

LYMES' SENIOR CENTER POLICIES & PROCEDURES

ROLE OF THE SENIOR CENTER DIRECTOR

The Lymes' Senior Center director, as the director of a municipal agency, determines times, spaces and calendar dates for any programs or activities that occur at the Center. For any questions or concerns, please see the center administrator.

ELIGIBILITY

1. The Lymes' Senior Center is designed for the independently functioning older adult, aged 55+ and includes accessibility for those with physical limitations. Members who are 60 and older are eligible for reduced meal costs. Daily lunches are provided through an outside grant that limits the age to 60 and older for lower cost. Those members who are not 60 or older will pay a higher cost. The Director of the Center reserves the right to assess participants as to their ability to safely and appropriately use the Senior Center, to insure the well-being of all attendees.
2. Participants must be functionally independent and oriented to participate independently. Participants who are not independent or oriented may be required, at the discretion of the Director, to have a home health aide, companion, escort or family member accompany them while they participate in activities or utilization of services, including transportation. Staff members or center members are not allowed to provide any hands on assistance.
3. Participants who require an aide/companion must be accompanied by them at all times while visiting the center or using Senior Center services. In the event the aide/companion does not provide adequate assistance or leaves the participant unassisted; staff members will immediately contact the emergency contact person on file. Ongoing failure to provide necessary caregiver assistance may result in the cancellation of participant's privileges.
4. Individuals with assistance needs that cannot be managed by their aide/companion will be excluded from participation. These include but are not limited to:
 - Wandering
 - Unmanageable incontinence,
 - Ongoing prescription drug monitoring
 - Contagious disease
 - Drug/Alcohol abuse or use
 - Abusive/harmful behavior
 - Regularly occurring seizures
 - Cognitive impairment

- Poor personal hygiene
- Behavioral health problems
- Inability to feed oneself
- Inability to toilet independently

5. Prior to exclusion for any of the above reasons, the Director shall meet with the individual and/or his/her family to identify the assistance need and to offer potential solutions. A plan of action will be established by the Director. Failure to comply with the recommended action plan will result in the member's exclusion from participation and cancellation of participation privileges.

MEMBERSHIP

1. Membership is open to men and women aged 55 and over. Members' spouses/committed partners under age 55 may participate in lectures and/or entertainment programs providing there is space as guests.
2. Resident membership is available to anyone living in the Towns of Lyme and Old Lyme, who meets the age criteria. There is a current fee of \$5.00 for in-town residents.
3. Non-Resident membership is available for those who live in towns other than Lyme and Old Lyme and meet the age criteria, for an annual fee of \$10.00
4. Membership registration is available on an on-going basis through our office, during normal business hours
5. Membership must be renewed annually during the month of the original member registration.

ATTENDANCE

- 1 Activities, classes and services are available for adults, aged 55 and over, who have registered for membership.
2. All participants (members and guests) are required to sign-in using the Senior Center database system to document attendance.

HEALTH & SAFETY

- 1 Participants utilizing Senior Center facilities must wear proper attire, including safe footwear, while on premises.
2. Lymes' Senior Center and its grounds is a NO SMOKING facility.
3. Alcoholic beverages are not permitted in the building or on the grounds during normal hours of operation.

4. Pets are not permitted inside of the facility except during approved programs, with the prior consent of the Director. Service pets are allowed.

6. Members must have current emergency contact information in the office. In the event of an emergency, it is the policy of the Towns of Lyme and Old Lyme to have a staff member contact 911. The members' emergency contact on file will be notified. Members who are fully conscious may refuse medical assistance only after the emergency medical responders have arrived and evaluated their medical condition. If further medical treatment is recommended by the emergency medical responders and the member refuses to comply, they will be asked to sign a waiver. Any medical bills incurred will be the responsibility of the individual.

Members who refuse medical attention must vacate the premises but cannot be transported by any member of the staff.

PERSONAL CONDUCT

Members, visitors, volunteers and staff of the Lymes' Senior Center welcome and respect all diverse beliefs. The membership policy clearly defines this core directive of the center and the rules to ensure that all are welcome and that their time is respected.

1. Persons creating a serious disruption may be asked to leave the Senior Center for the remainder of the day by a member of the staff. If the person does not leave voluntarily, a staff member shall take appropriate measures to have the person removed, which may include contacting the police.

2. The Director of the Lymes' Senior Center may permanently exclude any person who does not follow the policies established for the well -being of all participants and staff of the Senior Center. Actions which may lead to exclusion are as follows:

- Repeatedly and intentionally disobeying the rules and regulations, as outlined in these policies.
- Intentionally causing or attempting to cause physical injury to another person.
- Using obscene/profane language or gestures, or engaging in bullying, verbal abuse or harassment of others.
- Carrying a dangerous object, firearm, knife or other weapon.
- Possession of, use of or evidence of impairment caused by illegal drugs and/or alcoholic beverages, while visiting the Senior Center or taking part in Senior Center activities.
- Vandalism, intentional destruction or theft of Towns of Lyme or Old Lyme, staff and/or members' property.
- Sexual harassment of a verbal, written or physical nature.

RIGHT OF APPEAL FOLLOWING EXCLUSION FROM THE SENIOR CENTER

1. A person who has received notification of their exclusion from Lymes' Senior Center programs and/or services has the right to request a hearing with the First Selectmen of the Towns of Lyme and Old Lyme to review the exclusion. The written request must be delivered within 10 working days of the exclusion. The First Selectmen will have no more than 30 days after receiving the appeal to schedule a date for the hearing.
2. A written notice of the hearing date, time and place shall be sent to the petitioner at least five working days prior to the hearing.
3. The Director of the Senior Center shall notify the First Selectman of the circumstances and rule violations which resulted in the exclusion. Details will be reported in a written narrative of the events which lead to exclusion, the names of any witnesses and copies of any statements or affidavits made by the witnesses.
4. The excluded person will have the right to testify and produce witnesses and other evidence in his/her defense at the hearing.
5. The excluded person may be represented by any third party of his/her choice, including an attorney. The Town(s) may choose to have an attorney present, at their discretion.
6. Any witnesses may be asked to appear in person to testify at the hearing.
7. The First Selectmen will notify the excluded person of the decision by certified mail, return receipt requested, within five working days of the hearing. The notification will detail the reasons by which the decision was made. The decision of the First Selectmen will be final.

ORGANIZATION/GROUP CONDUCT

1. Anyone who participates in a Senior Center-sponsored activity, program or group that utilizes the Center on an ongoing basis will become a member of the Center. Additionally, any senior center –sponsored program, activity or group that utilizes the Center on an ongoing basis will welcome Center members. Outside organizations who utilize the Center will welcome members based on the bylaws or membership policies of those organizations.
2. The center welcomes and encourages the display of the identity of any organization that donates time and/or money to a center event or activity. This may include:
 - Banner /Sign that defines the identity of the organization
 - Buttons or other clothing that define the identity of the organization
 - Cards/Handouts that define the identity of the organization

The center would appreciate that any organization limits partisan political activity by refraining from the following:

- Overt campaigning by any one candidate, party or organization.
- Imposition of any one belief system during an event or activity.

COMPLAINT PROCESS

1. Member's input is welcomed by the Director of the Center.
2. Members who have concerns about programming, policies or have a dispute at the Center are encouraged to first discuss the issue in private with the Director of the Center or with the Chair of the Board if the complaint is with the Director.
3. If the member's concern has not been satisfactorily addressed by the Director of the Center, the Chair of the Board should be contacted by the complainant.
4. If the concerns are still not been addressed satisfactorily, the complainant has the right to contact both of the selectmen of the Towns of Lyme and Old Lyme to schedule a meeting.
5. The Senior Center Director will not hear any complaints that refer to personnel. All personnel matters are handled by the Selectman of the Town of Old Lyme.

PRIVACY POLICY

The Senior Center is compliant with Federal and State laws and the Towns of Lyme's and Old Lyme's policies and best practices regarding confidentiality. To that end, the Center and its staff have defined procedures to protect members' privacy. Member records are confidential and maintained accordingly. Member information is not released without prior consent or verbal authorization.