

## **FOREWARD**

The Nanticoke Senior Center strives to promote overall health and physical well-being by providing health-related services, nutritional services and fitness programs and is open to all without discrimination as to race, creed, gender, national origin, or sexual orientation. Services include information, assistance for senior issues, nutrition, transportation, and volunteer opportunities. In addition, the Center provides social stimulus, intellectual support, recreational opportunities and health, wellness, and physical fitness programs. Services are designed for the full enjoyment and benefit of seniors in the community and surrounding areas.

This Policies and Procedures Manual is designed to provide guidelines for staff, members, and visitors. It is reviewed periodically and updated as needed.

Questions regarding these policies and procedures may be directed to the Director of Operations.

## **MISSION STATEMENT**

The mission of the Nanticoke Senior Center, Inc. is to serve, support and enhance the lives of individuals 50 years and older by providing programs and services which promote active, independent, and healthy lifestyles.

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## **Membership Eligibility**

The eligibility requirements are:

1. Must be 50+ years of age or older.
2. Must be able to eat independently.
3. Must be able to use the restrooms unassisted.
4. Must have the ability to safely navigate throughout the facility and field trip destinations without assistance.
5. Must be able to recognize and respond appropriately to emergency situations.
6. Must be able to participate appropriately in a social setting using respectful manners and language.
7. Must have the ability to follow all safety procedures while traveling on vehicles providing transportation.

An individual with cognitive or mobility issues requiring assistance cannot be accommodated unless accompanied by a caregiver.

Residents of assisted-living facilities, nursing centers and group homes must make an appointment with the Center to receive information prior to applying for membership.

Discretionary judgement will be exercised regarding the Center's ability to accommodate any individual. It reserves the right to decline membership if it is determined that an individual has needs that cannot be accommodated by the staff and/or the facilities.

See the Caregiver Policy on page 6.

## **Member Access**

Upon acceptance of a membership application, the member will be photographed and issued an identification card. Upon entering the Center, the member is required to scan the card to record both the activity and their attendance. If a member does not have their card with them, they must register at the front desk. If their card has been lost, a replacement card will be issued for a fee.

It is important that members keep their information current with regards to their application. Changes in address, phone numbers and contact details must be given to the front desk in a timely manner in order that their application can be adjusted to show the change(s).

Membership dues will be collected at the time that application is accepted. Dues are paid on an annual basis, which begins July 1 and ends June 30. Payments cannot be made until July 1, and the computer will alert the member that their membership has expired. Members whose dues are in arrears for more than 30 days will receive a letter requesting dues be paid. If dues are not paid by September 1, membership privileges will be suspended until payment is made in full.

Any application for new membership received as of January 1 will be prorated to reflect the half year.

## **Center Hours**

Our hours of operation are Monday through Friday, 7:00 am to 4:00 pm. Occasionally the Center will have programs/events scheduled during the evening and/or a weekend. These events and hours will be advertised in the Center's monthly newsletter.

Nanticoke Senior Center is closed for the following holidays:

New Year's Day; Martin Luther King, Jr. Day; President's Day; Good Friday; Memorial Day; Juneteenth Day; Independence Day, Labor Day; Thanksgiving Day and the day after Thanksgiving; Christmas Day.

## **Weather Policy**

The closing of the Center will be at the discretion of the Director of Operations, taking into consideration any weather event that could jeopardize the safety of the staff, bus drivers and members. Notification of the Center being closed will be posted on the Center's Facebook page as well as a recorded message on the Center's phone. Accommodations will be made for the Homebound Meals program as necessary depending on the timing of the weather event.

See the Trip Weather Policy on page 10.

## **Board of Directors**

The Board of Directors consists of five executive members: President, First Vice President, Second Vice President, Secretary and Treasurer. In addition to the executive members, there are other board members who assist the executive board as committee members. The Board's purpose is to collectively advise and assist the staff in the promotion of principles and policies as well as the provision of services to the seniors of the city of Seaford and surrounding areas. The Board meets on a monthly basis to review Center operations and receive reports from the Director of Operations as well as the committee members. Any member in good standing who wishes to attend a board meeting may make a request to do so in writing. This should be submitted to the Director of Operations no later than the Monday prior to the scheduled Board Meeting in order that it can be added to the agenda. For more information, please request to see a copy of the bylaws at the front desk.

## **Volunteer Opportunities**

The Center encourages and offers many volunteering opportunities for individuals to share their skills and talents. Volunteers help the staff expand and enhance programs and services and are expected to support the mission of the Center and abide by its policies and procedures. The Center reserves the right to perform background checks as necessary on any volunteer who is involved with the operation of the Center and its services that are provided. The Nanticoke Senior Center is partnered with Volunteer

Delaware 50+ which is a program that offers Center volunteers the opportunity to choose to participate in other volunteer activities within the community. Applications for Delaware 50+ membership are available at the Center. Volunteer hours at the Center are recorded and submitted. Delaware 50+ has an annual recognition event, by invitation only, to thank volunteers for their service which is based on cumulative hours.

Any member wishing to volunteer should contact the front desk.

### **Financial Transactions**

Examples of financial transactions would include fees charged for Center sponsored classes and events, trips, and fares for contracted bus transportation. Outside programs may charge fees. Classes, events and trips with corresponding fees are listed in the newsletter.

### **Donations**

Monetary donations are accepted and appreciated to aid in keeping our various programs and events ongoing. Any contributor may designate the program, service or fund to which their contribution is to be credited. Funds are used for the various needs of the Center. Members may also mail their donations directly to Nanticoke Senior Center, PO Box 406, Seaford, DE 19973 ATTN: Director.

### **Accidents, Illnesses, and Other Incidents**

If an accident, illness, or other incident occurs, the staff will take necessary measures to evaluate the situation and proceed with the appropriate action. All accidents, illnesses and incidents will be recorded and documented utilizing an Accidents and Incidents Report Form and be submitted to the Director as soon as possible.

### **Emergency Preparedness**

A copy of the Emergency Preparedness Handbook may be reviewed at the front desk. An emergency exit plan is posted in each room of the building.

### **Caregiver and Aide Policy**

Caregivers and aides must register and abide by Center policies. An aide could be a home-health aide, companion, caregiver or family member. They must always remain with the participants. Individuals with assistance needs that cannot be managed by their aide may not be able to participate. Staff members are not permitted to provide hands-on assistance. In the event the aide does not provide adequate assistance or leaves the individual unattended, staff members will immediately contact the emergency

contact person on file and the emergency contact will be required to come to the Center to assist the individual.

When members with caregivers enroll in activities that require fees for admission or meals, caregivers must also enroll. Nonmember caregivers can only attend an activity or event if the participants are attending. Caregivers cannot join in activities on their own unless they are Center members.

### **Code of Conduct**

This policy applies to staff, volunteers, members, caregivers and any others who are on Center property, in the Center building, or participating in Center sponsored activities at other locations.

In keeping with the policy of maintaining a safe and friendly environment for seniors, standards of behavior have been established. Unacceptable behavior and conditions include:

- a) Smoking and/or vaping is prohibited inside the building.
- b) Participants are not allowed in Staff Only areas (kitchen, offices, closets, etc.).
- c) Cursing, verbal abuse or other uses of foul language and/or gestures that cause or tend to create a disturbance are prohibited.
- d) Viewing of sexually explicit material is prohibited. Sexually explicit material can be defined as: "Any book, magazine, newspaper, pamphlet or other physical written material or any video tape, electronic recording, digital recording or other recording which contains any photograph, picture, drawing, animation, depiction or other visual representation of sexually explicit material."
- e) Harassment or discrimination against staff, participants or guests on the basis of race, gender, age, national origin, religion or disability will not be tolerated.
- f) Under no circumstances shall a member, participant or guest panhandle while inside the Center. Any member acting as a vendor or franchisee shall be required to obtain permission to do so from the front office and donate a portion of their proceeds to the Center.
- g) No weapons are allowed inside the Center.
- h) ONLY Service animals (as defined by federal and state law) may enter the Center and must always be restrained and under the supervision of their companions.
- i) Minors visiting the Center must be approved by the Director and must always be accompanied by his/her guardian. Minors who are volunteering must have parental approval and be always under the supervision of designated staff.
- j) Vandalizing, littering, defacing or destroying Center property is strictly prohibited.
- k) Entrances, lobby areas, exits, ramps, outside sidewalks and walkways are to be kept free of bicycles and any other objects that restrict the flow of foot traffic at entrances or exits.
- l) An acceptable standard of personal hygiene is expected of all individuals.
- m) Members should display courteous behavior when using cell phones and other electronic devices so as not to disturb others in their vicinity. Loud and extended conversations should be held away from occupied rooms.

Violation of the Senior Center Code of Conduct may result in disciplinary action, including suspension from the Center. When a violation is reported, the violator will be counseled by the Director and given an opportunity to correct the behavior and/or condition. Offense and Penalty for violating the Code of Conduct include, but not limited to 1) Verbal warning; 2) written warning; 3) a minimum fifteen (15) day suspension; 4) permanent ban from the Center.

### **Copy/Fax Machine**

Only staff or authorized volunteers may operate the copy/fax machine. Limited copying by members may be permitted at the discretion of the staff.

### **Telephone Use**

Use of Center telephones is limited to emergency situations only and with staff approval.

### **Center Property**

Under no circumstances is Center property (i.e., furniture, equipment, plants, tools, records, supplies, etc.) to be removed from the premises without the explicit permission of management.

### **Exercise Activities**

Exercise activities are organized physical activities that work the body's muscles and/or cardiovascular system as well as addressing balance issues. Activities include, but are not limited to, aerobics, armchair exercise, dancing and stretching. All participants must be Center members to participate in exercise activities and must fill out a waiver form. Fees are required and admission tickets may be purchased at the front desk.

### **Fitness/Billiards Room Procedures**

Participants must be members and must fill out a waiver form. No fees are required to use the equipment, but donations are always welcome and can be placed in the marked "Donations" box inside the room. Proper etiquette and behavior is expected from all members while using both the Fitness Room as well as the Billiards Room. Hours for the Fitness Room are posted in the newsletter.

### **Public Access Computers**

Computer(s) with a printer are provided in a public area for use by members on a first-come, first-served basis.

## **Nutrition Program**

Nanticoke Senior Center provides nutritional, low-cost meals. Lunch is served Monday through Friday from 11:30 am to 12:30 pm. Menus and prices for both regular and special event lunches are printed in the monthly newsletter. Entrees as well as a la carte options are available. Payments are collected before the meals are served. Special event lunches require advance sign up and payment.

## **HOMEBOUND MEALS Program**

Nanticoke Senior Center delivers up to seven (7) nutritious meals a week. Delivery days are Monday, Wednesday, and Friday. Accommodation will be made for both bad weather and holidays, and meals will be delivered accordingly. Meals are delivered by volunteers who may be reimbursed for their mileage in accordance with the Center's partnership with Delaware 50+.

Applicants interested in the Homebound Meals program should call the Center to determine their eligibility for participation in said program.

## **Transportation**

The Center offers transportation services within the 19973-zip code area. Services include travel to and from the Center as well as medical appointments. Members are required to call the center between 7 am and 8 am if they wish to be added to each day's pick-up list to be brought to the Center for the day. The caregiver's name must be provided to the front desk and he/she must accompany the member while being transported.

For medical appointments and prescription refills, members must contact the front desk to make arrangements. Medical appointments require a 48-hour advance notice, and the appointment must be before 1 pm. If the appointment is on a day that there is a scheduled trip, the Center will not be able to provide transportation.

Users of transportation services must update their membership forms and/or emergency fact sheets annually or whenever changes in information occur.

Additional information regarding transportation may be found in the monthly newsletter.

## **Trip Information and Policy**

### **TRIPS ARE FOR MEMBERS ONLY.**

Trip schedules are posted in the monthly newsletter and on the Center's website: [www.nanticokeseniorcenter.com](http://www.nanticokeseniorcenter.com). Members can also find Trip and Events information on the electronic sign at the front of the building.

Sign up day for trips is the first business day of the month. Trip sign ups must be done in person at the Center between the hours of 7 am and 10 am. Payment may be made with cash, credit card or check made payable to Nanticoke Senior Center. After 10 am members may call to sign up for trips over the phone. Sign-up sheets are available at the front desk.

Once the trip capacity has been reached, members may be placed on a waiting list and will be notified if space becomes available.

Members must provide their own transportation to the Center.

### **Trip Rules**

To ensure that all trips are conducted in a safe, orderly, and comfortable fashion, the following rules apply:

- a) Passengers are required to wear ID Badges for the entire time they are on the trip. Refusal to do so could jeopardize their ability to be on the trip.
- b) Passengers must sit in the same bus seat both to and from the scheduled destination. This helps the bus driver with roll call at the conclusion of the trip.
- c) The bus will depart at the designated time. Passengers are requested to arrive 10 to 15 minutes before the scheduled departure time.
- d) Return times will be specified by the bus driver. It is the responsibility of the members to return to the bus on time so that all passengers can plan their day according to the published trip list.
- e) All passengers are required to always wear seat belts.

Additional information may be posted in the newsletter.

### **Trip Cancellations**

A 24-hour notice is required to cancel a trip or event. Staff will issue a credit for another trip or event. A member who is canceling a trip shall not offer their spot to another member; staff will attempt to fill the spot from the waiting list.

### **Trip Weather Policy**

As stated in the Weather Policy (Page 5), the Director of Operations will make the decision to cancel any trip where a weather event could jeopardize the safety of the members and the bus drivers.

## **Children**

Children are permitted to visit for specific reasons and will be under an adult's supervision. The staff must be made aware of all children in the building. Since each situation may be different, management will exercise discretion in approving such visits.

## **Pets**

Except for service animals, pets are not allowed inside the Center. Nanticoke Senior Center does adhere to Titles II and III of the Americans with Disabilities Act with regards to the rules concerning Service Animals for Small Business and Other Public Accommodations.

## **Solicitations**

Solicitations for private gain by any individual, agency or company are prohibited.

## **Political Activities**

It is permissible for elected officials to make presentations on topics of particular interest to members. For example, a senator may explain new changes in social security regulations.

Candidates for public office or their representatives may mingle informally at any time as long as scheduled or structured activities are not interrupted or disrupted. They may frequent common or public areas within the Center. Under no circumstances may campaign literature be distributed directly or given to any individual in the Center.

Candidates may not make partisan presentations to groups in the Center, even in an informal setting. However, management may permit outside organizations to invite candidates to debate issues of concern to Members at a formally scheduled program.

## **Religious Activities**

Religious activities of an educational or cultural nature are permissible.



