

SOMERS SENIOR CENTER POLICIES & PROCEDURES

# SOMERS SENIOR CENTER

## Policies & Procedures Manual



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## **HOURS OF OPERATION**

The Somers Senior Center hours of operation are as follows:

Monday	8:00am-4:00pm
Tuesday	8:00am-4:00pm
Wednesday	8:00am-4:00pm
Thursday	8:00am-4:00pm
Friday	8:00am-12:00pm

*Occasional programs may be scheduled during evening and/or weekend hours and will be advertised in the Somers Senior Center Newsletter.*

## **HOLIDAYS**

The Town of Somers observes the following holidays, and the Somers Senior Center will be closed on these days:

New Year's Day  
Martin Luther King Jr. Day  
Washington's Birthday  
Good Friday  
Memorial Day  
Juneteenth  
Independence Day  
Labor Day  
Columbus Day  
Veterans Day  
Thanksgiving Day  
Day After Thanksgiving  
Christmas Day

## **INCLEMENT WEATHER**

The Somers Senior Center follows the Somers Public Schools' policies on weather-related closures and delays. If schools are delayed or closed, programs and events at the Senior Center, as well as Dial-a-Ride transportation, will also be delayed or canceled. Please tune into WFSB Channel 3 or NBC30 and look for "Somers Senior Center" for the latest updates on delays and closings.

## **PRIVACY AND CONFIDENTIALITY**

The Somers Recreation and Leisure Services Department is dedicated to protecting the privacy and confidentiality of the personal information provided by participants and clients. The Department complies with all relevant laws and regulations regarding such information.

All information collected from participants is for use solely by Somers Senior Center staff. Participants' personal information will not be shared with anyone outside of the Town of Somers employees, except in the event of a medical emergency.

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The Town of Somers Recreation and Leisure Services Department includes Somers Recreation, the Senior Center, and Dial-A-Ride Senior/Disabled Transportation. Laws and regulations related to privacy and confidentiality apply to all information provided by individuals using Recreation Services, Dial-A-Ride Senior/Disabled Transportation, and the Somers Senior Center.

### **ELIGIBILITY**

#### **Participation Requirements**

1. Unless otherwise noted, individuals must be age 55 or older to participate in Senior Center activities or to utilize items designated for Senior Center participants.  
If someone meets the age requirement for participation but has a spouse or partner who does not, the spouse or partner will be allowed to participate but must follow all participation rules.  
Please note that age requirements for utilization of Senior/Disabled transportation and/or participation in Senior Center trips may differ.
2. Participants must check in at the registration kiosk when entering the Senior Center.
3. Individuals must be independent and oriented. At the discretion of the Director of Recreation and Leisure Services or the Senior Center Supervisor, those who are not independent and oriented may be required to have an aide accompany them while on Senior Center grounds or using transportation services. An aide could be a home-health aide, companion, caregiver, or family member. Staff members are not allowed to provide hands-on assistance. If a person needing an aide attends a program, event, or trip that requires a fee, the same fee will apply to the aide. Individuals requiring an aide must be accompanied by them at all times while on the Senior Center grounds. If the aide does not provide adequate assistance or leaves the individual unattended, staff will immediately contact the emergency contact person on file, and that person will be asked to come to the Senior Center to assist. Ongoing failure to provide necessary assistance may result in their inability to participate in the future.
4. Individuals with assistance needs that cannot be managed by their aide may be unable to participate. These may include, but are not limited to:

Wandering	Unmanageable incontinence, ongoing
Prescription drug monitoring	Contagious disease
Drug/Alcohol abuse	Abusive/harmful behavior
Regularly occurring seizures	Cognitive impairment
Inability to ambulate independently	Poor personal hygiene
Behavioral health issues	Inability to feed oneself
Inability to toilet independently	
5. If necessary, minors may occasionally accompany an individual to the senior center with approval from the Director of Recreation and Leisure Services or the Senior Center Supervisor. Minors must be properly supervised at all times.

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Any individual who is found not to meet any of the above requirements shall meet with the Director of Recreation and Leisure Services or Senior Center Supervisor. During this meeting, areas where they need help will be identified, solutions will be suggested, and an action plan will be created. If the individual does not follow the recommended action plan, they will lose the right to participate in the future.

### **Programs/Events/Trips**

Participants must register for all scheduled programs, trips, and events. If they cannot attend a program or event after signing up, they must call the center to cancel.

If you cannot attend a trip you've signed up for, you must notify the senior center as soon as possible. Payments for trips are usually non-refundable unless you have travel insurance or can find a substitute. Refunds will only be issued if the trip is canceled.

Programs, events, and trips may have a sign-up deadline. Due to limited space, residents of Somers may be allowed to sign up earlier than non-residents.

Participants are advised to carefully monitor sign-up start dates, deadlines, and payment information for each specific program, event, or trip.

### **MEMBER REGISTRATION**

All Somers Senior Center participants must complete a registration form. This form includes, but is not limited to, addresses, phone numbers, email addresses, emergency contact details, and general health information. This information is collected to assist participants in case of an emergency. It will also help improve communication, such as reminder calls, to ensure you don't miss any programs, events, or trips you are signed up for.

There is no fee to join as a member. Members will receive a "My Senior Center" Key Tag, and the first one is free. If a Key Tag needs to be replaced, there will be a \$2.00 fee each time it is replaced.

All registered members must sign in using their "My Senior Center" Key Tag and list any programs, trips, or events they will attend that day. This system helps track attendance. The data collected is very important for showing growth and need, which is essential for securing funding and grants.

Members must update their registration information every two years. Information gathered from Somers Senior Center participants remains confidential.

### **CONDUCT POLICY**

The Somers Senior Center ("Senior Center") is a place where people aged 55 and older come together to participate in social, educational, wellness-focused, and support activities that improve their lives. To foster a positive environment and community spirit within the Senior Center, everyone who enters—including participants, visitors, volunteers, guest speakers, and entertainers—must always behave appropriately and treat each other and the staff with courtesy, respect, and cooperation. This facility has a zero-tolerance policy for inappropriate conduct, behavior, or actions. To maintain a safe, respectful, and welcoming environment, the following

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Code of Conduct has been established. A copy of this Code will be posted at the Senior Center.

During registration, all Senior Center participants will be informed of this Code of Conduct. Copies will be available at the Senior Center and given to individuals upon request.

This Code of Conduct has been reviewed and approved by the Advisory Committee for Seniors, the Director of Recreation and Leisure Services, the Board of Selectmen, and the Town Attorney. Any future changes to this policy will also undergo this approval process. The Director of Recreation and Leisure Services or Senior Center Supervisor may remove any individual who repeatedly and/or intentionally fails to follow this Code of Conduct while at the Senior Center or participating in any activities or trips offered by or associated with the Senior Center. Actions that may lead to removal include, but are not limited to:

1. Intentionally causing or trying to cause physical harm to another person, except in self-defense.
2. Violating the Senior Center's alcohol and drug-free policy on its property by using, selling, receiving, distributing, possessing, being under the influence of, or otherwise impaired by alcohol or any illegal drug, or abusing prescription or over-the-counter drugs. Notwithstanding the above, persons shall not be excluded for the lawful use of medical marijuana if such use is: authorized by a health care provider; not otherwise prohibited by any federal law applicable to the Senior Center and/or does not restrict the Senior Center's ability to obtain federal funding; and is strictly confined to lawful use outside of the Senior Center's premises and does not cause the person to be under the influence at the Senior Center.
3. Unlawful harassment of any verbal, written, visual, or physical nature—including making derogatory, demeaning, negative, or disparaging remarks to or about another person—based on an individual's race, color, religion, gender, national origin, age, disability, marital status, veteran/military status, sexual orientation, gender identity/expression, genetic information, or any other legally protected status.
4. Discriminating against someone by treating them differently because of their race, color, religion, gender, national origin, age, disability, marital status, veteran or military status, sexual orientation, gender identity or expression, genetic information, or any other legally protected characteristic.
5. Possessing (whether concealed or openly displayed) any kind of firearm, knife, or dangerous object (including, but not limited to, explosives and components, fireworks, or any incendiary items or devices).
6. Abusive, aggressive, disrespectful, violent, and/or bullying behavior toward other people at the Senior Center (including staff). This may be verbal, written, visual, or physical in nature.
7. Threatening any type related to the building, property, or any of its occupants or their

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possessions at any time.

8. Conduct that produces excessively loud or disruptive noise.
9. Using obscene, vulgar, or profane language or gestures.
10. Engaging in any unwanted physical contact with another person.
11. Coercing or pressuring others for money, transportation, or to purchase goods or services.
12. Willful destruction of property, including buildings, furnishings, or others' property. No modifications, alterations, or additions to the building are allowed. Creating hazards on the property or inside the building that could potentially cause harm to individuals.
13. Any type of theft.
14. Obstructing or restricting the regular use of entrances, rooms, or parking lots that hinders people from performing their duties, participating in activities, or receiving services.
15. Administering polls or surveys, distributing flyers or literature, or selling goods or services without prior approval from the Director of Recreation and Leisure Services is prohibited. The Director shall not unreasonably restrict requests for these activities; however, such requests must relate to events and/or services provided by the Town of Somers or be for an approved Town-supported function. Any request denied by the Director may be appealed to the Board of Selectmen, whose decision shall be final.
16. Refusing to register and sign in on the Center's registration system. Access to Senior Center facilities and participation in functions and/or events requires registration through the Center's registration system. The Director of Recreation and Leisure Services or Senior Center Supervisor may restrict any participant who fails to register from entering the facility or participating in any function or event.
17. Introducing new furniture or free-standing signs into the Senior Center without prior approval from the Senior Center Supervisor.
18. Engaging in erratic or unsafe driving, disregarding posted signs and speed limits, parking in areas not designated for parking or in ways that block traffic flow, and parking in handicapped spaces without a valid permit in the Senior Center parking lot.
19. Creating unnecessary alarm by falsely reporting (verbally or in writing) a threat or other hazardous statement, including, but not limited to, false fire alarms, reporting accidents, threats, hazards, medical emergencies, etc.
20. Repeated or intentional disregard for this Code of Conduct.

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21. Smoking cigarettes, cigars, pipes, e-cigarettes, or other tobacco products inside the building.
22. Failure to maintain proper personal hygiene or wearing strong colognes or perfumes that can negatively affect others' health due to allergies, among other issues.

### **Filing a Complaint Regarding the Conduct of Another Individual:**

If someone at the Senior Center feels threatened, unsafe, or finds another person's conduct disruptive or inappropriate, they should immediately inform a staff member. If someone witnesses a violation of the Code of Conduct, they should also notify a staff member right away. All matters will be handled privately and with confidentiality as much as possible.

### **Disciplinary Procedures for Misconduct:**

If staff become aware of or observe a violation of the Code of Conduct, the following procedures will be initiated:

#### **First Offense**

*Verbal Warning: A verbal warning is given when staff considers a person's conduct, behavior, or action to be unacceptable or in violation of the Code of Conduct. Staff will inform the individual that the specific conduct, behavior, or action is unacceptable, must stop immediately, and must not happen again. This conversation, along with any additional actions taken, will be recorded in the Senior Center's files. If the behavior continues, staff has the authority to ask the person to leave the building immediately. If the individual refuses to leave, the Somers Resident State Trooper will be called, and they will receive a copy of the documentation.*

#### **Second Offense**

*Written Warning/Short-term Exclusion: With a witness present, staff will address the person regarding the specific unacceptable conduct, behavior, or action. The conversation, including the consequences, will be documented in writing, and a copy provided to the individual or sent via certified mail. The individual will be asked to sign a form acknowledging receipt of the document. If they refuse to sign, a note will be added to their file. Use of Senior Center property, participation in programs, activities, events, and transportation services will be suspended for one (1) week. The person will be asked to leave the building immediately. If they refuse, staff have the authority to call the Somers Resident State Trooper. A copy of the written notice will also be sent or given to the Trooper.*

#### **Third Offense**

*Long-term or Permanent Exclusion: If an individual's conduct, behavior, or actions remain unacceptable, staff will instruct the person to leave the premises immediately. If the person refuses to leave, the Somers Resident State Trooper will be called. A written notice will be sent via certified mail to the individual documenting the issues, including the duration that access to the Senior Center property, programs, activities, events, and transportation services will be prohibited.*

If the Somers Resident State Trooper becomes involved, a copy of the document will also be sent to

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the Trooper. The Director of Recreation and Leisure Services will decide the appropriate duration of exclusion (subject to the Right of Appeal), and there is a strong likelihood of permanent exclusion at this level.

*Whether it is the first, second, or third offense, if the Senior Center property, programs, activities, events, or transportation services are deemed "off limits" for an individual for a period due to violating this Code of Conduct, that individual will forfeit any prepayment for programs, activities, events, or trips that occur during that "off limits" time. No refunds will be issued, even if the Right of Appeals process is initiated.*

*Notwithstanding the above, depending on the nature and seriousness of the violation, the Director of Recreation and Leisure Services may skip the First and Second Offense procedures and proceed directly to the Third Offense procedure, subject to the Right of Appeal.*

### **Right of Appeal**

Anyone notified of exclusion from the Senior Center for thirty (30) days or more has the right to appeal. The excluded person can request a special meeting with the Senior Advisory Committee to review the decision. This request must be made in writing within ten (10) business days of the start of the exclusion and submitted to the Chairman of the Senior Advisory Committee. A special meeting will be scheduled within fourteen (14) business days after receiving the request, and a written notice of the meeting's date, time, and location will be sent to the excluded person at least five (5) business days before the meeting. Only witnesses who directly observed the events leading to the exclusion are allowed to speak at the meeting in support of the excluded individual and/or the Director of Recreation and Leisure Services. After the meeting or within five (5) business days afterward, the Senior Advisory Committee will decide whether to uphold or rescind the exclusion.

The Director of Recreation and Leisure Services will inform the First Selectman when an individual has been excluded from the Senior Center, including the circumstances and code of conduct violations that led to the exclusion. A written report will detail the events that resulted in the exclusion, the names of any known witnesses, and copies of witness statements. The First Selectman will also be notified of the outcome from the special meeting with the Senior Advisory Committee.

If the excluded individual is dissatisfied with the decision of the Senior Advisory Committee, they may request a special meeting with the Town of Somers Board of Selectmen. The First Selectman/Board of Selectmen shall not override any decision made by the Director of Recreation and Leisure Services regarding exclusion without the individual first meeting with the Senior Advisory Committee. A written request for a meeting with the Board of Selectmen must be submitted to the Town of Somers Operations Director within ten (10) business days of the advisory committee's decision for seniors. A special meeting will be scheduled within fourteen (14) business days of receiving the request, and a written notice specifying the date, time, and location of the meeting will be sent to the excluded individual at least five (5) business days prior. The Town of Somers may have the Town Attorney present at this meeting, and the excluded individual has the right to have an attorney present as well. Only witnesses to the events leading up to the exclusion, in addition to attorneys, are permitted to speak. The decision of the Board of Selectmen shall be final.

## **HEALTH & SAFETY**

1. All individuals entering the Somers Senior Center must wear proper attire, including safe footwear, while inside the building or on the property, unless a specific program requires shoe removal.
2. The Somers Senior Center fully complies with the Federal Americans with Disabilities Act (ADA) regarding service animals. According to the ADA, “service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.”
3. Participants and their families should understand that in an emergency, the Senior Center staff will call 911 and notify the participant’s emergency contact if one is on file. Fully conscious individuals may refuse medical assistance only after emergency medical responders arrive and assess their condition. If responders recommend further treatment and the individual refuses, they must leave the premises and cannot be transported by the Senior Center bus or staff to a hospital, doctor’s office, home, or elsewhere. Any non-staff person who voluntarily transports the individual assumes full responsibility and liability. After a medical incident, the person will not be allowed to stay at the Senior Center for the rest of the day, and the emergency contact (if available) will be notified. Those who have experienced a medical emergency, whether at the Senior Center or elsewhere, and have been seen at an Emergency Room, should not return to the Somers Senior Center for 24 hours.
4. Fire drills may happen at any time. All building occupants must participate. In an emergency, everyone may need to leave the building until authorized personnel determine it is safe to return.
5. Persons entering the Senior Center are encouraged to use the hand sanitizers available throughout the building. If you are ill with a cold, the flu, or other illnesses and are coughing, sneezing, or have a fever, seek medical attention and please stay home.
6. Storage of private property and personal belongings is not allowed after an individual leaves the building. The Senior Center is not responsible for lost items. The Senior Center will keep any items found for one (1) month. After that time, the items will be considered abandoned and may be disposed of accordingly.

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7. Individuals entering the Senior Center must not attempt to adjust the thermostat controls or the sound system. Anyone who tampers with these devices will be financially responsible for any damage caused.
8. Open flames are not allowed. This includes, but is not limited to, candles or hurricane glass lamps.
9. Somers Senior Center operates according to the Town of Somers Building Usage Policy regarding outside entities using the building and property.
10. Only for their own consumption at that time, individuals are allowed to bring food and beverages into the senior center and the property. Personal food and beverages cannot be stored at the Somers Senior Center after the individual leaves the building.
11. Individuals who need mobility aids such as wheelchairs, walkers, crutches, or canes are responsible for the proper use and placement of this equipment within the building or on the property. They must also ensure that the equipment does not pose a safety hazard to others.
12. Senior Center staff cannot assist or serve as aides for individuals who are unable to ambulate independently. If you have difficulty walking alone and need extra help from a friend, family member, or aide, the Somers Senior Center encourages you to bring your companion with you to activities and events so you can continue to enjoy everything the Senior Center has to offer.
13. Any individual or organization wishing to use any Senior Center equipment (located in the kitchen or elsewhere in the building) must first obtain approval from the Senior Center Supervisor. When using such equipment, these individuals or organizations are responsible for knowing how to use it properly. If the equipment is not used correctly and damage occurs to the equipment, the building, or if injuries happen to themselves or others present, the person or organization is fully liable for such damage or injuries. In such cases, the Senior Center is not responsible or liable for any damage or injuries.
14. Participants in any exercise programs or classes at the Senior Center do so at their own risk. Those who join exercise classes, such as chair aerobics or yoga, accept full responsibility for their safety and for determining if their personal health and medical conditions allow them to perform such exercises. It is advised that participants consult with their doctor before starting any new exercise routine.

## **DIAL-A-RIDE TRANSPORTATION**

The Town of Somers Dial-A-Ride offers free transportation to any Somers resident aged 60 and older, or to those aged 18 and older receiving Social Security Disability benefits. The service is wheelchair accessible within the town of Somers and to the town of Enfield and Johnson Memorial Hospital only.

Dial-A-Ride is a curb-to-curb service. Passengers must reach the bus on their own. Drivers cannot help individuals get in or out of their homes or destinations.

Drivers will help passengers in wheelchairs onto the lift and onto the bus. If you are traveling in a wheelchair, you must be able to manage independently or bring an adult aid or attendant.

Wheelchairs should have a seat belt (lap belt). Drivers are responsible for securing wheelchairs. Passengers using motor scooters or wheelchairs without seat belts must transfer to a seat.

A chairlift is available for people who cannot walk up the stairs of the vehicle.

### ***Hours of Operation***

***Monday – Friday 8:00 am to 4:00 pm***

***Medical Appointments must be scheduled between 8:30 am and 2:00 pm***

***To schedule an appointment, please call (860) 763-4379. All appointments need to be made at least one week in advance.***

If an urgent situation arises and you can't give a 1-week notice, we will try to accommodate you but cannot guarantee availability.

When you call to arrange transportation, please have the following information ready:

- Full name of passenger
- Passenger's address and telephone number
- Date and time of appointment
- Destination information: address, telephone number, physician's name (if applicable)
- Passenger's approximate return time

**Please make sure to inform us if you use a walker, wheelchair, or motorized scooter.**

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### **Cancellations:**

If you need to change or cancel your reservation, please call the senior center at (860)763-4379 as soon as possible. We will do our best to notify passengers if transportation is delayed or canceled due to inclement weather, unforeseen circumstances, or emergencies.

### **Passenger Information:**

- You will be notified after 3:00pm the day before your scheduled ride with a pickup time. Please be aware that pickup times may be significantly earlier than your appointment due to multiple riders on the schedule. You might need to wait at your destination after your appointment for your return ride. We ask that you be ready for your ride 15 minutes before the pickup time and be prepared to wait up to 15 minutes after your scheduled pickup.
- *Passengers are not allowed to contact drivers directly at any time or ask about another rider's personal information or schedule.*
- According to Connecticut state law, passengers must wear seat belts while traveling. Any passenger who does not comply with this rule will not be permitted to ride and must arrange alternative transportation.
- Drivers are not permitted to make unscheduled stops.
- Drivers may, with approval from the Director or designee, refuse transportation to an individual if there is a safety concern due to illness, intoxication, misbehavior, or any other issue.

### **Inclement Weather:**

The Somers Senior Center follows the same weather-related closure and delay policies as Somers Public Schools. If schools are delayed or closed, programs, events at the Senior Center, and Dial-A-Ride transportation will also be delayed or canceled. Please tune into WFSB Channel 3 or NBC 30 and look for "Somers Senior Center" for the latest updates on delays and closings.

### **Pickup Location:**

Drivers are not allowed to enter driveways or private roads or to back up. Therefore, residents of Woodcrest at 63 Battle Street are asked to wait at the designated pickup spots shown on the map in our Transportation Brochure. Pickups for 71 & 75 Battle Street will be in front of their main entrances. If you have any questions or are unsure about your pickup location, please call (860) 763-4379, and we will be happy to help you!

### **Registration/Cost:**

Registering for transportation is simple! Just call us at 860-763-4379 to request a registration form or visit the Town of Somers website to download the form under the Somers Senior Center tab. After completing the form, you can return it by mail or drop it off at the Senior Center located at 19 Battle Street. Please note, your form must be fully completed before you can use our service. Passengers

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under 60 years of age who qualify for transportation due to disability are required to submit proof of Social Security disability along with their registration form.

There is no fee required for this service, but donations are encouraged and help cover our costs. Donations can be given at the Senior Center via cash or check made payable to “Town of Somers Dial-A-Ride”.

### **Destinations:**

Dial-A-Ride offers transportation to any destination within the Town of Somers and Enfield, as well as Johnson Memorial Hospital in Stafford Springs. We do not provide emergency medical transportation. We offer rides for the following:

- Medical Appointments (priority)
- Employment (priority)
- Grocery shopping (only 4 bags permitted per rider)
- Banking
- Senior Center
- Library

Personal requests like hairdresser, barber, nail salon, and gym will be accommodated when schedules allow. We reserve the right to decline or reschedule due to scheduling conflicts.

### **Additional Transportation Services:**

#### **Road to Recovery – American Cancer Society:**

The American Cancer Society provides transportation for people with cancer to and from cancer-related medical appointments. Call 1-800-227-2345 for more information.

#### **Allied Transportation Services:**

Transportation services are provided to senior citizens and individuals with disabilities. Call 860-741-3701 ext. 224 for more information.

#### **Nutmeg Senior Rides:**

Transportation service available 365 days a year for seniors aged 50 and over and disabled individuals age 18 or over. Call 860-758-7833 for more information.

### **Service Animals**

Trained service animals, such as guide dogs, are allowed to accompany riders with disabilities on trips. A service animal is any guide dog, signal dog, or other animal that has been specially trained to perform tasks or work for a person with a disability. This includes, but is not limited to, guiding individuals with vision impairments, alerting people with hearing impairments to sounds or intruders, providing minimal protection or rescue, pulling a wheelchair, or picking up dropped items. While most service animals are dogs, the use of other types of service animals is also recognized.

- If you are traveling with a service animal, you must specify this on your application beforehand and provide the necessary vaccination records.
- Riders with disabilities cannot bring service animals to any place that does not allow their entry.
- No animals can be left in the vehicle.
- A service animal is not permitted to occupy a seat on the vehicle.
- Service animals are required to be leashed at all times.

### **MEALS ON WHEELS**

The Somers Meals on Wheels (MOW) program is intended to provide meals to residents aged 18 and older who are homebound and unable to meet basic nutritional needs, either temporarily or long-term, and who have no other reliable means of obtaining or preparing meals.

The Somers MOW program addresses a specific need of elderly and/or disabled individuals who are homebound due to acute or chronic illness or disability. It offers nutritious meals to help people maintain or improve their health and to prevent or delay institutionalization. The program is not designed to foster isolation or create unnecessary dependence on the service.

Being homebound involves an inability to leave home, and leaving home requires significant and exhausting effort. Homebound eligibility for MOW means:

1. Someone returning from a hospital stay due to surgery or injury, experiencing weakness and pain. Service will be limited to three weeks and reassessed at that time.
2. An individual with a psychiatric condition that prevents him or her from leaving the home or, in cases where it would be unsafe for the individual to leave the home unattended (even if there are no physical limitations).
3. A person with a chronic illness.

Occasional absences from home, like for medical appointments, religious services, barber or hairdresser visits, or other infrequent or special events, do not cancel a person's homebound status.

Exceptions to the above criteria may be granted at the discretion of the Director of Human Services.

The Somers MOW program has operated continuously for many years without support from federal, state, or local government funds. It provides meals six days a week, 52 weeks a year, for our community's frail, elderly, and those with physical and mental limitations, many of whom live alone.

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The program was, for many years, entirely run by volunteers, but now it is coordinated by the Town of Somers Human Services Department. Volunteers deliver the meals.

The cost of meals varies based on income. If someone has a financial need, there is a MOW fund to help, which is fully supported by donations.

The Somers MOW program not only supplies proper nutrition but also performs safety checks while helping to reduce isolation.

### **COMPUTER USE**

The Somers Senior Center offers a laptop computer for use by registered participants. The laptop is the property of the Somers Senior Center and is available for internet browsing, social media, checking e-mail, word processing, and more.

- No food or drink is allowed while using the laptop or near it.
- The laptop must not be moved from its place in the Senior Center without staff permission.
- Printing is currently unavailable.
- Depending on demand, the time assigned to each user may be limited.
- Violating any Federal or State law, including copyright laws, is prohibited.
- Vandalizing or hacking any hardware, software, computer, or communications system is not allowed.
- Private information should not be stored on computer hard drives, including photos, written work, and other communications. It is recommended to use flash drives or disks provided by the user for storing information.
- Only Town of Somers personnel are permitted to install software on the computer.
- Viewing offensive or pornographic material, photos, or websites is prohibited.
- Violating the computer use policy may lead to loss of privileges. At the discretion of the Director of Recreation and Leisure Services or Senior Center Supervisor, a first offense could result in a 30-day suspension from computer use or permanent ban. Depending on the severity of the violation, legal action may be taken.

### **FAX & COPY SERVICES**

Senior Center staff will send faxes on behalf of registered Senior Center participants free of charge up to two times each day. Receiving faxes on behalf of Senior Center participants is not permitted. Senior Center staff will make copies for registered participants. There is no charge for up to three copies per day. More than three copies per day will cost 15 cents per black-and-white copy and 50 cents per color copy. A limit of 20 copies per day applies.

# **SOMERS SENIOR CENTER POLICIES & PROCEDURES MANUAL**

*I, \_\_\_\_\_, acknowledge that I have received, read,  
and understand the Somers Senior Center Policies and Procedures Manual.*

*I understand that I am responsible for following the policies as a requirement of my  
membership.*

Sign Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_