



## Pelham Senior Center Policy

The Pelham Senior Center provides recreational, informational, and social activities for people living in Pelham, Shelby County or surrounding cities. Participants must be at least 55 years or older to participate in senior programs.

### Membership

Individuals age 55 and older who live in the City of Pelham, Shelby County or surrounding cities can join the Senior Center by completing necessary paperwork. There is no charge to be a member of the Senior Center; however, fees may be associated with certain trips, services, programs and activities.

**Eligibility** The City of Pelham seeks to provide Senior Center members with excellent service in a pleasant atmosphere. The center facility is designed for independent seniors who meet the following membership qualifications.

A member must:

- ◆ Be 55 years of age or older to participate in the activities
- ◆ Reside in Pelham or Shelby County
- ◆ Complete necessary paperwork
- ◆ Be able to:
  - a. independently navigate center facilities and/or various outing locations
  - b. independently get on and off city vehicles (if participating in outings/trips)
  - c. understand and carry out directions from staff
  - d. participate appropriately in a social setting using respectful manners and language
  - e. eat independently
  - f. use restrooms unassisted
- ◆ Pose no risk to self or others

Individuals who require assistance with activities of daily living may be able to join in center activities if they have a companion or family member with them at all times with approval from center manager.

### Outings/Trips/Transportation

When traveling in a Pelham Senior Center vehicle or in a vehicle traveling to a Pelham Senior Center sponsored or supported program, we ask that all participants wear a seatbelt while vehicles are in motion per Alabama law.

We ask that all seniors exit the vehicle and attend the planned activities while on the outing or trip, unless there is an illness and/or emergency.

### Expected Behavior

- ◆ The Senior Center building/grounds is a designated nonsmoking facility. There is a designated smoking area located outside of the building.
- ◆ Alcoholic beverages, illegal drugs and/or weapons are not allowed in the building, parking lot or any city owned property.

- ◆ Pets are not permitted at the facility unless they are part of a program or perform duties as a certified “service animal” for a participant. The ADA requires that service animals be under the control of the handler at all times.
- ◆ Use of derogatory comments, slurs or abusive language/pictures that create a hostile environment, or are deemed so in nature, including sexual, threatening, insulting or harassing comments are prohibited. Sleeping, fighting, physical abuse, challenging others to fight, destroying or damaging property and other disruptive behaviors are prohibited. Such actions may lead to exclusion from the center.
- ◆ No solicitation of products or services is allowed at the facility. Members or guest speakers may not promote a product or service during a speaking engagement nor may they collect fees for services or sell products.
- ◆ The City of Pelham or the Pelham Senior Center take no responsibility for lost, damaged or stolen articles.
- ◆ Silence cell phones during programs and activities. Cell phone use is disruptive to the enjoyment of programs by other participants.
- ◆ Children may not accompany participants to activities or programs.

*The staff of the Pelham Senior Center shall have authority to enforce and interpret the preceding behavioral guidelines and to counsel and/or exclude offenders.*

### **Exclusion from the Senior Center**

Any person who is involved in any problem will be notified and have the opportunity to meet with the Senior Center Manager regarding the issue. The alleged will be notified in writing of the date, time and place of the meeting. It is the intent of the Senior Center to arrive at an appropriate resolution. This meeting may include family members.

Individuals who create serious disruptions or act inappropriately may be asked to leave a program or activity by a Senior Center staff member. If the individual does not leave voluntarily, the staff has the authority to take appropriate measures to have the individual removed.

### **Right to Appeal**

In the event of a decision to exclude a participant from Senior Center programs and activities, the excluded person may request, in writing, another hearing with the Senior Center Manager and Parks and Recreation Assistant Director.

### **General Facility Guidelines**

- ◆ Any senior program or event held at the facility must be supervised by a City of Pelham employee.
- ◆ Staff at the Pelham Senior Center are not trained medical personnel and cannot take responsibility for participants whose medical conditions require nursing or care-giving assistance.

### **Personal Information**

It is the policy of the Senior Center to not disclose any information obtained from participants. Names, phone numbers or addresses will not be disclosed to any organization or other individual.

### **Cancellation Policy**

In the event of a cancellation due to weather conditions, please note that the Senior Center will be closed whenever The City of Pelham closes due to inclement weather. We recommend calling the senior center to confirm if we are open during inclement weather.

### **Emergencies**

In the event of a medical emergency, 911 will be called. Senior Center staff will make every effort to contact a family member, if information is available. A person may refuse medical assistance only after being assessed by the medical emergency personnel and if the person is fully conscious and aware of the medical situation.