



Cromwell Senior Center

POLICY & PROCEDURE MANUAL

The Cromwell Senior Center

41 West Street

Cromwell, CT 06416

860-632-3447

www.cromwellct.com

Introduction

Welcome to the Cromwell Senior Center! Our senior center is the community focal point where senior citizens, as individuals or groups, come together for services and activities which enhance their dignity, support their independence, and encourage their involvement!

The staff of the Cromwell Senior Center is committed to providing a safe, welcoming place for all where we offer opportunities to socialize, to participate in activities that promote good health, nutrition, fitness, learning, fun, cultural enhancement as well as essential services, benefits and programs.

We are glad you are here and want you to make the most of the Center and all of its offerings. After all, it's your Center! Please ask questions and express opinions and concerns to staff members. We are here to help you and value your input and suggestions.

Staff, volunteers and participants are expected to maintain standards of respect, dignity, professionalism, kindness and courtesy with ALL participants. To ensure positive interactions and a supportive environment, and to protect the public health and safety, it is requested that our participants adhere to the guidelines outlined in this document.

Please note this guidebook does not contain a comprehensive listing of all policies and procedures. The administration reserves the right to institute new and revised policies and procedures without notice, as well as utilizing discretion and enforcement of all policies and procedures.

The mission of the Cromwell Senior Center is to be the community focal point where senior citizens, as individuals or groups, come together for services and activities which enhance their dignity, support their independence, and encourage their involvement!

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Participant Registration

Participants must register with the office staff upon first visit to the center. Registration is required to participate in any programs, trips, transportation and activities that the Senior Center offers. To register, participants must complete a registration form and this form must be completed annually thereafter. The form can be picked up at the Senior Center and are also located on the website. All personal information provided will remain confidential and will only be disclosed with your consent or in case of emergency. All participants will be provided a "swipe card" when registered. The swipe card must be used to sign in to ALL events at the Center. Registration forms will be inputted into MySeniorCenter and kept on file for 3 years.

Participant Age Requirements

Classes are open to those 60 and above. On a case by case basis, we can consider 55 and above, depending on the program and current level of participation, please see staff if you are interested in a program and are not yet 60. Meals are strictly for 60 and above (spouses of any age) and/or disabled. Transportation is for those 60 and above or disabled due to the grants received for those programs.

Staffing

Director of Human Services
Senior Center Assistant/Transportation Coordinator
Human Services Assistant
Outreach/Program Coordinator
Senior Center Bus Drivers

The senior center is located at 41 West Street, Cromwell, CT., 06416

PHONE: 860-632-3447

FAX: 860-632-3446

Website: www.cromwellct.com

Face book Page: <https://www.facebook.com/cromwellseniorcenter/>

ACTIVITIES AND SERVICES PROVIDED

ADA Coordinator

Every municipality with 50 or more employees is required to designate at least one responsible employee to coordinate ADA compliance. The Municipal ADA Coordinator is responsible for coordinating the efforts of the government entity to comply with Title II of the ADA and investigating any complaints that the entity has violated Title II. The name, office address, and telephone number of the ADA Coordinator must be provided to interested persons. Amy Saada is the ADA coordinator for the Town of Cromwell and can be reached at 860-632-3447.

CHOICES (Connecticut's Health Insurance Assistance, Outreach, Information & Referral, Counseling and Eligibility Screening).

The CHOICES program offers unbiased information on a wide variety of aging related matters such as Medicare, supplemental insurance policies and prescription drug options. The Senior Center has a Choices Counselor who maintains scheduled office hours at the Cromwell Senior Center. To speak to a CHOICES counselor, please call the main office (860-632-3447) to book an appointment.

Congregate Meal Program

This is a state contracted program. Meals are provided Monday through Friday at 12:00pm at the Cromwell Senior Center. Participants must complete a Consumer Registration Form (Form 5) with the Community Renewal Team (CRT) staff to sign up to receive meals. To sign up for meals, registered participants may call the kitchen phone number at 860-632-3407 or put their name on the sign-up sheet located in the kitchen bulletin board. Reservations must be made 24 hours in advance. There is no charge for the meal, however, a \$3.00 donation per meal is suggested and this may be placed in the donation jar during the lunch hour. For questions regarding this program, please contact CRT at (860) 560-5800. The Town Meals on Wheels program is also managed by CRT and can be scheduled through the number above.

Educational Programs

The Senior Center offers discussions, lectures and seminars by professionals on topics of interest to seniors as well as caregivers. Topics have included Preparing for Retirement, End of Life Issues, Elder Law, Hoarding, Financial Seminars, Consumer Protection Programs, Health & Wellness topics. Some of our educational programs include a monthly lunch & learn event, Cultural Travel Discussions w/Lia, iPad classes, and Current Events Discussion Group.

Fitness & Recreational/Social Programs

Programs are primarily designed for and targeted toward people age 55 and older. Cromwell residents 60 and above receive priority when space is limited. The Center offers a variety of programs during the course of the year.

Some exercise program examples include: *Walking Club, Tai Chi, Arthritis Exercise, Yoga, Yoga with Weights, Aerobics, and Pickleball.*

Some examples of Recreational/Social Programming include: *Quilting, Knitting, Bridge, Movies, Art Lessons, Wii Bowling, Billiards, Bingo, Mah-Jongg, Rummikub and more.*

Tours & Trips

We partner with Tour Companies to offer day and overnight excursions and we also utilize our own Senior Busses to do local day trips. To register for these trips, participants must be registered with the Senior Center. Sign up information is posted in our monthly newsletter.

Health & Wellness

Our goal is to keep you healthy and well so we offer services on Health & Wellness. We have a part time nurse who offers weekly screenings for blood pressure and blood sugar monitoring free of charge, no appointment needed. The wellness nurse is available each Wednesday from 9:00am-12:00pm in the Senior Center. The nurse also conducts periodic educational events on topics of health related such as fall prevention, chronic disease prevention, etc. The Health Department offers Flu Clinics starting in the Fall. The Senior Center coordinates a health & wellness fair in the Fall of each year. Other health and wellness programs are coordinated by staff of the center and *may* include: Massage therapy, hearing screenings, Reiki sessions, tai chi, walking groups among other fitness programs and classes. Some of these programs have a fee or a charge and the fee's are listed in the Senior Scene Newsletter.

Intergenerational Programming

In order to foster understanding and sensitivity between elders and young people, the Cromwell Senior Center encourages intergenerational programming and volunteerism. Different programs are planned throughout the year which include participation from local school aged children with such things as ipad class instructors and youth volunteers at evening dinners and preschool entertainment etc.

Local Trips

Trips are planned, organized and managed by the Senior Center Staff and the Town of Cromwell Senior Busses are used for these trips. They are designed to cover a broad range of interests and be affordable. They are open to Cromwell residents on a first come, first served basis. Out of town members may be placed on a wait list and if there are seats open 3 days prior to the trip, the out of town member may fill the seat. Out of town members must call 3 days prior to see if there are openings, staff will not call the out of town residents to announce the openings. Registration is required for all trips.

Meals on Wheels

This is a state contracted program and the current vendor is Community Renewal Team (CRT). Homebound residents may have balanced meals delivered to them daily. To make a referral or to sign up to receive home delivered meals, contact CRT at (860)560-5800.

Municipal Agent for the Elderly

Every Connecticut city and town has a Municipal Agent for the Elderly who assists town residents ages 60+ by providing information and referrals to local, state, and federal services and benefit programs. Municipal Agents for the Elderly are appointed by a town official for a two or four year term. Municipal Agents are familiar with programs and benefits such as Medicare, Medicaid, SNAP (Food Stamps), Social Security, protective services, legal services, adult day care, housing, transportation, and local senior and community

groups. Amy Saada is the appointed Municipal Agent for the Elderly for the Town of Cromwell and can be reached at 860-632-3447.

Support Groups

The staff of the Center can refer you to specific support groups held at the center, in town, or in surrounding towns. In addition, new support groups for seniors and caregivers may be initiated by interested parties in consultation with the Director.

Technology/iPads (Sip & Swipe Cafe)

The senior center has 6 iPads located in the dining room that are for Senior Center Participants use. Participants must read the Policy that is posted on the wall by the iPads and have and their current registration/contact info on file. Participants must swipe their sign in card and tap "iPads use on own" to sign in to use the iPads. Group classes are also offered periodically. One on One Tech help is offered each week as well. Please see newsletter for details.

- The password to get on to the iPads must be provided to you by the staff.
- The iPads have parental controls on them so that the content for everything is 14 and under. So no one will be able to access websites or sites that are inappropriate.
- Participants will not be able to download apps on their own. This requires another password. The participants can come and use the ipads and use the apps that are already downloaded such as skype, internet explorer, a few brain games etc. But they will need to talk to us about downloading new apps as we want to be in control of what is on each ipad and if we think it's something others will be interested in, we can download the app.

Be sure to sign out of anything you are doing such as emails, banking, etc., when they you are finished using the tablets.

Transportation Services

Transportation is provided to Cromwell residents, 60 and above and/or disabled, Monday through Friday, 8:30am-4:00pm. We operate a dial a ride service M-F as well as regularly scheduled routes for shopping on Mondays and Fridays to area grocery stores and Wal-mart. To utilize the transportation services, a registration form must be completed annually. Ride reservations may be made by calling (860) 632-3451. We ask for 24-hour advanced notice, but can accommodate last minute requests on a case by case basis. (See Transportation Policy for more information).

ADA Requirements for our Transportation Service:

Service Animals: We permit service animals to accompany individuals with disabilities in vehicles and facilities.

Service to Persons Using Respirators or Portable Oxygen: We do not deny service to individuals using respirators or portable oxygen.

Lift and Securement Use: We must have a securement system for wheelchairs. We require that wheelchair users permit their wheelchairs to be secured, but we won't deny service on the grounds that a wheelchair cannot be secured. We may not require a wheelchair user to transfer to another seat. Staff must provide assistance upon request or as necessary with lifts, ramps, and securement systems. We must permit individuals with disabilities who do not use wheelchairs to use the vehicle's lift or ramp.

- **Adequate Time for Vehicle Boarding:** We must ensure adequate time for individuals with disabilities to board or disembark a vehicle.

Communication & Information

It is the goal of the Cromwell Senior Center to provide accurate and timely information to those 60 and older. Methods used to reach this goal include:

The Senior Scene Newsletter

The center produces a monthly newsletter posting all events and activities. The newsletter gets emailed out to those on the distribution list and 800 copies are printed and available at the Center, Library, and at the senior housing sites. If people want to join the email distribution, please provide email to staff and mark off on registration form that email is requested.

Social Media

The Senior Center has a Facebook and Instagram Page where information on programs and activities will be posted for publicity. This is where we will post the most current happenings and up to date information on programs and events pertinent to elders. Staff will also post weather related closing information as well as class cancellations due to instructor illnesses etc to the extent possible.

Bulletin Boards

We have Bulletin Boards located in the hallways of the senior center which we use to communicate with patrons. These bulletin boards are for our advertising on programs. If you would like to post something, all materials must be approved by Senior Center Staff prior to posting materials.

Press Releases:

Publicity is sought through press releases sent to local newspapers and other media outlets such as Rare Reminder and Cromwell Life papers.

Policies and Procedures:

Bulletin Boards

The Senior Center has 3 bulletin boards allowing us to post our newsletter and advertise trips and to post

news and announcements. All materials posted on these bulletin boards must have prior approval from Senior Center staff to post any outside flyers.

Confidentiality

Confidentiality shall be maintained by staff, volunteers and providers in compliance with all relevant laws and regulations. It is expected that all participants will also respect the privacy of others. Volunteers and Interns are required to sign a confidentiality agreement.

Donations

Donations are accepted to support our programs and services. All donations made are used to support programs. The Town of Cromwell has donation accounts set up for the following: Senior Center, Transportation, and Human Services. To make a donation, please make checks payable to the Town of Cromwell and please note on the memo line which account listed above you'd like the donation to go to. Cash is accepted and can be given to the bus drivers in a sealed envelope, dropped in the donation box located in the lobby of the senior center or handed to staff and a receipt will be provided to you.

Emergencies

In the case of a medical emergency, it is our policy to call 911. In addition, the Senior Center Director (or in his/her absence, another Senior Center Employee must be notified) and an accident report must be completed.

The Cromwell Senior Center has an AED defibrillator located in the hallway outside the kitchen door and staff are trained and certified in its use.

All participants of the Senior Center are required to complete a registration form which includes important information such as emergency contacts as stated in an earlier section of this booklet.

A written record of accidents (accident report forms) shall be filed with the Senior Center staff as soon as possible after an accident occurs and copies of all accident forms are provided to the Town's Safety Officer which is currently Sharon Devoe, Finance Director.

It is our policy that in the event of any medical emergency, 911 will always be called.

Facility Use

Regular business hours are Monday-Friday 8:30am-4:00pm. The staff is responsible for coordinating, scheduling and publicizing all programs and activities. Staff is to complete a room use request form for all programs. Room use forms are submitted to the Town Managers Office for approval. At no time will we reserve our rooms for private groups. Programs planned must be open to all. Equipment in public areas such as TV's and ipads may be used by those who have been trained to use by a staff member. Participants must clean up after themselves. Trash receptacles are located in each room. It is expected that persons will clean up after themselves in general public areas and in the restrooms.

Fire Safety

It is the policy of the Cromwell Senior Center and Town Hall that everyone MUST evacuate the building

whenever the fire alarm signal is activated. The evacuation procedure is for all participants in the Senior Center and Dining Room areas to exit the back of the building where the bus drop off is. An evacuation map is located by the main door to the senior center and in the dining room.

In case of a fire, pull the nearest fire alarm or dial 911 to report the fire, giving the address of 41 West Street, then the location/room of the fire.

Follow the Instructions Below:

1. Evacuate the room with the last person closing the door behind them.
2. Proceed to the nearest exit door.
3. Calmly exit the building and regroup participants outside of the building on the other side of the town vehicle parking lot in the grass area (this is the rear of the building).
4. Do not re-enter the building under any circumstances, unless directed by the Fire Department, or unless you are given the all clear to do so by staff.

Personal Items/Lost and Found

We have a lost and found in the senior center. If you have left something behind, please check the lost and found. Items not reclaimed after 30 days will be discarded.

Political Activities/Petitions

Political campaigning is not allowed in the Senior Center. This includes political literature, walk-ins or announcing of candidacy at senior center events unless previously authorized by the Town Manager. This policy is in effect during any operational hours of the Town Hall including but not limited to evening and weekend events.

Storm/Inclement Weather Policy

The Senior Center and its Transportation typically follows the Cromwell Public schools closing schedule but now that we have Hybrid/Zoom options to offer programs we will be posting our Closings and Updates on our Facebook Page and on Channel 3 news station. If the schools are closed due to weather, Transportation will not operate. The reason for this is that the roads are deemed unsafe for travel and therefore we do not want our seniors on the roads either. If the schools are delayed, this does NOT affect our operations. Closings will be posted on Channel 3 news and on the Town of Cromwell Senior Center Face Book page.

Transportation

The Dial A Ride transportation program is a curb to curb service administered and operated by the Town of Cromwell Senior Center. We provide various transportation services for 60 and above or disabled Town Residents. Our vehicles are equipped with a wheelchair lift and operate Mon-Fri from 8:30am-4:00pm, exclusive of town holidays or special events. There is no fee for the service. The program is operated according to policies and procedures which permit it to serve as many people as possible in a fair, efficient and effective manner without regard to race, creed, religion, national origin. The service is a first come, first serve service. Our drivers will not provide any hands on assistance as this is a curb to curb service. If you require assistance, you may bring an aid of any age with you without a fee. Our priority is medical

appointments. All passengers must wear seat belts, there is no exception to this rule. You must be ready 30 minutes prior to your pick up or more in some case of longer distances. Return rides waits may be longer. Masks are optional at this time, but strongly encouraged, when using public transportation.

Volunteers

Volunteers are the heart of our operations. We use volunteers on a daily basis to operate our programs and activities. Volunteers must complete a volunteer registration form and meet with the director to determine interests and best fit. Volunteers are held to the same standards as Town Employees and must maintain a professionalism at all times. Volunteers will need to sign a confidentiality agreement prior to volunteering. The privacy of our seniors is one of our top priorities. Some areas we use volunteers include: program set up and serving, Bingo Callers, Dining room assistants, Food Bank helpers, Newsletter collators, Technology Coaches etc. Food Bank volunteers must take additional training required by the CT Foodbank.

Human Services

We provide advocacy, information and referral, short term guidance and referrals for counseling and support services for adults, families, elderly and disabled residents.

Assistance Programs

The Cromwell Human Services department assists all aged residents with applying for income based programs throughout the year. Please see staff for a complete list of programs as well as income guidelines and for applying. Some programs include LIHEAP (Low Income Heating and Energy Assistance Program), SNAP (formerly known as Food Stamps), Renters Rebate, Operation Fuel.

Evictions

If you have been evicted from a residence in Cromwell please contact the Director of Human Services. We will provide resources if appropriate. If your possessions and personal effects are removed and stored and you do not reclaim them and the expense of the storage is not paid to the Town of Cromwell within 15 days, then they may be sold by the town under section 49-22 of the Connecticut General Statutes at a public auction.

Food Pantry

The Cromwell Food Pantry is a client choice food pantry open to Cromwell Residents only. Upon first visit, please provide proof of income, assets and residency. The Food Pantry is open Tuesday and Thursdays from 10am-2pm. If you cannot make it during these hours, please see staff who can arrange an alternative time. On occasion we have perishable items but not a guarantee.

***Personal Conduct/Standards of Independence &
Behavior for Participants at the Center.***

Participants should:

1. Complete registration form and provide the staff with name and phone number of a person to contact in case of emergency (participants must register with the Senior Center upon first visit to center) and update this information once per year.
2. Maintain appropriate behavior; use common courtesy interacting with all others including staff and senior center participants at all times; show respect for the personal property of others and building facilities; avoid causing disturbances or disruptions. Participant behavior that requires full staff attention beyond that which is generally provided will be addressed and action may be taken by staff.
3. Must be responsible for personal care (hygiene, toileting, continence, cleanliness, and feeding). The Center is not responsible for providing assistance to participants with personal care. Appropriate dress is always required in the building.
4. Must be oriented to access the Center activities independently. Participants must be able to independently plan and make decisions around service requests, including but not limited to transportation, lunches and financial transactions.
5. Must be responsible for own healthcare (medications, special diets, medical appointments and emergency provisions). The Center staff is not responsible for providing assistance to participants with medications and other personal and medical care.

Staff has the right to take appropriate action when the policies and procedures are not followed including but not limited to suspension from participating in Senior Center programs and activities.

Strict Prohibitions at the Center

1. Violent Behavior, threats of violence, disturbances or disruptions will not be tolerated. Inappropriate behavior such as harassment and verbal or physical abuse directed toward participants, staff and/or volunteers are not permitted, will not be tolerated and appropriate action will be taken.
2. Alcohol and illegal substances are not allowed in or about the building. Inebriated behavior will not be tolerated. Staff will take appropriate action if a participant is under the influence of alcohol or drugs. Participants may not participate in any activities if under the influence of drugs or alcohol and will be asked to leave.
3. No gambling is allowed, except when games involving money and chance are organized by staff and in compliance with the relevant rules and regulations of the State Lottery Commission.

4. In accordance with the Town Ordinance, smoking and vaping is not permitted on any town property.

Complaints

We hope that you are satisfied with our services and we strive for excellent customer services, but situations do arise and we want to address them immediately.

If for any reason, you have a complaint on our services, staff or programs we ask that you immediately notify the Director of Human Services, Amy Saada at 860-632-3447 or in person at 41 West Street, Cromwell, CT, 06416. If the Director is unavailable, please immediately communicate with a Staff Member of the Senior Center and if possible, provide your complaint in writing.

Once the Director has received your complaint, the director will investigate the allegations within 3 business days and will provide a written response to the person making the complaint with the resolution provided. If the person making the complaint is not satisfied, the next step in the complaint process is to notify the Town Manager for further action.

Welcome to the Cromwell Senior Center!

May We All Enter as Guests, And Leave as Friends!