

## 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](http://www.cityofbowie.org/seniorcenter)**



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## 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 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 those not sponsored by the Center. They may request permission from Center management to use the Center facilities. The request should be made as soon as possible prior to the needed date so that the facility reservation can be scheduled.

## **Children**

Children are permitted to visit for specific reasons and under controlled conditions. The 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. It will be placed in the central information area.

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.

## **Foreword**

The Bowie Senior Center is a division of the City of Bowie Community Services Department. 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 if it is determined that an individual has needs that cannot be accommodated by the staff and/or the facilities. 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 front 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 it is time for the member's on-file information 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 departure time 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.

## **Trip Weather Policy**

If Prince George's County cancels school or calls for a two-hour delay, City of Bowie bus trips are canceled. Efforts will be made to reschedule the trip. If charter bus trips are canceled, members who have signed up will be notified.

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 an individual being transported.

Users of transportation services are asked to update membership forms or emergency fact sheets annually or whenever changes in information occur. An individual will not be transported without 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.

Registration may be completed at the front desk any time after 9 a.m. Payment may be made with 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 website ([www.cityofbowie.org/seniortrips](http://www.cityofbowie.org/seniortrips)).

Chartered bus trips depart from and return to the Kenhill Center, 2614 Kenhill Drive, Bowie. All other trips depart from and return to the Senior Center.

### **Weather Policy**

When Prince George's County public 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 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 will be made on Bowie Alert, the Bowie Cable Channel, and WTOP 103.5 FM radio. Notice of closures will be posted on the City of Bowie's website ([www.cityofbowie.org](http://www.cityofbowie.org)).

See the Trip Weather Policy on page 13.

## **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 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.

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

## **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 City of Bowie, through the Senior Center, offers a variety of transportation services within the city. Most of these services require an appointment. A small fare is charged for each boarding.

These services include travel to and from the Center, medical appointments, club meetings, and shopping. Nonmembers may accompany their spouses. Caregivers must provide their names to the transportation supervisor and accompany members when being transported.

A complete description of these services and applicable restrictions are provided in the transportation brochure available at the front desk.

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.

## **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.

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.
- Pay the appropriate fee prior to orientation. (Nonresidents of Bowie must pay an additional fee.)
- Fill out a fitness waiver form.
- 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.

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 monetary or material donations.

For memorial 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, defacing, 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 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.