



Bartlett Senior Center
Member Policies and Procedures

Updated June 2018

Bartlett Senior Center

Member Policies and Procedures

The Bartlett Senior Center (the Center) is a recreational facility within the City of Bartlett Parks and Recreation Department. It is the right and responsibility of the department to set policies and procedures to protect the City of Bartlett, the Bartlett Senior Center and to ensure the safety of persons using the Center. These policies and procedures are in addition to any local laws, governmental policy or regulation that may govern the use of public buildings.

The Facility Manager is responsible for establishing operating rules and program policies for the overall benefit of older adults utilizing services and others who use the Center. The Facility Manager is responsible for reviewing and handling member and participant complaints, ensuring the freedom for all members and participants to enjoy the Center, and to guarding the well-being and safety of members and participants.

1. Membership and Eligibility

- a. **Members and Participants** - The Bartlett Senior Center is dedicated for senior services during operating hours, therefore, use of the Center space is restricted to program participants age 50 and older, their caregivers, and persons conducting official business at the Center.

- b. **ALL MEMBERS, PARTICIPANTS AND VISITORS MUST CHECK IN AT THE FRONT DESK**

All members, instructors, participants and visitors should enter the Center via the front door.

Members must check in at the front desk using their bar code scan card. If the scan card is lost, a replacement card must be purchased for \$3.

All visitors, instructors and non-members may sign in on the non-member list.

- c. **Physical Limitations** - For safety and liability reasons, participants in the Center's programs and activities must be able to care for themselves or be accompanied by a personal care provider. Individuals with limiting conditions may be requested to refrain from participating in the Center's programs or activities for the safety of all participants. BSC staff cannot monitor or assist participants who need one-on-one care.
- d. **Persons with Alzheimer's, dementia or other cognitive impairments** – For the protection of all participants, persons with diagnosed Alzheimer's, dementia or other cognitive impairments may participate in Senior Center activities only if accompanied by a family member or aide.
- e. **Emergency Contact Information** – All members must provide an emergency contact and phone number on their Membership Card in the event of an emergency or medical issue. If the member lists the spouse, please provide an additional phone number other than the home phone number, or another emergency contact and phone number in the event we cannot reach the spouse.

f. **Membership Information** – It is the responsibility of the member to keep their membership card information up-to-date. Please notify the staff regarding any address, email address, phone number or emergency contact information changes.

g. **Membership Options** – The Center offers two types of memberships to members.

Basic Membership - \$15 Annual Fee – Payable by Cash, Check or Credit/Debit Card

- Membership fee is due on an annual basis on or before the membership expiration date, and is non-refundable.
- Offers access to the Center library, computer lab, pool room, exercise room, common/dining area and free activities/classes.
- Members with this type of membership may access paid classes by paying the individual fees due for the class or activity or by using the Activity Punch Card, if applicable.

Premium Membership - \$19 Monthly Fee – Payable by Automatic Bank/Credit Card Draft

Payment Options & Cancellations

- The monthly payment is automatically drafted on the 5th of each month. Members selecting this option must complete and sign an automatic draft authorization form.
- When selecting the monthly payment at your initial sign up, much like rent, car insurance, etc., we will collect the current and next month's fees.
- An annual payment option is also available for the Premium Membership. Members may pay a full year (\$228) by cash, check or credit/debit card.
- Membership fees paid are non-refundable.
- Members may cancel their Premium Membership automatic draft at any time.
- A completed and signed Cancellation form is required by the 20th of the month to be effective prior to the next billing cycle.
- If the cancellation is received after the 20th of the current month, the member will have one additional automatic draft in the following month.
- A \$20 fee will be assessed for all returned bank draft and credit card payments.
- Cancelling the monthly payment will cancel the membership and access to the facility, activities and events.

Premium Membership Access & Exclusions

- Offers access to the Center library, computer lab, pool room, exercise room, common/dining area and free activities/classes.
- Premium Membership participants may also access many of the paid classes, including:

Zumba	Tai Chi
Zumba Gold	Yoga
AM Stretch	Line Dance

Ballroom Dance
Afternoon Dances
Sewing

Ceramics
Cooking
Oil Painting

- The Premium Membership does not include access to Massage Therapy Services, Manicure & Pedicure Services, Shots & More Services, MIFA Meals, TOPS (Take Off Pounds Sensibly), Bartlett Senior Center day and overnight trips, AARP Driver Safety Classes, or Personal Training Sessions.

Freezing Your Premium Membership

- Members with a Premium Membership have the option of “freezing” their membership. If the member is on the automatic draft, the payments will stop while the membership is in a “freeze”. If the member paid for a full year of a Premium membership, their membership expiration date will adjust by the length of the requested “freeze”
- Members are eligible for one freeze per calendar year.
- A freeze is granted in one calendar month increments. Partial or prorated months are not permitted.
- A freeze must be at least one calendar month in length.
- Members are not charged for the months the account is frozen.
- Members must complete and sign a Freeze Request Form and turn it in to the front desk by the 20th of the month prior to the expected absence.
- Members in Ceramics, Oil Painting, Sewing or French will lose their seat in the class if their account is frozen.
- Members may not access the facility at all while their membership is frozen.

Class Limitation Notice

- All classes and classrooms have participant and space limitations, and space is available on a first come, first served basis regardless of membership level.
- Class limits are set by
 - Space limitations (some classes or activities require a larger area per student)
 - Safety standards (amount of space required to exercise in a group exercise class in a safe manner)
 - Instructor requests (instructors may set a limit in order to give optimum attention to all students participating in their class)
- Premium Membership does not guarantee your spot in a class.
- Members attempting to join a full class will be requested to leave the class.
- Repeated attempts to join a full class can result in termination of your membership.
- Space in a class cannot be saved for another member or friend. Only the member may check themselves in for a class.
- Participants cannot check in early for a class. Check-in will open 30 minutes prior to the scheduled class start time.
- Participants should form an orderly line at the front desk when check-in begins.

- h. **Membership Dues** – Membership dues must be paid at the time of initially joining the Bartlett Senior Center, and on the anniversary date of each year following. Members with Premium Membership automatic draft maintain their dues through the automatic draft.

Visitors and First Time Guests - A person may visit the Center once before joining. The visitor may take a tour, sit in on a class or activity, or attend a trip on their first visit. Once the visitor returns to the Center for a second time, they must complete the membership paperwork and pay the annual fee to continue to participate. First Time Guests must be membership eligible (age 50+). Members must maintain their membership dues in order to gain access to the facility or participate in any of the activities at the Center. Regardless of the level of membership or frequency of participation, fees must be paid prior to or when the fee is due.

Members will be denied entry into the facility or to activities if their membership is not current.

It is the responsibility of the member to keep their membership current. Members may verify their membership expiration date by:

- Checking the membership expiration date that is printed on their newsletter (for those that receive the printed version via mail).
 - Stopping by the front desk to ask a staff member about your membership status.
 - Calling the Bartlett Senior Center to ask a staff member about your membership status.
- i. **Class Fees** – Some activities require an additional fee to participate. Members with a Basic Membership must pay the fee at the time of participation. An Activity Punch Card is also available for purchase and may be used for any of our \$3 classes.

Classes with a monthly or bi-monthly fee are required to be paid on or before the first day of class for that month or that session. Participation is not permitted if the fee is not paid.

2. Facility & Grounds

- a. **Hours of Operation** – The Center is open Monday through Friday from 8:00 a.m. to 4:00 p.m., except on holidays or closings due to inclement weather.
- b. **Inclement Weather Closings** - Closings due to inclement weather are determined by the City of Bartlett Mayor's Office. If it is determined our facility will close due to inclement weather, our webpage and phone recording are updated with the specifics of the closure or delayed opening. For the inclement weather update, call 901-385-6439, and listen to the pre-recorded message.
- c. **Parking** – There is parking available for participants on all sides of the facility, with a majority of parking spaces being on the north and east side of the building. The street, Boyd Lane, located behind the facility is a no parking zone. Participants should park in a marked parking space.

Parking is not permitted in no parking zones or unauthorized areas surrounding the building. Violators will be asked to move the vehicle or the vehicle will be towed at the owner's expense.

Permit Required for After Hours or Overnight Parking – If members plan to leave a vehicle in our parking lot after hours, or a car experiences mechanical issues to where it must be left after hours, please obtain a Parking Permit from the front desk. Any vehicles left unattended after hours or overnight may be ticketed as abandoned and possibly towed at the owner's expense.

For those members taking part in a Bartlett Senior Center overnight trip and parking at the Center, staff will provide participants with a parking permit for their vehicle prior to the trip departure.

- d. **Handicapped Parking Spaces** are available on a first-come, first-served basis for the person whose name appears on the required handicapped parking permit. This permit must be displayed. Consideration should be given to the variety and severity of others' disabilities when choosing a handicapped parking space.
- e. **Storage Policy** – Due to limited classroom space, only approved program supplies will be stored at the Center. Personal items such as exercise accessories, seat cushions or other personal items may not be stored at the Center. Any items left will be placed in the Lost & Found.
- f. **Classroom Availability** – Due to scheduled activities, as well as having a limited number of classrooms, participants desiring to have a room for an unscheduled activity are not guaranteed a space. Even though a room may be vacant at the time of the request does not mean the space is available, as it may be scheduled and already setup for an upcoming activity.

Scheduled Activities - For groups participating in a scheduled activity, please note the scheduled end time of your activity and vacate the room on time so staff can clean and setup for the next activity and/or prepare for the next day's activities.

Unscheduled Activities - For groups requesting a classroom for an unscheduled activity, please note the following:

- All requests for a room must be made to a staff member or at the front desk prior to occupying a classroom.
- An unscheduled activity cannot occupy a classroom within 30 minutes of a scheduled activity or scheduled maintenance.
- If an unscheduled activity is provided a classroom, the room must be completely vacated thirty (30) minutes prior to the next scheduled activity or scheduled maintenance.
- If an unscheduled activity is provided a classroom in the afternoon, please note the classroom must be vacated by 3:00 p.m.

Classroom availability guidelines allows for staff to schedule daily and weekly cleanings, building and equipment maintenance and activity/room setup.

- g. **Classroom Setup** – Classrooms are setup in advance for particular activities. Do not remove chairs or tables from other rooms in the facility.

If participants in a classroom need additional tables and chairs, or need the setup changed, please contact a staff member. Members/participants should not attempt to move furniture or setup tables and chairs. Our staff will gladly assist with these requests.

- h. **Lost & Found** – If you have lost or misplaced a personal item, please check with the staff to see if it has been turned in. If an item remains in the Lost & Found for more than 10 business days, it will be donated to a local charity.

For items that pose a hygiene issue, such as used cups or dishes, handkerchiefs, etc., staff members will inquire if the item(s) belongs to a member present, and if it is not claimed it will be placed in the trash that same day. Personal items are not to be stored at the Center.

3. Health and Safety

- a. **Senior Center Emergencies** – The Center staff is trained for emergency situations, such as fire or severe weather. Obey all instructions issued by staff to evacuate the building or to shelter in place. Be familiar with the location of posted information to identify the nearest exit.
- b. **Medical Emergencies / Accidents** – If an injury, fall or medical emergency arises, Center staff members are required to call 911. Members who are fully conscious may refuse medical assistance only after emergency medical staff has arrived and the member has signed the waiver.
- c. **Reporting Safety Hazards** – Members and participants should report spills, broken glass, broken facility fixtures (outlet, light switch, etc.), or restroom issues (water leak, overflowing toilet, etc.) to a staff member immediately.

Outdoor safety hazards on the facility grounds such as broken glass, tree limbs should be reported to a staff member immediately.

- d. **Reporting Accidents, Injuries or Health Events** – Members and participants should report accidents, injuries or health events to a staff member immediately. If another participant has been involved in any of these events, do not move them, offer water or food, or guess at needed medical attention.

It is Center policy for staff members to attend to these types of events, and to call 911. Moving a participant after an accident, injury or health event can cause more harm or aggravate the condition. The participant has the right to refuse treatment after the professional medical staff has arrived at the scene and assessed the situation.

- e. **No Smoking** – Smoking, including electronic cigarettes, is not permitted inside the facility, and is only permitted outside at least 50 feet from any building entrance. Cigarette and cigar butts must be properly disposed of in designated containers.
- f. **Alcoholic Beverages** - No alcoholic beverages are permitted in the Center at any time.
- g. **Security Cameras** – The Center has multiple cameras around the facility to aid the staff members with the safety and security of the facility and our members, instructors and guests.
- h. **Emergency Exits** – The Center has five doors for evacuating the building. Members, instructors and guests should only use the front door of the Center to gain entry into the building.

Emergency exits should not be propped open for any reason, nor should they be opened to allow members or participants to gain entry to the building. An alarm will sound if an emergency exit door is opened.

- i. **Personal Hygiene and Attire** – It is the responsibility of every member to maintain good hygiene and appropriate attire for activities at the Bartlett Senior Center.
- j. **Fragrance Sensitivities** – Please refrain from using perfumes, colognes, or scented personal products in consideration of people with chemical sensitivities. Several of our members and visitors have breathing issues such as COPD or allergies to strong odors.

This is especially important in our exercise classes and in the exercise room, as participants are breathing more deeply and the fragrances can aggravate normal breathing.

4. MIFA Meal Program

- a. **General Information** – The Center is a congregate meal site for the meals provided by the MIFA meal program. Meals are provided Monday through Friday, with the exception of holidays and monthly potluck luncheon days.

Bartlett Senior Center membership is not required to participate in the MIFA meal program; however, please note that MIFA participants are not permitted to enter into Center activities, classrooms, exercise room, library or computer room without a current membership.

- b. **Eligibility** – MIFA requires annual paperwork be completed to determine eligibility. Participants must be at least 60 years old to participate in the meal program. A MIFA representative is on site each day to answer any questions about the program, as well as provide the required paperwork.
- c. **Contributions** – Meals do not have a set price, but MIFA does post a suggested donation based on income.

- d. **Lunch Service** – The lunch meal is served at 11:30 a.m. each day.
- e. **Reservations** – A MIFA representative is on site each day to take reservations for upcoming days. Participants that make a reservation for a particular day should arrive no later than 11:00 a.m. in order to pick up their reserved lunch ticket. After 11:00 a.m., unclaimed reservation tickets are assigned to those without a reservation on a first-come, first-served basis.

5. General Guidelines

- a. **Children** – The Center’s programs are not designed to accommodate children, and the programs are limited to active adults age 50+.
- b. **Animals Prohibited** – No animals are permitted in or around the Center, except service animals required to assist disabled persons or trained pet therapy animals.
- c. **Solicitation** - No solicitation or private sales may take place in the Center without express written permission from the Facility Manager. Program presenters may provide information, but cannot make sales on the premises.
- d. **Charitable Contributions and Solicitation** - No organization may solicit contributions or sell fundraising items or raffle tickets without the express written permission of the Facility Manager.
- e. **Equipment** – No equipment or property belonging to the Center shall be removed from the Center. Please note that donations made to the Center become the property of the Center.
- f. **Flyers** - The Center provides a bulletin board for activity notices that may be of interest to participants. Any flyers not associated with the Bartlett Senior Center must be submitted to the Facility Manager for approval before posting. These flyers may not solicit products or services.
- g. **Advertising** – Signs or flyers advertising any products or services are strictly prohibited within the Center. The Center will provide space to a visiting sponsor for informational brochures for products or services that may be of interest to participants. All brochures must be submitted to the Facility Manager for approval before being displayed.
- h. **Open Flames** – The use of open flames and flammable material is not allowed inside the Center, with the exception of the closely supervised use of devices used to maintain food temperatures.
- i. **Personal Losses and Damages** – The Bartlett Senior Center is not responsible for lost, damaged or misplaced property placed in or on its facilities or grounds. Furthermore, the City of Bartlett and the Bartlett Senior Center are released and discharged from any and all liability for loss, injury, or damage to persons or property that may be sustained arising out of the use or occupancy of the Center and its grounds.

6. Personal Conduct

- a. **Respectful Manners** - Treat other participants, staff and guest speakers in a courteous and respectful manner.
- b. **Housekeeping** - Take pride in the Center by keeping it clean. Dispose of all litter and recyclable materials in the appropriate containers.
- c. **Appropriate Language** – Obscene, abusive, loud, insulting or vulgar language will not be tolerated.
- d. **Harassment / Bullying / Discrimination** – Any form of harassment, bullying or discrimination is prohibited at the Center. Anyone who commits, threatens or encourages harassment, bullying or discrimination will be subject to immediate termination from the Bartlett Senior Center program.

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/or sexual harassment.

Bullying – Verbal slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; abusive or offensive remarks; physical pushing shoving, kicking poking, tripping, assault or threat of physical assault; nonverbal threatening gestures; or socially or physically excluding or disregarding a person in Center-related activities.

Discrimination – to exclude individuals from an opportunity based on the individual's race, color, religion, sex, age, disability or national origin

- e. **Violence Policy** – Violence or the threat of violence by or against any program member or participant or staff member is unacceptable and will not be tolerated. Anyone who commits, threatens or encourages violence will be subject to immediate termination from the Bartlett Senior Center program.
- f. **Reporting Suspicious Activity** – Members and participants should immediately report any suspicious activity, use of weapons or threats of violence to Center staff.
- g. **Compliance with Applicable Laws** – Persons using the Bartlett Center shall comply with all federal, state and local laws and regulations.

7. Participant Disciplinary Action

- a. **Verbal and Written Warning** – Unacceptable behavior that does not lead to immediate suspension or dismissal may be dealt with by first issuing a verbal warning or written warning from the Center.
- b. **Suspension or Dismissal from the Center** - The Facility Manager may, at his/her discretion, request any participant to leave the Senior Center if the person is deemed to be disruptive, poses a potential danger to the well-being of others or himself/herself, is engaged in any illegal activity, or violates any of the regulations of the Center.

- c. **Abuse of Rules** - Any person who abuses the rules or any other laws or policies applicable to the Bartlett Senior Center may be required to vacate the Center and may be barred from further use.

8. Grievance Policy

The Bartlett Senior Center will provide a means to insure 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.