



The City of Cedar Hill Senior Center  
Sponsored by the City of Cedar Hill Parks & Recreation Department

## ***POLICIES AND PROCEDURES MANUAL***

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### **Mission Statement**

To provide a safe and nurturing environment for the senior citizens of the City of Cedar Hill. To provide a place where participants are actively involved in programs designed to improve their total well-being and enhance their overall quality of life. To be a source of information and referral for those we are fortunate to serve.

### **Standards**

- A clean facility
  - A safe environment in which to share comments and concerns
  - Dignity and respect for all participants
  - Equal opportunity for participation in programs
  - A timely response to requests for information
  - Referral for those in need of special assistance
  - Exceptional service (phone etiquette, handling of complaints, etc.)
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### **Hours of Operation:**

The usual hours of operation of the Cedar Hill Senior Center are:

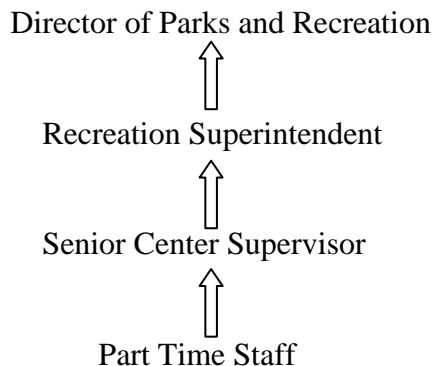
Monday thru Friday            8:00am-4:00pm  
Saturday and Sunday        Closed

Occasional programs may be offered during evening and weekend hours.

If the Center is closed for inclement weather or other emergencies, all programs and activities will be cancelled.

### **Chain of Command:**

A chain of command is needed in order to eliminate confusion and operate effectively; all staff will adhere to the following chain of command when obtaining information or approval regarding their position. All personnel will report to their immediate supervisor on problems, ideas or other matters concerning the performance of their job function. This is the proper procedure to follow:



**Payroll Procedure:** All employees will be paid every other Friday. Paychecks will be distributed by the Center Supervisor. All part time employees are paid on an hourly basis, only for hours worked. Part time employees will not be paid for sick time, vacation days, holidays or days off due to inclement weather. There are no guarantees of a specific number of hours per week for any part time employees.

**Public Relations:** Public relations will become one of the keys to a successful career. Each employee must extend utmost courtesy to any and all patrons and fellow employees. The courtesy that you extend will not only reflect the attitude of the staff but of the entire City of Cedar Hill.

**Telephone:**

- 1) The telephone should be answered “Cedar Hill Senior Center, followed by the employee’s name and may I help you?”
- 2) Be courteous at all times.
- 3) If you can’t help the caller, find someone who can or tell the caller you will find out and call them back.
- 4) If a call is received for a staff member, take a message or call the person to the phone.
- 5) If they are not available, take a message and be sure the correct staff person receives it as soon as possible.
- 6) If someone calls for a patron, take a message. The phone is for official or emergency use only.

**Employee Procedures:**

- 1) Always remember you are a representative of the City of Cedar Hill and should dress professionally.
- 2) Always arrive on time and be ready to work. If for some reason you are going to be late, please call the center and notify the Center Supervisor as soon as possible.
- 3) Do not accept or hold anything for patrons such as wallets, keys, money, clothing, etc. The city staff cannot assume responsibility for any items.
- 4) Each staff member is responsible for helping keep the building neat and clean.
- 5) Personal calls should be kept to a minimum. Do not give out an employee’s phone number for any reason to anyone.
- 6) To request time off for any reason, please notify the Center Supervisor of the request for approval.

**Purchases:**

Requests for purchase of supplies, equipment, etc. are to be given to the Center Supervisor for approval and purchase. Staff members are not to purchase items unless authorized to do so by the Center Supervisor.

**Repairs:**

Minor repairs can and should be handled by the staff. Any other need for repairs should be reported to the Center Supervisor for handling.

**Safety:**

- 1) All traffic areas must be kept free of all equipment and clutter at all times.
- 2) If something is spilled, please clean up the area.
- 3) Maintain good housekeeping habits.
- 4) Cabinet doors and drawers should be kept closed when not in use.
- 5) Employees should use proper lifting techniques at all times. Ask for help if the object is too heavy or too large.
- 6) There should be one staff member in the building at all times during operational hours.
- 7) Coffee and other refreshments are available for anyone that comes in the building. There is a container for money for these items.

- 8) The staff will prepare the coffee and any refreshments. It is the staff responsibility to keep the kitchen clean.

### **Staff Responsibilities:**

- 1) To provide effective, efficient and courteous services to the senior citizens.
- 2) Demonstrate a commitment to the pursuit of excellence in performing position requirements and to follow all city policies, rules, regulations and guidelines set forth by state law, city ordinances and department authorization.
- 3) Employees should help to earn and honor the trust of the senior citizens by their own integrity and conduct in all duties and actions.
- 4) Observe good manners when dealing with patrons and show the proper respect to patrons and fellow employees.
- 5) Staff complaints of complaints concerning patrons should be taken to the Center Supervisor and not discussed openly.
- 6) Any donations received from member or any staff will become the property of the City of Cedar Hill.

### **Opening/Closing Procedures:**

#### Opening:

- 1) Building should always be open at the time scheduled.
- 2) Turn on all necessary lights and open all necessary blinds.
- 3) Unlock front and side doors at appropriate opening times.
- 4) Check building in general and report and damages or potential hazards to the Center Supervisor.
- 5) Check restrooms for cleanliness and supplies, refill supplies if necessary.
- 6) Check schedule for the day and prepare for activities.
- 7) Clean and organize center for daily activities.
- 8) Unload dishwasher if needed.
- 9) Prepare paperwork that will need to be completed throughout the day.

#### Closing:

- 1) Properly store and secure all equipment in the building.
- 2) Walk through the entire building to insure that the center is clear of patrons and lights are out.
- 3) Lock and check all doors
- 4) Clean kitchen including clearing and wiping down counter tops, starting dishwasher and rinsing coffee pots.
- 5) Complete all daily paperwork.

*The general public or members will not be permitted inside the center before or after scheduled hours of operation.*

### **Membership:**

The Senior Center is open to senior adults age 50 and over. Non-residents who are 50 or older are eligible to participate.

**Sign-In:** All participants are required to sign-in upon arrival.

### **Classes:**

#### Eligibility

Classes are only open to registered member of the Senior Center.

#### Fees:

- 1) Classes that require a fee must be paid in advance.

- 2) Class fees are non-refundable, however, under certain circumstances; a credit may be issued at the discretion of the Center Supervisor.
- 3) A class or workshop may be cancelled due to insufficient interest or rescheduled due to weather conditions or unforeseen circumstances.

### **Trip/travel Information:**

#### Eligibility

Trips are open to registered members of the Senior Center.

#### Registration:

- 1) Registration for trips/outings will begin on the first business day of each month beginning at 8:30a.m.
- 2) Cedar Hill residents ONLY will be able to sign up on the first two business days of registration.
- 3) Open registration will begin on the third business day of each month until the trip is full.
- 4) Full payment must accompany registration unless otherwise instructed.
- 5) All participants must register in person. No registration will be taken over the phone and no one can sign up for other people.

#### Cancellation:

- 1) Participants must contact the Senior Center if it becomes necessary to cancel for any reason.
- 2) When possible, the space will be filled by someone from the waiting list.
- 3) Participants may NOT transfer their reservation to a friend. All cancellations must be processed through the Senior Center.
- 4) There will be no refunds for those canceling unless the reservation has been resold or the Senior Center receives a refund from the provider.

### **Parking:**

- 1) Handicapped parking is restricted to current handicapped license plates and tags.
- 2) Parking for Senior Center members is available in the lot in front of the building.
- 3) Parking is provided on a first-come, first serve basis.
- 4) Parking is not allowed in unauthorized areas and violators will be asked to move their vehicle or have them towed at the owner's expense.

### **Tobacco and Alcohol Products:**

- 1) The Senior Center is a No Smoking facility.
- 2) Tobacco products are not allowed within the building or on the Senior Center grounds, except in the designated smoking area.
- 3) Alcoholic beverages are not allowed within the building or on the Senior Center grounds.

### **Participation:**

The Cedar Hill Senior Center is handicapped-accessible with programs designed for the independently functioning older adult. The Senior Center Supervisor reserves the right to assess the ability of potential participants to safely and appropriately use the Senior Center. The Cedar Hill Senior Center is not a medical facility or limited care center.

A home health aide, companion, escort or family member may accompany a member requiring assistance for his/her participation. The companion will be required to register and pay for any activities and/or special events that he/she attends with the member.

Individuals with problems that cannot be managed by a home health aide, companion, escort or family member will be excluded from participation. The problems include, but are not limited to:

Wandering	Chronic unmanageable incontinence
Prescription drug monitoring	Chronic contagious disease
Drug or alcohol abuse	Abusive or harmful behavior
Regular occurring seizures	Cognitive impairment
Poor personal hygiene	Behavioral health problems
Inability to feed oneself	Inability to toilet independently

**Medical Assistance:**

In the event of a medical emergency, 911 will be called immediately. Members who are fully conscious may refuse medical assistance only after the ambulance has arrived and/or a waiver is signed. Members who need emergency medical attention will not be transported to the doctor or hospital by any member of the Senior Center staff.

**Solicitation:**

Soliciting, selling or collecting money or others items within the building or on the Senior Center grounds is not permitted unless it is part of a fundraising project or event sponsored or approved by the senior Center and/or the City of Cedar Hill.

**Pets:**

Pets (other than service animals) are not permitted within the building or on the Senior Center grounds except during approved programs.

**Food:**

Food provided by the members or the Senior Center for consumption may not be taken from the center.

**Children:**

Children are not allowed at the Senior Center unless attending a special event open to the public.

**Personal Conduct:**

The Senior Center Supervisor may exclude from participation any person who repeatedly and intentionally does not follow the policies established for the health, safety and well-being of all members. Actions that may lead to exclusion include but are not limited to:

- 1) Repeatedly and intentionally disobeying Senior Center Policies
- 2) Verbally or physically threatening, harassing or abusing another individual or staff member
- 3) Using obscene or profane language or gestures
- 4) Brandishing a weapon or dangerous object
- 5) Consuming or possessing illegal drugs or alcohol

In the event of a decision to suspend or exclude a participant from Senior Center programs and activities, the excluded person may request, in writing, an appeal with the Senior Center Supervisor or the Recreation Superintendent. The participant in question will not be allowed in the Senior Center until reinstated by the Senior Center Supervisor.

**Display:**

The Senior Center exhibit, display and community information areas are specified by Senior Center management. Displays and notices shall be approved by Senior Center staff for the appropriate display.

Subject to space limitations, a designated community bulletin board or distribution space may include notices to publicize local groups, meetings, cultural events and non-partisan events.

### **Use of Kitchen:**

Only authorized volunteers and staff are allowed in the kitchen. No personal food or items belonging to members are to be stored in the kitchen. Appropriate gloves are to be worn at all times when handling food.

### **Rental Policy:**

The Cedar Hill Senior Center was designed to serve the needs of our senior citizens through programs, activities and services. Because of this demand, the center is not available for rentals.

### **Lost and Found:**

Lost and found items will be held for 30 days. If an item has not been claimed after 30 days, it will be donated to a local charity.

### **Building Closures/Inclement Weather**

For the safety and well-being of the members, if there is inclement weather and the City of Cedar Hill is closed, then the Senior Center will be closed. All trips and activities will be cancelled for that day.

### **Participant Responsibility:**

*To ensure individual and group safety each participant is responsible for:*

- 1) Completing a participant information questionnaire and waiver of liability. Participants who wish to participate in programs/trips that require physical activity must complete a Physical Activity Readiness Questionnaire and obtain a release from his/her physician as warranted.
- 2) Recognizing his/her need for special assistance.
- 3) Abiding by specific instructions from physicians.
- 4) Following instructions from Senior Center staff.
- 5) Treating others with courtesy and respect.
- 6) Using equipment properly.
- 7) Following policies and procedures.
- 8) Registering a minimum of one day in advance of all programs/trips as indicated in the monthly calendar of events.

*Participants not abiding by the above may be:*

- 1) Dismissed from program(s) in which incident occurred.
- 2) Denied access to trips(s) sponsored by the senior center.
- 3) Dismissed from all center sponsored programs/trips.

### **Warnings/Appeals:**

- 1) A maximum of three warnings will be given prior to dismissal for violations that do not present an immediate danger to the individual or other participants.
- 2) Individuals whose actions present an immediate danger to themselves or others will be subject to immediate dismissal.
- 3) Dismissals may be appealed to the Parks and Recreation Office located at 285 Uptown Blvd., Cedar Hill, TX 75104

### **Transportation:**

- 1) Transportation to and from programs held at the senior center will be available to eligible participants who are residents of the City of Cedar Hill.
- 2) Transportation to and from center sponsored trips will be available to all eligible participants provided there is a minimum of 5 participants registered per trip.

- 3) Participants in need of transportation must call a minimum of one day in advance to arrange pick up times for all center sponsored programs/trips.
- 4) All trips are unsupervised. Participants will be provided with contact numbers to be used in case of an emergency.
- 5) Time and location of pick up will be provided to all participants who register in advance for program(s)/trip(s).

### **Volunteers:**

- 1) Must sign a waiver provided by senior center staff.
- 2) Are advised to carry personal liability insurance.
- 3) Work under the direct supervision of the Senior Center Supervisor.

### **Complaints:**

- 1) Written complaints may be delivered to the City of Cedar Hill Senior Center in person or mailed to 1740 Mansfield Road, Cedar Hill, TX 75104.
- 2) Verbal complaints may be made to the Senior Center staff.
- 3) If the situation warrants, complaints may be made directly to the City of Cedar Hill Parks and Recreation Department at 285 Uptown Blvd., Cedar Hill, TX 75104.

### **Guests:**

Guests of eligible senior center participants are welcome provided they sign a waiver of liability and agree to adhere to all applicable policies and procedures as determined by the Senior Center Supervisor.

### **Emergency Action Plan:**

See Emergency Response Manual 2013 (approved by Cedar Hill Fire Chief).

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## **Definitions:**

### **Eligible Participant**

- 50 years of age and older
- Able to participate in programs without special assistance
- No health contraindications for participating in programs
- Children and grandchildren **SHOULD NOT BE BROUGHT** to the center unless the activity is for all ages.
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### **Participant**

Any individual who meets the requirements for eligibility as stated above who registers with the City of Cedar Hill Senior Center by completing a participant information questionnaire which includes but is not limited to questions regarding demographics, emergency contacts and special needs.

### **Senior Center Staff**

Any individual who is employed (full time, part time, contractual) by the City of Cedar Hill and has been assigned responsibilities at the Cedar Hill Senior Center by the Parks and Recreation Department.

### **Volunteer**

Any individual who willingly offers their time to assist the City of Cedar Hill Senior Center with various tasks as determined by the Senior Center Supervisor with the understanding that there will be no compensation.

### **Special Assistance**

Assistance requested to be performed by a staff member, volunteer, or participant that is above and beyond the boundaries of their training and expertise. This includes but is not limited to individuals in need of assistance with Activities of Daily Living (ADL's) such as walking, entering or exiting senior center and center vehicles, eating, and use of restroom facilities, and the ability to comprehend and follow basic instructions and recommendations regarding participant safety and program details.

**Program**

Any activity hosted by the City of Cedar Hill Senior Center and sponsored by the City of Cedar Hill Parks and Recreation Department.

**Trip**

Any activity that includes transportation to and from a destination away from the City of Cedar Hill Senior Center.

**Willing and Competent Caretaker**

Any individual who has agreed to care for a participant in need of special assistance and is either eligible for participation in center programs or has been legally entrusted with the care of the individual in need.

**Physical Activity**

Any activity that requires bodily exertion exceeding basic activities of daily living.

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**Footnote:**

<sup>1</sup> Potential participants that require special assistance will be eligible for participation if he/she has a willing and competent caretaker present with him/her during all scheduled programs/trips.