

Glastonbury Senior Center

Policies & Procedures

1. Hours of Operation

Monday - Friday	8:00 am to 4:30 pm
Tues. & Thurs.	8:00 am to 8:30 pm
Saturday	9:00 am to 3:30 pm

2. Eligibility/Registering for Services

- a) Individuals age 50+ are eligible to participate in any of the services provided by the Glastonbury Senior Center (with the exception of Dial-A-Ride). There are no membership fees. Individuals under 60 will be required to pay a higher amount for lunch tickets.
- b) Sign-up for all trips and special activities will take place on a designated date during the first week of each month for Glastonbury residents only. This information is printed each month in the Sharing Tree newsletter.
- c) Registration will take place in Community Room A. Individuals may make reservations for themselves and one other person. Checks should be made payable to the Town of Glastonbury.
- d) Non-Residents will be allowed to register one week after Glastonbury Residents Registration Day and will be assessed a nominal increased charge for classes/trips/lunch. (Information on pricing and registration dates is found each month in the Sharing Tree newsletter). Ongoing registration for all programs will be processed in the office after registration day based on space availability.

3. Privacy Policy

- a) Glastonbury Senior & Community Services has implemented procedures to protect a participant's privacy. All records are confidential and maintained accordingly. No employee will ever release information about a participant without their written consent or verbal authorization.

4. Health & Safety

- a) The Riverfront Community Center is completely handicap accessible with programs designed to meet an array of participant's needs.
- b) Out of concern for a participant's safety and at the discretion of the Supervisor of Senior Services a participant may be required to have an aide/family member accompany them to the center or on Dial-A-Ride.
- c) All participants will be asked to provide emergency contact information.
- d) With the exception of service animals, pets are not permitted inside the facility except during approved programs or with prior consent of the Supervisor of Senior Services.
- e) Alcoholic beverages are not permitted within the building other than for approved private rental functions with an approved caterer and authorization from the town.

5. Code of Conduct

- a. Civil and courteous behavior is expected at all times while attending the senior center and/or participating in Senior Center sponsored activities. Unacceptable behavior includes but is not limited to abusive or aggressive behavior, excessive rudeness, sexual harassment, racist remarks, and inappropriate language.
- b. Persons creating a serious disruption and/or safety threat may be asked to leave the Center by a member of the staff. If the person does not leave voluntarily, a member of the staff shall take the appropriate measures. The Glastonbury Police Department will be notified and all applicable state and federal laws will be enforced.
- c. The Supervisor of Senior Services in consultation with town officials may expel any person who repeatedly and intentionally does not follow the policies established for the health, safety, and well-being of all the participants. Actions that may lead to expulsion are as follows:
 - Intentionally causing or attempting to cause physical injury to another person.

- Using obscene or profane language, gestures, or verbally abusing and/or harassing other participants or staff.
 - Carrying a dangerous object, firearm, knife, etc.
 - Intoxication or possession of illegal drugs or alcohol.
 - Sexual harassment of a verbal, written, or physical nature.
- d. The procedure for handling of possible expulsions is as follows:
- The incident is brought to the attention of the Supervisor of Senior Services
 - If possible, there is a private discussion with the participant(s).
 - An incident report is written and the participant **may** be asked not to return until a decision is made.
 - A meeting is set with the participant and the Supervisor of Senior Services and Director of Human Services within a reasonable period of time.
 - A decision is made within 3 business days after the meeting as to how the situation will be handled.
 - Each situation is handled on a case-by-case basis.
- e. The procedure for handling appeals of decisions is as follows:
- If the complainant is not satisfied with the results of the review by the Supervisor of Senior Services and the Director of Human Services the complainant may present their complaint to the Glastonbury Town Manager for review.

For More Information: Please call 860-652-7638 or 652-7646

Glastonbury Senior Center Policies & Procedures

**I have read and agree to abide by the Glastonbury Senior Center's
Policies and Procedures.**

Name (Please Print)

Signature

Date