

Phone Numbers

Bowie Senior Center	301-809-2300
Transportation	301-809-2324
Nutrition Site Manager	301-809-2356
Prince George's County Senior Information/Assistance	301-265-8450
Prince George's County (Aging Services) Home-Delivered Meals	301-265-8475



The Bowie Senior Center Logo

The Bowie Senior Center logo has a sunflower in its center. The sunflower has been adopted to represent the essence of the Center's culture and activities. The seed pod center represents the core of staff, volunteers, and facilities that make things work. The petals radiating from the center represent the multitude of programs, events, services, and activities offered by the Center.

Working together, they make the Bowie Senior Center the success that it is and "Where the Finest People Meet."

Bowie Senior Center



Policies and Procedures

**14900 Health Center Drive
Bowie, Maryland 20716
301-809-2300**

www.cityofbowie.org/seniorcenter



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Candidates may not make partisan presentations to groups in the Center even in an informal setting. However, Center management may permit outside organizations, such as the League of Women Voters, to invite candidates to debate issues of concern to seniors at a formally scheduled program.

Religious Activities

Religious activities of an educational or cultural nature are permissible. Should an individual request a space to pray silently, one will be provided when possible.

Research Activities

All requests for research activities must be submitted in writing to Center management. The Center may choose to recruit members of the community to help create operating, marketing, or business proposals to assist with future growth needs of the Center and the city's population.

Special Interest Groups

Special interest groups are defined as groups that are not sponsored by the Center or the City of Bowie.

Special interest groups may seek permission to use the Center facilities by submitting a completed form provided by the Center to Center management no less than 14 days prior to the date of desired use.

Children

Children are permitted to visit for specific reasons and under controlled conditions. The Center staff must be made aware of all children in the building. Since each situation may be different, Center management will exercise discretion in approving such visits. Examples would be intergenerational programs, such as the collaborative “Glad You Are Here” program with Tall Oaks High School and Grandparents’ Day.

Pets

Except for service dogs, pets are not allowed. However, Center management may make exceptions for programs that include animals.

Solicitations

Solicitations for private gain by any individual, agency, or company are prohibited.

Political Activities

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.

Candidates for public office or their representatives may mingle informally at any time as long as scheduled or structured activities are not interrupted or disrupted. They may frequent common or public areas in the Center. Under no circumstances may campaign literature be distributed directly or given personally to any individual in the Center. Candidates may leave literature with the staff, which will be placed in the central information area.

Foreword

The Bowie Senior Center is a division of the City of Bowie Community Services Department. The Center is a community focal point providing services to individuals 55 years and older. The Center has adopted an integral and comprehensive approach toward providing diverse services to its members. Services include information, referral, and assistance for senior issues; nutrition; transportation; and volunteer opportunities. In addition, the Center provides continuing education programs; social stimulus; intellectual support; recreational opportunities; and health, wellness, and physical fitness programs. Services are designed for the full enjoyment and benefit of seniors in the Bowie community and surrounding areas.

This policies and procedures manual represents the work and input of the Bowie Senior Center staff and advisory board and has been approved by the City of Bowie. It has evolved as the Center has changed and is designed to provide guidelines for staff members and visitors. It is reviewed periodically and updated as needed.

Questions regarding these policies and procedures may be directed to Center management.

Mission Statement

The mission of the Bowie Senior Center is to serve, support, and enhance the lives of individuals 55 years and older by providing programs and services which promote active, independent, and healthy lifestyles.

Membership Eligibility

The Center will exercise discretionary judgment regarding its ability to accommodate any individual. It reserves the right to decline membership to individuals if the staff and/or facilities are inappropriate for their needs. In such cases, the Center will suggest appropriate resources for caregivers. Adult Evaluation Review Services (AERS) may be utilized to determine the level of functional ability.

Eligibility requirements:

- Must be age 55 or older.
- Must exhibit independence and the ability for self-care. An individual with mental or physical disabilities requiring personal care cannot be accommodated unless accompanied by a caregiver.
- Must be able to participate appropriately in a social setting using respectful manners and language.
- Residents of assisted-living facilities, nursing centers, and group homes must make an appointment with the Center for assessment prior to applying for membership.

Member Access to the Center

Upon acceptance of a membership application, the member will be photographed and issued an identification card. Upon entering the Center, the member is required to scan the card at the reception desk to record daily attendance.

Membership is renewable on the member's anniversary date (or the first visit thereafter). The card scanner will generate a buzzer sound to alert the staff that the member's on-file information needs to be updated if necessary.

Center Hours

The Center is open between 8:30 a.m. and 4:30 p.m. on Monday, Wednesday, and Friday. Hours are 8:30 a.m. to 7 p.m. on Tuesday and Thursday and 8:30 a.m. to noon on Saturday.

Trip Rules

To ensure that all trips arranged by the Center are conducted in an orderly fashion, the following rules will be in effect:

- Passengers will sit in the same bus seat both to and from the scheduled destination.
- The bus will depart the Center at the designated time and leave the trip destination at the time specified by the escort.
- Each passenger is responsible for returning to the bus at the specified time. The goal is to adhere to the pickup and return times so that all passengers can plan their days according to the printed trip list.
- Passengers who fail to board the bus at the specified time of departure will be responsible for arranging alternate return transportation.

Additional rules are posted in the quarterly trip brochure.

Trip Cancellations

If a participant cancels a trip reservation, the staff will attempt to fill the vacancy from the wait list if one exists. Reimbursements for canceled reservations can only be made if paid replacements are found. The staff will issue a credit for reservation cancellations up to \$50. This money can be used for future trips or activities. If desired by the member, reimbursement of a canceled reservation of more than \$50 may be issued by check from the City of Bowie. Transfer of a reservation to another individual is not permitted unless cleared by the staff. Refunds will be processed as replacements are found.

Nonmember adults (ages 18 to 54) with disabilities may also use this service for medical appointments and other approved destinations as bus availability and capacity permit. Disability must be verified by providing a copy of the social security disability determination letter or a letter from a physician documenting the diagnosis of the disability. An emergency fact sheet must also be completed prior to being transported.

Users of transportation services are asked to update membership forms or emergency fact sheets annually or whenever changes in information occur. No individual will be transported who does not have the appropriate information on file as verified by the transportation supervisor.

Trip Information and Policy

A quarterly trip brochure is available at the front desk. All trips listed in the brochure are open for registration. This provides ample time for members to sign up before the trip registration deadline.

Registration may be completed with a receptionist at the front desk any time after 9 a.m. Payment may be made by cash, credit card, or check made payable to the City of Bowie.

Updated trip information is located in the lobby to the right of the main entrance and on the trip bulletin board across from the fitness center. It is also posted on the Center's website (www.cityofbowie.org/seniortrips).

Inclement Weather Policy

When Prince George's County schools are closed, the Center's scheduled activities including SAGE (Seasoned Adults Growing Educationally) classes, transportation, and the nutrition program will be canceled for the day. The Center will be open for staff and nonscheduled activities.

When schools are opening two hours late, transportation and the nutrition program will be canceled for the day. In addition, morning classes and activities scheduled before 11 a.m. will be canceled.

A one-hour delay will not affect transportation, the nutrition program, or classes.

If public schools close two hours early because of impending inclement weather, all classes after 2 p.m. will be canceled. The Center will make the decision whether to close or remain open for other activities.

If the Center is closed or programs are canceled during the summer and school holidays, an announcement may be provided on Bowie Alert, the Bowie Cable Channel, and WTOP 103.5 FM radio. Notice of closures will be posted on the City of Bowie website (www.cityofbowie.org).



Advisory Board

The Bowie Senior Center Advisory Board was established in June 2000. The purpose of the board is to advise and assist Center management in the promotion of principles and policies, as well as the provision of services to the seniors of the City of Bowie. The board consists of nine individuals who must be 55 years or older, residents of Bowie, registered to vote in Bowie, and members of the Center for at least six months. Each year, three new members will be appointed and serve for three years. For more information, see the advisory board bylaws located at the front desk.

Volunteer Opportunities

The Center encourages and offers volunteer opportunities to all adults regardless of age. Volunteers allow the staff to expand and enhance programs and services.

Volunteer recruitment, training, assignment, and retention are all important functions of the Center. Supervision closely parallels that of the regular staff because volunteers are expected to support the mission of the Center and abide by these policies and procedures.

The Center stresses the importance of confidentiality with each volunteer position. A volunteer handbook and job description are given to each volunteer. An annual volunteer recognition event is hosted in appreciation of donated service.

Financial Transactions

The following are typical examples of financial transactions:

- Fees charged for most Center-sponsored classes and activities. Nonresidents of Bowie pay a small surcharge.
- Fees for trips and events, such as dinner theaters, museums, luncheons, historic sites, and parties.
- Bus transportation fares.

Nutrition Program

The Prince George's County Senior Nutrition Program is offered for the purpose of providing nutritious, low-cost meals in a congregate setting for seniors 60 years and older and their spouses regardless of their age. Special eligibility requirements apply for others. A participant who is not eligible must pay the full cost of the meal. This includes all staff, volunteers, relatives of participants, and guests. Full payment must be collected before the meal is served. The nutrition site manager is responsible for collecting payments.

Qualifying seniors are asked to pay a suggested donation for their meals. All requests or cancellations for meals must be made 24 to 48 hours in advance by calling 301-809-2356.

The nutrition program directly supervises nutrition site managers assigned to the Center. Volunteers for the program are Center volunteers and may also be participants in the Retired Senior Volunteer Program (RSVP) of Prince George's County. Center and nutrition staff work cooperatively in the execution of common program goals and the utilization of common program space.

Transportation

The Center offers curb-to-curb transportation services within the city. Appointments for transportation must be submitted 24 hours in advance. A small fare will be charged for each boarding.

Persons using this service must have completed a Center membership form. Center members may use this service for travel to and from the Center, medical appointments, club meetings, and scheduled shopping. Nonmembers may accompany their spouses. Caregivers must provide their names to the transportation supervisor and accompany members when being transported.

Exercise Activities

Exercise activities are organized physical activities which work the body's muscles and/or cardiovascular system. Activities include, but are not limited to, aerobics, armchair exercises, dancing, stretching, Tai Chi, table tennis, weight training, and yoga.

All participants must be registered Center members in order to participate in exercise activities including Prince George's Community College SAGE (Seasoned Adults Growing Educationally) classes. The college offers classes and provides instructors at the Center.

Participants must complete an orientation class and fill out a fitness waiver form prior to use of the fitness room.

All contracted exercise instructors conducting or monitoring exercise programs must first complete an Independent Contractor Agreement form listing the instructor's name, title, organization, telephone number, qualifications, and certifications. This information is maintained by the Center.

Fitness Room Procedures

Participants must:

- Be a Center member.
- Complete exercise fitness registration and waiver forms.
- Pay the appropriate fee prior to orientation. (Nonresidents of Bowie must pay an additional fee.)
- Schedule and successfully complete orientation.

Public Access Computers

The Center provides several computers in public areas for use by members on a first-come basis. Instructions and restrictions for use are posted. Maintenance of the computers is the responsibility of knowledgeable Center volunteers.

All fees collected will be deposited to the City of Bowie account by the Center.

Class instructors may require students to bring their own materials and supplies to class. When lab fees are assessed by the Center, the Center may purchase the materials and supplies and provide them to the instructor, or the instructor may purchase them and request reimbursement from the Center. Reimbursable purchases should be kept to a minimum and require preapproval from Center management.

Donations

The Center may accept donations. For monetary donations of \$200 or more, a nameplate will be placed on the memorial plaque located in the lobby.

Accidents, Illnesses, and Other Incidents

If an accident, illness, or other incident occurs during a visit to the Center, the staff will take the necessary measures to evaluate the situation and proceed with the appropriate action. Accidents, illnesses, and incidents occurring on city property will be recorded, and a report will be submitted in writing to the City of Bowie Risk Manager as soon as possible.

Emergency Preparedness

The Emergency Preparedness Handbook is provided to each staff member. A copy can be found at the front desk. An emergency exit plan is posted in each room of the building.

Functionality Standards

Participants in activities and events must exhibit independence and the ability for self-care. A person with mental or physical disabilities requiring individual care cannot be accommodated unless accompanied by a caregiver. An individual's status is subject to periodic review.

Caregiver Policy

Caregivers must register and abide by Center policies. They must remain with participants at all times. Caregivers are responsible for signing up participants for programs and events and assisting them with their needs. When members enroll in activities that require fees for transportation, admission, or meals, caregivers must also enroll and incur the activity fees. Nonmember caregivers can only attend an activity or event if the participants are attending. They cannot join in activities on their own unless they are members of the Center.

Code of Conduct

This policy applies to staff, volunteers, members, caregivers, or others who may avail themselves of the facilities and services offered by the Center.

In keeping with the policy of maintaining a safe and friendly environment for seniors, standards of behavior have been established. Unacceptable behavior includes:

- Smoking on city property. (Smoking is prohibited on all city property. A violator is subject to a \$50 fine in accordance with Section 15-9 of the city code.)
- Possessing alcoholic beverages or controlled substances in the Center or on Center property.
- Using foul, abusive, or excessively loud language.
- Expressing racial, religious, or sexual harassment.
- Vandalizing, littering, or destroying property.
- Dressing inappropriately.

- Failing to practice personal hygiene.
- Exhibiting inappropriate behavior or conduct that may be offensive or disturbing to others.
- Exhibiting repetitive lack of cognition or social skills as determined by the staff or staff consultant.
- Carrying of firearms or other dangerous weapons or materials into the Center or onto Center property. (Upon evidence of this violation, the staff will immediately notify the police.)

When a violation of this code is reported, the violator will be counseled by the staff and given an opportunity to correct the behavior. A record will be made of the incident. Additional violations will result in more thorough counseling and a requirement that the violator sign the code of conduct form acknowledging a review and understanding of the code. Additional violations may result in more severe action including membership suspension and/or permanent dismissal from the Center.

Copy/Fax Machine

Only staff or authorized volunteers may operate the copy/fax machine.

Limited copying by members may be permitted at the discretion of the staff. There is a charge for this service. Any revenues collected by the staff will be deposited with regular Center funds to the City of Bowie account.

Telephone Use

Use of Center telephones is limited to emergency situations only or with the approval of Center management.

Center Property

Under no circumstances is Center property to be removed from the premises without explicit permission of Center management. This includes furniture, equipment, plants, tools, records, supplies, and other items.