

COLCHESTER
SENIOR CENTER
POLICIES & PROCEDURES



2021

CSC POLICIES & PROCEDURES

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CSC POLICIES & PROCEDURES

HOURS OF OPERATION

The Colchester Senior Center (CSC) is open during the following hours:

Monday	8:00 a.m.-4:00 p.m.
Tuesday	8:00 a.m.-4:00 p.m.
Wednesday	8:00 a.m.-4:00 p.m.
Thursday	8:00 a.m.-4:00 p.m.
Friday	8:00 a.m.-4:00 p.m.

Occasional programs may be scheduled during evening and/or weekend hours and will be advertised in the monthly newsletter, Colchester Senior Center News, which can be found on the Town website at www.colchesterct.gov

HOLIDAYS

The Town of Colchester observes the following recognized holidays. On these days, the Colchester Senior Center will be closed:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Columbus Day
Presidents' Day	Veterans Day
Good Friday	Thanksgiving
Memorial Day	Day after Thanksgiving
Independence Day	Christmas

Town offices will close at **12:00 p.m.** on the following days:

Christmas Eve	New Year's Eve
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INCLEMENT WEATHER

At the Colchester Senior Center, it is our policy to follow the Town schedule. This means if Town Hall is closed by the First Selectman, the Senior Center will also be closed for the day. If Town offices are open, the Colchester Senior Center will remain open. Programs, activities, meals and/or transportation services may be delayed, postponed or cancelled, even if the Senior Center is open. To see if the Colchester Senior Center has been impacted by weather-related closures, check for announcements on WFSB Channel 3 (TV) and WICH, WCTY, WNLC and WKNL (Radio). Information regarding changes in hours of operation are also posted on the Town website at www.colchesterct.gov, the Town and the Colchester Senior Center Facebook pages.

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PRIVACY POLICY

The Colchester Senior Center is compliant with Federal and State laws and Town of Colchester 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 written consent or verbal authorization. Membership lists are not sold to outside agencies. Volunteers who while serving in their capacity are privy to personal information about others are held to standards of confidentiality, as well.

ELIGIBILITY

1. The Colchester Senior Center is designed for the independently functioning older adult, aged 55+, and includes accessibility for those with physical limitations. The Director of Senior Services 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 independent and oriented. Participants who are not independent or oriented may be required, at the discretion of the Director of Senior Services, 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 are not allowed to provide 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. On-going 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:

Abusive/harmful behavior	Inability to toilet independently
Behavioral health problems	Poor personal hygiene
Cognitive impairment	Prescription drug monitoring
Contagious disease	Regularly occurring seizures
Drug/Alcohol abuse	Unmanageable incontinence, ongoing
Inability to feed oneself	Wandering

5. Prior to exclusion for any of the above reasons, the Director of Senior Services shall meet with the individual and/or their family to identify the assistance need and offer potential solutions. A plan of action will be established by the Director of Senior Services. Failure to comply with the recommended action plan will result in the member's exclusion from participation and cancellation of participation privileges. Please see page 6 for additional information about Right of Appeal Following Exclusion from the Senior Center.

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MEMBERSHIP

1. Membership is open to men and women aged 55 and over without discrimination. Members' spouses/committed partners under age 55 may participate in activities as guests.
2. Resident membership is available to anyone living in the Town of Colchester, who meets the age criteria. There is no fee for in-town residents.
3. Non-Resident membership is available for those who live in towns other than Colchester and meet the age criteria, for an annual fee of \$15.00.
4. Membership registration is available on an on-going basis through our office, during normal business hours. Members will receive a **My Senior Center** key card with their registration. The first card is free-of-charge; any additional key cards required will be assessed a replacement fee of \$2.00 per occurrence.
5. Membership must be renewed annually during the month of their birthday. Members will be notified with a courtesy call during the month, as a reminder. Non-resident members pay an annual fee for their membership; if their original registration falls from 0-6 months before their birthday when they need to renew, they will not have to pay an additional membership fee. If, however, their membership renewal falls from 6-12 months after their birthday, their membership renewal fee will be charged at 50% of the typical annual fee.

ATTENDANCE

1. Activities, classes and services are available for adults, aged 55 and over, who have registered for membership.
2. Guests of registered members are welcome to visit the center as long as it does not interfere with member use of the facility. Children may accompany a member to the senior center on an occasional basis, but minors must be adequately supervised at all times.
3. All participants (members and guests) are required to sign-in using the **My Senior Center** system to document attendance.

HEALTH & SAFETY

1. Participants utilizing Senior Center facilities must wear proper attire, including safe footwear, while on premises.
2. Colchester Senior Center is a NO SMOKING facility. Smoking is permitted in the designated area outside of the building, by the back ramp. Cigarette and/or cigar butts must be properly disposed of in designated containers.
3. Alcoholic beverages are not permitted in the building or on the grounds.
4. Animals are not permitted inside of the facility except during approved programs, with the prior consent of the Director of Senior Services. Registered service animals are allowed with appropriate documentation, in compliance with ADA guidelines.

CSC POLICIES & PROCEDURES

5. Colchester Senior Center is licensed as a food service establishment. For the safety of all and to comply with federal and local health codes, only staff members and registered food service volunteers are allowed in the kitchen. A staff member with QFO (Qualified Food Operator) licensure oversees all food service operations and enforcement of regulations.
6. Members must have current emergency contact information on file in the office. In the event of an emergency, it is the policy of the Town of Colchester 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. Members who refuse medical attention must vacate the premises but cannot be transported by the senior center bus, car or any member of the staff.
7. Fire drills may be conducted at the discretion of the Fire Marshal. All occupants (members, guests and staff) are required to participate. In the event of an emergency, all occupants may be required to vacate the building, until it is deemed safe to return by appropriate personnel, following the most direct evacuation route as directed by posted signage.

PERSONAL CONDUCT

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 Senior Services in consultation with the First Selectman may permanently exclude any person who does not follow the policies established for the well-being of all participants and staff of the Colchester 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 Town of Colchester, staff and/or members' property.
 - Sexual harassment of a verbal, written or physical nature.

CSC POLICIES & PROCEDURES

RIGHT OF APPEAL FOLLOWING EXCLUSION FROM THE SENIOR CENTER

1. A person who has received notification of their exclusion from Colchester Senior Center programs and/or services has the right to request a hearing with the First Selectman of the Town of Colchester to review the exclusion. The request must be forwarded within 10 working days of the exclusion. The First Selectman will have no more than 30 days after receiving the appeal to schedule a date for the hearing.
2. The Director of Senior Services 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.
3. 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.
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 may choose to have an attorney present, at its discretion.
6. Any witnesses may be asked to appear in person to testify at the hearing.
7. The First Selectman 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 Selectman will be final.

COMPLAINT PROCESS

1. Member's input is welcomed by all staff members.
2. Members who have concerns about programming, policies or who have a dispute at the Senior Center are encouraged to first discuss the issue in private with the Director of Senior Services or a staff member who will bring it to the attention of the Director.
3. If the member's concern is not satisfactorily addressed by the Director of Senior Services, the complainant has the right to schedule a meeting with the First Selectman of the Town of Colchester.
4. All personnel matters are handled by the Director of Senior Services in cooperation with the Human Resources Department and the First Selectman of the Town of Colchester.

CSC POLICIES & PROCEDURES

TRANSPORTATION SERVICES

ELIGIBILITY

1. Transportation services are available to residents of the Town of Colchester who are aged 60 or over, or residents of the Town of Colchester who are aged 18 or over who have been determined to be disabled through the Social Security Administration. For disabled individuals under the age of 60, proof of disability (SSA documentation) must be provided to the Director of Senior Services before approval is granted to utilize transportation services.
2. All passengers must be registered as members, with current emergency contact information on file.
3. All transportation services are curb-to-curb, with the exception of some senior/congregate housing communities which have a designated pick-up/drop-off area. Passengers must be able to safely and independently get themselves to/from the bus to their destinations. Drivers are not permitted to provide hands-on assistance or bring passengers into their homes, stores, appointments, Senior Center, etc. The Director of Senior Services reserves the right to assess the ability of members to safely and appropriately use transportation services.
4. Passengers in need of wheelchair transportation may be accommodated. In such cases, the bus driver will assist the passenger with the wheelchair lift and secure the wheelchair in the bus. Electric wheelchairs/scooters will be evaluated by the bus driver to determine whether or not it can be secured for transport. Passengers who are not able to independently ride the bus may ride with a caregiver/aide who can manage their individual needs.
5. Shoppers are limited to five bags each. Drivers will assist in carrying bags and do have the right to refuse to carry heavy packages, at their discretion. Drivers will load bags on/off the vehicle. Drivers are not allowed to carry items into an individual's home.

DESTINATIONS

1. The Colchester Senior Center busses/vehicles provide transportation to/from "essential services" in the following order of priority:
 - The Colchester Senior Center for daily activities, trips and special events
 - Medical appointments
 - Necessary errands including grocery shopping, pharmacy or banking errands and hairdresser/barber appointments
 - Other requested destinations are granted at the discretion of the Director of Senior Services, as resources and scheduling permit.
2. In-town bus services provide transport to destinations within Colchester only.
3. Out-of-town bus services provide medical transportation to destinations within a 40 mile radius of the Colchester Senior Center.

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RESERVATIONS

1. Transportation services can be scheduled Monday through Friday, 8:30 a.m. to 3:30 p.m. by calling 860-537-3911. All appointments should be scheduled to occur between 10:30 a.m. and 2:00 p.m.
2. All reservations must be made by 12:00 p.m. (Noon) the previous day. Any reservations made after that time cannot be scheduled for the following day without the approval of the Director of Senior Services.
3. Reservations for in-town transportation may be made for a maximum of three designated stops, per person per day. All stops must be noted at the time of reservation, so the drivers can arrange their routes appropriately. Reservations can be made up to 30 days in advance.
4. Reservation requests for out-of-town medical transportation should be made as early as an appointment time is known. Every effort will be made to accommodate an individual's medical appointment; however, there is limited capacity for medical transportation. Service may be denied if the schedule is filled, the appointment is not within our operating hours or service area or if the individual requires hands-on assistance.
5. All transportation requests are granted on a first-come-first-served basis.
6. To maintain our daily schedule, it is very important that passengers be on time. Please be ready for pickup at least 10 minutes before your scheduled ride. The ride will be forfeited if an individual is not ready at their designated time. Drivers will sound the horn upon arrival and wait for no more than 3 minutes before leaving for the next pick-up. They will not be permitted to return again that day, if pick-up was attempted for a passenger who was not ready.
7. If it becomes necessary to cancel a reservation, please call as soon as possible. After our hours of operation, the Colchester Senior Center has a voicemail system to leave a message, which will be retrieved when staff arrives the following business day.
8. The Director of Senior Services reserves the right to suspend a member's transportation privileges for up to three months for the following reasons, including but not limited to:
 - Failure to show up on time for a scheduled ride for a total of three offenses.
 - Failure to give timely notice of at least 30 minutes for cancelled appointments for a total of three offenses.
 - Non-compliance with Colchester Senior Center policies, as outlined in this manual.

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9. Notification of transportation privilege suspension will be mailed to an individual's home address, with additional copies sent to the First Selectman of the Town of Colchester.
10. Members returning after a period of suspension from transportation services will be subject to a probationary period. If additional occurrences are experienced, a member may be permanently suspended from transportation services, at the discretion of the Director of Senior Services.

SAFETY

1. All passengers are required to wear seat belts while riding in vehicles. The driver will assist passengers with their seatbelts, as needed.
2. The Colchester Senior Center cannot provide emergency medical transportation. In the event of a medical emergency, please call 911.
3. The driver will refuse to transport a passenger, after contacting the Director of Senior Services, for the following situations:
 - The individual appears too ill/weak to be safely transported.
 - The individual is exhibiting loud, disruptive and/or distracting behaviors.
 - Sidewalks or driveways are unsafe for walking due to ice and/or snow accumulation.
 - The individual requires hands-on assistance.
 - The individual refuses to wear a seat belt.

SERVICE CHARGES

1. The Colchester Senior Center does not charge a fee for transportation services. Donations are gratefully accepted and are used to help defray the cost of gasoline and vehicle maintenance. Donations are accepted in the office of the Colchester Senior Center. They may be placed in the designated drop box or mailed to:

Colchester Senior Center, 95 Norwich Ave., Colchester, CT 06415

2. Drivers are not permitted to accept gratuities.

CSC POLICIES & PROCEDURES

SENIOR NUTRITION PROGRAMS

- The Colchester Senior Center is a Senior Nutrition Site for TVCCA, (Thames Valley Council for Community Action) which prepares and provides the meals.
- Lunch is served daily at 12:00 p.m. in the Dining Room of the Colchester Senior Center. Meals include Community Café Meals served Monday-Friday; and occasional Special Meals as advertised in the Senior Center newsletter. Additionally, Meals on Wheels home-delivered meals are available for eligible recipients who have registered to receive meals.
- Any food-related allergies should be made known to the TVCCA Site Server.
- Cancellation of the meal program due to storms or emergency will be announced on WFSB under “Colchester Senior Center.” Weather closures for meals are determined by TVCCA.
- Any meals scheduled to be served on a snow/storm day will be served on the following day.

COMMUNITY CAFÉ MEALS

1. Community Café Meals are available Monday through Friday, served in the Colchester Senior Center’s Dining Room.
2. Menus change and are published monthly in the Senior Center newsletter.
3. The Community Café lunch is available to members and guests aged 60 and over.
4. Persons under the age of 60 may reserve a Community Café meal, but will be required to pay the full cost of the meal, at the rate posted in the Dining Room.
5. A once-per-year registration form must be filled out by any members or guests wanting to receive Community Café meals.
6. Reservations are taken on a first-come-first-served basis. Reservations may be made in person or by calling the Senior Center at 860-537-3911 by 10:00 a.m. the day before the meal is served.
7. Cancellation of a reservation must be made as soon as possible by calling 860-537-3911.
8. Members who want to receive a meal without a reservation will be placed on a waiting list and will be accommodated if a cancellation should occur.

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9. A suggested donation of \$2.00 is requested. Each participant may deposit his/her donation anonymously in a lockbox located in the Dining Room. No person will be refused a meal based on their ability to pay.
10. There is no reserved seating available. Participants should be seated by 11:45 a.m. The lunch meal is served promptly at 12:00 p.m.
11. Food from the Community Café lunch is not allowed to be removed from the Senior Center, per TVCCA guidelines. No exceptions will be allowed.

SPECIAL MEALS

1. Occasionally throughout the month, there are special events where a meal is served. This generally includes a lunch with entertainment and/or special activities.
2. Menus for these events are advertised in the Senior Center newsletter.
3. Tickets are pre-sold in the office at the published price, until they are sold out.
4. Members who want to purchase a ticket to an event which has sold out will be placed on a wait list and will be notified in the event of a cancellation.
5. Tickets are non-refundable once purchased.

MEALS ON WHEELS (HOME DELIVERED MEALS)

1. In order to be eligible to receive Meals on Wheels, a person must be age 60 or over and determined to be home-bound.
2. A suggested donation of \$2.00 is requested per delivered meal.
3. Any eligible person wishing to receive home delivered meals should register with TVCCA by calling 860-934-1006.

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COMPUTER LAB POLICIES

1. The Computer Lab offers a variety of computer classes and computer workshops to members aged 55 and over.
2. Volunteers support the Computer Lab by planning and teaching classes and workshops on a variety of topics. Computer classes are available to teach beginners through advanced participants. Class prerequisites will be listed in the Senior Center newsletter, as applicable.
3. Computers are available for members' use in 30 minute increments, at times when classes are not scheduled. Availability may be limited based on demand, and will be honored in the order of preregistration, in the office. Priority for Computer Lab use is given to scheduled classes.
4. Violation of any Federal or State law, including copyright laws, is prohibited.
5. Vandalism or hacking of any hardware, software, computer, or communications system is prohibited.
6. Private information should not be saved to the computer hard drives, including photos, written work and/or other communications. Flash drives or disks provided by the user are suggested for use in storing information. All messages sent over the Town computer/communication systems are the property of the Town of Colchester.
7. No software shall be installed on the computer by anyone other than members of the Town of Colchester's IT Department personnel.
8. Viewing offensive or pornographic material, photos or websites is prohibited.
9. Food/beverages are not allowed at the Computer Lab workstations.
10. Violation of Computer Lab policies may result in loss of privileges. At the discretion of the Director of Senior Services, a first offense may result in a 30 day suspension from Computer Lab use or in the permanent exclusion from use. Depending on the severity of the situation, violations may lead to legal action.

FAX & COPY SERVICES

1. Copies and/or prints from the Computer Lab may be made for members in the Colchester Senior office at a charge of 15 cents per black and white copy and 50 cents per color copy.
2. Fax cover page is provided free of charge. Faxes can be sent for members at a charge of \$2.00 for the first page after the cover page and 50 cents per page, thereafter.
3. Payment for copies or faxes is required at the time of service.
4. Receiving faxes on behalf of a member is not permitted.