



**Bartlett Senior Center  
Policies and Procedures  
Phased Opening 2020**

*Updated September 9, 2020*

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# Bartlett Senior Center

## Reopening Policies and Procedures

### COVID-19 / 2020

The Bartlett Senior Center (the Center) has adjusted the schedule of activities as well as safety guidelines. Businesses and organizations across the region have been slowly reopening to the public in phases with many guidelines and restrictions in place for each phase for the safety of our citizens. Our guidelines are based upon information gathered from the City of Bartlett, the Shelby County Health Department, Tennessee State Government, Centers for Disease Control (CDC), and the National Recreation and Parks Association.

We appreciate our members being patient during each of the phases.

#### 1. Health and Safety

**Signage** - Signs will be posted at each public entrance to the facilities to inform all employees and customers that they should:

- ✓ Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19
- ✓ Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals
- ✓ Sneeze or cough into a cloth or tissue or, if unavailable into one's arm
- ✓ Not shake hands or engage in any unnecessary physical contact.
- ✓ Number of patrons will be limited to 50% occupancy at one time based on social distancing capacity.

A copy of the COVID-19 compliant Protocol is posted at public entrances.

**Soap and Water** – Soap and water for frequent hand washing is available in the hallway restrooms.

**Hand Sanitizer** – Hand Sanitizer stations are available at the entrance in the facility lobby, the dining room, exercise room, computer lab and in available classrooms.

**Face Covering / Mask** – Participants are required to wear a face covering or mask to help in protecting against illness.

#### 2. Access to the Facility

**New Members Welcome** – We have opened our registration up to new members. For more information or to make an appointment to start a new membership, please call 901-385-6439.

**Screening and Check In at Front Desk** – All members must have a scheduled appointment to enter the facility. No walk-ins are available at this time.

All members should enter the Center via the front door. At this time members will be screened by a staff member via questions and a no-touch temperature check. Screening questions include:

- Have you been in close contact with a confirmed case of COVID-19?
- Are you experiencing a cough, shortness of breath or sore throat?

- Have you had a temperature of over 100.4 degrees Fahrenheit in the last 48 hours?
- Have you had vomiting or diarrhea in the last 24 hours?
- Have you experienced a new loss of taste or smell?

Members must check in at the front desk using their bar code scan card. If the scan card is lost or is too damaged to work properly on the scanner, a replacement card must be purchased for \$3.

**Members Attend Designated Activity Only** – All current activities require a reservation or appointment, and members may only attend the designated appointment.

**Extended Visits Beyond Activity Appointment** - Participants may not be dropped off to stay at the facility for an extended period of time beyond their activity appointment or for the day.

**Arrival / Departure Time** – Please do not arrive more than five minutes prior to your appointment. If you do arrive more than five minutes prior, please remain in your car or outside until it is time for you to check in. We have staggered our class entry times so we do not have crowding around the check-in desk. With that same safety measure in mind, please do not linger following your appointment.

### 3. Membership

For those that need to renew their Basic Membership or update their Premium Membership information, members may pay their fees one of two ways:

- By mailing in a check payable to Bartlett Senior Center to 5727 Woodlawn, Bartlett, TN 38134.
- By credit or debit card at the facility at the time you attend a scheduled appointment.
- Walk-ins will not be permitted at this time, but you may make an appointment to renew.
- Basic Annual Members may access paid classes by paying the individual fees due for the class.

### 4. Classes and Services

**Available Services during this phase:**

- Exercise Room
  - By appointment only, with appointments limited to 45 minutes.
  - Appointment is for a designated piece of equipment in the Exercise Room.
  - Participants must bring their own water bottle.
- Computer Lab
  - By appointment only, with appointments limited to 1 hour 45 minutes.
  - Appointment is for designated computer station only.
- Concessions & Water
  - Limited food items are available via the vending machine.
  - The touchless/motion-sensor water dispenser is available to fill your personal bottle or cup. Please do not attempt to adjust the machine settings. Cups are not provided.
- Pool Rooms
  - By appointment only, with appointments limited to 3.0 hours.

- Appointment is for designated pool table only. Members may not swap rooms during their appointment time slot.
- Up to four reserved players per room permitted. Only four chairs in each corner per room for social distancing.
- Members must bring their own equipment, including chalk, and must remove all items from the room when the appointment is complete.
- Library
  - By appointment only, with appointments limited to 15 minutes.
  - Only two members permitted in the library at one time.
  - No book returns or book donations will be accepted at this time.
- Exercise Classes – Zumba, AM Stretch, Yoga, Tai Chi and Line Dance
  - All exercise classes are limited to 16 members during this phase.
  - Areas on the auditorium floor will be taped off to designate the space for each member and the instructor for safe social distancing during class.
  - Class Fees are \$3 per person per class or is included in the Premium Membership.
  - Class reservations are required in advance, and appointments may be made by phone.
  - Any class requiring equipment, such as weights or mats, must be provided by the participant. All items must remain with the participant.
- Paper Art Class, Scrapbooking and Creative Writing
  - Limited to 8 members during this phase.
  - Class reservations are required in advance, and appointments may be made by phone.
  - Members must bring their own supplies and must remove all items from the room when the appointment is complete. Supplies cannot be shared in class.
- Quilting and Crochet
  - Limited to 6 members during this phase.
  - Class reservations are required in advance, and appointments may be made by phone.
  - Members must bring their own supplies and must remove all items from the room when the appointment is complete. Supplies cannot be shared in class.
- Legal Aid
  - By appointment only, with space restricted to the Attorney and the member.
- Manicure/Pedicure Services
  - By appointment only, with space restricted to Nail Technician and the member. Care givers may remain in the room with the member, if applicable.
- B-12 Shots
  - By appointment only, with appointments available every five minutes.
  - The space is restricted to the Medical Care Provider and the member. Care givers may remain in the room with the member, if applicable.
  - B-12 Shots are \$10 by cash, check or charge and is due to the Medical Provider at the time of service.

**Making Appointments for Available Services:**

- **Early Bird Friday** - Current members may call during regular business hours (8:00 a.m. – 4:00 p.m.) on Friday to make appointments for the upcoming week. For example, members may call on Friday, September 18 to make their appointments for September 21-25.
- Members desiring more classes beyond the reservation limit from Friday may also call during regular business hours on the day of an activity to inquire if there is available space. Additional appointments may be reserved on the day of the activity.
- Each member must call to make their own appointment. Members cannot make an appointment for someone else.
- **Phone messages left outside of business hours will not be accepted as a reservation.** Members must speak with a staff member during business hours to confirm a reservation.
- Appointments are taken on a first come, first served basis.
- In order to give all members the opportunity to reserve a class, appointment restrictions apply for classes:
  - Members may reserve two Tai Chi classes per week on the Friday prior.
  - Members may reserve two Yoga classes per week on the Friday prior.
  - Members may reserve two Zumba classes per week on the Friday prior.
  - Members may reserve two AM Stretch classes per week on the Friday prior.
  - Members may reserve two Line Dance classes per week on the Friday prior.
  - Quilting, Crochet, Creative Writing, Paper Art, and Scrapbooking are held once each week, so all appointments are taken on a first come, first served basis for the available slots.
  - The Pool Rooms, Exercise Room and Computer Lab are limited to one appointment per day per person when calling in on the Friday before.
  - Members may call on the day of the activity to reserve additional spots, if available.
- **Cancellation Policy for Classes**
  - Members should give notice prior to the start class if they will be unable to attend class or if they will be more than 10 minutes late to class.
  - If a member is more than 10 minutes late to any class without giving prior notice, the member loses their spot in that class.
  - If a member does not show up for class three times without advance notification, the member risks losing the privilege of making appointments.
- **Class Wait Lists**
  - Our classes do not have wait lists; however, members hoping to grab a cancellation spot for any particular class must call in or wait outside facility until the desired class is ten minutes into the class. At that time, the front desk staff can let members know if any appointments opened up.

**Services Not Available during this phase:**

- Any Bartlett Senior Class or Service not listed above will not be available during this phase.
- The CDC and Shelby County Health Department require activity participants still maintain a distance of six feet from other participants, which eliminates many of our activities.
- The sink and coffee machine in the drink station area are not available during this time.
- Hand weights and bands in the Exercise Room are not available during this time.

- Headphones Checkout for the Computer Lab are not available during this time.
- Concession items from the kitchen are not available during this time.
- Copies, printing, faxes and lamination services are not available during this time.
- Printing services in the computer lab are not available during this time.

## 5. Paying for Memberships and Fees

**Cash Transactions with Exact Change** – At this time, cash transactions are permitted; however, we ask that you bring exact change for the activities and place it in the drop box. Please notify a staff member the amount being placed in the box and identify the activity.

Participants may use a debit or credit card to pay for fees, or may mail in a check to pay for fees. Credit and debit card transactions have a \$10 minimum.

In order to minimize contact, members will use their own debit or credit card at the front desk, or mail-in/drop off a check for any transactions.

**Class Punch Cards are going Virtual** – Physical class punch cards with remaining punches may be shown at the front desk in order to credit your account with those classes. Physical class punch cards will no longer be used. Participants may purchase a virtual class punch card for \$30, which will put class credit on their accounts. The free class after 10 classes will no longer apply.

**Cash & Check Drop Box** – Cash\* and checks may be dropped off at the front desk into the “Drop Box”. Be sure the purpose of your check is included on the envelope or in the memo of the check. Envelopes are available by the drop box to identify the payment and activity. \*Cash should be exact change.

## 6. MIFA Meal Pickup on Mondays

**Pick Up Time** – MIFA meal boxes are distributed **each Monday from 10:30 a.m. until 11:00 a.m.**

**Drive Thru Pick Up Only** – Meals will continue to be distributed by the drive thru method. Please do not park. The drive through will be one-way from the center gate and out of the front gate.

Enter through the Gate 2 (center) and exit through Gate 1 (closest to the front doors). Staff will be on site to direct MIFA participants. All other gates will be closed.

**No Entry into the Facility** – MIFA meals will not be distributed inside the facility. All foot traffic entering the facility must have an appointment. Any MIFA participants inside the facility at the time of distribution will need to go through the pick-up line. Walk ups are not permitted.

**Late Pick Up Not Permitted** – MIFA meals must be picked up during the allotted time period. Late pick up will not be permitted.

## 7. General Guidelines

**Personal Items** – Avoid bringing any items that need to be “set down” on a table or any other place other than the space utilized for your class. All personal items must stay with the participant. Ex.: purse, bag, etc. - If you bring a purse to yoga class, your purse must be placed beside your mat.

**No Meals or Food** – Participants may not bring or share food or meals at the Center at this time.

**No Distribution or Sharing of Materials** – Please do not share or distribute materials in class, such as step sheets, equipment, etc. Items touched and shared by multiple people increases health risk.

**Social Distancing in Classes** – All of our classes have designated tables, chairs and/or spaces marked for the purpose of social distancing. Participants should remain in their designated space for the duration of the class. Social distancing also applies for conversations before and after class.

**Special Note:** In Line Dance and some of our exercise classes, there are steps or movements that normally move a person several steps in one direction or another. Participants should shorten/tighten up their steps and stay in or very close to their designated space.

## 8. Grievance Policy

Please note that all regular Policies and Procedures for the Bartlett Senior Center are still in effect, unless the above guidelines override the previous policy. Also, all policies are subject to change.

The Bartlett Senior Center will provide a means to ensure fair handling of participant complaints and grievances. The procedure is as follows:

- a. Members and participants who have a problem or complaint should first discuss it with a staff member.
- b. If, after this discussion, the member or participant does not believe the problem or complaint has been satisfactorily resolved, he/she will have the right to discuss it with the Bartlett Senior Center Facility Manager. The Facility Manager is available in the office at the Bartlett Senior Center, at 5727 Woodlawn, Bartlett, TN 38134, or may be contacted at 901-385-6439.
- c. If the grievance is not resolved by the staff member or Facility Manager, the participant shall submit in writing the complaint detailing the basis for the grievance. The complaint should be submitted to the City of Bartlett Parks and Recreation Department Director or Assistant Director within 10 business days. The grievance should be submitted to Bartlett Parks and Recreation Office, 5868 Stage Road, Bartlett, TN 38134.
- d. Should the Department Director or Assistant Director fail to resolve the grievance within 10 business days, the person may communicate the grievance in writing to the City of Bartlett Mayor’s office. The grievance should be submitted to City of Bartlett Mayor’s Office, 6400 Stage Road, Bartlett, TN 38134.

These policies and procedures may be amended at any time by the Facility Manager.

Copies of these policies and procedures may be found in the information rack in the Center front lobby and on the Bartlett Senior Center webpage, [www.cityofbartlett.org/seniorcenter](http://www.cityofbartlett.org/seniorcenter).



## ***Appointment Times for Available Services***

### **Exercise Room**

- Forty-five minute appointments available starting at 8:00 a.m. (8:00, 9:00, etc.).
- Equipment Available: Treadmill 1, Treadmill 2, Elliptical, Recumbent Bike, and Rowing Machine.

### **Computer Lab**

- Appointment times of 1 hour 45 minutes in length with appointment times at 8:00 a.m., 10:00 a.m., 12:00 p.m. and 2:00 p.m.
- Equipment available to reserve in each time slot is Computer 1 or Computer 2.

### **Library**

- Appointment times are for 15 minutes beginning at 8:00 a.m. (8:15, 8:30, etc.).
- Book returns or donations are not accepted at this time.

### **Pool Rooms 4 & 5**

- Appointment times are for 3.0 hours and available time slots are at 8:30 a.m. and 12:30 p.m.
- Four players are permitted per room per time slot.

### **Zumba**

- Monday, Wednesday and Friday at 8:15 a.m.
- Sixteen participants permitted per class.

### **AM Stretch**

- Monday, Wednesday and Friday at 9:30 a.m.
- Sixteen participants permitted per class.

### **Tai Chi**

- Tuesday and Thursday at 1:30 p.m.
- Sixteen participants permitted per class.

### **Yoga**

- Monday and Wednesday at 2:45 p.m.
- Tuesday and Thursday at 8:15 a.m.
- Sixteen participants permitted per class.

**Line Dance**

- Tuesday and Thursday at 10:00 a.m.
- Sixteen participants permitted per class.

**Scrapbooking**

- Monday at 12:00 p.m.
- Eight participants permitted per class.

**Quilting**

- Monday at 12:00 p.m.
- Six participants permitted per class.

**Crochet**

- Tuesday at 1:00 p.m.
- Six participants permitted per class.

**Creative Writing**

- Tuesday at 10:00 a.m.
- Eight participants permitted per class.

**Paper Art**

- Wednesday at 8:30 a.m.
- Eight participants permitted per class.

**Legal Aid**

- Third Monday of each month with appointments beginning starting at 2:30 p.m.

**Manicure/Pedicure**

- Third Friday of each month with appointments available starting at 9:00 a.m.

**B-12 Shots**

- Second Thursday of each month with appointments starting at 9:00 a.m.

*All activities require an appointment to be made in advance.*

*To make an appointment, call the Bartlett Senior Center during regular business hours (M-F / 8-4) at 901-385-6439.*