



ANNE ARUNDEL COUNTY

DEPARTMENT OF AGING AND DISABILITIES

**SENIOR ACTIVITY CENTERS POLICIES
AND PROCEDURES MANUAL**

Revised 8/1/11

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FORWARD

Senior centers are administered under the auspices of the Anne Arundel County Department of Aging and Disabilities. Federal, State and local laws have designated them as community focal points for the delivery of services to older adults. The age requirement for participation is 55 years or older. Services provided include: continuing education, social, recreation, health and physical fitness, nutrition, transportation and volunteer opportunities.

This policy and procedures manual represents the work and input of center staff, participants and advisory councils, transportation and nutrition staff, and the Department of Aging and Disabilities administration.

It has evolved as the centers have grown and changed, and is designed to provide guidelines for all senior centers.

Questions regarding these policies and procedures may be directed to the Assistant Director of Aging and Disabilities for Community Services.

This manual is subject to periodic review and revision.

MISSION STATEMENT

The mission of the Anne Arundel County Department of Aging and Disabilities is to:

- Develop and administer as well as advocate for services and programs for older adults and individuals with disabilities, which promote choice, independence and dignity.
- Advocate for, and protect the rights of older adults in nursing homes, assisted living facilities, and retirement communities.

VISION

"Our minds can conceive it: therefore, we know we can achieve it."

The Department of Aging and Disabilities envisions Anne Arundel County as a county. . . .

- Where services and programs are transformed to meet the needs of diverse older population.
- Where there are accessible, flexible, and responsive service systems.
- Where older citizens and persons with disabilities are treated with dignity and respect.
- That is prominent for exceptional customer service.

GOALS

1. To increase awareness of the Department of Aging and Disabilities as the premier resource for information and guidance on aging issues for seniors and their caregivers.
2. To enable older adults to live in independent living arrangements appropriate for their daily needs for as long as possible, by offering a range of community based, long term care services.
3. To develop programs and services that meet the needs of a diverse population.
4. To enhance operational efficiency through the use of technology.

5. To provide exceptional service to individuals interacting with the department.
6. To ensure that vulnerable seniors are treated with dignity, and to the extent possible with the available resources, protected against abuse, exploitation, and consumer fraud.

ACCIDENTS/ILLNESSES/INCIDENTS

Should a senior center participant become incapacitated during a visit to a center, the manager or assistant manager should first call 911 and then proceed to take necessary, precautionary measures.

Accidents/Illnesses/Incidents occurring on county property should be reported to **Risk Management, Heritage Office Complex, Annapolis, Maryland, telephone 410-222-7630 or fax 410-222-7640** within 24 hours. An accident/incident form (see appendix I) **MUST** be filled out in duplicate. One should be faxed to the Director of Aging for Community Services, and the other to Risk Management. The original should also be mail stopped to Risk Management (**MS-9303**) within 24 hours.

ADVISORY COUNCILS

Advisory Councils have been established at county senior centers . These councils consist of persons who are active at the centers and community who offer advice and suggestions to the center manager and the Department of Aging and Disabilities on:

- Center operations
- Programs and services to be subsidized, and resources to subsidize them
- Issues and opportunities for senior center members
- Management of financial transactions of Advisory Council funds
- The County Executive appoints all Council Members who in turn elect their officers.

For detailed information about Advisory Councils, refer to senior center's by-laws.

ALCOHOL AND DRUGS IN THE CENTER

Serving alcoholic beverages or dispensing drugs is prohibited on county property, or in other sites rented or leased for the purpose of administering Department of Aging and Disabilities programs.

Participants possessing alcoholic beverages on the premises will be asked to leave and will be given a warning for the first offense. A second occurrence will result in suspension from the center. Over medication should not be mistaken for intoxication. Instead, it should be assessed and referred appropriately.

CENTER HOURS

All senior centers will open at 8:00 a.m. and close at 4:30 p.m., Monday through Friday. Exceptions must be cleared through the Assistant Director of Aging and Disabilities.

CHARITABLE DONATIONS

Senior centers may accept donations, both cash and in-kind (e.g. furniture and fixtures, equipment, professional services, etc.) . Significant donations should be reported to the Assistant Director of Aging and Disabilities. In most cases the Senior Center Manager will

issue thank you letters to the donors. However, depending on the size or significance of the donation, the Director of Aging and Disabilities or the County Executive will reserve the right to initiate the thank you response.

CHILDREN IN SENIOR CENTERS

Children are permitted to visit senior centers for specific reasons and under controlled conditions. Since each situation may be different, Center Managers must exercise discretion in approving such visits.

An adult must supervise visiting children at all times. Brief tours of senior centers by persons of all ages are encouraged.

COPY/FAX MACHINES/PUBLIC USE PC'S

- Only Department of Aging and Disabilities staff, instructors or authorized volunteers may operate the copy machine.
- Limited copying may be permitted at the discretion of the center staff. Any donations may be made to the senior center and should be treated as senior center fees and deposited accordingly.
- Persons using public use computers shall be limited to ten sheets of center supplied paper each day.

CRAFT SUPPLIES

Limited center funds are available for certain arts and crafts supplies. The instructors and center staff will monitor use of these items.

Seniors unable to purchase course supplies may be eligible for scholarships through senior center Advisory Council Funds.

DISRUPTIVE PARTICIPANTS

Disruptive participants are those whose behavior, personal conducts, or physical condition interferes with the smooth functioning of the center or the well being of its members. Profiled, below, are several categories of disruptive participants. Disruptive participants should be reported to the center manager. All incidents of disruptive behavior should be thoroughly documented by the staff person(s) involved.

Disruptive participants will be denied admittance and/or asked to leave when identified.

- **Improper conduct:** This refers to persons acting out disruptive behavior, verbal or physical aggression, sexual harassment, stalking, profanity, drinking or obvious intoxication, possessing alcoholic beverages or unauthorized substances in the center.
- **Deteriorated personal hygiene:** This is noticeable in people whose body or clothing is dirty and/or has an offensive odor; or other prevailing conditions, resulting from personal sanitation problems (e.g., body lice, untreated open wounds, contagious diseases, incontinence, etc.).
- **Security risks:** Refers to persons who steal from other participants or the center in general, or present a clear and present danger to center participants, staff or volunteers.

Combative Participants: Should a participant refuse to leave the center, per previously mentioned bullets, when so directed; staff will not attempt to physically remove the

participant but call 911 for police assistance.

Assessment/Resolution: Center managers should assess the situation and determine a course of action consistent with the behavior.

This may include a referral to the appropriate organization or agency; assigning a staff person to assist the client in altering his/her behavior; contacting the participant's family or caregiver; etc.

If, despite all staff efforts, participants continue to be disruptive, their cases will be reviewed by appropriate Department of Aging & Disabilities staff, after which a decision may be reached to terminate membership at the center.

ELIGIBILITY

1. Age

The minimum eligibility age requirement is 55 years. Spouses of eligible participants are also eligible. Persons younger than 55 may volunteer at the centers. They may also accompany a disabled senior as a caretaker. However, companions must enroll and incur all self-costs as related to the programs/activities utilized by the disabled senior.

2. Health

Participants must exhibit independence and ability for self care. Mental disorientation or physical disabilities requiring individual care cannot be accommodated.

The Department of Aging and Disabilities will exercise discretionary judgment as to the center's ability to accommodate any individual. The Department reserves the right to decline services to individuals if the staff and/or facilities are inadequate for their needs. In such cases, the Department will suggest appropriate resources to care givers. Adult and Evaluation Referral service (AERS) evaluation may be utilized to determine level of functional ability.

3. Out-of-County Participants

The centers are built and are maintained for the senior citizens of Anne Arundel County; however, no senior citizen will be refused services regardless of jurisdiction, provided that space and resources are available.

EXERCISE ACTIVITIES

Definitions: Exercise activities are organized physical activities lasting at least 15 minutes in duration, that work the body's muscles and/or cardiovascular system. Activities include but are not limited to: aerobics, armchair exercises, dancing, badminton, bowling, golf, hiking (1/4 mile or more), stretching, swimming, Tai Chi, tennis, volleyball, weight training, etc.

Registration: All participants must be registered center members in order to take part in exercise activities.

Physician Consultation: Participants should consult with their personal physicians prior to starting any exercise program. The Center Manager shall reserve the right to request a written statement from a participant's physician at any time, and shall also reserve the right to deny and suspend participation of any participant at any time.

Instructor Registration: All instructors conducting or monitoring exercise programs must first complete a registration form listing the instructor's name, title, organization, telephone

number, qualifications, and certifications. (Refer to Appendix H)

Accident/Injury: In the event of an accident or injury to a participant, Emergency Medical Services (EMS) personnel may be called by dialing 911 or 9-911 on county telephones. Two incident reports (Appendix I) must be completed immediately. One is to be sent to Risk Management, the other is to be sent to the Director of Aging and Disabilities for Community Services. Reports must list the participant's name, address, telephone number, and the nature of the injury. Reports must be sent within 24 hours of the occurrence.

FINANCIAL TRANSACTIONS

Financial transactions at senior centers are derived from or necessitated by senior center fees and fundraisers. The following are typical examples of fees and/or fundraisers:

I. Fees

- **Community College Administrative Fee:**

Anne Arundel County Community College offers free classes to eligible participants at senior centers. However, there is an \$80 administrative fee per cycle for seniors 60 years or older. For seniors, ages 55-59, there is an \$80 administrative fee plus a \$40 per class fee. All Administrative fees are payable directly to Anne Arundel Community College.

- **Materials/Supplies Reimbursement Fees:**

Instructors may require students to obtain specific materials for certain craft projects. When materials are difficult to obtain certain instructors may purchase said materials and be reimbursed by participants. Instructors must provide proof of purchase before requesting such reimbursement. These transactions should be kept to a minimum.

II. Fund Raisers

A number of money exchanges occur at senior centers daily. Many of these transactions involve raising funds to benefit the center and its participants. These transactions must be monitored closely by center staff and the senior center Advisory Council. Detailed records must be kept and be available for an audit. Examples of approved fundraisers are center trips, refreshment bars, bazaars, raffles, and charitable donations to the center, etc.

Prohibited fundraisers include any form of gambling and/or games of chance. Under no circumstance should a Department of Aging and Disabilities staff collect, dispense, exchange, or borrow money without providing receipts. All fund raising events should be coordinated through the center Advisory Council, which provides a system of checks and balances.

III. Bank Deposits

- All county designated money received by the senior centers shall reflect ledger entries matching bank deposit slips. All monies collected shall be deposited on a daily basis.

Advisory Council Funds

Advisory Council funds are the responsibility of each senior center Advisory Council. The treasurer of each senior center Advisory Council must take all prudent measures to secure Council funds. Senior center staff should have minimal, oversight involvement in this process. The Department of Aging and Disabilities is not responsible for any

mismanagement of these funds, unless DOAD staff is implicated in such mismanagement.

FIRE EMERGENCY/BOMB THREAT

In the event of a fire or bomb threat, the Center Manager must assure that everyone is out of the building. If the Center Manager is absent, the Assistant Manager is responsible.

FOOD IN THE CENTERS

Food prepared at home and brought into the center to share must be limited to baked goods. The purpose of this policy is to avoid any items prone to food poisoning. Exception may be made on a case by case basis.

GAMBLING IN THE CENTER

Any form of gambling or gaming is prohibited on county property, or in the other sites rented or leased for the purpose of administering Department of Aging and Disabilities Programs.

HATE SPEECH

Hate speech is defined as speech intending “to degrade intimidate, or incite violence or prejudicial action against a person or group of people based on their race, gender, age, ethnicity, nationality, religion, sexual orientation, gender identity, disability, language ability, moral or political views, socioeconomic class, occupation or appearance (such as height, weight, and hair color), mental capacity, and any other distinction-liability.”

All staff, volunteers, and participants must adhere to the above stated County policies. Failure to do so could result in punitive action being taken against staff or volunteers, and/or expulsion of participants from County facilities.

INCLEMENT WEATHER POLICY

Per Personnel Bulletin No. 87-009-011, revised 11/6/88, the following represents a restatement of the Department's Inclement Weather Policy. Should Anne Arundel County Government offices close due to inclement weather, the following statement will be provided by radio stations and local TV news channels:

WBAL (1090), WANN (1190), WCBM (680), WLIF (1300), WNAV (1430) or WYRE (810), WPOC (93.1), WPGC (95.5), WWZZ (103.9/104.1), WHFS (99), WLIF (101.9), or WMIX (106), and WBAL, WMAR, WBFF (FOX), and WJZ TV.

"ALL ANNE ARUNDEL COUNTY GOVERNMENT OFFICES ARE CLOSED TODAY. EMERGENCY EMPLOYEES MUST REPORT FOR WORK AT THEIR USUAL TIMES."

In the absence of such an announcement and Anne Arundel County schools are closed due to inclement weather, senior centers will operate under the following guidelines:

- Staff will report to work as usual.
- Senior transportation will be canceled.
- Nutrition will be canceled.
- All other senior center programs and services will be canceled.
- All speakers/instructors will be notified immediately after the decision is made.
- The center will be closed.

In the event of inclement weather during school holidays or other school breaks, the Director of Aging and Disabilities will announce the final decision as to the closing decision of senior centers. This decision will be announced on local radio and television stations.

The following paragraph summarizes the language the centers will use: "Listen to your radio or television. When A.A. County offices are closed due to weather, senior centers will also be closed. If A.A. County Schools are closed due to weather, Center staff will report as usual, but classes, lunch, and transportation will be canceled. Senior Center Plus is also canceled. If schools open one or two hours late, the Center will also open late and there will be no transportation and nutrition programs. Classes with start times prior to 10:00 am will be canceled. Classes that begin at 10:00 am or later will be held as scheduled. **Senior Center Plus: If there is a delayed opening of one hour, the program will start one hour late. If schools are delayed two hours, the program is canceled.** In the event the schools close early, all classes starting at 1:00 pm or later will be canceled. The Center will close at 2:00 pm."

Questions concerning this policy must be directed to the Director of Aging and Disabilities.

PETS IN THE CENTER

Generally, pets are not allowed in the center. However, the center manager may make exceptions for service animals.

POLITICAL ACTIVITIES

Information Sharing: It is permissible for elected officials to make presentations on topics of particular interest to seniors. For example, a senator may explain new changes in Social Security regulations. They may also schedule constituents' information meetings at the centers.

Campaign Season: Candidates for public office or their representatives may mingle informally at any time, as long as they do not interrupt or disrupt scheduled or structured activities. They may frequent common or public areas in the center.

Candidates may be invited to debate issues of concern to seniors at any senior center.

Political candidates may also distribute literature at the center. A table should be provided for this purpose in a central location within the senior center.

PORNOGRAPHY

Pornographic images, whether obscene or not, may not be displayed on computers or laptops in the Senior Center. Illegal use of the Senior Center's computers will be reported to enforcement authorities.

RACIAL INTOLERANCE

Racial intolerance of any kind will not be tolerated at Anne Arundel County Senior Activity Centers. Anyone involved in activities which could be construed as racial intolerance will be severely punished. For center participants, this could include expulsion from the center. All offenders could face legal sanctions.

RELIGIOUS ACTIVITIES

General reference to a Deity is acceptable as long as the Deity is non-denominational. Religious group activities of an educational or entertaining nature are permissible. These activities should occupy a scheduled period and should be restricted to a specified portion of the building and no one should be forced to attend these functions.

The county should not interfere to prohibit one from expressing themselves, nor, should the county organize or lead in a prayer.

RESEARCH IN SENIOR CENTERS

All requests must be submitted in writing, to the Assistant Director of Aging and Disabilities for Community Services.

Decisions to permit center research will be based on: (1) purpose of research; (2) appropriateness of questions; (3) length of the questionnaire; and (4) demands on staff time or extent of staff involvement. All research proposals must be reviewed and approved by the Director of Aging and Disabilities.

SENIOR CENTER PLUS

Senior Center Plus is a specialized activity program designed to meet the needs of the frail elderly within the established senior program. The program is under the direction of the Senior Center Plus Director.

The program operates two days per week for at least four hours per day. Participants pay a fee and in turn receive the services of a program assistant who supervises their activities at the center provides specialized programming and lunch and transportation. See Appendix A for Senior Center Plus Program Eligibility Criteria.

SENIOR NUTRITION PROGRAM

The Senior Nutrition Program is offered at all senior centers for the purpose of providing nutritious, low cost meals in a congregate setting for senior citizens (60 years and over). Reservations are required, and persons age 60 and older are encouraged to make an anonymous contribution.

Special eligibility requirements apply, (see Appendix G). Anyone under sixty and not an eligible participant must pay the full cost of the meal. This includes all Department of Aging and Disabilities staff, other volunteers, relatives of participants, and senior center guests.

Full payment must be collected for Nutrition Program meals from persons under sixty before meals are provided. No envelopes will be used in this case. Should senior center staff decide to entertain an ineligible person(s) with a senior nutrition meal, it is the responsibility of the nutrition site manager to collect payment for that meal.

Nutrition site managers assigned to senior centers are directly supervised by a private personnel management contractor. However, senior center and nutrition staff must work cooperatively in the execution of common program goals and the utilization of common program space.

SMOKING

Smoking is not allowed in front of the center. Smokers must step outside the back door.

SOLICITATIONS

Solicitations by any person, agency or company for private gain are prohibited. Center managers have a responsibility to avoid providing a captive audience for unscrupulous solicitors.

TRANSPORTATION

Drivers assigned to senior centers are supervised directly by a private personnel management contractor. However, all drivers will work cooperatively with the county's

transportation staff to service all senior center participants. Transportation to and from senior centers and other activities will be arranged by calling the Van Transportation Program office at the Department of Aging and Disabilities. (410-222-4826).

TRAVEL/TRIPS

Only seniors who are registered and self-sufficient will be allowed to go on trips. An authorized trip coordinator must accompany all seniors on trips. Each traveler should sign a trip Release of Liability form (See Appendix B through F).

The trip coordinator will be responsible for taking attendance prior to departure and upon return. All accidents/incidents must be reported to the center manager or assistant manager ASAP (No later than 24 hours of return).

USE OF CENTER EQUIPMENT BY PARTICIPANTS

Under no circumstances is any item to be removed from any senior center without explicit permission of the Senior Center Manager. This includes furniture, equipment, plants, tools, records, supplies, and other items that belong to the senior center.

VOLUNTEER OPPORTUNITIES

Anne Arundel County Department of Aging and Disabilities encourages volunteering. Volunteers allow senior center staff to expand and enhance programs and services. Volunteers serve in many capacities: they serve as Council members, instructors or administrative support. They also serve on refreshment committees, trip committees, or as various activities facilitators.

Volunteer recruitment, training, assignment, and retention are all important aspects of senior center management. Supervision closely parallels that of regular staff, since they are also expected to support the mission of the senior center and the Department. Recognition is crucial, since there are few other ways of compensating volunteers for their services.

WEDDINGS

Senior centers may be used for weddings under the following circumstances:

- At least one of the principals must have been a center member in good standing for at least six months.
- No fee will be charged, but centers may accept donations.
- Reception party may include center participants as well as invited guests.
- Liquid refreshments will be limited to strictly non-alcoholic beverages.
- The time of the ceremony and the reception will be set at the discretion of the manager so as to prevent interference with the smooth operation of the center.
- Center staff must be on hand to open and close center and monitor activities throughout the event.

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Appendix A

ANNE ARUNDEL COUNTY DEPARTMENT OF AGING AND DISABILITIES SENIOR CENTER PLUS PROGRAM ELIGIBILITY CRITERIA.

1. Participants require assistance to function in the Senior Center, but must not be so impaired as to require the level of support and supervision provided by Adult Medical Day Care.
2. They must be Anne Arundel County residents, 55 years or older.
3. Participants must be able to toilet and feed themselves independently.
4. They must be able to communicate their needs to others.
5. If they require medications during program hours, they must be able to take the medications independently.
6. Participants must be able to ambulate independently or with minimal assistance in the center. If they use a wheelchair, they must be able to use it independently, including transfers for toileting.
7. They must be able to participate in group activities without being disruptive or requiring frequent one-on-one attention.
8. Participants must not present a danger to themselves or others (e.g., aggression towards others, wandering out of facility).

All admissions to the program are reviewed and approved by an interdisciplinary professional team. Each participant's first month is considered a trial period in the program.

Appendix B

JOB DESCRIPTION FOR TRIP VOLUNTEER

1. Position Title: TRIP LEADER
2. Purpose: Plan and conduct trips for the benefit of the Center participants.
3. Responsibilities:
 - A. To plan trips and negotiate contracts with bus companies, travel agencies, and tour groups.
 - B. Act as trip host and trip coordinator.
 - C. Monitor emergencies and handle all complaints in a professional manner.
 - D. Make sure a member signing up for a trip has a CURRENT KEY TAG.
 - E. Maintain complete records of contracts, receipts and expenses. After a trip, prepare a financial report. Two copies must be made, one for the treasurer and one for the trip file. All information will be handled with the utmost confidentiality.
 - F. Conduct trips in a professional manner and represent the Senior Center in a positive light.
 - G. Attend trip committee meetings to plan future trips and address any problems arising from trips.
 - H. Work under direction of Senior Center staff with senior center staff to assure that all trips run smoothly.
 - I. Be available to attend trade shows and be aware of all resources that pertain to travel planning as appropriate.
4. Qualifications:
 - A. Must be pleasant, tactful, dependable, professional and organized.
 - B. Must demonstrate an interest in travel and be willing to work a minimum of 5 hours per week at the trip desk and extra time as needed.
 - C. Must show strong leadership skills and have the ability to work cooperatively with others.
5. Commitment:
 - A. Should be prepared to give an adequate amount of time to successfully complete the assignments outlined in this job description.
 - B. All trips should be planned with a back-up leader, in case a trip leader is unable to carry follow through.

Appendix C

JOB DESCRIPTION FOR TRIP VOLUNTEER

1. Position Title: TRIP DESK VOLUNTEER
2. Purpose: To provide center participants with information about trips, answer questions and register paying persons.
3. Responsibilities:
 - A. Make sure any member signing up for a trip has a key tag.
 - B. Conduct trip sign-ups fairly, according to trip rules: Favoritism will be not tolerated.
 - C. Make sure Trip Rules have been read and signed by each travel participant.
 - D. Be familiar with all trip offerings listed in order to accept monies, issue receipts, and answer questions.
 - E. Maintain accurate records of receipts.
 - F. Be familiar with all trip committee forms (i.e. trip reservation, stand by, release forms and emergency contact papers).
 - G. Attend Trip Committee meetings.
4. Qualifications:
 - A. Must be dependable, pleasant, tactful, professional and organized.
 - B. Must show strong leadership skills and be willing to work cooperatively with other committee members, participants and senior center staff.
 - C. Must be willing to volunteer a minimum of 5 hours per week at the travel desk and extra hours as needed.
5. Commitment:
 - A. Volunteers must view this position as a serious responsibility and have respect for confidentiality.
 - B. They should be prepared to give an adequate amount of time to successfully complete the assignments outlined in this job description.
 - C. When unable to fill their designated time slot, they should attempt to find a replacement within the Trip Committee.

Appendix D

JOB DESCRIPTION FOR TRIP VOLUNTEER

1. Position Title: TRIP TREASURER
2. Purpose: Maintain complete records of receipts (contributions), expenditures and financial reports.
3. Responsibilities:
 - A. Prepare monthly Financial Reports for Senior Center Manager and Advisory Council.
 - Make deposit of monies into the Senior Center Trip Account.
 - Issue checks, payments and refunds.
 - B. Attend Trip Committee Meetings.
 - C. Be familiar with all trip offerings and costs.
 - D. Receive and review Check Requisition Form where applicable.
4. Qualifications:
 - A. Must be dependable, pleasant, tactful, professional and organized.
 - B. Must be willing to attend committee meetings and other relevant meetings.
 - C. Must show strong leadership skills and be team spirit.
5. Commitment:
 - A. Volunteers must view this position as a serious responsibility and have respect for confidentiality.
 - B. They should be prepared to give an adequate amount of time to successfully complete the assignments outlined in this job description.
 - C. Should the Trip Treasurer be unable to carry out his/her duties, the Assistant Treasurer shall step in and take over.

*At Arnold, O'Malley, Annapolis, and South County Senior Centers, Trip Leader or Advisory Council designee performs these functions. All trip activities (financial and otherwise) are closely monitored by Senior Center Advisory Councils.

Appendix E

SENIOR CENTER TRIP RULES

1. All trips are open to Senior Center members. Current key tags must be shown when registering for a trip.
2. Participants must be self-sufficient to go on trips. Senior Center Manager may require physician's certification to approve travel.
3. Anyone who exhibits inappropriate behavior must be approved by the Senior Center Manager before traveling.
4. Registration will commence upon receipt of the required deposit. Checks are preferred. Seat assignments will be the responsibility of the Trip Leader.
5. All monies are non-refundable unless a replacement can be found from the waiting list. Certain exceptions will be handled on a case by case basis by Senior Center staff.
6. Participants must furnish their own transportation to and from meeting points.
7. Absolutely no smoking or alcoholic beverages on the buses.
8. Trip participants will sign a Release of Liability form (attached in Appendix F).
9. All trip participants will be issued nametags. These nametags will identify them as members of the group, which sponsored the trip. There should also be two phone numbers on the nametags. One number will be the cell phone number of the trip coordinator. The second number should be that of the senior center or Department of Aging. In addition, all trip participants should carry an index card with their name, address, and emergency contact. It should also include medication information.
10. Busses will not wait for anyone. Participants must adhere to scheduled arrival and departure times. Should you become disconnected from the group while on a trip, use the information on your nametag to call your trip coordinator or your senior center.

Appendix F

Senior Center Release of Liability Form

Date _____

Destination _____

In consideration of being permitted to participate in the round trip excursion on the above date, I covenant and agree to waive and release any and all claims (including claims for contribution and/or indemnity) against Anne Arundel County Maryland, its officers, employees, and agents for any damage or loss, direct or indirect, or bodily injuries sustained in consequence of any unintentional act or occurrence arising during or in conjunction with said excursion.

1. _____
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17. _____

Appendix G

Maryland State Department on Aging Eligibility Guidelines

AGE	CLASSIFICATION	COST	EXPLANATION
60 years or older	Participant	Anonymous Contribution	Anyone 60 years of age or older
60 years or older	Staff, Instructors, Volunteers	Anonymous Contribution	A Participant
60 years or older	Volunteer in Nutrition Program	Anonymous Contribution	A Participant
Under 60 years of age	Spouse of Participant - Regardless of age	Anonymous Contribution	A Participant
Under 60 years of age	Volunteer in Nutrition Program (at least 6 hours per quarter)	Anonymous Contribution	A Participant
Under 60 years of age	Staff, Instructors, Volunteers, Site Guests, Relatives of Participants, Handicapped or Disabled persons (except as listed below)	Must pay full cost of meal \$4.22 Korean ethnic meal \$5.85.	Non-Participant
Under 60 years of age	Handicapped or Disabled residents of senior housing where the program is offered	Anonymous Contribution	A Participant
Under 60 years or age	Disabled Person living with and accompanied by a Participant - does not have to be a relative	Anonymous Contribution	A Participant

Appendix H

Exercise Instructor Registration Form

“All instructors conducting or monitoring exercise programs must first complete a registration form listing the instructor’s name, title, organization, telephone number, qualifications, and certifications.” from the Anne Arundel County Department of Aging and Disabilities SENIOR CENTER POLICY AND PROCEDURES MANUAL

Non-college instructors are asked to complete the following to have on file at senior centers where they teach.

Name _____

Title _____

Organization/Employer _____

Telephone# _____

SS# _____

Address _____

Certifications _____

Qualifications

Appendix I

- | |
|---|
| <input type="checkbox"/> Accident – Illness Report |
| <input type="checkbox"/> Incident Report |

TO: Risk Management
(MS 9303) Fax #7640
 Charles Lawrence
(MS 8402) Fax #4346

FROM: Anne Arundel County Department of Aging

- | | | |
|--|--|--|
| <input type="checkbox"/> Annapolis Sr. Ctr. | <input type="checkbox"/> Pasadena Sr. Ctr. | <input type="checkbox"/> Nutr. Site _____ |
| <input type="checkbox"/> Arnold Sr. Ctr. | <input type="checkbox"/> Pascal Sr. Ctr. | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Brklyn Pk. Sr. Ctr. | <input type="checkbox"/> So. Co. Sr. Ctr. | <input type="checkbox"/> Foster Grandparents |
| <input type="checkbox"/> O' Malley Sr. Ctr. | <input type="checkbox"/> Senior Ctr. Plus | <input type="checkbox"/> RSVP |

Date:

Time:

Ambulance Response Time:

Name:

Phone #:

Address:

Nature of Incident/Accident/Illness:

Staff Persons involved; extent of involvement:

Recommendations of Paramedics:

Results:

Name of hospital:

Police Report #:

Witnesses:

Name

Name

Address

Address:

Phone #:

Phone #:

Report filed by: _____

Updated: Jan 2003

Appendix J

Easy Reference Guide to Policies and Procedures

- The minimum age for center participation is 55 years of age. Complete information is required at the time of registration.
- Seniors aged 55 – 59 must pay the full cost of the nutrition lunch which is \$4.22. Seniors age 60 or older are encouraged to donate toward the cost of the meal. Payments may be made by check, money order or cash. Checks should be made payable to the Anne Arundel County Department of Aging and Disabilities/Nutrition. Lunches must be reserved one week in advance by calling the nutrition number for each senior center. It is the participant's responsibility to cancel their lunch reservation if unable to attend.
- In the event of a weather delay, **NO LUNCH WILL BE SERVED AND TRANSPORTATION IS CANCELED**. Seniors should plan accordingly.
- Donations for transportation are strongly encouraged. Checks and money orders should be made payable to Anne Arundel County Department of Aging and Disabilities/Transportation. Participants are responsible for canceling transportation if unable to attend. In the event of a 2-hour weather delay, transportation will also run two hours late.
- Participants must be capable of functioning independently and have the ability to care for themselves. Mental disorientation or physical disabilities requiring individual care cannot be accommodated. Center staff do not monitor clients or their behavior. Participants are free to come and go as they please and indulge in food offerings. Smoking must occur only in designated areas. Participants may not borrow cigarettes or money. County policy prohibits hate speech, pornography, racial intolerance, and solicitations of all kinds.
- Participants should bring money to pay for lunch, snacks and to cover supplies and fees associated with classes and activities. The monthly newsletter should be reviewed on a regular basis for descriptions of special events and activities and requirements for participation.
- Disruptive participants whose behavior, personal conduct or physical condition interferes with the smooth operation of the center or well being of the members will not be permitted to continue to participate in center activities.
- Participants may be denied admittance for verbal and physical aggression, sexual harassment, stalking, profanity, intoxication or possessing unauthorized substances.
- Participants whose body or clothing is dirty or has an offensive odor resulting from personal hygiene problems such as body lice, untreated open wounds, contagious disease, incontinence, etc. will be denied admittance to the center. Persons who steal from other participants or the center will be banned from future admission. Persons who present a danger to others or to themselves will be deemed ineligible for participation.
- The Department will exercise discretionary judgment as to the center's ability to accommodate an individual. The Department reserves the right to decline services to individuals if the staff and/or facilities are inadequate to meet their needs. The

Department will suggest appropriate alternative resources to caregivers and families. The Department also reserves the right to require that someone needing assistance be accompanied by an aide.

- Should a participant become injured, ill or incapacitated, center staff will call 911 and take necessary precautions. All participants must have emergency contact information on file. This information must be updated as changes occur and reviewed annually.

Appendix K

ELIGIBILITY REQUIREMENTS AND RULES FOR PARTICIPATION

Senior Activity Centers are administered under the auspices of the Anne Arundel County Department of Aging and Disabilities. Federal, State and local laws have designated them as community focal points for the delivery of services to older adults. Services provided at the centers include: continuing education, socialization, recreation, health and physical fitness, nutrition, transportation and volunteer opportunities.

It is the policy of the Anne Arundel County government to ensure compliance with Title VI and Title VII of the Civil Rights Act of 1964, and the Americans with Disabilities Act, as well as related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subject to discrimination on the basis of race, color, sex, age, religion, disability or national origin.

In order for Anne Arundel County Senior Activity Centers to function effectively and for registered participants and guests to participate in activities in the center in safety and comfort, the following membership requirements and rules for participation apply:

I. Requirements for senior activity center membership:

- a. The minimum age requirement is 55 years of age. Spouses of eligible participants are also eligible, regardless of age.
- b. Center members must complete a registration form, providing basic contact information for themselves and two emergency contacts.
- c. Participants must exhibit independence and ability for self-care. This includes:
 - i. Cognitive abilities allow for independence within the center.
 - ii. Use of restrooms without assistance. Members must be continent of bowel and bladder. Senior Activity Centers may not have a unisex or family bathroom to accommodate caregivers of the opposite sex.
 - iii. Eating without assistance.
 - iv. Hygiene must not constitute a health or safety hazard to others, or otherwise be disruptive to Senior Activity Center programs.
 - v. Navigation throughout the center is independent and executed safely.
 - vi. Use of personal assistive devices, such as walkers, wheelchairs, scooters or portable oxygen tanks is independent. Members are responsible for maintenance of such devices.
- d. The Department of Aging and Disabilities may make decisions regarding a participant's inclusion in Senior Activity Center programs for individuals not exhibiting a sense of independence. The Department of Aging and Disabilities reserves the right to require an aid, assistant or caregiver to assist an individual in designated activities.
- e. The Department of Aging and Disabilities may require an individual to have an assessment of their current level of functioning completed prior to being granted Senior Activity Center membership. This evaluation will be completed by Department of Aging and Disabilities staff trained in client assessment.

II. Rules for participation:

- a. Any participant whose activity, personal conduct or physical condition is disruptive to the legitimate use of the Department of Aging and Disabilities facilities/programs by others may be subject to sanctions. Disruptive or inappropriate behavior may include (but is not limited to):
 - i. Verbal or physical aggression, sexual harassment, or stalking.
 - ii. Use of language that is obscene, abusive, threatening or derogatory to others.
 - iii. Being under the influence of alcohol or drugs or being in possession of alcoholic beverages, unauthorized substances, or illegal drugs.
 - iv. Being in possession of weapons of any kind.
 - v. Persons with deteriorated personal hygiene that presents a health or safety hazard to others.
 - vi. Persons having a contagious disease or illness that could be transmitted to others.
 - vii. Persons who constitute a clear and present danger to the center participants, staff or volunteers.
- b. There is no smoking within the centers. Smoking is allowed in designated smoking areas only.
- c. Accessing pornographic materials via the Internet and/or being in possession of pornography on center property is prohibited.
- d. Harassment or discrimination on the basis of race, gender, sexual orientation, age, national origin, religion or disabling condition is not tolerated.
- e. Any form of gambling or gaming on County property, or in other sites rented or leased for the purpose of administering Department of Aging and Disabilities programs, is prohibited.
- f. Stealing, damaging, or destroying property of the Department of Aging and Disabilities or other participants is prohibited.
- g. Participation in any illegal activities while on center property or participating in center activities is prohibited.
- h. Solicitations by any person, agency or company for private gain are prohibited.
- i. Participants must record attendance at the center and sign in using the touchscreens for all activities and programs.

III. Consequences of inappropriate behavior: Anyone engaging in inappropriate behavior or failing to abide by the rules for participation, as determined by Anne Arundel County Senior Activity Center and Department of Aging and Disabilities management, will be subject to any or all of the following actions:

- a. Referral to the appropriate organization or agency for assistance with needs or issues.
- b. Verbal discussion/counseling between staff and participant, documented in writing.

- c. Written warning issued to the participant from the senior activity center director.
- d. Completion of a Behavior Contract outlining corrective actions to be taken by participant to allow continued participation at the Senior Activity Center.
- e. Suspension of Senior Activity Center privileges for the remainder of the day on which the incident occurred.
- f. Suspension (length to be determined by management, but not to exceed 6 months) from participating in Anne Arundel County Senior Activity Center activities and programs.
- g. Revocation of Anne Arundel County Senior Activity Center membership and ban from all center activities and programs.
- h. Request for assistance from police in response to dangerous or threatening circumstances or behavior.

IV. Grievance procedures for Senior Activity Center program participants:

- a. The Anne Arundel County Department of Aging and Disabilities follows the requirements established by the Maryland Department of Aging in accordance with Sec. 3027(a)(5)(B) of the Older Americans Act, which requires the establishment of a grievance procedure for older individuals who are dissatisfied with or denied services.
- b. To file a grievance, a participant must state the complaint in writing within 20 days of the occurrence. The letter should include:
 - i. Name, address and telephone number.
 - ii. A clear statement identifying the issue and date of occurrence.
 - iii. A full statement about his/her position on the issue, along with pertinent facts and reasoning in support of the issue.
 - iv. The corrective action being requested.
 - v. Signature and date submitted.
- c. Within 10 business days of receiving the above, staff will acknowledge, in writing, that the written complaint has been received. The complaint will be reviewed by the Senior Activity Center and Department of Aging and Disabilities management. Within 30 business days the participant will be notified, in writing, concerning the outcome of the review. The review may support, modify, reverse or maintain the original decision.
- d. A copy of the review will be kept on file at the Department of Aging and Disabilities.

V. Appeal process:

- a. A participant may request an appeal if they are not satisfied with the results of the review. The appeal should be requested, in writing, to the Director of the Department of Aging and Disabilities.
- b. The appeal hearing shall take place within 10 business days of receipt of the request. This hearing will allow the participant the opportunity to present a statement of facts and additional pertinent information. The participant will be notified in writing regarding the date, time and location of the appeal hearing.

- c. The appeal hearing will take place before the Department of Aging and Disabilities Director, Assistant Director for Community Services and the Senior Activity Center Director. Other staff may participate in the hearing as needed. The Department of Aging and Disabilities will issue a written final decision to the participant within 10 business days following the hearing.

ACKNOWLEDGMENT AND MEMBERSHIP RESPONSIBILITIES

I acknowledge that I have received and read the Anne Arundel County Department of Aging and Disabilities Senior Activity Center Eligibility Requirements and Rules for Participation and I fully understand the membership requirements and rules for participation.

I accept the responsibility of keeping my contact information on my membership form up to date.

I understand that failure to abide by these eligibility requirements and rules for participation may result in corrective measures and/or restrictions, including suspension or revocation of Senior Activity Center membership, and the privileges of such.

I do hereby release and forever discharge Anne Arundel County agents, employees, and volunteers from any and all actions, causes of actions, liabilities, claims or demands for or by reason of any damage, loss, or injury which may be sustained by me as a result of my participation in Anne Arundel County Department of Aging and Disabilities Senior Activity Centers.

Signature of Participant (or Responsible Party)

Date

Printed Name

Witness Signature

Date

Printed Name

Appendix L

ANNE ARUNDEL COUNTY DEPARTMENT OF AGING AND DISABILITIES SENIOR ACTIVITY CENTERS

BEHAVIOR CONTRACT

Member Name: _____

Date: _____

Senior Activity Center: _____

Inappropriate Behaviors Observed (attach additional documentation as needed):

1.

2.

3.

Corrective actions to continue participation at the Senior Activity Centers:

1.

2.

3.

Progress on this contract will be reviewed in _____ months, at which time the contract may be extended or concluded.

Date For Review: _____

I understand that any violations of this contract or any Anne Arundel County Department of Aging and Disabilities Rules of Participation may result in sanctions, including suspension or revocation of Senior Activity Center membership and its privileges.

Member's Signature

Date

Staff Signature

Date

Appendix M

Department of Aging & Disabilities Senior Center Membership Form

Client ID# _____ Sex (circle) _____
 Key Tag Number _____ Last Name _____ First Name _____ Middle Name _____ Date of Birth _____ Female _____ Male _____

Address 1 _____
 Address 2 _____
 City _____
 State _____ Zip _____
 County if other than Anne Arundel _____
 Home Phone _____
 Other Phone _____
 E-Mail _____

BEST EMERGENCY CONTACT

Name _____
 Work Phone _____
 Home Phone _____
 Other Phone _____
 Contact Relationship _____

2ND EMERGENCY CONTACT

Name: _____
 Work Phone: _____
 Home Phone: _____
 Other Phone: _____
 Contact Relationship: _____

IF YOU RESIDE IN ASSISTED LIVING:

Facility Name and Phone # _____
 Facility Cell Phone _____

Race:
 2 or more Races _____
 African American _____
 American Indian / Alaskan _____
 Asian _____
 Hawaiian/Pacific Islander _____
 Hispanic _____
 White _____
 Other _____

Marital Status:
 Divorced _____
 Married _____
 Separated _____
 Single _____
 Widowed _____

Emergency Medical Information

Hi Blood Pressure _____ Diabetes _____
 Seizure Disorder _____ Allergic Reaction _____
 Respiratory Disorder _____ Stroke _____
 Heart Condition _____ Other _____

Senior Activity Center Policies & Procedures Manual Received: _____ Date _____

Signature _____

▶ Participants at some time may be photographed for use by AA County for publicity purposes.