

Standard Operating Procedures

For the Clarksville 50+ Activity Center

Legally Chartered by the State of Tennessee as

Clarksville Montgomery County
Ajax Turner Senior Citizens Center, Inc.

A United Way Partner Agency

Date of Revision
August 11, 2022
Board Approved

*The Place where strangers become friends
and friends become family.*

Our mission is to provide a multi-purpose facility and services for seniors that will enhance their enjoyment and quality of life.

Welcome:

It gives me pleasure to welcome you to the Clarksville Ajax Turner 50+ Activity Center and the wide array of programs, activities, and opportunities that we provide!

We do not refer to ourselves as a Senior Citizens Center because in all reality we are an **Activity Center for Mature Adults.**

We have a commitment to offering activities and events that are appealing to each participant. The staff and volunteers take pride in our program offerings – from exercise classes and health and wellness education, games, tournaments, arts & crafts, music, socialization, computer lab, wifi, day trips, and daily meals. All activities are built around the needs and wishes of our participants but if there is something in which you are interested that is not offered, please let a member of the staff know and if there is a way that we can make it happen, we will do our best to accommodate your request.

We want you to have a positive and enjoyable experience, which is one reason for the publication and distribution of this booklet. We don't want surprises, and we would like everyone to understand their responsibilities and the expectations associated with participation in Center activities. If you have questions about an item contained in this booklet, please ask for clarification.

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Guidelines For Participation

- The Center is open to participation for all people over the age of 50 regardless of Income, Race, Religion, Sex, Sexual Orientation, National Origin, or Presence of Disability.
- No persons aged 60 or older will be denied a service provided by the Older American Act or state funds because of non-payment of Membership Fees.
- An Active Membership is required to receive a member discount price on the following services, Adult Day Center, Hair Salon, Lunch Program, Trips, and consignment privileges in The Shoppe (thrift store). These services are not funded by the Older Americans Act or state funds.
- Membership fees for persons aged 50 and older may be waived for several reasons. Check with the Membership for details. Memberships that are not renewed each year, are considered inactive and you won't receive any member discounts until you renew your Membership.
- Membership for persons 40-49 (Associate Member) is available for a set fee which is different from the regular membership fee for persons aged 50 and above. Fees for Associate Membership are not reduced or waived. Memberships that are not renewed each year, are considered inactive and you will not receive any member discounts until you renew your Membership. Check with Membership for details.
- We also offer a Lifetime Membership. Check with Membership for details.
- Annual Membership runs from July 1st through June 30th year to year.
- Keep your Center-Issued ID badge available at all times while attending the Center. We will provide the first ID badge to every Member or, Participant aged 60 and over, at no charge. A replacement badge will require a fee. Check with Membership for details.
- Sign in with your name and badge number when entering the building and when you participate in an event or activity at the Center. Our funds are based on attendance and participation, so it is very important that you do this for every program. If you bring a guest then the letter "G" goes in place of the badge number.
- No persons under the age of 18 years can participate in Center activities or attend on a regular basis except for planned intergeneration activities. Occasional visits are allowable. All visiting children must always be supervised by a responsible adult at all times. If a child is sick, has a fever, or is not well enough for school or daycare they may not visit the Center.
- Persons 18-39 may visit the Center as a guest of a Center Participant but may not attend on a regular basis unless they are a spouse, date, caregiver, or dependent adult child.

Participants, Members, and Associate Members must

- Have a completed registration form on file as well as a Center ID badge in order to take part in Center activities and classes on a continuing basis. There are several types of ID badges available. See Membership Clerk for details.

- Provide Membership 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. Some of our funding agencies require this information.
- Follow the Center's code of conduct.
- When the Directors and/or the Board of Directors determine a participant should no longer attend the Senior Center due to a physical, mental, or social impairment, the family or caregiver will be notified. The participant may then attend and participate only when accompanied by a full-time caregiver, or the health risk is eliminated and stated so by a medical professional. Placement in the Center's *Senior Circle of Friends Adult Day Center* may also be an option.

Code of Conduct

The Center is for the pleasure of all. It is, therefore, necessary to establish these guidelines of behavior.

- The building and grounds are a DRUG-FREE ENVIRONMENT. There will be no use of illegal substances within the building or on the grounds.
- There is to be NO SMOKING, NO VAPING, NO E-CIGARETTES, or use of any tobacco products within the building. Use designated areas and receptacles.
- NO ALCOHOL USE within the Building or on the Grounds.
- FIREARMS, WEAPONS, and EXPLOSIVES are also forbidden. Any infraction will be reported to the Police.
- Profanity will not be tolerated in any form, written, or spoken.
- Courtesy and respect will be always shown to all persons. Arguments, fights, or any type of disruptive behavior will not be tolerated and could lead to DISCIPLINARY ACTION.
- Do not engage in or participate in gossip or spread rumors.
- Discrimination and/or sexual harassment or "bullying" towards any person for any reason will not be tolerated.
- Participants are expected to maintain personal hygiene that is healthy and not offensive.
- Each person is responsible for maintaining the premises in a neat and orderly fashion. If we all respect one another, the building, and the equipment, we will be able to enjoy them for a long time.
- Anyone desiring to make a complaint is to file such complaint in writing, signed and dated, to the Executive Director.
- Anyone desiring to speak before the Board of Directors is to request the permission of the Chairperson 24 hours in advance to have his/her name placed on the agenda. Then they may speak for a maximum of 3 minutes.

Opening/Closings

- Center Operating Hours Monday through Friday – 8 a.m. until 4 p.m.
- Any other openings must be approved by the Executive Director and/or the Board of Directors. The Center will not open for regular activities without a staff member certified in First Aid and CPR.

The paid staff person in charge will unlock the front door at the appropriate time. That person is also responsible for anyone allowed in before the set time. Mature workers and Board Members are not Center-paid staff and do not have this responsibility. Certain volunteers are allowed in to help the paid staff before scheduled opening times.

Participants should schedule their transportation to arrive at the scheduled opening times and before closing time.

Inclement Weather Policy

- The Clarksville Montgomery County Ajax Turner Senior Citizens Center (CMCATSCC) will initially observe the inclement weather plans as announced by the Clarksville-Montgomery County School System. The Executive Director will post the closure on WSMV's Snow Bird Report. The list will be updated periodically.
- Should the Center be closed due to inclement weather on Monday - Friday, it is understood that it will remain closed for any **Center activities** scheduled that night.
- The Executive Director and Administrative Staff may choose to open the Center regardless of CMCSS's decision to remain closed if:
 1. It is determined that the city streets are free of ice and snow and traffic can flow freely and safely.
 2. The Center parking and entrances are free of ice and snow.
 3. The Executive Director and Administrative Staff have contacted their employees to determine who is able to return to work safely.
 4. A CPR/First Aid trained staff must be on-site and there is enough staff to man the Center.
 5. When it is determined that all the above has been satisfied, the Executive Director and Administrative Staff may open the Center and provide programs as are available, i.e. lunch and ADC.

* The Center may also be closed at the discretion of the Executive Director.

* Please call before coming to the Center if you are in doubt.

The Center will be closed (unless announced open) on the following days

Martin Luther King's
President's Day
Good Friday
Memorial Day

July 4th
Juneteenth
Labor Day
Veterans Day

Thanksgiving Day (Thursday)
Day after Thanksgiving (Friday)
Christmas Eve Day (Dec 24th or Equiv.)
Christmas Day (Dec 25th or Equiv.)
New Year's Eve Day (Dec 31st or Equiv.)
New Year's Day (January 1st or Equiv.)

Liability

The Center shall not be responsible for damage, breakage, theft, or storage of participants' personal items. This includes pool cues, coats, crafts, ceramics, tools, or anything a Participant may bring to the Center.

Destruction of personal property of either the participants or the staff is expressly prohibited and will be met with disciplinary action. If Center property is maliciously destroyed the action will be met with suspension from the Center, the length of which depends upon the severity of the offense and reimbursement for damages.

The Center is not liable for personal injuries to those participating in Center activities, including the Exercise Room or its equipment. Nor is the Center liable for injuries of one participant by another participant.

All medication including Aspirin, Tylenol, Tums, etc. cannot be dispensed to Center participants.

Any donation to the Center then becomes the property of the Center and subject to usage or disposal as the Center staff feels is appropriate.

Use of Facility/Equipment

The Center will be used for Center activities whenever possible, but at times when it is not used as a Senior Center, it can be used for rental purposes to supplement the budget. Rentals are not a Center sponsored activity.

It may also be available for use by other non-profit organizations when scheduling does not interfere with regular programming.

- Certain areas of the Center with sensitive equipment or materials will not be available for usage by other organizations.
- No equipment, furniture, tools, or supplies will be removed from the Center without written permission from the staff. If permission is granted, then said materials will be returned promptly when the purpose for borrowing is finished. Many items are also available for a small rental fee.
- Exercise equipment is to be used at your discretion. Please observe all posted safety rules and regulations. If assistance is needed a staff member will be glad to help. The exercise room is not monitored therefore it is advised to have someone with you in case of an emergency. Equipment is used at your own risk.

Programs, Activities, and Classes

Center Staff will be responsible for all scheduling of programs and events and use of available space. Most activities are led by trained Volunteers. Please respect their authority and abide by the posted Rules and Regulations for each program. All programs will comply with the requirements of each of the Center's funding sources. This includes but is not limited to the Older Americans Act, Federal and State funds and the Tennessee Secretary of State, Division of Charitable Solicitations and Gaming, and the Office of TN Attorney General.

- Each participant is responsible for cleaning their clutter from any program room. All pieces of equipment or supplies are to be shared by all participants.
- No equipment, tools, or supplies are to be removed from the Center without the permission of the Director or Assistant Director. If you are allowed to take Center property off-premises, you are responsible for its return in as good as or better condition than when you took it.
- Each program and or room is set up to best suit the most needed and safety of the space. If you move furniture or equipment to suit your need, please return it to its designated place. Each room has a diagram of the proper setup posted on the wall in that room.
- Class fees, when required must be paid prior to or at the first class. Fees may be raised as necessary due to yearly inflation. See the Fees section below for more information.
- In addition to The Code of Conduct each program may have its own rules, regulations, and requirements. Please be sure to check with the person or persons leading each program you attend.
- Many of the programs and events offered at the Center are run by Volunteers. Please treat them as you would want to be treated. Class leaders are in charge of their program. Any problems should be reported to the Center staff in writing signed and dated by the person reporting the problem.

Games and Tournaments

- All tournaments will be conducted per posted tournament rules. Some events will require prior sign-up or registration.
- Bingo is free to play but there are rules that must be strictly followed. The Center and participants are required to follow all rules and laws set by funding agencies
- Please respect the **Facilitators** who are in charge. Any disagreements, disputes, or problems should be reported to an Administrative staff member who will handle disagreements and complaints.
- Prizes are awarded exclusively to (active) Center members and **participants** aged 60 and over.

Lunches

- Your Center ID is required to determine the price of your lunch. Active membership is required to receive a member discount on lunches. All others will be charged full price. See the price list posted on the door in the lunchroom. If a financial hardship keeps someone from paying for lunch, please speak with one of the Directors.
- A volunteer or staff person will bring your complete meal (drink, plate, salad, and dessert) and take your dishes to the window if you are unable to do it for yourself.
- Any other participant other than the frail and disabled needing to eat early must first have the cashier's approval and follow all the guidelines above.

- All other participants will pay the cashier and proceed through the serving line. After paying for a meal a participant may designate his/her seat before proceeding through the line. Lunch will be served until 12:30 pm. All diners, other than the frail and disabled will place their own trays in the return window.
- All fees are set by staff and/or the Board of Directors and are kept reasonable. If a financial hardship keeps someone from participating, that person is encouraged to confidentially speak to one of the Directors who may be able to waive the fee or a portion thereof.

Fees

- Ceramic fees are based upon estimated costs of supplies and electricity used for firing. Non-members pay an additional fee as posted in the rules and regulations of the program.
- Art/Craft class fees, when necessary are based upon supplies used for special projects throughout the year. Check with your program leader on any fees that may be required.
- Trip fees are based on gas and maintenance costs or set costs plus an allowance for gas, etc. Tours with a tour company are arranged occasionally and the cost will include the tour company cost and a small amount to the Center to cover the time of staff to handle the trip. Participants are responsible for the cost when they register regardless of attendance unless another person is found to fill their slot. Trip fees must be paid at the time of the registration for the trip to allow definite assurance of attendance and any pre-payments that are needed. Purchased tickets cannot be refunded. Trip fees can be refunded with seven days' notice of cancellation.

* **Services not included in the Older Americans Act** that the Center offers to include the Lunch Program, Adult Day Center, Hair Salon, Trips, and consignment privileges in The Shoppe.

Transportation Rules

- All trips scheduled by the Center are to be posted in the Trip book and the Trip Board. All Center-sponsored trips must have a Designated Emergency Preparedness Officer certified in First Aid and CPR. Information will be in the book about the trip and to register for the trip sign the appropriate sheet in the book. ALL TRIPS FEES WILL BE PAID AT SIGN-UP.
- All trips are first come first serve unless it is a specific trip for a specific group such as the chorus. Naturally, Members have priority on seats for a trip. If a non-member is signed up, and a member wishes to go, the non-member must relinquish the seat in favor of a member. This policy is only in effect until the trip ticket sales and closing date are reached. At that time the Trip List is final.
- Trips may be canceled from lack of attendance. No trip scheduled for participants will continue for the seven-passenger van with less than four persons. Trips may be scheduled with less only for Center business trips or by special permission.
- All policies of the Center listed in this handbook extend to Center-sponsored trips and outings. Any refreshments or clutter will be the responsibility of the Participants to clear before they leave the van.

- The driver of the van is responsible for checking out the van prior to the trip and ensuring there is enough gas for the trip. Driver “take-home” of vans is approved for early morning, next-day events at the discretion of the Center’s Director.
- Seat Belts: Participants are required to wear their seat belts at all times when riding in the vans. Any person refusing to wear one will not be allowed to ride. If for some reason your seat belt is not working, please let the driver know before he pulls off.
- Drivers: All drivers must have a valid driver’s license and be listed on the list of drivers registered with the insurance company. This requires that they must not have a record of traffic violations. They must use their eyeglasses if so stated on their license. They must always obey all traffic regulations.
- Servicing: All drivers are requested to inform the staff immediately when service is needed on the van. Drivers are required to fill out the Log Sheet when the van is used.
- When there is a mechanical problem with the van the staff must be notified as soon as possible. The vehicle will be taken out of commission until the problem is corrected. *SAFETY MUST BE OUR NUMBER ONE PRIORITY.*

Temperature Control

The thermostats will be adjusted only by a paid staff person or by an authorized volunteer. If you find the temperature uncomfortable, please let a paid staff person know. Please remember we have a large number of people in the building involved in a variety of activities so if you tend to chill easily, please bring a sweater with you.

- The fans in the Assembly Room are designed to move the air about and equalize the temperature. They are not to be turned off by participants. Any regulating of them will be done by a paid staff person or by an authorized volunteer.
- The temperature for dances and other physical fitness activities is 68 degrees COOL. Please note that the setting 68 degrees HEAT is not the same and is therefore not in keeping with the temperature control guidelines as instructed in the Standard Operating Procedure document. For all other events, the temperature is 72 degrees. The HEAT or COOL thermostat setting will be determined by the weather and season as appropriate.
- No blocking of air vents by stuffing materials into them will be allowed. This can cause a fire hazard and endanger lives. Should the air need to be redirected the staff should be notified and a redirection made which is visible and removable.

Emergency/Safety Plan

- **Fire Safety and Emergency evacuations**
 1. Evacuate the building through the closest, clear exit.
 2. Go to the grass area in front of the building closest to Clark St.
 3. Wait until your name has been checked off the “Daily Sign-in Sheet” before leaving the area.
- **Lightning Safety**

1. Stay away from windows and water pipes.
 2. Avoid telephones and electrical devices.
 3. Unplug sensitive electrical devices.
- **Power Outages** The Center will close within 30 minutes if power has not been restored. Center staff will remain on-site while transportation is being arranged and until the last person has left.
 - **Natural Disasters:** The Center is a designated Red Cross Emergency Shelter with several staff members trained as “shelter managers”. All regularly scheduled programs and activities will be canceled when the building is used in this manner.

Volunteering Policies:

Anyone 18 or older who desires to volunteer at the Center must fill out a volunteer application and pass a comprehensive criminal background check. Center staff will provide orientation and training as well as help with a satisfactory placement and scheduling.

For detailed information see the Volunteer Handbook.

I have received my copy of the August 11, 2022, revision of the Standard Operating Procedures.

Name _____ Date _____

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