

Mt. Juliet
Senior Activity Center



"Where Friends Meet"

Mt. Juliet Senior Activity Center Guidelines

2016-2017 Policies and Procedures

MT. JULIET SENIOR ACTIVITY CENTER

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Mt. Juliet Senior Activity Center Guidelines

2016-2017 Policies and Procedures

The mission of the Mount Juliet Senior Activity Center is to provide a place for older adults (55+) to gather for a range of services, activities and volunteer opportunities which promote personal growth, friendship, health and independence.



It gives me pleasure to welcome you to the Mt. Juliet Senior Activity Center and the wide array of programs, activities and opportunities that our senior center provides. The Center currently offers over 80 programs in Arts & Crafts, Drama & Music, Recreation, Education, Socials, Wellness Programs and Special Events.

Each senior center has its own personality but all have one thing in common: a commitment to offer activities and events that are appealing to participants. All activities are built around the needs and wishes of our participants. If there is something in which you are interested and it is not offered, please let a staff member know and if there is a way 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 would like for everyone to understand their responsibilities and the expectations associated with participation in senior center activities. If you have questions about an item contained in this booklet, please ask for clarification.

We rely on your experience to help create a vibrant atmosphere and your participation to enhance the quality of life for everyone in the Wilson County area.

Tanya Graham
Executive Director

Table of Contents

Guidelines for Participation	3
Inclement Weather.....	5
Activities, Classes and Special Events	5
Meals on Wheels Lunch Program	6
Trip Policies & Procedures	6
Senior Center Emergencies	8
Agreement to Accept Guidelines & Grievance Process	8
Senior Center Contact Information	9
Frequently Asked Questions	11
Sample Health Form	12

Guidelines for Participation

The Senior Center shall be defined as the actual facility, the property on which the facility sits, and/or any facility, property, or vehicle being used for a Senior Center sponsored event or activity. Failure to abide by these guidelines may result in immediate removal from a class, program or activity and termination of center privileges.

Basic Guidelines

1. Have a completed membership application form* on file in order to take part in center activities and classes. A Guest may attend if accompanied by a member for up to three visits.
2. Obey the Golden Rule: "Treat others as you would like to be treated."
3. Only products or services that benefit the Center can be sold on the premises with advance permission.
4. Anyone under the influence of drugs or alcohol will not be allowed on the premises.
5. This is a smoke free facility. Smoking is allowed only in designated areas.
6. Gambling, vandalism, and/or loud and disorderly conduct are not permitted on the premises.
7. Equipment, tools, supplies, or any property of the Center may not be removed from the premises without the permission of the Executive Director or Board Chairman.
8. This is an older adult facility. Children should not be in the building unless supervised or unless the scheduled program is for "families".
9. Inappropriate behavior (creating disturbance, interrupting programs, using foul language, etc.) will not be tolerated. The appropriateness of behavior shall be set by center staff.
10. Bullying by any member towards another member or staff will not be tolerated. You will face disciplinary action that may result in termination of center privileges.

*Be sure to provide the Program/Membership Coordinator 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.

Membership and Participation

Membership at the Mt. Juliet Senior Center is open to everyone over the age of 55. City of Mt Juliet residency is not a requirement. No one is turned away for inability to pay the membership fee, which can be waived in the case of hardship.

Anyone who needs assistance to participate must be accompanied by someone who can help them. Participants should meet the following criteria:

- A) Be able to use restroom facilities
- B) Be able to feed himself or herself
- C) Be oriented to their current surroundings
- D) Act in a non-disruptive manner

Behavior Guidelines

Participants should:	Participants should avoid:
Understand their responsibility and conform their behavior to the rules of the Center	Avoid engaging in any activity that is disruptive to the legitimate use of center facilities.
Be respectful of other participants' rights to utilize shared equipment and space. The Center's Director establishes and post time limits or schedules to permit fair access to equipment and space.	Avoid engaging in any activity that may present a danger to themselves or others.
Address concerns and conflicts directly with the Senior Center Director for resolution.	Avoid using language or behavior that is obscene, abusive, loud or insulting to others as determined by the Senior Center Director.
Abide by specific guidelines, policies and procedures that contribute to the enjoyment, well-being, and safety of participants.	Avoid harassing or discriminating against participants, staff, or guest on the basis of race, gender, age, national origin, religion or disability.
Abide by the no-solicitation and confidentiality policies	Avoid gambling, in any form, in the Senior Center.
Abide by guidelines, policies and procedures established and enforced by the Center Director.	Avoid panhandling in the Senior Center.
Maintain a level of personal hygiene consistent with generally accepted standards of health and safety for themselves and others.	Avoid carrying a weapon in the Senior Center. Individuals who are legally permitted to carry a weapon must notify the Center Director immediately upon entering the facility and show documentation.
	Avoid the destruction or theft of personal property (including money) in the senior center.
	Avoid smoking or use of other tobacco products and electronic smoking devices inside the Senior Center, including public areas and restrooms. A designated outdoor smoking area has been established and should be used.

Bullying Definition

Bullying may be intentional or unintentional. However, it must be noted that when an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when reviewing complaints. Mt. Juliet Senior Activity Center considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his or her family; persistent name calling that is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, violation of personal space.
- **Gesture bullying:** Nonverbal threatening gestures; glances that can convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in Center-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying:

- Persistent singling out of one person.
- Shouting or raising voice at an individual in public or in private.
- Using verbal or obscene gestures.
- Not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting).
- Personal insults and use of offensive nicknames.
- Public humiliation in any form.
- Constant criticism on matters unrelated or minimally related to the person.
- Ignoring or interrupting an individual at gatherings.
- Spreading rumors and gossip regarding individuals.
- Deliberately excluding an individual or isolating him or her from Center-related activities.
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property.

Inclement Weather Policy

The Mt. Juliet Senior Center utilizes the Wilson County Public Schools Inclement Weather Policy to determine its weather policy.

1. The Center will be closed if the Wilson County Public Schools are closed; all meals, activities, classes and trips are cancelled.
2. If schools delay opening or close early, the Senior Center will open or close accordingly.
3. If a class, activity or trip is cancelled due to weather or other circumstance, every effort will be made to reschedule and give participants ample notice. If the class, activity or trip cannot be rescheduled, a refund of fees will be made.

Activities, Classes & Special Events

Mt. Juliet Senior Activity Center offers a wide variety of ways to be involved, use your creativity, share your interests, enhance your life and have fun! Many activities are recurring and others are special events.

To see what's new and obtain current schedules, refer to your online or print Senior Spirit Newsletter.

Have an idea for a new activity? With adequate space, volunteer leadership, and/or program support, new ideas can be implemented. See the Program/Membership/Travel Coordinator or the Center Director.

Registration:

1. Any senior center participant may register for classes and special activities.
2. Class registration may be limited. Reservations must be paid in full if applicable, and are on a first come, first serve basis. Reservations are not guaranteed until payment is made.

3. Some classes may require that participants furnish additional supplies (paint, sketchbooks, yarn, fabric, etc.) or equipment (yoga mats, wood carving tools, etc.) at their own expense. The Center may have some items available for use, check with a staff member for details.
4. An activity or class may be cancelled due to low enrollment or participation.
5. Individuals participating in a fitness class should check with a health care provider before beginning a new exercise program.
6. Activities, classes and special events may have “sign-up” sheets posted in the hall way.

Meals on Wheels Senior Dining

Under the guidelines of the Older Americans Act, nutrition programs offered through Mid-Cumberland Meals on Wheels program meet the nutritional requirements of older adults, as well as promote good health and continued independence. Seniors have the opportunity to enjoy a nutritious meal in the company of others in a community setting. Meals are planned and prepared to meet one-third of the Recommended Dietary Allowance for older adults. Monthly menus are available at the front desk on the first day of the month.

Making Reservations

1. Print your name in the daily lunch sign-up book prior to 11:30 am to reserve a meal for the following day. Meals must be ordered by the deadline established. You may also make a reservation for the following day or the week by phone prior to 11:30 am. Call 615-758-2777
2. Meals are at no cost to participants over 60 years of age, however, donations are accepted. For participants younger than 60 years of age, are to pay the full cost of the meal. Please see Dawn Cathey for pricing.
3. Standby reservations will be accepted after the meal order has been placed with the vendor. If extra meals are available, standby reservations will be honored in the order they were received.

Trip Policies and Procedures

Trips are planned and coordinated between the Program/Travel Coordinator and our Volunteer Coordinators for long and day trips. Trips are open to any registered participant. Unregistered participants must complete and submit a registration form prior to making trip reservations. Some trip destinations involve extensive walking, physical exertion or limited accessibility due to the nature of the trip or facility visited. This information is included in the trip announcement and descriptions when known by the trip coordinator. Individuals must determine their ability to participate.

Registration Guidelines

1. Trip announcements and schedule flyers are posted in the designated area of the Senior Center. Listings of upcoming trips are included on the website and in the Senior Spirit Newsletter.
2. Reservations are on a first-come, first-served basis and must be paid according to the due dates indicated.

3. Trip costs may be paid using cash, check and credit card (credit cards have a 3% convenience fee for trips over \$100).
4. A wait list will be maintained after all available seats are reserved. Trip fees will not be collected in advance from people on the wait list. Participant will only pay when/if a seat becomes available.
5. If seats are available after the registration deadline, the trip may be opened to other senior groups.

Registering for Trips

1. Reservations may be made in person at the Mt. Juliet Senior Center or by mailing the required fee and paper work as indicated on the trip flyer. Some reservations may be taken by the travel coordinator via phone.
2. Participants must complete a health information form and a trip registration form. The Senior Center highly encourages for long trips that participants enroll in the insurance option.
3. Staff will check seat availability for all applicable rosters prior to accepting reservations and fees.

Trip Cancellations

Option 1:

1. If unable to attend, the participant is responsible for finding someone to take the seat.
2. The substitute will pay the Senior Center directly. Staff will not accept or distribute payment between these individuals.
3. Refunds to the cancelling participant will be approved by the Center Director once the substitute has made payment.
4. The substitute must have a completed participant registration form/health form on file prior to the trip departure.
5. The substitute will abide by all trip policies and procedures as noted in this document.
6. No refund will be issued if a substitute is not available and it is past the refund date stated in the trip information.

Option 2:

1. The person cancelling will notify the travel coordinator in writing via letter or email.
2. The travel coordinator or volunteer coordinator will secure a substitute from the waitlist, if a waitlist is available.
3. The substitute will pay the Senior Center directly.
4. The Senior Center will issue a refund to the cancelling participant less a 3% service fee if over \$100.
5. No refund will be issued if a substitute is not available.
6. No refund will be issued if a participant cancels after the registration deadline.

Trip Cancellation by Senior Center

1. If trip is cancelled due to low enrollment, the Senior Center will issue a full refund by check.
2. If the trip is cancelled due to weather or other uncontrollable circumstances, every effort will be made to reschedule the trip with ample notice to participants. No refund will be issued if the participant is unable to attend on the new date. The participant may use option 1 or 2 above to obtain a substitute.
3. If the trip cannot be rescheduled, a full refund will be issued by check.

Day of Trip Guidelines

1. Arrive at the designated departure site, usually the Senior Center, at least 15-30 minutes before the scheduled departure time.
2. Sign in upon entering the Senior Center facility. Make sure you have completed all necessary paperwork (waiver form, emergency contact information, health forms).
3. Listen to Volunteer Coordinator's and/or Staff's instructions and updates prior to departure.
4. Make sure you have a copy of the Volunteer Coordinator's and/or Travel Coordinator's contact information upon arrival at destination.
5. Notify trip staff, via contact information distributed, if a participant becomes separated from the group or has an emergency.
6. Meet at the designated time and location for return to the Senior Center.
7. Understand staff and vehicles may not be able to wait for stragglers due to time and parking constraints. Participants who miss the bus home are responsible for securing alternate transportation home at his or her expense.

Senior Center Emergencies

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

Participants must:

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

Agreement to Accept Guidelines and Grievance Process

By registering for and participating in the Mt. Juliet Senior Activity Center classes, programs, activities and special events, an individual agrees to abide by the guidelines set forth in the membership application and this document.

In summary, if a participant abuses or violates the guidelines and agreement of participation, the participant may lose the privilege of membership and permanently be denied service. Notification will be provided in writing.

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

The Mt. Juliet Senior Activity Center reserves the right to notify appropriate agencies for immediate intervention.

Grievance Process:

The Mt. Juliet Senior Activity Center want all senior participants to have an appropriate outlet for voicing concerns. Below you will find the steps you will need to take to express any concern/issue you may have with the daily operations of the Center.

Step 1: Any member who wishes to communicate an issue, concern, problem or encouragement should fill out the **MEMBERSHIP COMMUNICATION FORM**. Be sure to:

1. Describe the issue as clearly as possible.
2. List suggestions for possible solutions.
3. State whether you are willing to help solve the issue.
4. Give your form to the Membership Advisory Council Liaison or the Executive Director.

If there is no contact information or if the grievance form is unsigned, it will not be addressed. We will do our best to address your concerns promptly and fairly. We appreciate positive feedback as well.

Step 2: The Membership Advisory Council Liaison will review the concern with the senior participant. If they are unable to resolve the issue/concern, it will be turned over to the Grievance Committee, which is made up of three (3) board members.

Step 3: The Grievance Committee will have five (5) business days to review the written issue/concern. The Grievance Committee will schedule a meeting with the senior participant voicing concern to discuss the issue. Every effort will be made to resolve the issue through respectful, courteous conversation.

NOTE: The Center shall be at all times under the direction, control and supervision of the Executive Director. The Director's judgement in interpretation of these rules and regulations shall be considered final.

Center Contact Information

<p>Executive Director Tanya Graham executivedirector@mjseniorcenter.org 615-758-9114</p>	<p>Program/Travel/Membership Coordinator Pat Garrison program@mjseniorcenter.org 615-758-9114</p>	<p>Finance Coordinator Sharon Howard finance@mjseniorcenter.org 615-758-9114</p>
<p>Long Trip Volunteer Coordinator Sue & Gary Wilhoit 615-243-0768</p>	<p>Day Trip Volunteer Coordinator Barbara & Harry Jester 615-758-6001</p>	<p>Membership Advisory Council Liaisons Edna Elam Mona Tissue</p>
<p>Sunshine Chair Carol Stage</p>	<p>Ambassadors Front Desk 615-758-9114</p>	<p>Meals on Wheels Dawn Cathey 615-758-2777</p>

Center Mailing Address:

Mt. Juliet Senior Activity Center
2034 N. Mt. Juliet Rd
Mt. Juliet, TN 37122
615.758.9114

www.mjseniorcenter.org

FAQ's (Frequently Asked Questions)

Topic	Question	Answer
Bulletin Boards	May I post flyers for community events on the MJSAC bulletin boards?	Yes, community announcements or events may be posted to the bulletin board behind the "free" table in the main room of the Center.
Copier	Can MJSAC members use the copier?	The Center has a copier that members are allowed to use for conducting MJSAC business.
Emergency Contact	Why do I need to list an emergency contact on my membership application?	When an emergency arises that could affect members directly or indirectly, the Director or staff might need to contact you, or someone else on your behalf. Any number of scenarios could constitute an emergency, e.g., sever weather, fire, flooding, sudden illness
Guests	What is the definition of a guest at MJSAC?	<p>Guests are welcome at MJSAC. A guest is a person who:</p> <ul style="list-style-type: none"> • Is visiting the Center prior to making a decision about membership • Is observing a class or activity prior to making a decision about enrolling • Is accompanying a member for a temporary time (up to three visits) • Is serving another specific purpose, but temporary.
Idea of activity	To whom should I speak if I have an idea for a new activity?	Please speak with the he Program Coordinator or Executive Director. MJSAC is always open to ideas for new activities.
Lost and Found	Is there a lost and found at MJSAC?	Yes, lost and found items may be retrieved at the receptionist desk.
Membership Guidelines Booklet	Is the Membership Guidelines Booklet available in electronic form?	Yes, you can view and download the Membership Guideline Booklet, as well as, the MJSAC quarterly newsletter and calendars from the Center's web site. www.mjseniorcenter.org
Room Rental	Are rooms at MJSAC available for rent?	Yes, please see the Executive Director for the rental form and fee. Several have rented the main room space for anniversary parties, reunions and meetings.
Volunteering	How can I become a volunteer at the Senior Center?	Check the MJSAC Newsletter and bulletin boards for volunteer needs. You may also speak to the Program Coordinator about your interest in volunteering.
Center Temperature Control	How is the room temperature set?	The comfort of each member is of utmost importance. The building temperature is set between 71-74 degrees for daily activities expect during the time that Exercise Classes are being conducted. At that time the temperature may be lowered to 70 degrees. Please dress for your personal comfort, taking into account that, due to room size and location, temperatures may vary from one room to another, vary dependent upon the number of people in a room, and vary at different times of the day dependent upon the ambient outdoor temperature.
Committees	How can a member serve on a committee and what is the length of term?	Committee appointments are made annual and coincide with our fiscal year that runs from July 1-June 30. The Executive Director makes the committee assignments. If you are interested in serving on a committee, please speak with the Executive Director about your interests.
Fire and Disaster Drills	Do I have to participate in Fire and Disaster Drills?	Yes. The Senior Center is required to hold a minimum of two drills per quarter. Please follow the direction of staff. For fire drill, leave the building quickly and safely at the sound of the alarm and gather at the park. DO NOT GO TO YOUR CAR AND LEAVE. The fire department will be checking our sign-in sheets to see if anyone is still in the building. Other drill instructions are posted at the Center. All drills are a requirement of our grantors and the Fire Department for your safety. Everyone should sign-in when you arrive and sign-out when you leave.

Sample Health Form for Trips

EMERGENCY INFORMATION FORM (2016-2017)

(All information will be kept confidential)

Last Name _____	First Name _____
Address _____	
City _____	ST _____ ZIP _____
Home Phone# _____	Cell Phone# _____
Date of Birth _____	
EMERGENCY CONTACT INFORMATION	
Name _____	Relationship _____
Home Phone# _____	Cell Phone# _____
MEDICAL INFORMATION	
Doctor's Name _____	
Doctor's Phone # _____	
Preferred Hospital _____	
Food Allergies _____	
Medicine Allergies _____	
List of Medications Taken Regularly and Dosage _____	
Health Insurance Provider _____	
Policy Number _____	
Provider's Phone Number _____	
Please submit an updated form if listed information changes	

Continued on reverse

EMERGENCY INFORMATION FORM (2016-2017) page 2

Print Full Name: _____

Hold Harmless and Indemnification:

In consideration and acceptance of my participation, I for myself, my executors, administrators and assignees, do hereby release and discharge The Mt. Juliet Senior Activity Center, all sponsors, coordinators and individuals assisting in the coordination of the trips from all claims of damages, demands, actions, whatsoever rising out of my participation in this activity.

I attest and verify that I have full knowledge of the risks involved in this activity and I am physically healthy enough to participate in this activity.

Signature _____

Date _____

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Sample Form Only. See Pat for the official form. Your health form must be on file in order to travel or to take day trips on the van.

It is recommended that this form be completed by every member attending the center so that if there is a medical emergency, we will have information to provide to medical professionals.

THANK YOU FOR JOINING.
THERE IS SOMETHING FOR EVERYONE AT THE
MT. JULIET SENIOR ACTIVITY CENTER, THE
PLACE, "WHERE FRIENDS MEET!"

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