

Burlington Senior Center

POLICIES & PROCEDURES MANUAL

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Introduction

The Burlington Senior Center, Inc. (BSAC for use in this document) was incorporated in 1998. It was originally located at 152 E. State Street, Burlington WI. 53105. The center was moved to its current address at 587 East State Street in 2017. Formally it is referred to as The Burlington Senior Center, however it operates under the name of Burlington Senior Activity Center. The building is owned by the City of Burlington, through a gift from Racine County to purchase the property for use as a Senior Center for the Burlington area. The senior center also hosts the operation of Racine County's ADRC Meals on Wheels program under an annual agreement.

The Burlington Senior Center's mission is to provide programs to enhance the lives of mature active adults in our community.

This Manual is provided for participants, volunteers, and staff to understand the operation of programs and activities planned for active older adults at the Burlington Senior Center. The City of Burlington policies and procedures contain information on building and ground use and other responsibilities of the City.

Administrative Policies & Procedures

Hours

- Programs are scheduled Monday through Fridays. Evening and weekend programs may also be scheduled.
- The facility rents the building during off hours.
- BSAC programs and activities take priority over public rental of the facility.
- The Nutrition Site (Meals on Wheels) hours of service and menus are outlined on the BSAC Website, and at the center. bsac@burlingtonseniorcenter.com and Burlington Senior Activity Center Facebook page.

Rules of Conduct

As a friendly and inviting place for the community to enjoy programs and activities, the following actions will make participants feel welcome at Burlington Senior Activity Center. These rules of conduct apply to all participants and will be enforced for the benefit of all participants:

- Courtesy and respect will be always shown to all persons.
- Discrimination towards any person for any reason will not be tolerated.
- Good personal hygiene and proper attire are required.
- Conduct that creates excessively loud or disruptive noise, use of profanity, abusive or offensive language, inappropriate jokes, or stories will not be tolerated in any form, spoken, expressed or written.
- Inappropriate physical contact or harassment of participants or staff is not acceptable.
- Each participant is responsible for maintaining respect for the facility and its contents. Participants/volunteers will follow guidelines for use of facility equipment and will adhere to rules of programs & activities.
- Wisconsin Statutes prohibit smoking in any enclosed, indoor area of a state, county, city or town building. Smoking is defined as carrying a lighted cigar, cigarette, pipe, vaping device, or other electronic delivery systems.

- Persons who are intoxicated will be asked to leave the property. Illegal drugs may not be brought into or used in the facility. Alcohol may be served at BSAC-sponsored activities and events. In such cases, moderate consumption is acceptable and will be enforced.
- No pets, except for ADA approved, trained, Service Animals will be allowed in the building unless a special program or activity is scheduled. Service animals must be under the handler's control (this doesn't mean leashed), be current on vaccinations and licensed with local authority, and not present a public health or safety threat or need to be cleaned up after.
- *Disclaimer* The term "Service Animal" should not be confused with the term "Support Animal" as that term is not recognized in law and not a legal standard.
- Participants are responsible for providing their own personal care and needs. A caretaker must accompany participants who cannot care for themselves for the duration of their stay. Caretakers may participate in the same activity if it does not hinder their ability to aid the participant.
- Participants, visitors, or directors shall refrain from making special requests of staff, volunteers, or vendors without the Executive Director's approval.

Rules Enforcement

BSAC staff has full authority to enforce the following terms when it is evident that a participant is not adhering to the Rules of Conduct:

- A verbal and/or written warning will be given, along with the Rules of Conduct, to show that said participant is not acting within the established guidelines. The coordinator must provide a copy of the written warning or advise the BSAC Executive Director of a verbal-warning to a participant. Written warnings should be written and signed by the Director and participant. Refusal to sign will be recorded and kept on record.
- Upon repeated violations, said participant will be informed by the BSAC Executive Director that he/she is not welcome at the Burlington Senior Center at the present time. Readmittance, after a length of time to be determined by the Executive Director, will be permitted with the understanding that he/she will not create problems in the future. The Executive Director will report this information to the Board of Directors at the next regularly scheduled meeting.

Soliciting

Solicitation of religious organizations and services is not allowed. Public promotion of a community effort may be permitted if it does not benefit any individual. Posting of materials for the public must be authorized by the Executive Director.

Political Campaigning

Candidates seeking any elective office may not engage in electioneering while on BSAC property.

Personal Belongings

Participants are responsible for their own personal belongings while at BSAC or on a sponsored outing. Lost and found items can be recovered from the Staff. The following guidelines should be followed:

- Participants should keep personal belongings with them while attending the center. Occasional errors occur when retrieving items from coat racks, counters, and tables. Please be sure the item retrieved is the correct item.
- Valuables are best kept in the trunk of a vehicle if possible.
- Personal use of medication or medical equipment used to dispense medication should be used in privacy in the rest room. Personal products should be disposed of in trash-containers that are provided in the restrooms.
- Adaptive equipment should be stored so as not to obstruct traffic.
- Personal storage outside of the coat rack area is not allowed.

Confidentiality

BSAC staff and volunteers will maintain confidentiality in the handling and use of participant's personal information and records. Any information relating to participants that would be detrimental to their character or well-being is not to be discussed in any manner. Specific information on the time and when participants or volunteers are at Center should not be revealed. Names, addresses, telephone numbers, email and personal information about participants will be kept confidential and not be given to any other attendee without their permission.

Programming

The Executive Director is responsible for scheduling and managing all activities, programming and operations at the Center.

Transportation

The Burlington Senior Center does not provide transportation services. Transportation services independent of the Burlington Senior Center are posted at the center. Staff do not provide transportation.

Social Services

The Burlington Senior Center serves does not provide social services; staff is trained to make referrals as needed. Brochures and flyers about social services in Wisconsin are available at the Center. The Senior Center facilitates support groups for caregivers and those who are grieving. The quarterly newsletter provides information on available services for seniors. The senior center frequently features speakers on healthy aging. The focus of the center is to give the senior a place to socialize, exercise, play games and learn.

Building Usage/Rentals

The Executive Director is responsible for the use of the center by other organizations. The Executive Director is responsible for managing the building rentals. Each organization or group using the center will complete a facility use form. Details of usage are in the form, and it is signed by a representative of the group or organization and the Executive Director or authorized personnel. Fees are set by the Executive Director. Center policies and usage rules are stated in the contract.

Security/Building Access

The building at 587 East State Street is equipped with cameras that are monitored by the Executive Director and Maintenance Volunteers. The building is equipped with a key code entrance system that is monitored by the Executive Director and other authorized personnel. All persons who have received a key code have signed a contractual agreement to do so, either as a volunteer, staff member, or group or organization who rents the building.

Equipment & Property

Program/Activity Usage: All volunteer/contracted Instructors are responsible for their supplies and cleaning up after activities. They are expected to keep center supplies, storage bins, and activity areas neat and clean. Volunteers using materials for programs and activities should return materials

to the storage room. Some equipment requires instruction and is marked for use, please respect signage. Renters will have their storage agreement stated in their contract.

Storage: Space for a contracted program's equipment will be available on a limited basis during the term of the contract at no charge. All particulars will be stated in the individual contracts

Disposal: Equipment donated to the Senior Center or purchased with Senior Center account funds may be disposed of by the BSAC Executive Director, as deemed appropriate. Any Senior Center capital items that may require disposal, must be discussed with the Board of Directors prior to doing so.

Artist's Alcove

Items displayed are available for a free will donation. The purpose of this is to provide a convenient venue for seniors to have access to an inexpensive gift shop that allows them to buy a trinket, gift or greeting card.

Purchasing

Any staff person, volunteer or board member requests for expenditures must be submitted to the Executive Director who will either act upon the request per policy or forward it to the board of directors for consideration.

Fund Raising

Events and activities are coordinated to provide revenue for the Senior Center. Current examples include Cookie Sales, Craft Fairs, and Trips.

- Support for coordinating events is provided by a designated "Special Events" Committee and participating volunteers. Minimal staff time will be used for these events.
- The BSAC Executive Director or designee is expected to participate in organizing, providing support and attending events.
- Other fundraising events include but are not limited to an annual mail campaign and recognition products sales, i.e.jar openers for kitchen project.

Sponsorships

A sponsor is a person, business or organization who supports an event or activity with a financial contribution or an in-kind payment of products or services. Sponsors agree to avoid personal solicitation of participants with advertising or promotional materials. Sponsors may provide materials for displaying on the day of an event with the approval of the BSAC Executive Director. Potential sponsors should contact the BSAC Executive Director for sponsorship of any event or program.

Newsletter

Burlington Senior Activity Center publishes a quarterly Newsletter. The Executive Director is the Editor of the Newsletter and is assisted by Board Members and Volunteers. The newsletter is supported by advertising. Advertisers are allowed to display a business card at the center. Subscriptions are available for \$10 per year. Complimentary copies are sent to advertisers. The Newsletter is also available on the center website. Copies of the newsletter are available at no cost at the senior center.

Website and Facebook

The Burlington Senior Center Website: burlingtonseniorcenter.com and the Burlington Senior Activity Center Facebook page are maintained by the Executive Director with assistance from volunteers, staff, and Board Members.

Donations & Memorials

The Burlington Senior Center is a non-profit organization that provides an array of programs through contributions from individuals, organizations, and grant funds. There are donation forms and/or information on the BSAC website and in the newsletter. The Executive Director will record all donations appropriately. Acknowledgement (thank you notes/letters, tax deduction letters) of the donations will be made by the Executive Director or Board Members.

Dining Site

Operation of the ADRC Nutrition Site is governed by the annual contract between the City of Burlington, The Burlington Senior Center and ADRC, Racine County.

Participation

BSAC offers many programs and activities that are designed for active older adults. Unless otherwise noted, individuals should be age 50 or older to participate in Senior Center activities. Individuals must be independent and oriented. At the discretion of the Executive Director, those who are not independent due to physical issues such as decreased sight or hearing may be required to have an aide accompany them while they are at the center or on a trip. All fees will be applied to the aide on a trip or if participating in an activity.

Individuals under the age of 50 will be allowed to participate in these programs and activities with permission from the BSAC Executive Director and/or the coordinator of the program. There may be an age requirement for some services.

Individuals participating in any exercise programs/classes held at the Senior Center do so at their own risk. Those individuals who participate in any exercise classes assume full responsibility for their own safety and whether their own personal health and medical conditions permit performing such exercises. It is recommended that participants consult with their physician before beginning any new exercise routine.

Participation Donations

Financial support for the operation of The Burlington Senior Center comes primarily from donations and grants. A free will donation is suggested at the door to play cards & games, hear a speaker, or enjoy entertainment, etc. Exercise classes, arts and craft sessions may be independently priced accordingly.

Bingo

Attendance to the center is a free will donation. Bingo play is free. All Bingo prizes are donated. See Wisconsin Statue below.

Library

The BSAC lending library operates from donations and is available to any senior who wants to borrow a book or a puzzle, through the "honor system". There is no sign out is necessary.

Garden

Our Garden was built through donations and provides free produce and gardening activities for Seniors in the Community. It is maintained by volunteers, staff, and Board Members under the direction of the Executive Director. All the Center policies and procedures apply to the garden.

Illnesses/Accidents

Participants should inform BSAC staff or a Volunteer/Coordinator immediately if someone is ill or injured. If Staff determines that a medical assistance situation exists, they will contact (911) immediately.

*There is a defibrillator in the building. It is a participant's responsibility to wear a bracelet or tag indicating their preference to not be resuscitated in the case of an emergency and they are unconscious. Volunteers or other participants **cannot take anyone** to the doctor or the hospital in the event of an emergency. It is the responsibility of the EMS personnel to determine emergency procedures. If the person does not wish to be transported by ambulance, EMS personnel will handle this situation.

Volunteers

Those wishing to become a volunteer must complete a Volunteer Application. This is an ongoing process, and participants are encouraged to volunteer for a wide variety of opportunities. The applications are reviewed by the Executive Director. Volunteers offer their services without anticipation of financial remuneration. The Burlington Senior Center, its Board, officers, agents and employees are exempt from/and against all claims, demands, and loss of liability of any kind or nature for any possible injury incurred during volunteer service. Volunteers work at their own risk and are not covered by any Senior Center or City insurance policies. Training may be provided for some activities or programs. Mileage reimbursement is not provided by the Burlington Senior Center.

Emergency Policies & Procedures

Closings

The Burlington Senior Center closes when the Burlington School District closes the schools due to weather conditions. In the event a program or activity is questionable due to weather conditions, participants should listen to local stations for school cancellation or postponement announcements.

The BSAC Executive Director may close early, delay opening time, close all day when the weather or special conditions warrant, even if the schools do not close. There are times when the schools do not close, but it appears dangerous for seniors to be out in bad weather. There is a concern about driving and walking conditions that may encourage staff to close to not put Seniors at risk. In that case, the center will post on the website and Facebook. Signs will be posted when possible. We strongly encourage participants to sign in with their name and phone number every time they enter the center. This allows us to contact them if there is a cancellation or if they leave something at the center. *Notice will be recorded on message machine if possible.

Fire Drill

Fire drills are not required per current fire code. The Executive Director may choose to conduct a fire drill as a practice scenario.

Fire Evacuation

The person in charge will direct the evacuation. They will do the following:

- An automatic call to 911 is made when the alarm system is activated.
- Emergency lights will direct people to the nearest exit.
- Announce... “Fire! This is not a drill” and give evacuation instructions based on the weather and fire location.
- Announce... “Vehicles in the parking lot should exit through backlot”.
- Assign a person to meet the Fire Department outdoors to guide them to the fire area.

Staff on duty will do the following:

- Direct people to the nearest fire door exit in an orderly fashion to avoid panic.
- Assist and evacuate people wherever reasonably safe.
- Prevent re-entry at all entrances.
- Use fire extinguishers if a very small fire - only if it can be done so safely.

Everyone should do the following:

- Exit the parking lot through the nearest exit and leave through the back parking lot.

Tornado Watch

The staff responsibilities are to:

- Get a flashlight.

- Notify everyone in the building with the microphone of the tornado warning and to vacate if they feel can get home quickly and safely. If that does not seem possible, follow Tornado Warning steps.
- Stay with patrons until all is clear if necessary.

Tornado Warning

The staff responsibilities are to:

- Get a flashlight.
- Notify all staff.
- Notify everyone in the building using the microphone, if necessary, that there is a tornado watch. Move everyone to the back storage room where there are no windows. Request no one leaves the building until the tornado watch is over.

Program/Activity Policy & Procedures

General

- Activity fees are set by the Executive Director or independent contractors. Suggested donations for everyday activities, like Bingo or Cards is indicated at the front desk.
- Participants must pay the registration fee in full on or before the deadline to be guaranteed participation in a special program, like trips or special crafts.
- Payment may be made by mail or in person. If paying by mail, please include a name, address, phone number, the program name and payment.
- Cash, checks are accepted.
- Cards, games, and other activities requiring specific numbers of players will be filled on a first-come, first-served basis.

Refunds

- Independent of Trip programs, pre-paid program fees are fully refundable if cancellation is made prior to the registration deadline.
- Refunds requested after the deadline may be possible. However, non-recoverable costs such as meals, supply fees, etc., will be deducted from your refund.
- If a program or activity is cancelled by BSAC, a full refund will be issued.

Center Trips

General

- Trips are designed for people aged 50 and over.
- Trip participants are informed of all fees upon registration.
- Trips are announced as soon as all details are secured.
- Travel opportunities are posted online and at the senior center.
- Each trip has a minimum/maximum number of passengers. In the event the minimum number is not reached; cancellation may be required. Deadlines reflect reservation requirements and deposit/refunds.

Travel Planning

Day trips are selected by the volunteers (if possible) based upon recommendations from travelers and at the discretion of the BSAC Executive Director and Trip Coordinator. Trip fees are determined by the BSAC Director and Trip Coordinator and based upon the cost of transportation, admission, tickets, food, tips, advertising or other expenses and the number of participants. Trip reservations, contracts and deposits are handled by the coordinators. Care must be used to avoid non-refundable deposit situations. Destinations that require non-refundable deposits are normally avoided.

Extended tours are planned by the BSAC Executive Director and Coordinators with regards to pricing and as recommended by tour companies and/or participants. The Executive Director and Tour Coordinator are responsible for contracts and publicity materials. Commissions earned from trips are deposited into the general account under the Trip Category.

Registration

Participants may register for daytrips as soon as they are publicized. Registrations will be accepted on a first-come, first-served basis and must include payment in full, to guarantee reservations.

Registrations may be made by mail or in person. If registering via the mail, please fill out form for trip that includes name, address, phone number, the trip(s) name and payment. Late registration may be accepted, contact the Trip Coordinator with inquiries. Passengers requiring special seating will be accommodated as available. Requests should be made at the time of reservation.

All tours require a minimum number of passengers. If the minimum number is not reached by the registration deadline, the trip will be cancelled. To cancel or change the reservation, call the Senior Center as soon as possible. A Travel Escort will be provided on all BSAC-sponsored day trips. Travel Escorts are not able to provide personal service and assistance on the tour. Passengers with these requirements must provide a companion for the entire tour. The companion must pay and register for the tour.

Refunds

All requests for a refund must be made to the BSAC office. All requests will be handled in accordance with the following:

- If the request is received prior to 12:00pm on the deadline and the trip has met capacity to allow for the trip to continue without the fees from that participant, a full refund will be issued.
- If the request is received after the deadline, and the cancellation can be filled by someone on the waiting list (if applicable), a full credit will be issued. If a waiting list hasn't been started or it can't be filled from the waiting list, the participant has the option to find their own replacement. If the request is received on the day of the trip, no refund or credit will be issued.

Trip Day

- Parking is available behind The Burlington Senior Center in the parking lot. Spaces closest to the building should be left open for daily participants. Parking assistance will be provided at the center.
- Arrive 15 minutes prior to the trip departure time listed.
- Check-in with the trip escort upon arrival.
- Passengers will board the bus in order of attendance, first come, first serve. Special needs passengers will board first. Please respect seating instructions.
- The seating area located directly behind the bus driver is reserved for Travel Escort.

- The Travel Escort may make special announcements during the trip and will help with tickets, meals, facilities, etc.
- Passengers who are not at the designated location for return to the Senior Center will be responsible for their own transportation if they cannot be located within ½ hour past the departure time.
- Passengers who become ill on the trip will be cared for as well as possible. If emergency services are required, the Travel Escort will make sure the passenger is helped and will continue to serve the rest of the passengers on the tour. The emergency contact will be notified for the person who needs assistance; this information will be shared with personnel.

Trip Cancellations

- All weather-related cancellations/postponements will be announced on Facebook and the BSAC website. The center will be closed if Burlington Schools close, so the trip would be cancelled if the schools close. Participants will be contacted by BSAC staff as soon as possible if a trip is cancelled or postponed due to lack of registration.
- All participants will be issued a full refund if a trip is cancelled due to lack of registration.