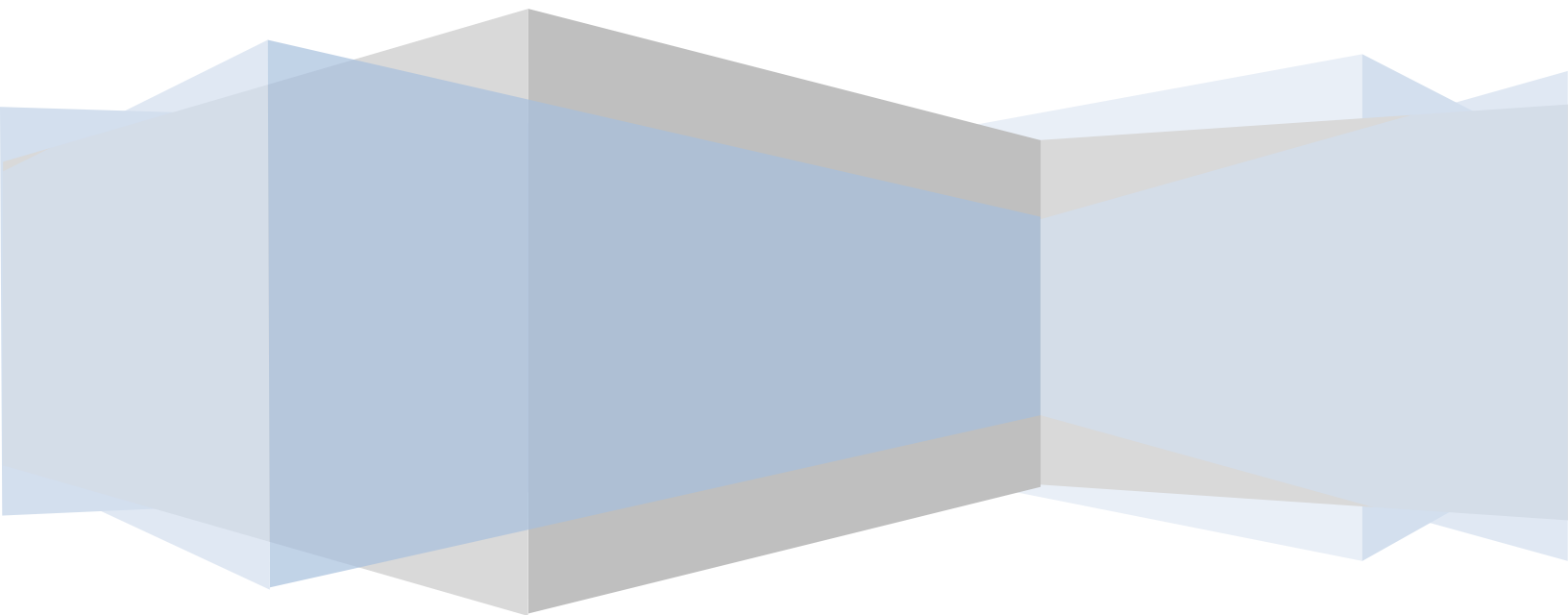


LEBANON SENIOR CENTER

POLICIES & PROCEDURES



L.S.C. POLICIES & PROCEDURES

TABLE OF CONTENTS

<i>HOURS OF OPERATION</i>	3
<i>HOLIDAYS</i>	3
<i>INCLEMENT WEATHER</i>	3
<i>PRIVACY POLICY</i>	3
<i>ELIGIBILITY</i>	4
<i>ATTENDANCE</i>	5
<i>HEALTH & SAFETY</i>	5
<i>PERSONAL CONDUCT</i>	6
<i>RIGHT TO APPEAL FOLLOWING EXCLUSION</i>	6
<i>COMPLAINT PROCESS</i>	7
<i>TRANSPORTATION SERVICES—ELIGIBILITY</i>	7
<i>TRANSPORTATION SERVICES—DESTINATIONS & RESERVATIONS</i>	8
<i>TRANSPORTATION SERVICES—SAFETY & SERVICE CHARGES</i>	9
<i>SENIOR NUTRITION PROGRAMS—BISTRO MEALS, COMMUNITY CAFE</i>	10
<i>SENIOR NUTRITION PROGRAMS—SPECIAL MEALS, MEALS ON WHEELS</i>	10
<i>COMPUTER KIOSK POLICIES</i>	11
<i>COPY SERVICES</i>	11
<i>BUILDING USE POLICY</i>	<i>attached</i>

L.S.C. POLICIES & PROCEDURES

HOURS OF OPERATION

The Lebanon Senior Center is open during the following hours:

Monday	9:00 a.m.-4:00 p.m.
Tuesday	9:00 a.m.-4:00 p.m.
Wednesday	9:00 a.m.-4:00 p.m.
Thursday	9:00 a.m.-4:00 p.m.
Friday	9:00 a.m.- 4:00 p.m.

Occasional programs may be scheduled during evening and/or weekend hours and will be advertised in the monthly newsletter, *Seniors on the Green* and on the Lebanon website: www.lebanonct.gov. or Facebook.

HOLIDAYS

The Town of Lebanon observes the following recognized holidays. On these days, the Lebanon Senior Center will be closed:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Columbus Day
Presidents' Day	Veterans Day
Good Friday	Thanksgiving
Memorial Day	Day after Thanksgiving
Independence Day	Christmas

Senior Center will close at **12:00 Noon** on the following days unless otherwise stated:

Thanksgiving Eve	Christmas Eve	New Year's Eve
The Lebanon Senior Center is closed the entire week between Christmas Day and New Year's Day		

INCLEMENT WEATHER

At the Lebanon Senior Center, it is our policy to follow the school closure schedule. This means if the local schools are closed, the Senior Center will also be closed for the day. If the local schools are delayed the Senior Center will open at 10am. Programs, activities, meals and/or transportation services may be delayed, postponed or cancelled, even if the Senior Center is open. To see if the Lebanon Senior Center has been impacted by weather-related closures, check for announcements on WFSB Channel 3 and WVIT Channel 30 (TV).

PRIVACY POLICY

The Lebanon Senior Center is compliant with Federal and State laws and Town of Lebanon policies and best practices regarding confidentiality. To that end, the Center and its staff have defined procedures to protect seniors' privacy. Records are confidential and maintained accordingly. Information is not released without prior written consent or verbal authorization.

L.S.C. POLICIES & PROCEDURES

ELIGIBILITY

1. The Lebanon Senior Center is designed for the independently functioning older adult, aged 55+, and includes accessibility for those with physical limitations. The Senior Center Director reserves the right to assess participants as to their ability to safely and appropriately use the Senior Center, to insure the well- being of all attendees.
2. Participants must be independent and oriented. Participants who are not independent or oriented may be required, at the discretion of the Senior Center Director (herein referred to as "Director"), to have a home-health aide, companion, escort or family member accompany them while they participate in activities or utilization of services, including transportation. Staff members are not allowed to provide hands-on assistance.
3. Participants who require an aide/companion must be accompanied by them at all times while visiting the center or using Senior Center services. In the event the aide/companion does not provide adequate assistance or leaves the participant unassisted; staff members will immediately contact the emergency contact person on file. On-going failure to provide necessary caregiver assistance may result in the cancellation of participant's privileges.
4. Individuals with assistance needs that cannot be managed by their aide/companion will be excluded from participation. Needs include but are not limited to:

Wandering	Unmanageable incontinence, ongoing
Prescription drug monitoring	Contagious disease
Drug/Alcohol abuse	Abusive/harmful behavior
Regularly occurring seizures	Cognitive impairment
Poor personal hygiene	Behavioral health problems
Inability to feed oneself	Inability to toilet independently
5. Prior to exclusion for any of the above reasons, the Director shall meet with the individual and/or their family to identify the assistance need and offer potential solutions. A plan of action will be established by the Director. Failure to comply with the recommended action plan will result in the member's exclusion from participation and cancellation of participation privileges.

L.S.C. POLICIES & PROCEDURES

ATTENDANCE

1. Activities, classes and services are available for adults, aged 55 and over.
2. Guests are welcome to visit the center as long as it does not interfere with general operations of buildings. Children may accompany a senior to the center on an occasional basis, but minors must be adequately supervised at all times.
3. All participants (residents or out of town visitors) are required to sign-in at front desk to document attendance.

HEALTH & SAFETY

1. Participants utilizing Senior Center facilities must wear proper attire, including safe footwear, while on premises.
2. Lebanon Senior Center is a NO SMOKING facility. Smoking is permitted in the designated area outside of the building, by the back ramp. Cigarette and/or cigar butts must be properly disposed of in designated containers.
3. Alcoholic beverages are permitted in the building or on the grounds when sanctioned by the Commission on Aging.
4. Pets are not permitted inside of the facility except during approved programs, with the prior consent of the Director. Service pets are allowed.
5. Lebanon Senior Center is licensed as a food service establishment. For the safety of all and to comply with federal and local health codes, a certified food service handler will be present in the kitchen during any/all food preparation and service. An individual with QFO (Qualified Food Operator) licensure will oversee all food service operations and enforcement of regulations.
6. Seniors must have current emergency contact information on file in the office. In the event of an emergency, it is the policy of the Town of Lebanon Senior Center to place a 911 call. Seniors who are fully conscious may refuse medical assistance only after the emergency medical responders have arrived and evaluated their medical condition. If further medical treatment is recommended by the emergency medical responders and the member refuses to comply, they will be asked to sign a waiver by the Senior Center. Members who refuse medical attention must vacate the premises but cannot be transported by the senior center bus, car or any member of the staff.
7. Fire drills are conducted on a semi-annual basis. All occupants (members, guests and staff) are required to participate. In the event of an emergency, all occupants may be required to vacate the building, until it is deemed safe to return by appropriate personnel.

L.S.C. POLICIES & PROCEDURES

PERSONAL CONDUCT

1. Persons creating a serious disruption may be asked to leave the Senior Center for the remainder of the day by a member of the staff. If the person does not leave voluntarily, a staff member shall take appropriate measures to have the person removed, which may include contacting the police.
2. The Director may permanently exclude any person who does not follow the policies established for the well-being of all participants and staff of the Lebanon Senior Center. Actions which may lead to exclusion are as follows:
 - Repeatedly and intentionally disobeying the rules and regulations, as outlined in these policies.
 - Intentionally causing or attempting to cause physical injury to another person.
 - Using obscene/profane language or gestures, or engaging in bullying, verbal abuse or harassment of others.
 - Carrying a dangerous object, firearm, knife or other weapon.
 - Possession of, use of or evidence of impairment caused by illegal drugs and/or alcoholic beverages, while visiting the Senior Center or taking part in Senior Center activities.
 - Vandalism, intentional destruction or theft of Town of Lebanon, staff and/or members' property.
 - Sexual harassment of a verbal, written or physical nature.

RIGHT OF APPEAL FOLLOWING EXCLUSION FROM THE SENIOR CENTER

1. A person who has received notification of their exclusion from Lebanon Senior Center programs and/or services has the right to request a hearing with the Commission on Aging (COA) to review the exclusion. The request must be forwarded within 10 working days of the exclusion. COA will have no more than 30 days after receiving the appeal to schedule a date for the hearing.
2. A written notice of the hearing date, time and place shall be sent to the petitioner at least five working days prior to the hearing.
3. The Director shall notify COA of the circumstances and rule violations which resulted in the exclusion. Details will be reported in a written narrative of the events which lead to exclusion, the names of any witnesses and copies of any statements or affidavits made by the witnesses.
4. The excluded person will have the right to testify and produce witnesses and other evidence in his/her defense at the hearing.
5. The excluded person may be represented by any third party of his/her choice, including an attorney. COA may choose to have an attorney present, at their discretion.

L.S.C. POLICIES & PROCEDURES

6. Any witnesses may be asked to appear in person to testify at the hearing.
7. COA will notify the excluded person of the decision by certified mail, return receipt requested, within five working days of the hearing. The notification will detail the reasons by which the decision was made. The decision of COA will be final.

COMPLAINT PROCESS

1. Member's input is welcomed by all staff members.
2. Members who have concerns about programming, policies or who have a dispute at the Senior Center are encouraged to first discuss the issue in private with the Director of Senior Services or a staff member who will bring it to the attention of the Director.
3. If a member's concern has not been satisfactorily addressed by the Director, the complainant has the right to contact the COA. The COA meets monthly at the Lebanon Senior Center, with meeting dates and times listed on the Town of Lebanon website as well as in the monthly newsletter.
4. The Commission on Aging will not hear any complaints that refer to personnel. All personnel matters are handled by the Director in cooperation with the First Selectman of the Town of Lebanon.

TRANSPORTATION SERVICES

ELIGIBILITY

1. Transportation services are available to residents of the Town of Lebanon who are aged 55 or over, or residents of the Town of Lebanon who are aged 18 or over who have been determined to be disabled through the Social Security Administration. For disabled individuals under the age of 55, proof of disability (SSA documentation) must be provided to the Director before approval is granted to utilize transportation services.
2. All passengers must be registered with the Senior Van Transportation program, with current emergency contact information on file.
3. Passengers must be able to safely enter and exit the vehicle. Passengers may use assistive devices, such as canes or walkers when entering or exiting the vehicle. The Director of Senior Services reserves the right to assess the ability of members to safely and appropriately use transportation services.
4. Passengers in need of wheelchair transportation may be accommodated. In such cases, the van driver will assist the passenger with the wheelchair lift and secure the wheelchair

L.S.C. POLICIES & PROCEDURES

in the bus. Electric wheelchairs/scooters will be evaluated by the van driver to determine whether or not it can be secured for transport.

5. Passengers who are not able to independently ride the bus may ride with a caregiver/aide who can manage their individualized needs.
7. Drivers can assist in carrying bags and do have the right to refuse to carry heavy packages, at their discretion. Drivers will load bags on/off the vehicle.

DESTINATIONS

1. The Lebanon Senior Center vehicles provide transportation to/from “essential services” in the following order of priority:
 - Medical appointments
 - The Lebanon Senior Center for daily activities, trips and special events
 - Necessary errands including grocery shopping, pharmacy or banking errands and hairdresser/barber appointments
 - Other requested destinations are granted at the discretion of the Director of Senior Services, as resources and scheduling permit.
2. Lebanon Senior Van Transportation program services provide medical transport to most destinations within the state of Connecticut. These appointments within the Willimantic/Norwich area can be made between 8am – 3pm, out of town appointments need to be made in the morning if possible, late afternoon appointments will be reviewed by the Van coordinator and the Director.

RESERVATIONS

1. Transportation services can be scheduled Monday through Friday, 8:30 a.m. to 4:00 p.m. by calling 860-642-2024.
2. All reservations must be made 48 hours prior to the appointment. Any reservations made with less than 48 hours will be reviewed on a case by case basis on whether the appointment can be accommodated.
3. Reservations may be made for a maximum of three designated stops, per person per day. All stops must be noted at the time of reservation, so the Van Coordinator can arrange the routes appropriately.
4. Reservation requests for out-of-town medical transportation should be made as early as an appointment time is known. Every effort will be made to accommodate an individual’s medical appointment. Service may be denied if the schedule is filled, the appointment is not within our operating hours or service area.

L.S.C. POLICIES & PROCEDURES

5. Transportation requests are granted on a first-come-first-served basis.
6. To maintain our daily schedule, it is very important that passengers be on time. Please be ready for pickup at least 10 minutes before your scheduled ride. The ride will be forfeited if an individual is not ready at their designated time. Drivers will make every reasonable effort to let you know they are there. Driveways must be maintained in the winter to allow the transportation vehicles to enter the property safely.
7. If it becomes necessary to cancel a reservation, please call as soon as possible. After hours of operation, the Lebanon Senior Center has a voicemail system to leave a message, which will be retrieved when staff arrives the following business day.
8. The Director reserves the right to suspend a member's transportation privileges for up to three months for the following reasons, including but not limited to:
 - Failure to show up on time for a scheduled ride for a total of three offenses.
 - Failure to give timely notice of at least 30 minutes for cancelled appointments for a total of three offenses.
 - Non-compliance with Lebanon Senior Center policies, as outlined in this manual.
9. Notification of transportation privilege suspension will be mailed to an individual's home address, with additional copies sent to the Chairperson of the Commission on Aging and the First Selectman of the Town of Lebanon.
10. Members returning after a period of suspension from transportation services will be subject to a probationary period. If additional occurrences are experienced, a member may be permanently suspended from transportation services, at the discretion of the Director.

SAFETY

1. All passengers are required to wear seat belts while riding in vehicles. The driver will assist passengers with their seatbelts, as needed.
2. The Lebanon Senior Center cannot provide emergency medical transportation. In the event of a medical emergency, please call 911.
3. The driver may refuse to transport a passenger, after contacting the Director, for the following situations:
 - The individual appears too ill/weak to be safely transported.
 - The individual is exhibiting loud, disruptive and/or distracting behaviors.
 - The individual appears to be intoxicated.

L.S.C. POLICIES & PROCEDURES

- Personal hygiene of passenger is distracting to driver.
- Sidewalks or driveways are unsafe for walking due to ice and/or snow accumulation.
- The individual requires hands-on assistance and doesn't have an aid or proper equipment.
- The individual refuses to wear a seat belt.

SERVICE CHARGES

1. The Lebanon Senior Center does not charge a fee for transportation services.
2. Donations are gratefully accepted and are used to help defray the cost of gasoline and vehicle maintenance. Donations are accepted in the office of the Lebanon Senior Center. They may be placed in the designated drop box or mailed to: Lebanon Senior Center, 37R West Town Street, Lebanon, CT 06249.
3. Drivers are not permitted to accept gratuities.

SENIOR CENTER LUNCHESES

- Lunch is served Tuesdays at 12:00 Noon in the Great Room of the Lebanon Senior Center.
- Any food-related allergies should be made known to the kitchen volunteers.
- Cancellation of the Tuesday Lunch due to weather or emergencies will be announced on WFSB under "Lebanon Senior Center".
- Fees for lunch vary depending on whether it is a regular lunch or a holiday special.

MEALS ON WHEELS (HOME DELIVERED MEALS)

1. In order to be eligible to receive Meals on Wheels, a person must be age 60 or over and determined to be home-bound.
2. A suggested donation of \$3.00 is requested per delivered meal.
3. Cancellations of meal delivering due to weather can be viewed on WFSB under "Colchester Senior Center" (meals are packed at this center they post the announcement).
4. Any eligible person wishing to receive home delivered meals should register with TVCCA by calling 860-886-1720 ext.1006.

L.S.C. POLICIES & PROCEDURES

COMPUTER KIOSK POLICIES

1. The Computer Kiosk is available to seniors aged 55 and over during Senior Center hours of operation.
2. Computers are available for use in 30 minute increments. Availability may be limited based on demand, and will be honored in the order of “first come”.
3. Violation of any Federal or State law, including copyright laws, is prohibited.
4. Vandalism or hacking of any hardware, software, computer or communications system is prohibited.
5. Private information should not be saved to the computer hard drives, including photos, written work and/or other communications. Flash drives or disks provided by the user are suggested for use in storing information. All messages sent over the Town computer/communication systems are the property of the Town of Lebanon.
6. No software shall be installed on the computer. Please see Town of Lebanon’s Computer Usage Policy.
7. Viewing offensive or pornographic material, photos or websites is prohibited.
8. Food/beverages are not allowed at the Computer Kiosk.
9. Violation of Computer Kiosk policies may result in loss of privileges. Please see Town of Lebanon’s Computer Usage Policy.

COPY SERVICES

1. Copies and/or prints from the Computer Kiosk may be made for seniors in the Lebanon Senior office. There is a limit of 10 pages per day unless authorized by the Director. Those going over 10 copies will be charged .50 per copy.