

Lakeland Senior Citizen's Center Policy

The Senior Citizen's Center Policy outlines the City of Lakeland's requirements and expectations for the use of the Senior Citizen's Center facility. The policy acts to guide city staff, facility volunteers, and facility users. The following policy is committed to maintaining the health, safety, dignity, and welfare of Senior Citizen's Center facility users as well as city staff, volunteers, and guests, while ensuring compliance with federal, state, and local law.

FACILITY USE

The Lakeland Senior Citizen's Center, hereby referred to as "the Center", is open and accessible to persons ages 55 and over. Persons under age 55 may not utilize the Lakeland Senior Center. The Center does not charge a membership fee. There will be no rental fees charged to groups or individuals using the premises for approved activities and programs. (Fees may be charged for classes and special events.)

A sign-in sheet must be used to record persons accessing the Center and shall include each individual's name, age, contact person/relative, telephone number, email address, and the date.

The Center is also available for use by various human service agencies dealing with aging concerns, caregivers to the elderly, and "friends" of the Center at the discretion and with the approval of City Manager or designee. Center user may bring guests on occasion, who are expected to follow the Center's Code of Conduct and other provisions of this policy.

The Center shall only be considered open for use when an approved "Responsible Person" is in charge of the activity or program (or designated City staff member). All Responsible Persons must be approved by City Manager or designee in advance.

Because Responsible Persons may not always be available to staff the center, operational hours will vary and shall be determined by City Manager or designee according to the availability of approved Responsible Persons.

When closing the Center, the Responsible Person must:

- Pick up all miscellaneous trash items from window sills, tables, chairs, etc.
- Leave kitchen in a neat fashion having washed and put away any dishes used
- Ensure refrigerator and freezer doors are completely closed
- Turn off all electrical appliances used
- Sweep floors, including restrooms and carpeted areas
- Arrange all tables and chairs in a neat fashion; all tables taken out for the activity should be returned to the table storage room and stacked neatly
- Take all garbage to the dumpster
- Close all windows
- Turn off all lights, including kitchen, bathrooms, and dining rooms
- Tightly close and lock all doors, checking each to make sure that it is secure

No user will be turned away due to disability, as the Center is accessible to persons with disabilities and in compliance with the Americans with Disabilities Act (ADA).

All Center users *must* be able to take care of daily personal functions while using the Center or be accompanied at all times by an individual other than the Center's designated Responsible Person that can help them if they require special assistance.

The Center may be utilized for a range of activities for the sole purpose of providing a meeting place, programming, or other appropriate activities for the center's users in accordance with the Center Policy and Code of Conduct.

Use of the building does not obligate the Center to provide any equipment not currently assigned to a designated area.

Center users, Responsible Persons, and guests agree to maintain the premises in their current state. Nails, screws, tape, and other fixtures cannot be applied to the walls, woodwork, flooring, or ceiling without permission from City Manager or designee. Groups using reserved facilities should not re-arrange furniture without permission from City Manager or designee.

Food and refreshments must be approved by City Manager or designee.

SPECIAL EVENTS, CLASSES, AND PRESENTATIONS

City staff is at no time required to manage the Center unless arrangements have been made in advance and approved by City Manager or designee. The City Manager or designee must approve all programs, presentations, and presenters in advance of the activity. Activity or program fees for specific classes or events may be required for events established by the Center's users and approved by City Manager or designee.

Presenters are required to adhere to Code of Conduct and the following guidelines contained in this policy at all times.

Presentations must be informational or entertaining for seniors. No product or service may be sold.

All activities, programs, and presentations submitted for approval should be listed on the Center Facility Use Form (Appendix A) and signed by the Responsible Person. Presenters and instructor's must be able to demonstrate experience and knowledge in the topic area. Examples of experience and knowledge include: current employment, education, certification, etc. The presenter and topic must be approved by the City Manager or designee, who may cancel the program if necessary.

Presenters must coordinate with City Manager or designee to set a date and time for the program as the City Manager or designee is responsible for scheduling all events in buildings owned and operated by the City. Presentations or activities may be moved to neighboring IH Clubhouse due to scheduling or time constraints, available space, or other considerations as determined by City Manager or designee. Programs must be organized and established by the fifteenth day of the month prior to the dates scheduled for the presentation unless receiving special approval from City staff.

Presenters are responsible for publicity – advertisements may be placed in the following publications: Qnet, City Watch, The Bartlett Appeal or other community media source. Coffee, hot tea, and hot chocolate may be available at the Senior Center for a fee paid by the presenter, though providing additional refreshments, such as cookies or other snacks, is recommended

DONATIONS

The Center will not accept physical donations, such as furniture, appliances, or supplies, except when approved by the Board of Commissioners (BOC) or BOC designee under special circumstances. Cash donations payable by cash or check will be accepted with pre-numbered receipts issued to the donor. While the Center will accept cash donations, all substantial cash donations or other source of funds, should be approved by the BOC.

CODE OF CONDUCT

All of the Center's Responsible Persons, volunteers, members, and guests agree to maintain the respect of every individual involved in Center activities, create a pleasant atmosphere for everyone, and provide an environment for good fellowship among the Center's users.

To achieve this, all members, Responsible Persons, and guests should:

- Behave and speak in a manner which is respectful of others at all times
- Not engage in political activities that include, but are not limited to handing out political fliers, political presentations, political fundraising and other related activities
- Wear reasonable clothing and shoes suitable for the activity
- Be responsible for their own personal property
- Refrain from using foul language or other behavior disruptive to Center users or visitors
- Leave the premises in the same condition in which it was found
- Report any unusual occurrences immediately to the Responsible Person or City staff
- Abstain from the use of alcohol and drugs at the Center, which are not permitted in the building or on the premises under any circumstances
- Refrain from gambling, which is prohibited under any circumstances
- Assist City staff in enforcing the Code of Conduct
- Adhere to the Lakeland Senior Citizen Center Policy

Smoking will not be permitted in the building or in non-designated areas. Smoking may only take place in a designated area or no less than 25 feet from the Center facility and parking lot.

Soliciting and business activities are prohibited in- or outside of the Center. Center users may hold fundraisers to raise money for specific programs or activities available to all Center users. When an individual or group wishes to engage in fundraising for Center-related activities or programs, approval of City Manager or designee is required in advance.

A television and computer may be available at the Center. Users are expected to access only materials appropriate according to generally accepted standards of decency and those that accord with the Code of Conduct. Prohibited content includes pornographic websites or programs, websites related to gambling or any other illegal or prohibited activity, and programs or websites that are offensive and disruptive to Center users, Responsible Persons, and guests.

Noncompliance with the Code of Conduct may result in an individual being asked to leave the premises until they are willing to conform to the Center's Code of Conduct.

INCIDENT REPORTING

As the health, safety, dignity, and welfare of Center users, Responsible Persons, and visitors being the utmost priority to the City, any accident, illness, or suspected illness should be immediately reported to 911 emergency response. Incidents involving a violation of the Center's Code of Conduct or other policies should be immediately reported to City staff.

Any incident at the Center involving health and safety, the Code of Conduct, the Senior Center Policy, or other activity or behavior suspected of being inappropriate requires that an Incident Report (Appendix B) be completed and that City staff be notified immediately following notification of emergency personnel in the event that a person's health or safety are in jeopardy.

Facility Use Form

Name: _____

Title(s): _____

Organization/Employer: _____

Telephone#: _____ Email Address: _____

SS# (if required for background check): _____

Address: _____

Program/Event/Presentation (Name and Description): _____

Center Equipment Used: _____

Event Date(s): _____

Certifications: _____

Qualifications: _____

Signature of Responsible Person: _____

Date: _____

Approved by: _____

Date: _____

Lakeland Senior Citizen's Center Incident Report

Date of incident: _____/_____/_____ Time: _____

Location: _____

Nature of incident: _____

Responsible Person in charge of activity when incident occurred: _____

Name of witnesses: _____

Names of Any Injured Parties & Injuries: _____

Actions Taken: _____

Other facts pertinent to the incident not included above: _____

Notifications made to: _____

Signature of Responsible Person: _____ Date: _____