

## CITY OF AVONDALE SENIOR CENTER POLICIES & PROCEDURES

This manual has been prepared to inform you about the City of Avondale's policies and procedures of the Avondale Senior Programs as well as the benefits provided to you as valued participants of our programs and the conduct expected from you. If you have any questions regarding any policies in this manual, ask the Senior Program Staff.

The policies in this manual are to be considered as guidelines. The City of Avondale has the right, without prior notice, to modify, amend or terminate any program policies and procedures.

### **What You Can Expect from the City of Avondale Senior Program**

- A variety of recreational, social, volunteer, and educational opportunities
- Information and resources for needed nutritional and living needs
- Meal service following Area Agency on Aging Nutritional Requirements and approved by licensed nutritionist
- Supplemental food programs provided by St. Mary's Food Bank and Agua Fria Food Bank.
- Transportation to and from the center based on availability
- Staff dedicated to providing good customer service, treating participants with fairness, courtesy, and consideration
- Prompt and fair attention to any complaints, to the extent that is practicable
- Facilities that are attractive, comfortable, orderly and safe

### **What the City of Avondale Expects from You**

In order to help make each day enjoyable and rewarding, participants are expected to follow guidelines for their safety and for the betterment of the program. We appreciate your suggestions to improve the quality of our programs.

### **Standard of Conduct**

- Treat other participants, staff, and guest speakers in a courteous and respectful manner
- Take pride in your center by keeping it clean Housekeeping. The Avondale Senior Center is your second home. It is your responsibility to ensure the facility is clean. Please dispose of all litter and recyclable materials in the appropriate containers. You are responsible for cleaning your table and pushing your chairs in when you leave at the end of the day. Please respect the bathrooms by cleaning up after use, flushing toilets, and notifying staff of any issues for correction.
- All participants must sign in when they first enter the building. If a caregiver signs you in, he/she must remain with you during program hours.
- Lunch announcements are made daily. Please refrain from continuing activities and talking to hear important updates and reminders.
- Please respect guest speakers by refraining from talking or exit the room if not interested in listening
- Annual renewal forms are requested from each participant each July. Any participant must have forms completed in order to participate in any program provided by the City of Avondale Active Adult Program.
- You are expected to be responsible for all your actions as an adult. The City of Avondale is not liable for any participant choosing to leave the premises on their own accord.

Participants engaging in any of the below actions may result in restriction of privileges up to and including immediate suspension from the senior programs:

- Dishonest, insubordinate or disgraceful conduct.
- Offensive conduct toward staff or other participants.
- Obscene or abusive language.
- Smoking or consumption of alcohol in the community center, in the parking lot, in any city vehicle or on any city sponsored outing.
- Being careless or negligent with property of the City of Avondale.
- Negligent or unsafe conduct which jeopardizes the safety of himself and others.
- Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Excessive use of company telephone for personal calls.
- Creating or contributing to unsanitary conditions.
- Posting, removing or altering notices on any bulletin board on City property
- Failure to immediately report any damage or accident to City equipment.
- Soliciting during working hours, selling merchandise or collecting funds for charities without authorization.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord.

- Any action that reflects negatively upon the City of Avondale will be considered good cause for disciplinary action.

***Substance Abuse:***

- Participants are not allowed to be under the influence of, possess, or distribute intoxicants or illegal drugs (including drugs used not as recommended by prescription or not obtained with an authorized prescription)
- Participants are not allowed to be under the influence of, possess, or purchase alcohol within the hours of operation or on an active adult excursion
- Participants are advised to inform staff if under the influence of any prescription drugs that may impair standard of conduct, for example cause drowsiness

***Harassment and Discrimination***

- The City strictly prohibits any form of harassment (an act or series of acts of an offensive nature between two or more people that may include, but is not limited to, physical actions, verbal actions, and sexual harassment) and discrimination (to exclude individuals from an opportunity based on the individual's race, color, religion, sex, age, disability or national origin).
- Complaints of harassment and discriminatory behavior will be investigated and violators will be appropriately disciplined, up to and including termination from our senior programs.

***Fraternization***

- Participants are not allowed to engage in sexual conduct of any kind (including kissing) while on City property, including buildings and parks.
- Participants must keep their hands to themselves while they are participating in City sponsored activities and programs.

***Violence Policy***

- Violence or the threat of violence by or against any program participant is unacceptable and will not be tolerated. Anyone who commits, threatens or encourages violence will be subject to immediate termination from the senior program.
- The City will fully cooperate with the efforts of law enforcement personnel to prosecute anyone who instigates violent acts or threats of violence.
- All threats, harassment and violent acts must be reported immediately to the Senior Staff.
- The possession, use or threat of use of any weapon, including all firearms and other objects which could be used as weapons likely to cause serious injury, is prohibited in the community center. Any person found with an unauthorized weapon on City property shall be subject to disciplinary action, up to and including dismissal from all senior programs.
- When faced with an actual or potential confrontation participants should:
  - Be alert, calm and respectful in order to diffuse the situation.
  - Have an agreed upon danger signal to the Senior Staff to alert them to trouble.
  - Be observant and listen to the person. This may help to defuse the situation.
  - Any serious violence should be reported by calling 911.

**Procedures Regarding Dependent and Frail Older Adults:**

The City of Avondale Senior Programs serves participants with a variety of activity levels and functional capacities. However, for the City of Avondale Senior Programs to operate effectively and for the participants to take part and enjoy the programs, the participants need to function at a level that is relatively independent. Participants are expected to feed and dress themselves, be independent in ambulating, handle their own toileting, self-administer their own medications, have enough contact with reality to understand and follow basic center policies and program procedures. If the Center Director feels the participant is unable to perform these basic activities of daily living, then the participant will be given a referral to the appropriate agency. The City is not responsible for any participant leaving the premises on their own accord.

**Contributions**

The suggested donation amount for meal service is \$3 and for transportation is 50¢ each way for qualified members, 60 years of age or older or those younger and disabled. Contribution envelopes are available from staff. If you are not a qualified member or a guest visiting a participant, you must pay \$5 for the congregate meal you eat. Services are funded only in part by the Area Agency on Aging, Region One, Inc.

**Transportation Rules Policy**

Eligibility

Transportation is a courtesy service provided by the City of Avondale for eligible participants. Transportation is provided to and from the center as well as on designated excursions. Only those active members are eligible for the City of Avondale's transportation program.

#### To Schedule a Ride

Once all available seats have been filled, the active adult program will start a waiting list on a first come, first serve basis.

To schedule a ride to or from the Avondale Community Center, please call the office at (623) 333-2401, 48 business hours prior to the date you need transportation. Consistently failing to provide a 48 hour notice may result in the restriction of privileges, up to and including suspension from the transportation program.

#### To Cancel a Ride

In order to cancel or change a ride, please notify the office 24 hours in advance by calling (623) 333-2401. Leave a message if no one is available to take your call. Consistently failing to cancel a ride within the required time frame will result in the restriction of privileges, up to and including suspension from the transportation program. Notify staff if you are leaving the premises and no longer need transportation home.

Help us use our resources in the most efficient manner so we can continue to provide this service for active adults. When you wait until the last minute to cancel, it takes away the opportunity from others to attend the center.

#### Transportation Participation Policies

- Listen to your drivers at all times.
- Drivers pick participants up based on the order of the route sheet. This is prepared by the office staff to best accommodate the number of people on the vehicles. You are not able to pick which vehicle you would like to ride on. You must be on the list in order to receive a ride to and from the center.
- You may request a call in the morning on the stop prior. By requesting a call, you are aware that you need to answer your phone and be ready to leave upon the driver's arrival.
- The drivers will honk once when they pull up to your residence. Drivers may also try to knock on your door and/or call your phone number
- It is your responsibility to make sure you are ready on time. Staff cannot guarantee a time for pickups or drop-offs. Morning pickup times are between 7:00-8:30 a.m. and afternoon dropoff times are between 2:00-4:00 p.m.
- Seat belts, when available, must be worn properly at all times while on city vehicles.
- Passengers must remain seated while the vehicle is in motion and are to remain seated until the vehicle comes to a complete stop.
- Be courteous, respectful and communicate pleasantly with all other passengers.
- There are no assigned seats, but some participants need to sit in specific areas for safety/medical reasons. Please listen to your drivers if they ask you to move.
- Please respect the vehicles and remove all debris on the vehicle upon departure.
- Please minimize any carry-on items
- As a courtesy, drivers are responsible for opening and closing doors to the vehicle.
- If you are not home without a previous call for cancellation, you will receive a pink transportation slip. Multiple slips may result in a hold in your transportation.
- All senior center rules and policies are enforced on the vehicles, and any unacceptable behavior will follow the same disciplinary actions.

#### **Active Adult Excursions**

The senior program will take occasional trips. Participants are to follow all senior Center rules while on excursions as well as:

- Participants must register in advance for all trips.
- Trips may have additional required fees or deposits
- Participants must abide by all establishment procedures.
- Participants must not leave the site without the knowledge of the chaperone.
- Participants must try to be in the company of another participant while on the trip.
- Repeatedly signing up for excursions with no attendance may result in loss of trip privileges.

#### **Outside Food Policy**

Seniors may not take any food home that is prepared or distributed in the Community Center kitchen, including milk. Participants that try to take food will be asked to dispose of it. If they do not dispose of it when asked, staff will properly dispose of the food items. If a participant is caught continuing trying to take food out of the center or bringing food into the center, further disciplinary action may occur. Participants are allowed to bring in and eat their own food from home. No outside food is allowed to be sold in the center. Any food to be shared by other participants must be from an approved food source and sealed.

### **Additional Food Programs**

The City of Avondale currently participates in two supplemental food programs: St. Mary's Food Bank Commodities on the first Monday of the month and Mobile Pantry Program on the third Wednesday of the month. If the designated day falls on a holiday, it will be delivered the following week. These programs are open to the public and are first come, first serve. Participants must be present to obtain food or send a signed, dated letter authorizing another individual to obtain food on their behalf. This letter must include participant's address, full name, and the full name of the person picking up food on their behalf. Food will not be stored at the Avondale Community Center.

### **Lost and Found**

If you have lost or misplaced a personal item, please check with staff to see if it has been turned in to the office. The City is not responsible for lost or stolen items.

### **Parking**

There is parking available for participants on the east and south sides of the building, as well as along the street. Participants may not block access to the kitchen or south doors of the building. City of Avondale does not assume liability for any loss or damage you may sustain to your vehicle.

### **Personal Hygiene**

All participants in the active adult program are required to maintain a clean well-groomed appearance. Please be considerate when wearing cologne, perfume, and strongly perfumed lotions as many people have allergies to strong odors. Staff is responsible for enforcing the proper dress, personal appearance, and hygiene at the center.

### **Storage Policy**

Due to limited storage space, only program supplies will be stored at the community center. Items brought in for fundraisers that are not sold, will not be stored after the conclusion of the fundraiser. We are not responsible for personal items being lost or stolen.

### **Volunteer Opportunities**

There are many volunteer opportunities available in our programs. If you are interested in volunteering, please see staff and they will be more than happy to discuss the options available..

### **Safety Policy**

The City of Avondale strives to provide a safe and fun environment for its participants.

- Each participant is required to report to staff the use of medication that may impair his/her ability to function in a reasonable and safe manner.
- Notify staff if leaving the facility
- We must have two working contact numbers in the case of an emergency. If your contact or personal numbers change, please notify the staff immediately.
- Participants are expected to follow good safety practices.
- Participants shall notify staff immediately of any safety issues, injuries or accidents.
- Participants are to maintain clear pathways and notify staff of any barriers or hazards.
- All injuries or accidents need to be documented no matter how minor.
- When using outlets be sure to use extension cords that are approved.
- It is important to sign in each day in order to appropriately account for participants in case of an emergency.

### **Emergency Evacuation**

Participants are required to evacuate the building immediately when an emergency alarm is sounded. To assist in the evacuation of buildings:

- Know how to activate the fire alarm
- Know 2 evacuation routes and the safe areas outside the building
- Be able to assist others that are unfamiliar with the evacuation procedures and exit routes
- Follow staff direction and do not enter the facility until instructed to.

## **Confidentiality Policy**

All information regarding a participant is confidential and may be disclosed only with written notice from the participant or proof of legal guardianship authorizing access to private information. Medical and participant information will be released to paramedics in the event of an emergency.

Care will be taken to secure all files in a locked office and a locked file cabinet to reduce unauthorized access. All records will be open to any federal, state, and contractor auditor and/or examiners in the course of their regular audits. General information, policy statements, or statistical materials, which do not directly identify any individual or household, are not considered confidential information.

Disclosure of violent acts or threats and the identity of the participant will be limited to those who have a need to know. However, if the threat is directed at a number of individuals or the City staff, the City of Avondale's need to maintain a safe work environment will outweigh the person's expectation of privacy, confidentiality or protection of their reputation.

## **Participant Disciplinary Action**

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- Verbal warning
- Written warning
- Suspension from center programs and activities
  - The Recreation Coordinator at his/her own discretion or upon the recommendation of Staff may suspend a participant for a period not exceeding 30 business days in any 12 month period. The Recreation Coordinator will notify the participant in writing no later than one day before the suspension is made effective.
- Dismissal from center programs and activities
  - The Recreation Coordinator may dismiss for cause any participant by delivery of a written statement of reasons for termination.

## **Grievance Policy**

The City of Avondale will provide a means to insure fair handling of participant complaints and grievances. For the purpose of these policies and procedures, a grievance means any dispute regarding the meaning, interpretation or alleged violation of these policies, procedures and services. Any participant seeking assistance or services through the City of Avondale Active Adult programs who feels that he or she has not been treated fairly may appeal any decision rendered by filing a grievance.

### *Procedure*

1. Participants who have a problem or complaint should first try to get it settled through discussion with the Staff.
2. If, after this discussion, the participant does not believe the problem or complaint has been satisfactorily resolved, he/she will have the right to discuss it with the Recreation Coordinator in charge of Active Adult Programs. You may reach the Recreation Coordinator at (623) 333-2401.
3. If the grievance is not resolved in steps 1 or 2, the participant shall submit in writing a complaint detailing the basis for the grievance. The complaint will be submitted to the Recreation Coordinator within ten (10) working days.
4. The Recreation Coordinator will render his/her decision and comments in writing and return them to the participant within ten (10) working days.
5. Should the Recreation Coordinator fail to resolve the grievance, within ten (10) working days of the receipt of the grievance, the person may communicate the grievance in writing to the Parks, Recreation and Libraries Director within fifteen (15) calendar days. If the grievance is not resolved at this level the person may appeal to the City Manager within ten (10) working days.
6. The City Manager or designee may designate a fact-finding committee or supervision to advise him/her concerning the grievance.
7. The City Manager will render a decision. The City Manager has the final decision in appeals.
8. If the grievance is not resolved at the local level it can be appealed to:

Contracts Department  
Area Agency on Aging Region One, Inc.  
1366 East Thomas Road, Suite 108  
Phoenix, Arizona 85014  
602-264-2255