



# LITHIA SPRINGS SENIOR CENTER

## MEMBERSHIP HANDBOOK

### VISION

“TO PROVIDE A COMMUNITY IN WHICH EVERY OLDER ADULT IS ABLE TO MAINTAIN AN INDEPENDENT LIFESTYLE, AS LONG AS POSSIBLE, WITHOUT SACRIFICING THEIR DIGNITY OR SELF-ESTEEM.”- DOUGLAS COUNTY SENIOR SERVICES

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

The Senior Center shall be defined as the actual facility, the property on which the facility sits, and/or any facility, property, or vehicle being used for a Senior Center sponsored event or activity. 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.

### **General Guidelines Participants must:**

1. Participants must be 55 and older to become a member and access the facility.
2. Have a completed registration form on file as well and an assigned key tag with the senior center to take part in center activities and classes.
3. Provide the center receptionist with updated information any time there is a change of address, phone number, emergency contact, etc. All information should be reviewed for accuracy at least annually.
4. Understand their responsibility, and conform their behavior, to the rules of the center.
5. Be respectful of other participants' right to utilize shared equipment (computers, phone, games, television, etc.). The Program Coordinator may establish and post time limits or schedules to permit fair access to equipment. A participant who fails to abide by those limits or schedules may be limited or suspended from utilizing the same.
6. Address concerns and conflicts directly with the Program Coordinator for resolution.
7. Abide by the senior centers non-solicitation and confidentiality policies.

### **Mobility and Cognitive Guidelines Participants Must:**

1. Function independently without one on one assistance or supervision from the staff.
2. Individuals who need assistance must have a companion or aide who:
  - a. Escorts them at all times
  - b. Provides all personal assistance
  - c. Abides by the senior centers, policies, and procedures
3. Move safely and independently (or use an assistive device independently) while at the center.
4. Provide and maintain personal assistive devices.

### **Behavior Guidelines Participants Must:**

1. Avoid engaging in any activity that is disruptive to the legitimate use of center facilities.
  2. Avoid engaging in any activity that may present 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 senior center staff on duty.
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4. Avoid harassing or discriminating against staff, participants, or guest based on race, gender, age, national origin, religion, or disability.
5. Avoid participating in any activities while under the in-fluence of alcohol or illegal drugs.
6. Not participate in any illegal activity while at the center.
7. Not carry a weapon in the senior center.
8. Avoid the destructions or theft of personal property (including money) in the senior 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 and others.
2. Not smoke or use other tobacco products and electronic smoking devices inside the senior center, including public areas and restrooms. This is a Smoke-Free facility.

### **Section 2: Inclement Weather Policy**

Adverse weather conditions sometimes require a flexible approach to opening or closing County offices. It is the purpose of this policy to reduce the possibility of risk to the public who may visit County-owned facilities and promote the safety of County government employees.

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

#### **Participants Must:**

1. Ride on the vehicle independently and be able to embark and disembark with no assistance. If assistance is needed, an aide or caregiver must ride vehicle with the passenger.
  2. Avoid eating or drinking on the van/bus.
  3. Always use a seatbelt when the vehicle is in operation.
  4. Select the first seat available unless the driver is notified in advance of a need for special accommodation.
  5. Assure seats are available for other riders. All carry-on items must be stored under the seat or held by the rider.
  6. Abide by the instructions of driver and/or other staff. Any behavior that is determined by staff to be disruptive, distracting, or dangerous to passengers and/or the safe operation of the vehicle may result in immediate suspension or termination of riding privileges.
  7. Understand all participant guidelines in this document apply while using Senior Center or contracted vehicles.
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## **Section 4: Classes and Special Activities Policies and Procedures**

The Senior Center Guidelines for Participation are applicable for all classes and special activities sponsored by or affiliated with the senior center. Participants must have a current, signed registration form on file.

### **Registration**

1. Any senior center participant may register for classes and special activities.
2. Some classes may have pre-requisites to participate.
3. 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 made.
4. Reservations may be paid in-person, by mail, and online when available. A check is the preferred method of payment. Checks should be payable to *Douglas County Senior Services*. Please note the class or activity name in the memo line. Credit cards are accepted for online registrations only.
5. Some classes may require that participants furnish additional supplies (paint, sketchbooks, yarn, fabric, etc.) or equipment (hand weights, yoga mats, etc.) at their own expense.

### **Refunds**

1. No refunds will be issued on classes or events. We will be issuing in-house credit only. In the event of unforeseen circumstances, a determination may be made on a case-by-case basis. If it is determined that you can receive a refund, a \$20 processing fee may be accessed.
2. If a class or activity session is cancelled due to weather or other circumstance, every effort will be made to reschedule the session with ample notice.

### **Assistance & Special Accommodations**

1. Individuals must be able to function independently without one-to-one assistance or supervision from staff. Individuals who need assistance may participate if accompanied by a Caregiver or Aide to escort them at all times. The Caregiver or Aide must abide by all senior center policies and procedures. The Caregiver or Aide must be at least 18 years of age.
  2. A Caregiver or Aide will not be required to pay tuition or class fees while assisting. However, should the Caregiver or Aide choose to participate in a class, they must pay any fees associated with that class. The Caregiver or Aide does NOT need to meet the age requirement for membership, to provide assistance. They must also meet the age requirements for such activity.
  3. Individuals participating in a fitness class should check with a health care provider before beginning a new exercise program. A release from a health care provider may be required.
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4. Participants who need special accommodation (wheelchair access, aisle seating, etc.) must indicate such a need. Although every effort will be made to accommodate the request, such accommodation is not guaranteed.

### **Electronic Sign-In Systems**

The senior center utilizes an electronic sign-in system to collect daily attendance and program participation data.

1. Participants will be issued a personal key tag identification card to access the system.
2. The card should never be shared with, or used by, another participant.
3. A \$2.00 replacement fee will be charged for lost cards.

### **Section 5: Day Trip and Tour Policies and Procedures Participation Guidelines**

1. Trips are open to any registered participant. Unregistered participants must complete and submit a registration form prior to making trip reservations.
2. Participants must be able to function independently without one-on-one assistance or supervision or provide a Caregiver or Aide to provide assistance. Companions travel at the same price as other passengers unless otherwise noted. Companions must be at least 18 years old.
3. Participants will abide by the information and instructions provided by staff while on any trip. Failure to meet at appointed locations and/or departure times, observe safety practices or other instructions could result in suspension from participation.
4. Participants under age 18 are not permitted unless the trip is specifically advertised to include children.
5. Participants who need special accommodation must indicate the need at time of registration. Although every effort will be made to accommodate the request, such accommodation is not guaranteed.
6. Some trip destinations involve extensive walking, physical exertion, or limited accessibility due to the nature of the trip or facility visited. This information is included in the trip announcement and descriptions when known. Individuals must determine their ability to participate.
7. Please note as with all other activities availability is on a first come, first serve basis and any fees must be paid in full at the time of registration.

### **Trip Cancellations**

1. If the trip is cancelled due to low enrollment, Lithia Springs Senior Center will issue a full refund by check.
  2. If the trip is cancelled due to weather or other uncontrollable circumstances, every effort will be made to reschedule the trip with ample notice to participants.
  3. If the trip cannot be rescheduled a full refund will be issued by check.
  4. If unable to attend, the participant is responsible for finding someone to take the seat.
  5. The substitute will pay the canceling person directly. Senior center staff will not accept or distribute payment between these individuals.
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6. The cancelling participant must notify the Activities Manager in writing when the seat has been transferred.
7. The substitute must have a completed participant registration form on file, or complete and submit one at least two business days prior to the trip departure.
8. The substitute will abide by all trip policies and procedures as noted in this document.
9. No refund will be issued if a substitute is not available.

### **Before Scheduled Trips:**

1. You must sign up for specific trip/tour and make payment with staff.
2. Complete the waiver form, including emergency contact information.
3. Complete registration form and inform the staff of any accommodations that may be needed.
4. Contact the reception staff with any contact changes before the trip to ensure all information is accurate.

### **The Day of the Scheduled Trip/Tour:**

1. Arrive at the designated departure site, at least 30 minutes before scheduled departure time.
2. Sign in with staff.
3. Listen to staff instructions and updates prior to departure.
4. Make sure you have a copy of the staff contact information upon arrival at destination.
5. Notify trip staff, via contact information distributed, if the participant becomes separated from group, or had an emergency.
6. Meet at the designated time and location for return to arrival site in the Lithia Springs Senior Center.
7. Understand staff and vehicles may not be able to wait for participants that are more than 20 minutes late to the designated meeting location due to time and parking constraints. Participants who miss the bus home are responsible for securing alternate transportation home at his or her expense.

## **Section 6: Therapeutic Pool**

### **Therapeutic Pool Rules:**

1. All guests **MUST** shower before entering the pool.
  2. No lifeguard on duty, swim at your own risk.
  3. No diving allowed.
  4. Do not swim if any suction outlet is broken, missing, or not clearly visible from the pool deck.
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5. Any guest having an infectious or communicable disease and/or open cuts or wounds are prohibited from using the pool.
6. The pool will be closed immediately if contaminated by bodily fluids. Guest shall report any contamination immediately.
7. The Lithia Springs Senior Center is a smoke-free facility this includes the pool area.
8. Registered service animals are only permitted on the pool deck, not in the pool.
9. Running, boisterous, or rough play or excessive noise is prohibited.
10. Proper swim attire is required. No jeans, cut-off shorts, or pants allowed in the pool.
11. The Water temperature is between 84-94 degrees, air temperature is between 75-90 degrees and humidity is at 50%. Please note the therapeutic pool is heated, which can cause elevated body temperatures.
12. Please do not exit the pool area with wet footwear, for your safety and others proper and dry footwear is required outside the pool area. Do **NOT** proceed outside of the pool area with wet feet/footwear.
13. We **strongly** encourage the use of water shoes to avoid injury (please do not put them on until you have entered the locker or pool area, to avoid tracking in dirt).
14. Failure to abide by these rules could result in the suspension or revocation of pool usage.

### **Section 7: Day Use Lockers**

1. All lockers are property of the Lithia Springs Senior Center.
2. Lockers are only available for day use only and on a first come, first serve basis.
3. Lithia Springs Senior Center is not responsible for any lost, damaged, or stolen items.
4. All items must be removed from Lockers before the close of day.
5. Any items left in lockers will be discarded of at the close of day.

### **Section 8: Center Emergencies**

Senior Center staff and key volunteers are trained for emergency situations such as fire, severe weather, and intruders.

#### **Participants must:**

1. Obey all instructions issued by authorized staff, to evacuate the building or to shelter in place.
  2. Report to the designated meeting location during an evacuation to assure all participants have safely exited the building. Please do not leave the premises without notifying a staff person.
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3. Remain in the room or move to and remain in a designated location during a shelter in place situation, until a staff person or other authorized representative (i.e., Police Officer or Fire Fighter) gives an all-clear announcement.
4. Be familiar with the location of posted information to identify the nearest exit and instructions for sheltering in place.
5. Assist other participants to obey instructions safely if able to do so without risk to themselves.
6. Report suspicious or unsafe situations to a staff person immediately.

## **Section 8: Agreement to Accept Guidelines and Appeal Process**

### **Acceptance of Guidelines**

By registering for and participating in Senior Center programs, activities and services, an individual agrees to abide by the guidelines set forth in the registration form and this document.

In summary, if a participant abuses or violates the guidelines and agreement of participation, the participant may be suspended. Notification will be provided in writing.

Service and participation will be discontinued immediately if the participant is engaged in illegal activity or presents a danger to self or others.

The senior center reserves the right to notify appropriate agencies for immediate intervention.

### **Appeals:**

1. Individuals who have addressed a concern directly with senior center staff without satisfactory resolution may submit the concern in writing to the Program Coordinator.

Santana Davis  
**LSSC Program Coordinator**  
P: 770-920-7575  
E: sdavis@co.douglas.ga.us  
7301 Groover's Lake Rd.  
Lithia Springs, GA 30122

2. Individuals may appeal temporary and permanent suspensions in writing to the Program Director.

- The Director of Senior Services will respond to an appeal in writing within one week of receiving the notification.
- Decisions of the Director of Senior Services are final.

Konswella Gilchrist, ED.D.  
**Director of Senior Services**

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6287 Fairburn Rd.  
Douglasville, GA 30134

## **Section 9: Patron Comments or Concerns**

Comments or concerns can be addressed by writing your comment or concern down and placing it in the following locations:

- Reception Survey/Comment Box
  - Serious issues or concerns that need to be immediately addressed should be addressed with the Program Coordinator. If the Program Coordinator is unable to address your issue or concern adequately, please schedule a time to meet with the Director of Senior Services.
  - The Program Coordinator will respond to an appeal in writing within one week of receiving a written notice.
  - Individuals may appeal in writing, to the Director of Senior Services, regarding the decision of the Program Coordinator.
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