Lincoln County

Senior Services

Participant Handbook



Lincoln County Senior Services

514 S. Academy Street

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Welcome

Welcome to Lincoln County Senior Services. It is our mission to enhance the quality of life for all older adults and to promote participation in all aspects of the community. We fulfill that mission through a variety of programs and services for the seniors of our county. Programs and activities are available at the Lincoln County Senior Center at 514 South Academy Street, Lincolnton, North Carolina. We invite you to make comments and suggestions through our suggestion box or by speaking with a staff member.

Participation

Participation in programs and services at Lincoln County Senior Services is available to all persons age 60 or older. Prior to participating everyone is required to complete and sign a participation form. This information is used to keep attendance numbers and to gather information helpful for grants. We also ask that participants sign in for each activity at the Senior Center.

Volunteers

All Senior Services volunteers receive training and orientation before beginning any assignment. Training varies with each opportunity. Generally volunteers should be 18 years of age or older. Each volunteer will receive a job description and are recognized each year. Volunteer opportunities include the following:

* Council on Aging/Special Committees
* Senior Center Advisory Council
* Class Instructors
* Front Desk Volunteers
* Office Help
* Special Events
* Community Outreach

Rental of Building

Lincoln County Senior Services will rent the large multipurpose room and classrooms to the public. Complete details and policies are available upon request.

Emergency Procedures

**Severe Weather** – During severe weather, no one should leave the building. Stay away from windows and doors and, if instructed, go to a designated internal wall to wait until danger has passed.

**Injury/Emergency Health Situation** – For minor injuries a first aid kit is available on each floor. In case of an emergency health situation or injury, 911 will be called immediately. All staff members have been trained in CPR and First Aid and will assist as much as possible until EMS arrived. A defibirillator is available.

**Fire** – In the event of a fire, evacuate according to the posted fire escape routes.

General Participation Policy

The following policies apply to all participants of Lincoln County Senior Services:

1. All participants must be age 60 or older to participate in the events, daily activities, etc. at Lincoln County Senior Services with the following exceptions:
	* Spouses of eligible participants may attend only when accompanying the eligible participants.
	* Caregivers assisting eligible participants may attend only when accompanying the eligible participant.
2. Senior Services may hold some programs, classes or events that include participants under the age of 60. Senior Services may also sponsor programs that are provided to the general public. In these cases, participants of any age will be allowed to participate.
3. Senior Services provides some programs and services that are available only to those age 60 and older as required by certain grant restrictions.
4. Participants should not bring children to the center except when invited for intergenerational programming or when the children are performing approved volunteer work. In those cases children are the responsibility of the adult bringing them and are to remain in the presence of that adult for the entire time.
5. Lincoln County Senior Services is a public agency that provides services to older adults as well as the general public. Recipients of aging services and their caregivers vary in age and may be present in the senior center at any given time.
6. All participants, regardless of age, are expected to be able to adhere to all policies of Lincoln County Senior Services.
7. All participants must refrain from persistent rude or disruptive behavior while at Lincoln County Senior Services.
8. No smoking is allowed in the senior center or anywhere on the campus.
9. No pets are allowed except for service animals, unless they are here for an approved activity such as pet therapy.
10. All participants are expected to use good personal hygiene.
11. Lincoln County Senior Services welcomes older adults of all levels of physical and mental ability. However, as a Senior Center, programs are designated for independent older adults. Staff is not available to provide one-on-one assistance with activities. Those people whose needs exceed the capabilities of the program will not be allowed to participate unless someone stays with them to provide the assistance they require. Severe dementia, inability to feed oneself, inability of a person to use the bathroom without assistance, and other situations in which a participant becomes at risk fall under this policy.
12. Any situation in which a participant engages in illegal behavior on site, or engages in behavior which places a staff person, volunteer or other participant in danger will result in immediate termination and/or prosecution by law enforcement officials.
13. Pre-registration may be required for classes/programs. Participant’s name may be added to a waiting list if class/program is filled. The next name on the waiting list will be contacted if there is a cancellation.

Fitness Room Policies & Procedures

1. No one under the age of 60 is allowed in the Fitness Room with the exception of Senior Services Staff, designated volunteers and caregivers.
2. All participants must receive training on the exercise equipment from staff members or designated volunteer prior to use the first time.
3. All participants must sign a release waiver prior to use of the equipment the first time. This will be kept on file at Senior Services.
4. All participants are strongly encouraged to receive a doctor’s authorization prior to beginning any fitness program, including use of the equipment in the Fitness Room.
5. Participants are expected to dress appropriately. Clothing should be non-distracting in length and fit.
6. There is no fee to use the Fitness Room at Senior Services. Donations toward the cost of equipment maintenance are always appreciated.
7. Participants must follow all other policies and procedures of Lincoln County Senior Services.

Public Access Computer Policies

1. Age requirements for computer usage are the same as for general participation at Lincoln County Senior Services.
2. Six (6) public access computers will be available in the library for public use during the times the room is not being used for classes or other meetings.
3. Users must sign the log sheet each time he/she uses the computer.
4. Time spent on the computer must be limited to 30 minutes if others are waiting.
5. Limited printing services are available. Contributions to cover cost are accepted.
6. Please be aware that information on the Internet may be reliable and current or it may be inaccurate, out of date, or unavailable at times. Users should be warned that some material available on the Internet might contain items that are illegal, inaccurate and/or disturbing to some people.
7. Staff members are not available on an ongoing basis to answer basic computer questions.
8. Please inform staff immediately if computer is not working properly.
9. The following actions will not be allowed:
* Engaging in any activity contrary to state, federal or local law or injurious to Lincoln County Senior Services.
* Sending or displaying obscene or disruptive messages, files or images
* Using obscene language
* Changing or adding files to the network
* Harassing, insulting or attacking others
* Violating copyright laws or software license restrictions
* Violations of these rules may result in a loss of access as well as appropriate legal action.

Confidentiality Policy

Lincoln County Senior Services respects the privacy of all clients. All employees and volunteers are expected to maintain confidentiality of clients served, both past and present. Therefore:

1. All employees of Lincoln County Senior Services and appropriate volunteers will be instructed in the Confidentiality Policy.
2. All written information regarding clients will be safeguarded and shared only among appropriate personnel as needed.
3. Employees will refrain from discussing clients with others except appropriate staff and service providers.
4. Permission will be obtained from participant before releasing client information to others.
5. Written permission will be received from service clients before releasing names or pictures for promotional purposes. However, attendance at an activity, program event or seminar offered by Lincoln County Senior Services automatically authorizes the participant’s image to be used in public relation material.

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