virtual Center participants.
2. The FCDAI Virtual center generally uses ZOOM for programs. In some situations, other virtual programs (TEAMS, Webex) will be used. It is the participant's responsibility to assure their device is compatible prior to the start of the program.
3. Participants seeking information and training on the use of virtual platforms may contact the Virtual 50+Community Center supervisor at [VirtualSeniorCenter@FrederickCountyMD.gov](mailto:VirtualSeniorCenter@FrederickCountyMD.gov) to schedule a review or training.
4. A FCDAI staff person or designated volunteer will serve as moderator/host in order to monitor all virtual senior center programs.
5. Registered participants will sign-in, with first and last name upon entry into a FCDAI virtual program, using the chat feature. This is done to ensure only individuals registered for the session are in attendance.
6. Registered participants may not share Zoom links with anyone else. All sessions require preregistration unless explicitly noted otherwise.
7. Participants should try to find private space away from other people, pets, and background noise. During virtual programs some participants may share information that they only want other participants in that group to hear.
8. Remain muted unless speaking to eliminate and/or reduce background noise.
9. Participants must be respectful. Derogatory, discriminatory and/or threatening language, actions, or displays toward staff or other participants will not be tolerated and will result in immediate removal from the session and potential permanent exclusion from other Virtual and/or In-person activities.
10. Try to avoid speaking over or interrupting each other. Everyone who wants to participate should be

able to do so, time constraints allowing. If you have shared multiple times in a session, consider giving opportunity to those who have not shared.

11. If you have concerns that need immediate attention during a session and do not feel comfortable sharing with the whole group, please send a private chat to the staff person/moderator.
12. If you need any assistance using Zoom, please contact the Virtual Center Supervisor for support in advance of the program. Assistance is not available during programs.
13. Staff are not able to accommodate individuals experiencing internet connectivity issues during a class or program, nor will a refund be issued due to poor connectivity.
14. FCDAI reserves the right to utilize waiting rooms and other methods to remove participants and/or limit program access.
15. On occasion, some programs may be recorded. Any participant who does not want to participate in a recorded session is responsible for removing themselves from the program.



**Program Registration:**

1. A FCDAI participant who has a completed intake form on file may attend and participate at any Frederick County Division of Aging and Independence (FCDAI) 50+ Community Center.
2. An activity guide is released in advance of the open registration period for each quarter.
3. Classes and activities are advertised by center, and registration is usually made directly with the center supervisor unless an online option via the eStore is available.
4. Some classes may have pre-requisites to participate. Please check with the center supervisor and/or the instructor for additional details and requirements.
5. Participants new to fitness classes may attend one session of a fitness class for free to determine if the activity level matches their abilities. This must be coordinated with the center supervisor.
6. Some fitness classes may have the option to attend and pay for individual class sessions with permission of the instructor if space is available. This must be coordinated with the center supervisor.
7. Some classes may require participants to furnish additional supplies (paint, sketchbooks, yarn, fabric, etc.) or equipment (yoga mat, hand weights, etc.) at their own expense. A supply list will be provided prior to the first session of the class.
8. Some classes may require an additional supply fee. Information will be included with registration materials.
9. A fitness scholarship fund is available to assist eligible older adults with costs of fitness classes.  
See the center supervisor or website for additional details and an application.
10. Individuals who need financial assistance to participate in other activities should speak confidentially to a center supervisor or the Home & Community Connections Department Head for guidance.
11. 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 recorded. Registration for activities without fees will be accepted on a first come first served basis until maximum enrollment has been reached.
12. Waitlists may be established for classes, activities and programs that are at capacity. Individuals will be accommodated as space becomes available in the order of the waitlist.
13. Fees are not prorated for absences or late enrollment.
14. Reservations may be paid in-person, by mail, or online when available. Please see activity guide for details.
15. 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 their place. There may be a waitlist, and the center supervisor/registrar may be able to identify potential substitutes.
16. The center supervisor must be notified in writing (email, letter or fax) when a transfer occurs and includes the name, address, phone and email of the person assuming the registration.



17. Substitutions are generally not permitted after the first session. Individuals who seek an exception must submit their request in writing to the center supervisor for consideration.
18. Paid reservations are generally not transferable to other classes and programs. Individuals who seek an exception must submit their request in writing to the center supervisor for consideration.
19. Weekly fitness classes run for the quarter (approximately three months). The number of sessions per quarter is subject to holidays, instructor availability and weather.
20. If an individual session of a fitness class is cancelled due to weather or instructor absence, every effort will be made to reschedule within the same quarter. Rescheduled or cancelled sessions are not eligible for a refund.
21. If a **non-fitness** class or activity is canceled due to weather or instructor absence, every effort will be made to reschedule with sufficient notice. Rescheduled programs are not eligible for a refund. In some cases, the participant may secure a substitute to take her/his place. Consult the center supervisor/registrar for details.
22. If the class or activity is canceled by FCDAI due to insufficient enrollment or another reason, the center supervisor may offer to transfer the fee to a different class if available. If an alternative isn't available, the fee will be refunded in whole or part, by check. The refund may take up to 30 days to process.



### **Center Sign-In and Sign-Out**

All centers require all participants, attendees, and visitors to sign in and out each day for the purpose of general attendance and to be able to account for all building occupants in the event of a fire or another emergency event.

Participants must:

1. Sign in upon arrival/entry into the facility, using the system provided at that location. Consistent failure to sign in may result in restricted or suspended access to programs and center resources.
2. Acknowledge attendance in each class, activity or program in which they participate. Methods to collect attendance information may vary by center, program or activity. Your cooperation is important because this data is used for reporting purposes and may influence future funding and other resources. Failure to cooperate with program attendance collection may result in restricted or suspended access to programs and center resources.
3. Sign out upon departure from facility, using the system provided. Consistent failure to sign out may result in restricted or suspended access to programs and center resources.

## **Mobility and Cognitive Guidelines**

### **Participants Must:**

1. Function independently without one-on-one assistance or supervision from center staff.
2. Move safely and independently (including use of an assistive device) while at the center.
3. Provide and maintain any personal assistive devices independent of staff.
4. Individuals who need assistance or supervision may participate if they are accompanied by a companion or aide, who:
  - A) escorts them at all times
  - B) provides all personal assistance (eating, toileting, maintain assistive devices, movement between activities, etc.)
  - C) abides by FCDAI guidelines, policies and procedures
  - D) is at least 18 years of age or older
3. Provide health documentation per Frederick County Government requirements for any service animal accompanying a participant.
4. Maintain control, at all times, of any service animal accompanying the participant.



### **Assistance and Special Accommodation for classes, programs and special events:**

Center participants needing assistance may participate if accompanied by a companion or aide, secured by the participant, who will escort, assist and/or supervise the individual at all times.

1. The companion/aide must abide by all Center, Division, and County policies and procedures for center participation.
2. The companion/aide may be required to register at the same or reduced fee for some classes and activities.
3. The companion/aide must be at least 18 years of age.
4. Individuals participating in a fitness class should check with their health care provider before beginning a fitness program. A release from a health care provider may be required at the instructor's discretion.
5. Fitness Instructors may offer suggestions and adaptations to routines to accommodate special needs. These changes are at the instructor's discretion.
6. Participants who need special accommodation (wheelchair access, aisle seating, etc.) must indicate such need at time of registration. Although every effort will be made to accommodate the request, such accommodation is not guaranteed.
7. Individuals needing auxiliary aids and services for effective communication, or a reasonable modification in programs, services or activities should contact the ADA Coordinator at [ADA@FrederickCountyMD.gov](mailto:ADA@FrederickCountyMD.gov) as soon as possible, preferably 10 business days in advance of the activity or event.

## **Section 6: Day Trips**

### **In Person and Virtual Day Trips**

In-Person day trips are offered to provide opportunities for educational and recreational opportunities within an approximate 100-mile radius of Frederick County. Trips are planned on a quarterly basis to meet the varied interests and abilities of older adults, and often include museums, dining out experiences, and active adventures. With the addition of Virtual day trips, FCDAI is able to provide participants with opportunities for guided visits to museums and locations beyond the usual day trip range.

In the event a particular trip develops a long waitlist, every effort will be made to add an additional bus or travel day to accommodate the interest. Individuals may only select one session when multiple dates to the same location are provided.

While the destination is the primary focus of trips and outings, the safety and social aspect of the travel time is important. Individuals are encouraged to utilize the mode of transportation provided. Individual requests to travel independently to trip destinations will be reviewed on a case-by-case basis. Please note not all destinations are able to accommodate individual vehicles.



#### **Registration:**

Registration should be received at least two weeks before scheduled date of program. Space is limited and available on a first-come, first-served basis. Reservations must be paid in full to guarantee seating.

Payment must be included with registration (check or credit card). Payment is non-refundable.

1. Online: using a Credit/Debit Card for payment, register via the eStore:

<http://frederickcountymd.gov.3dcartstores.com/>

2. By Mail or Drop-Off: using a Check for payment

- a. Make check payable to Frederick County Treasurer

- b. Registration information must include: Your Name, Mailing Address, Email Address, Phone Number, and Name of Field Trip(s)

- c. Mail Check & Registration Form to: Frederick County Division of Aging and Independence, Attn: Trips, 1440 Taney Avenue, Frederick, MD 21702

- d. Drop-off the addressed envelope containing the Check & Registration Form in the lock box at the address above (box is located to the left of the handicapped entrance door) or at the Emmitsburg Senior Center lock box located on the lower level of the community center.

3. Cash payments in the exact amount may be made in person at any senior center. Centers are not able to make change.

4. Participants who register for a virtual day trip will receive a confirmation email including details about the program and access instructions. The access link may not be shared with other people.

5. Virtual Day trips are one-time programs. We will not be able to assist anyone who is experiencing internet connectivity issues during the field trip; nor will we be able to issue a refund due to poor connectivity.

## **In-Person Day Trip Guidelines**

Participants must:

1. Have a completed FCDAI Intake form on file.
2. Registration priority is given to registered participants. If space is available, trips may be open to other guests such as adult children of participants.
3. Participants under age 18 are generally not eligible to participate. Check with the trip registrar to discuss before registering a child. A written request must be submitted to the Home & Community Connections Department Head at least 4 business days in advance. The request must include separate, written permission from the child's parent or guardian. Some venues may deny access to individuals under age 18, even with parental consent.
4. Have pre-registered and paid in full by the established trip deadline. FCDAI will not accommodate stand -by participants on the day of the trip.
5. Arrive at the designated departure site, usually the Frederick 50+Community Center, at least fifteen (15) minutes before scheduled departure time.
6. Sign in with staff, and complete the waiver form, including emergency contact information. The person listed as an emergency contact cannot be someone who is on the same trip.
7. Listen to staff instructions and updates prior to departure.
8. Make sure you have a copy of the staff contact information (phone number) upon arrival at destination.
9. Notify trip staff, via contact info (phone number) provided that day, if the participant becomes separated from the group or has an emergency.
10. Meet at the designated time and location for return to Frederick.
11. Understand staff and vehicles may not be able to wait for stragglers due to time and parking constraints. Participants who miss the return bus are responsible for securing alternate transportation home at their expense.
12. Participants who provide their own transportation do so at their own risk and expense. Trip registration fees will remain the same unless otherwise noted.
13. Requests to provide their own transportation will be reviewed on a case-by-case basis dependent on venue's ability to accommodate vehicles and participants.
14. Requests must be received in writing at least two business days in advance to be considered for a transportation waiver. Trip registration fees will not be adjusted or pro-rated when a waiver is granted.
15. Waivers are not guaranteed. Some venues/trip destinations are not able or willing to accommodate individual vehicles.

## **Trip Cancellations by Participant**

We recognize there may be occasions with a registered participant must cancel their reservation. FCDAI offers two options for participants to cancel.

### **Cancellation Option 1-**

1. If unable to attend, the registered participant is responsible for finding someone to take the seat.
2. The substitute will pay the person who cancels directly. FCSDAI staff will not accept or distribute payment between individuals.
3. The participant who cancels must notify the trip registrar in writing via email, letter or fax, when the seat has been transferred. The name, address, phone number and email of the substitute must be provided at that time. Verbal communication of this information will not be accepted.
4. If written notice of transfer is not received, the substitute may be denied access to the trip. No refund will be issued.
5. The substitute must have a completed participant intake form on file with FCDAI, or complete and submit one at least five business days prior to departure. It should be noted that a destination requiring participant information/credentials in advance may alter this deadline or prohibit substitutions.

### **Cancellation Option 2-**

1. The person who cancels will notify the trip registrar in writing via email, letter, or fax. Verbal communication of this information will not be accepted.
2. The trip registrar or another staff member will attempt to secure a substitute from the waitlist if a waitlist is available. No refund will be issued if a substitute is not available.
3. The substitute will pay FCDAI directly for the full cost of the trip.
4. FCDAI will submit a refund request to Frederick County Government, who will issue a check to the participant who cancels, less a \$20.00 service fee. Refunds usually take up to 30 days to process.
5. No refund will be issued if the trip is not at minimum enrollment capacity.
6. No refund will be issued if a participant cancels after the posted registration deadline (usually two weeks prior to trip date).

## **Trip Cancellation by the Division of Aging and Independence**

1. If the trip is canceled due to insufficient enrollment, FCDAI will issue a full refund by check. Refunds usually take up to 30 days to process.
2. If the trip is canceled due to inclement weather or other uncontrollable circumstances, every effort will be made to reschedule the trip with ample notice to participants.
3. 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.
4. If the trip cannot be rescheduled, a full refund will be issued by check. Refunds usually take up to 30 days to process.

## Section 7: 50+ Community Center Emergencies

Frederick County Division of Aging and Independence staff and key volunteers are trained for emergency situations such as medical events, fire, severe weather, and intruders. Participation by all occupants is mandatory when centers conduct periodic drills.

Participants must:

1. Obey all instructions issued by FCDAI staff or other authorized staff and volunteers.
2. Report all medical emergencies to staff immediately. If safely able, participants may begin to administer first aid if appropriate.
3. Report suspicious or unsafe situations or individuals to a staff person immediately.
4. Be familiar with posted safety information, the nearest exit to the room you are in, and other safety instructions.
5. Assist other participants to obey instructions safely if able to do so without risk to self or others.
6. If ordered to evacuate-
  - A. Leave the building at the nearest exit. The last person out of the room should turn off the light and pull the door closed to prevent anyone from returning or being trapped.
  - B. Take only essentials with you (coat, purse and assistive devices) if it is safe to do so.
  - C. Report to the designated meeting location as instructed by staff and/or posted in each room.
  - D. Check with staff for additional instructions at meeting location.
  - D. Please do not leave the premises without permission of a staff member. A search could be conducted if staff are unable to account for everyone who was in the building. In addition, exiting traffic could hinder emergency vehicles attempting to gain access.
7. If ordered to shelter in place-
  - A. For weather related sheltering (such as a tornado), move to designated interior spaces (hallway and/or bathrooms) away from doors and windows until staff or emergency personnel give an all-clear signal.
  - B. For other shelter in place orders (such as a disturbance outside) follow staff instructions to move to another room or remain in place. Close and lock doors if they don't lock automatically. Close blinds, block windows and doors if appropriate, and turn off lights. Move to an area furthest from doors and windows along the same wall, if possible, silence cell phones and other devices, and remain quiet. Wait for an authorized staff person to provide instruction.
  - C. In the event of an intruder in the building; utilize the Run/Hide/Fight model.
    1. Escape. If it is safe to do so, leave the building by the nearest exit. Do not take belongings. Move quickly, as far away from building as possible to a safe area. Display empty hands with open palms to law enforcement. If able, call 911, don't assume someone else already has.
    2. Hide. Close and lock doors if they don't lock automatically. Close blinds, block windows and doors, and turn lights off. Move to an area on the same wall as but away from doors and windows, if possible, get as low as possible and remain quiet. Silence cell phones. Call or text to 911 if safe to do so. Wait for an authorized person (police officer, firefighter or a staff person) to assist with exiting the building. Show empty hands with open palms as you exit, if told to do so.
    3. Fight. Only as a last resort, and if your life is in danger should you take action against the intruder. Attempt to incapacitate or disrupt their actions by using items in the room to throw or block them. Call 911 when safe to do so.

## **Section 8: Agreement to Accept Guidelines, Policies and Procedures**

1. By registering for and participating in 50+ Community Center activities, classes, events, programs and services, the individual agrees to abide by the guidelines set forth in the FCDAI Intake form and this document, as summarized in the Code of Conduct (addendum #1) posted at all 50+Community Centers.
2. In summary, if a participant abuses or violates the guidelines and/or agreement of participation, the participant may be subject to progressive discipline as follows.
  - A. First Instance. Verbal Warning. A staff person will address the issue in private, provide a copy of the Code of Conduct for review and signature of the participant. The participant will receive a copy.
  - B. Second Instance within one year will result in a one-week Suspension. The individual will be verbally reminded of agreement to abide by the Code of Conduct and asked to leave the premises immediately. The participant may not return for a period of one week (seven days). A written notice of suspension including a copy of previously signed agreement, will be mailed to the participant's address on file and to the Home and Connections Department Head.
  - C. Third instance within one year will result in a one-month suspension. The individual will be verbally reminded of agreement to abide by the Code of Conduct and asked to leave the premises immediately. The participant may not return for a period of one month (30 days). A written notice of suspension including copies of previous documentation, will be mailed to the participant's address on file and to the Home and Connections Department Head.
  - D. Fourth instance within one year will result in a one-year suspension. The individual will be verbally reminded of agreement to abide by the Code of Conduct and asked to leave the premises immediately. The participant may not return for a period of one year (12 months). A written notice of suspension including copies of previous documentation, will be mailed to the participant's address on file and to the Home and Connections Department Head.
3. Services and participation may be terminated immediately if the participant engages in illegal activity or presents a danger to self or others.
4. Frederick County Division of Aging and Independence reserves the right to notify appropriate agencies or authorities for immediate intervention if its representatives deem it necessary.
5. A participant may appeal such disciplinary actions in writing to the Home and Community Connections Department Head as outlined under the heading Appeals.

## **Process to Submit Suggestions, Concerns, Complaints, Questions and Compliments**

1. Centers will have a system in place to receive suggestions, concerns, complaints, questions and compliments which may be submitted anonymously or signed in a locked box at each building.
2. Participants may submit the same in writing or verbally, about any issue related to these guidelines to the center supervisor, the Home and Community Connections Department Head or to [VirtualSeniorCenter@FrederickcountyMD.gov](mailto:VirtualSeniorCenter@FrederickcountyMD.gov).
3. Concerns will be addressed in a timely manner, and not more than 30 days if submitted anonymously.
4. When the writer has provided contact information, the concern will be addressed in writing, not more than 10 business days from receipt.

## **Appeals**

1. Individuals who have addressed a concern or complaint directly with the 50+ Community Center supervisor, and/or other center staff, without satisfactory resolution may submit their concern in writing to the Home and Community Connections Department Head.
2. Individuals may appeal decisions, including temporary and permanent suspensions, in writing to the Home and Community Connections Department Head.
3. The Home and Community Connections Department Head will respond to the appeal, in writing, within ten (10) business days of receiving the notice of appeal.
4. Individuals may appeal the decision of the Home and Community Connections Department Head, in writing, to the Frederick County Division of Aging and Independence Director.
5. The Division of Aging and Independence Director will respond, in writing, within ten (10) business days of receiving the notice of appeal.
6. The decision of the Division Director shall be final.

Brunswick 50+ Community Center  
12 East A Street  
Brunswick, MD 21716  
301-834-8115  
[BrunswickSeniorCenter@FrederickCountyMD.gov](mailto:BrunswickSeniorCenter@FrederickCountyMD.gov)



Emmitsburg 50+ Community Center  
300 South Seton Avenue  
Emmitsburg, MD 21727  
301-600-6350  
[EmmitsburgSeniorCenter@FrederickCountyMD.gov](mailto:EmmitsburgSeniorCenter@FrederickCountyMD.gov)



Frederick 50+ Community Center  
1440 Taney Avenue  
Frederick, MD 21702  
301-600-3525  
[FrederickSeniorCenter@FrederickCountyMD.gov](mailto:FrederickSeniorCenter@FrederickCountyMD.gov)



Middletown 50+ Community Center  
101 Prospect Street  
Middletown, MD 21769  
301-600-3613  
[MiddletownSeniorCenter@FrederickCountyMD.gov](mailto:MiddletownSeniorCenter@FrederickCountyMD.gov)



Virtual 50+ Community Center  
1440 Taney Avenue  
Frederick, MD 21702  
301-788-1075  
[VirtualSeniorCenter@FrederickCountyMD.gov](mailto:VirtualSeniorCenter@FrederickCountyMD.gov)



Urbana 50+ Community Center  
9020 Amelung Drive  
Urbana, MD 21704  
301-600-7020  
[UrbanaSeniorCenter@FrederickCountyMD.gov](mailto:UrbanaSeniorCenter@FrederickCountyMD.gov)

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## Frederick County 50+ Community Senior Center Code of Conduct

Frederick County Government supports Diversity, Equity, Inclusion and Belonging for all constituents. Frederick County 50+ Community Senior Centers support those principles to assure all participants have the opportunity to participate in activities, classes and programs in a safe and welcoming community, in a way that permits each person to be empowered, engaged and equipped to live their best life possible.

**As a participant of a Frederick County 50+ Community Senior Center, individuals will uphold this code of conduct by the following actions.**

- ◆ Be respectful of all participants, guests, staff, volunteers, and others.
- ◆ Will not harass, bully, or discriminate against participants, guests, volunteers, staff, other building users, and/or the general public based on race, ethnicity, gender, sexual orientation, age, national origin, religion, disability, or political affiliation.
- ◆ Will not engage in any activity that is disruptive to the legitimate use of center facilities.
- ◆ Will not engage in any activity that presents a danger to themselves or others.
- ◆ Will not use language or behavior that is obscene, abusive, loud, insulting, or hurtful to others.
- ◆ Will not engage in inappropriate or unwanted touching, or other physical contact.
- ◆ Will not gamble in any form in the center.
- ◆ Will not solicit or panhandle in the center.
- ◆ Will not participate in activities while under the influence of alcohol or illegal drugs.
- ◆ Will not participate in any illegal activity while at the center.
- ◆ Will not carry, display or use a weapon in the center.
- ◆ Will not destroy or steal real or personal property of others in the center.
- ◆ Will adhere to the guidelines, policies and procedures set forth in the Senior Center Participant Handbook as posted on the website and available in the senior center.

*A participant who abuses or violates the guidelines and/or agreement of participation, will be engaged in a progressive disciplinary plan which may include temporary or permanent suspension. Services and participation will be terminated immediately if the participant engages in illegal activity or presents a danger to self or others.*

