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# Senior Centers— Lexington & Thomasville

## POLICIES AND PROCEDURES

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### **OVERVIEW:**

Owned and operated by Davidson County Government, the Lexington and Thomasville Senior Centers are non-profit organizations funded primarily by federal, state and local government and adhere to the rules and regulations set forth by said aforementioned entities.

The planning of activities, classes, special events, and day-to-day operations of the center are carried out by the Senior Center Manager, Senior Activities Coordinator, Special Events Coordinator and support staff. The core staff also works with participants and volunteers in developing new and exciting programs.

Davidson County Senior Services is open Monday through Friday, from 8:00 a.m. to 5:00 p.m. Senior Center activities are offered 8:30 a.m. to 4:30 p.m. Exceptions apply to occasional evening classes and special events.

### **MISSION STATEMENT & TAGLINE:**

Empower, Engage, and Encourage the Aging Population of Davidson County  
Aging Empowered!

### **SENIOR CENTER ELIGIBILITY REQUIREMENT POLICY:**

Any person age 55 or older, living within the boundaries of Davidson County is eligible to participate in the daily activities, classes, and special events, hosted by the Senior Centers. The following exceptions apply only when accompanying an eligible participant.

This policy excludes HCCBG (Home and Community Care Block Grant) Service Programs, Legal Assistance, S.H.I.I.P. counseling (Seniors Health Insurance Information Program), Operation Fan/Heat Relief, Congregate Nutrition Sites, and any

- Spouse of an eligible participant.
- Caregivers assisting an eligible participant.
- The Davidson County Senior Centers may host some programs, classes, or seminars that are open to the general public. In these cases, participants 18 and older will be allowed to participate.

other programs, that at present or in the future, may impose conflicting age requirement guidelines set forth by federal, state or local governments.



## GENERAL RULES AND GUIDELINES

The Senior Centers shall be a friendly and inviting place for senior adults to congregate. Behavior which inhibits participants from using and enjoying the Senior Centers is inappropriate. Inappropriate behavior may result in loss of Senior Center privileges. This policy is intended to make participants feel welcome and to provide reasonable rules of behavior, enforced for the benefit of all participants.

The Senior Centers are committed to providing a safe and welcoming environment for participants, visitors, and staff. To ensure a supportive environment the following Rules and Guidelines have been established:

### **General Guidelines:**

- Please treat others with courtesy and respect.
- Treat the property of the Senior Centers with respect. Participants responsible for willful or malicious damage to center facilities or equipment will be required to pay for said damages.
- The Senior Centers reserve the right to deny services to individuals based upon availability of funding.
- Any person involved in any physical activity must sign a liability waiver. Any participant who is injured at the Senior Centers should report the incident to a staff member.

### **Rules:**

- Participants must refrain from the use of derogatory comments, slurs, or language that is abusive, threatening, loud, insulting, or harassing to others.
- Smoking is not allowed in any part of the facility. Smoking is only allowed outside at least 10 feet away from the building.
- The use of alcohol or illegal drugs is prohibited. A person under-the-influence of illegal drugs or alcohol will be asked to leave the Senior Center.
- Weapons are not allowed in or around the Senior Center.
- Participants must check-in for activities on the MySeniorCenter kiosk when they arrive at the Senior Center.



**GENERAL RULES AND GUIDELINES CONTINUED:****Rules:**

- Participants may not bring children to the center except when invited for intergenerational programming or when the children are performing approved volunteer work.
- A person receiving assistance from a caregiver who is 55 and older must also be 55 or older to participate.
- Participants are expected to use good personal hygiene.
- Senior Services Director may deny a participant services based upon the individual issues of personal hygiene and/or illness.
- Pets are not allowed in the Senior Centers.
- Service Animals may enter the Senior Centers but must be restrained and stay with their companion or owner at all times. Animals may not be left unattended outside the Senior Centers.
- Solicitation for personal or business purpose is prohibited.
- Participants shall not seek or collect signatures on a petition at the Senior Centers.

**Termination and/or Suspension:**

Violations to any of the rules described above may be grounds for a verbal or written warning, suspension or termination depending upon the seriousness of the offense. Individuals who repeatedly fail to cooperate with established rules or policies governing center programs and services will be suspended and/or terminated.

- First instance - Counseled by Senior Activities Coordinator or Special Events Coordinator.
- Second instance - Counseled by Senior Center Manager.
- Third instance - Suspended up to 90 days as determined by the Senior Center Manager and Senior Activities Coordinator or Special Events Coordinator. This 90 day suspension includes suspension from both Senior Centers and all five Congregate Nutrition Sites.

After five years from the documentation of the first incident if there have been no additional problems with the participant the documentation from the first incident will no longer be active.

**Participant could face immediate Termination for the following conditions:**

- Two or more suspensions.
- Any situation in which a participant engages in illegal behavior on site, engages in behavior which places a staff person, volunteer, or another participant in danger.
- Individuals that are unable to care for themselves independently while participating in Senior Center activities.

(Participant will be terminated from both Senior Centers and all five Congregate Nutrition Sites)

Participants who have been subject to termination or suspension can appeal those actions pursuant to Senior Center Client Grievance Procedures.



**ACTIVITIES, CLASSES, SEMINARS AND SPECIAL EVENTS PROGRAM POLICY:**

The Senior Centers strive to provide an array of social, recreational, physical, and educational opportunities that engage the mind, body, and spirit. There are no dues or membership fees, but charges may apply to individual classes, activities, and special events.

**Registration and Fees:**

- Pre-registration is required for all classes and special events. Classes and special events have a posted registration deadline.
- Participants may register by telephone or walk-in during normal business hours.
- Registration is taken on a first-come, first-served basis.
- Registration for any class will open on the first business day of the month prior to the class start date (i.e. Class ABC begins January 4; registration opens December 1). No early registrations will be accepted. In an effort to serve a broader audience, anyone on a waitlist and/or registering for their first class will be given priority registration.
- All required fees are due at the time of registration.
- Fees can be paid by cash, check or credit card (*American Express, Discover, Mastercard and Visa*). Checks should be made payable to Davidson County Senior Services or DCSS.

**Refunds and Cancellations:**

- Refunds are not given.
- To cancel a registration for a class, activity, or special event, you must contact the appropriate Senior Center at least 24 hours in advance of the first session.

**Exceptions to the rule:**

- The Senior Centers reserve the right to cancel a class, activity, or special event if the minimum enrollment is not met by the designated deadline. In such case, every effort will be taken to notify participants in advance and a full refund will be granted.
- In the event a class or special event is cancelled due to inclement weather, every effort will be made by the Senior Center to reschedule. Should this not be possible, a full refund will be granted. On-going activities will not be rescheduled.



**PROCEDURES REGARDING FEES FOR SENIOR CENTER PROGRAMS:****Instructor Fees*****On-Going Activities***

- A monthly flat fee instructor rate of \$10 will be charged to each instructor. The fee is to be collected by the Senior Center at the beginning of each class/session. This applies to single session classes as well as classes in a series.

***Classes/Events***

- Paid instructors will be charged 10% of class earnings. This fee is to be collected only once per class/session. This applies to single session classes as well as multiple session classes.
- Instructors volunteering their time will not be charged a fee.

**Participant Fees*****On-Going Activities***

- Once a participant fee is negotiated with the Senior Center Manager, instructors for on-going activities will be responsible for collecting all fees for the activity.

***Classes and Events***

- A flat fee participant rate of \$5 will be charged to each participant. If an instructor charges his/her own fee for a class, the \$5 participant fee should still be included and charged to each participant.

**Fee Waivers*****Classes/Event fees may be waived for the following:***

- Classes deemed by federal and state grants that specify attendees may not be charged for participation.
- Classes deemed by the Senior Center Managers to be an education only "seminar" will be provided at no cost.
- Class/event fee may be waived if a client self-declares they have a desire to participate but cannot afford to pay. Exclusions may apply. Fees may only be waived by the authorization of the Senior Center Managers. Waived fee authorizations must be documented by the manager.



**FITNESS ROOM POLICY:**  
Lexington Senior Center

All users are expected to adhere to guidelines and procedures approved by the Senior Centers for the Fitness Room. Failure to adhere to the printed rules and directions of the staff governing participation, equipment, dress, and conduct will result in cancellation of privileges. The following rules apply to the Fitness Room:

- No one under the age of 55 is allowed in the Fitness Room with the exception of Senior Center Staff and Certified Fitness Instructor.
- All participants must go through the required orientation before using any of the exercise equipment in the Fitness Room.
- All participants must sign a Liability Waiver prior to use. Waivers will be kept on file at the center.
- All participants are strongly encouraged to receive approval from a physician prior to beginning any fitness program, including use of the equipment in the Fitness Room.
- All equipment is first-come first-served. During peak times there is a 30-minute time limit on cardio equipment.
- Food or beverages are not allowed in Fitness Room, except water in an enclosed container.
- Please do not attempt to adjust or fix the equipment, unless otherwise instructed to do so during orientation. Report any equipment problems to the front desk.
- Treat weight machine with respect. Do not bang or slam weights on weight stacks. Doing so will cause weights to crack and break.
- Open toe or hard sole shoes are not allowed while using any of the equipment.
- Please be sure to shut down all machines properly and use care when exiting.
- No cell phone usage in the fitness room while using equipment.
- Headphones are available at the front desk to use for equipment with a TV feature (Lexington only).
- Currently there are no fees charged for the use of the Fitness Room. Donations toward the cost of equipment and maintenance are appreciated.
- Participants should sanitize equipment after use.



**COMPUTER AND INTERNET USE POLICY:**

The Davidson County Senior Centers actively provide free and open access to informational, educational, recreational, and cultural resources to serve the diverse needs of the senior adult population. It is with this context that the Senior Centers offer access to the Internet and to computers with useful applications including a word processor and desktop publishing software.

Participants using the Computer Lab or Internet must read, understand and accept the rules governing the use of computers and Internet connection and sign a statement of agreement before use.

- Participants must have some knowledge of how to use a computer and internet.
- Participants must meet the same age requirements as outlined in the general participation at the Davidson County Senior Centers.
- Computer Lab is available on designated dates and times.
- In order to conserve both our paper and ink supply, computer lab participants are limited to three sheets of paper daily. Paper supply will be stored and monitored by the front desk. We respectfully ask that participants who may choose to bring their own paper supply continue to limit their paper usage to three sheets per day.
- Headphones are available at the front desk to use when viewing applications with audio output (applicable in Lexington center only).
- Staff members are not available to answer computer usage questions. Computer classes are offered by the center.
- Notify a staff member at the front desk immediately of any problems associated with a computer not working properly.
- Internet resources may be used only for educational or informational purposes that are legal.
- Unacceptable uses include but are not limited to:
  - A. Violating copyright laws or software license restrictions.
  - B. Sending, receiving, displaying text, files, or images of any type that are pornographic, obscene, offensive or disruptive.
  - C. Soliciting, advertising, or profiting from activities.
  - D. Downloading of any types of files from the internet (pictures, games, software, etc.)

Violations to any of the rules described above may be grounds for a verbal or written warning, suspension or expulsion depending upon the seriousness of the offense. Individuals who repeatedly fail to cooperate with established rules or policies governing Center programs and services will be suspended and/or terminated.





**INCLEMENT WEATHER POLICY FOR CLASSES, AND SPECIAL EVENTS:**

In cases of inclement weather, the Senior Centers will remain open unless closed by the Davidson County Chairman of the Commissioners and/or County Manager. The closing will be listed on TV Channels WFMY News 2, FOX 8 and WXII 12.

It is the policy of the Senior Centers to be open and fully operate all regularly scheduled classes and events. The effects of severe weather and the concern for the safety of others, may lead the centers to cancel these programs. In the event of adverse weather, all classes and events will be cancelled. To find out if a class or event has been cancelled, please call the Senior Center or look for posted cancellations listed on TV Channels WFMY News 2, FOX 8 and WXII 12.

The senior centers will make every effort to reschedule all classes and events cancelled. For rescheduling of classes and events, please contact the Senior Center.



**SENIOR CENTER CLIENT GRIEVANCE PROCEDURES:****A. Purpose of Grievance Procedures**

Davidson County Senior Services (DCSS) Senior Centers attempt to operate in an orderly and consistent manner. When there are occasions when a client feels as though he/she has not been treated fairly, these grievance procedures provide an outlet for airing the complaint to the proper authorities. A grievance may be defined as a claim or complaint based on an event or condition which affects the circumstances under which a client is served.

**B. Grievance Procedures**

Whenever possible discuss and work out the complaint with the Senior Center Manager. If that does not result in a positive outcome, you should follow the written grievance procedures indicated below:

Any comments/complaints may be addressed by calling the Senior Center Manager at (336) 242-2290 (Lexington) writing to the following address: Davidson County Department of Senior Services, 555-B West Center Street Ext., Lexington, NC 27295

- Senior Center Manager will discuss complaint with the client and the incident will be thoroughly investigated. If the complaint is deemed valid, immediate corrections will be made.
- If the complaint is against the Senior Center Manager, Senior Services Director will discuss the problem with the Senior Center Manager and any witnesses involved within seven (7) working days. If the complaint is deemed valid, necessary corrective action will immediately be implemented.
- Client making the complaint will be notified within seven (7) working days of the status of the complaint and the decision of Senior Services Director. If additional time is necessary to complete the investigation, the Client will be notified.
- The client filing the complaint and witnesses names and comments will not be disclosed to the Senior Center Manager. Complaints will be disclosed to the DCSS Advisory Board.



**SENIOR CENTER CLIENT GRIEVANCE PROCEDURES CONTINUED:**

- If the client is dissatisfied with the complaint resolution, they may contact the Senior Services Director within five (5) days of the decision rendered by the Senior Services Director to request a hearing before the DCSS Advisory Board. A topic written summary of the complaint's grievance of the attending person's presentation and any supporting information must be supplied to the Senior Services Director who will confirm the hearing date and time. Regular meetings are scheduled during the months of January, March, May, September and November. If circumstances giving rise to the complaint affect the health/safety of the client or any client of DCSS, the Senior Services Director may arrange for an expedited hearing before a panel made up of no less than three (3) members of the DCSS Advisory Board to conduct the hearing prior to the Board's next regular meeting.

*The DCSS Board hearing will be private and not open to the public. The Board may set reasonable time limits upon the presentation of the complaint and the staff member(s) with whom actions may have given rise to the complaint.*

- The client will be notified in writing within seven (7) working days after the DCSS Advisory Board has made a determination concerning the complaint. The decision of the DCSS Advisory Board shall be deemed final.

## Senior Center Policies and Procedures

Adopted by Senior Services Advisory Board - 6/15/09

Revisions Adopted by Senior Services Advisory Board - 11/15/10

Revised Fitness Room Policy: Adopted by Senior Services Advisory Board—5/21/12

Revised Computer Use Policy: Adopted by Senior Services Advisory Board— 11/29/12

Added Procedure Regarding Fees: Adopted by Advisory Board—11/18/13

Updated Grievance Policy: Adopted by Advisory Board—11/17/14

Added Billiards Policy: Adopted by Advisory Board—09/21/15

Revised Billiards Policy: Adopted by Advisory Board—10/8/15

Revised General Rules: Adopted by Advisory Board—09/19/16

Revised General Rules: Adopted by Advisory Board—01/23/17

Revised Billiards Policy: Adopted by Advisory Board—09/18/17

Removed Billiards Policy & Revised Hours: Adopted by Advisory Board—09/24/18

Revision to Fee Waivers Adopted by Advisory Board—04/16/19

Revision to General Rules and Guidelines, Procedures Regarding Fees and Grievance Procedures: Adopted by Advisory Board—09/16/19

Instructor Fee Revision: Adopted by Advisory Board—03/21/2022

Revision to Registration and Fees: Adopted by Advisory Board - 11/21/22

