

**THE ETTORE F.CARNIGLIA SENIOR CENTER  
POLICY AND PROCEDURES MANUAL  
41 Oak Street, Windsor Locks, CT 06096**

**1. PHILOSOPHY**

The philosophy of the SeniorCenter is to provide the environment and resources necessary to enhance the quality of life for all senior citizens of Windsor Locks. Services and programs that provide opportunities for socialization, recreation and health education, as well as cultural and intellectual stimulation, are structured to meet this objective.

**2. PURPOSE**

The purpose of the SeniorCenter is to provide a focal point for services to all older residents of Windsor Locks, as follows:

- To serve as a central meeting place for social, health related, educational, cultural and recreational activities.
- To serve as resource center, providing information of interest to older adults.
- To encourage mutual support networks.
- To serve others through volunteer and community service.
- To provide essential transportation for the elderly.
- To provide information to homebound seniors.

**3. ADMINISTRATION**

The SeniorCenter is under the administration of the Town of Windsor Locks through the office of the First Selectman, with the assistance of the Commission on the Needs of the Aging (CONA). Members of the Commission are appointed by the Board of Selectmen.

CONA is responsible for formulating policy. The Senior Center Director is responsible for the day to day operation of the Center.

## 4. POLICIES AND PROCEDURES

### A. HOURS OF OPERATION

The Windsor Locks Senior Center is open to participants from 8am to 4pm Monday – Thursday, 8am-1pm on Fridays. As an agency of the Town of Windsor Locks, the hours of operation are designated by the Commission on the Needs of the Aging. The Center is closed for all major holidays and other days when the Town Hall is closed.

The Senior Center Closures: The Senior Center follows the Board of Education closure/delay policies. If Windsor Locks Schools are closed due to snow, the Senior Center will open but programs, transportation and lunch are cancelled. In this event, please tune to WVIT Channel 30 or WFSB Channel 3 "Windsor Locks Senior Center –No Activities" and "Windsor Locks Senior Center-No Transportation" will be posted. During events that require prolonged closure of the Center, updates and information will also be available on the town website- [www.windsorlocksct.org](http://www.windsorlocksct.org).

### B. MEMBERSHIP

Senior Center programs are open to Windsor Locks residents, aged 59 or older and their spouses, who may be under 59. Temporary residents 59 years of age or older, living with Windsor Locks residents, may utilize the Center. There are no membership dues, however there may be individual program fees. Participants are required to sign in upon entering the Center. This is a safety measure so staff is aware of who is in the building. This also allows us to track how many seniors we serve. All records are confidential and maintained accordingly

Free parking is available to handicapped individuals holding a state sticker, in front of the Center. Free parking for others is available in the municipal parking lot located on Oak Street.

### C. ELIGIBILITY AND PARTICIPATION

1. The Senior Center is accessible for those with disabilities. Our programs are designed for Windsor Locks residents age 59+.
2. The Senior Center Director reserves the right to assess the ability of potential members to safely and appropriately use the Senior Center. This is to insure the health and safety of all attendees.
3. Members must be independent and oriented; Senior Center staff members are not allowed to provide hands-on assistance.

4. At the discretion of the Senior Center Director, a member may be required to have a home health aide, companion, escort or family member accompany them for his/her participation in Center activities or utilization of mini bus transportation services.
5. Members requiring an aide or companion to participate must be accompanied by them at all times while at the Center and when using mini bus services. In the event the aide or companion does not provide adequate assistance or leaves the member unassisted at any time, the emergency contact person on file will be notified. If the contact person is not available, the Windsor Locks Police will be contacted.
6. Individuals with issues that cannot be managed by their aide or companion may be excluded from participation. These problems include, but are not limited to:
  - Disorientation/wandering
  - Prescription drug monitoring
  - Drug or alcohol abuse
  - Regularly occurring seizures
  - Poor personal hygiene
  - Inability to feed oneself
  - Chronic unmanageable incontinence
  - Chronic contagious disease
  - Abusive or harmful language or aggressive behavior
  - Cognitive impairment
  - Behavioral health problems
  - Inability to toilet independently

Prior to exclusion for any of the above reasons the Senior Center Director shall meet with the individual and/or family to express his/her concerns and possible solutions. A plan of action will be agreed to by all parties. Failure to agree or comply with the action plan may result in exclusion from the Senior Center and cancellation of member privileges at the discretion of the Senior Center Director

#### D. HEALTH AND SAFETY

The Windsor Locks Senior Center takes the health, safety and well-being of our participants very seriously. Senior Center staff members are not responsible for any member entering or leaving the Center with other members or alone. Staff members are not responsible for any belongings or items that a member or guest bring into the Senior Center

- Tobacco Use:  
The Windsor Locks Senior Center is a tobacco free facility. Tobacco use is not allowed in the Center or on the mini buses. Smoking is permitted in a designated area outside of building and designated containers must be used.
- Alcohol/Drugs:  
Illicit drugs are not permitted in the Center or on mini buses. Alcohol is not permitted in the Center except as noted under Section I- Rentals of the Building.
- Pets:  
Pets are not permitted inside the Center except during approved programs or with prior written consent of the Director. Recognized and /or certified service pets are allowed.
- Emergencies:  
Injuries or other emergencies that occur at the Center or while using bus service, will be reported, immediately, to the Director who will take the appropriate action, and if warranted, contact the client's family or other person designated for such situations. Under no circumstances will a staff member transport anyone requiring medical assistance to a hospital or doctor's office.

## E. TRANSPORTATION

Transportation will be provided in accordance with the published Senior Transportation Policies as may be established by CONA.

The bus transportation program serves Windsor Locks residents 59yrs of age and older as well as disabled persons over the age of 18. A physician's medical clearance is required. Transportation is provided for medical appointments, shopping, personal, and social and other purposes as authorized. A bus pass is required and is to be renewed annually after July 1st of each year.

The Senior Center Director, assisted by a Transportation Coordinator, is responsible for the day to day transportation operations. The transportation office hours are 8am -12pm, Monday through Thursday and 8am – 11:30am Fridays.

### Passenger Service:

- The mini bus program is a curb to curb service.
- Passengers must be able to enter and exit their homes on their own or with the assistance of an escort provided by the passenger.
- Drivers should not assist individuals in or out of their homes.
- Seat belts must be worn at all time
- Cell phone use is prohibited while using bus service

- Passengers must maintain good personal hygiene and avoid use of heavy perfume/cologne
- Passengers who are not physically able or not capable of self care must bring a companion for assistance; however, this must be prearranged by the passenger with the Coordinator of Transportation.
- When booking medical appointments, passengers who have received medication or will undergo a procedure in which ambulation or health is affected, will not be transported unless accompanied by an aide
- Drivers may provide assistance on and off the bus for wheelchair passengers and secure wheelchairs into position on the vehicle.
- When determined by Director that a passenger using the lift needs additional precautionary assistance, the driver will accompany passenger on the lift.
- Each passenger is allowed 2 bags per shopping trip. Drivers may assist passenger with their bags.
- Drivers should not enter homes or buildings
- Drivers are not to use passenger's driveways, unless there is no reasonable alternative for turning bus around.
- Vehicles are not available for emergency medical transportation.

**Drivers will refuse to transport when safety may be compromised or in the event of non-compliance with the safety policies.** Drivers are to notify the Senior Center Director immediately in the event of refusal to transport. The Senior Center Director will contact the passengers emergency contact person and/or the Windsor Locks Police. Drivers are to remain with passenger until other transportation arrives.

#### F. ELDERLY NUTRITION PROGRAM

The Elderly Nutrition Program is a federally funded program, funded in part by donations. A suggested donation fee will be established annually. Lunches are served daily, Monday through Friday. A 24 hour advanced reservation is required. The Senior Center is a licensed food service establishment. For the safety of all and to comply with Federal and local health codes:

1. Only staff members and registered food service volunteers are allowed in kitchen area.
2. Participants are not allowed to remove food from the building that is served from the Center
3. A staff member with QFO (Qualified Food Operator) certification shall oversee all food service operations and enforcement of regulations.

The Center is also a site for 'Meals on Wheels' program. This program provides meals seven days a week, to homebound seniors within the Town of Windsor Locks. Applications are available at the Center.

#### G. SOLICITATIONS, ADVERTISEMENT, PETITIONS

Solicitation, selling of services or products, or collecting money or other items within the Senior Center is not permitted unless it is part of a fundraising project or event sponsored or approved by the Senior Center Director.

Posters or handouts advertising community events, political literature and petitions of a legislative nature must have prior approval of the Senior Center Director.

#### H. EXCLUSION: from Senior Center and Transportation Service

The Senior Center Director has the right to exclude any person who repeatedly and intentionally does not follow the guidelines set forth in this Policies and Procedure Manual. Infractions may be brought to the Director's attention by staff members or other participants in Senior Center programs and Transportation Service. Actions that may lead to exclusion include but are not limited to:

- Sexual harassment of a verbal, written or physical nature.
- The use of obscene or profane language, gestures, bullying, verbal abuse and/or aggressive or violent behavior, and harassing other members or staff.
- Possession, use of or being under the influence of illegal drugs or alcoholic beverages.
- Intoxication, having alcohol on one's breath and or in possession of open containers of alcohol.
- Intentionally causing or attempting to cause physical injury to another person with the exception of self-defense.
- Repeated and intentional disregard for adhering to the rules and regulations as set forth herein.
- Carrying a dangerous object, firearm, knife or anything that would or could be used to cause personal injury to or that may be used to threaten another.
- Making disparaging remarks to another regarding their religion, national origin, sex or race.
- Making unauthorized physical contact with another participant or staff member.

Individuals who create serious disruptions or act inappropriately may be asked to leave a program or activity by a SeniorCenter staff member. If the individual does not leave voluntarily, the Windsor Locks Police will be contacted.

If a participant feels that the behavior or action of another participant is harmful or threatening to themselves or others, they should bring this to the attention of a Senior Center staff member. All conversations will be handled with complete discretion and confidentiality.

Right of Appeal: In the event of a decision to exclude a participant from Senior Center programs and activities, the excluded person may request in writing a hearing with the CONA Board whose decision shall be final.

#### I. USE OF CENTER BY OTHER ORGANIZATIONS OR INDIVIDUALS – RENTALS.

The Senior Center, as a public building, is available to resident individuals and non-profit organizations when not in use, or scheduled for use by seniors. An application for such use must be filed with and approved by the Senior Center Director.

Rental Fee shall be established by the CONA Board

The Renter are responsible for clearing tables, removal of trash and leaving the facilities neat and in order. The center does not provide paper products, utensils or trash bags. All needed supplies are the responsibility of the renter. The refrigerator is stocked with supplies for SeniorCenter lunches and activities and is not available for use by the public.

The security deposit will be returned as soon as it has been determined that there is no damage or other than normal cleaning needed.

Alcohol is not permitted.

When the Senior Center is not being used by senior programs/events, charitable nonprofit groups and community groups of the Town of Windsor Locks may use the facility at no cost.

#### J. ACTIVITIES

Regular programs (daily, weekly or monthly) for seniors at the Center include, but are not limited to: Arts/Crafts, Billiards, Bingo, Bowling, Blood Pressure, Bridge, and Transportation Program, CRT lunches, Exercise, Podiatry Care, Health Insurance Assistance, Legal Assistance, Quilting Club, Painting Class, Meals on Wheels, L.O.C.K.S Fitness Center, Wii Bowling, Cards & Games.

Other programs may include: Movies, Education Seminars, Health and Info Fair, Special Center Bus Trips and various social events throughout the year.

#### K. NEWSLETTER

The "SCAN", a monthly newsletter with information on up-coming events and items of interest to seniors, is mailed to town residents 59+ who wish to receive it. The Scan is also available at numerous businesses throughout the town. It is also available on the towns website - [www.windsorlocksct.org](http://www.windsorlocksct.org)

June, 1997  
May, 1998  
September, 2009  
November, 2010  
December, 2013  
September, 2015  
November, 2015  
January, 2016  
November, 2017