

Hudson Senior Center



Policy and Procedure Book



Town of Hudson



19 Kimball Hill Road
Hudson NH 03051

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Welcome to the Hudson Senior Center located at the North Barn in
Beautiful Benson Park in Hudson NH!

A wide variety of programs and services have been specifically designed for you to enhance and enjoy your social, physical and mental well being throughout your senior years. This guide is intended to help you take a comprehensive look at all we have to offer, as well as learn how to access it.

We look forward to helping you maximize your opportunities, while making your participation fun and safe. The dedicated and professional staff of Hudson Senior Center will do its best to provide you with prompt and efficient service. You, as a participant, also have a role in cooperating to make our Center a safe, pleasant and attractive place in which to come.

Both staff and participants have responsibilities to each other. Hopefully, by providing this policy and procedure book, these responsibilities can be better understood. Please take the time to read through the entire contents of this book and do not hesitate to call us or stop by if you have any questions. We recommend saving this guide in a place that is readily available for your reference.

~ **HUDSON SENIOR CENTER** ~

The Hudson Senior Center is provided by the Town of Hudson, and is a part of the Recreation Department. The Coordinator position of the Senior Center is overseen by the Hudson Recreation Director. Our services and facility are funded by the Town through taxpayers' dollars. We do not receive any funding or oversight from the State or Federal Government. Hudson Senior Services is committed to executing high quality standards that reinforce our mission and core values, as well as key policies and procedures.

We will deliver our service with understanding and sensitivity at all times.

THE STAFF:

Dave Yates	Hudson Recreation Director dyates@hudsonnh.gov
Lori A. Bowen	Senior Services Coordinator lbowen@hudsonnh.gov
Chrissy Peterson	Administrative Assistant Recreation Department cpeterson@hudsonnh.gov

Senior Center Telephone: 603.578.3929

Recreation Office Telephone: 603.880.1600

Website: <http://www.hudsonnh.gov/departments/hudson-recreation/senior-center>

~ **THE MISSION OF THE HUDSON SENIOR CENTER** ~

To provide services for persons 55 and over and their spouses, regardless of age. The Center is a social environment which provides support, education, nutrition and entertainment for senior persons in Hudson. It will promote the physical, intellectual, emotional and economic well being of older adults and those with disabilities. We will promote their participation in all aspects of community life by providing the opportunities listed above. The overall mission is to enrich the quality of life and support independence and vitality for seniors.

~ **Hours of Operation ~ Closed Dates** ~

The Center is open Monday, Tuesday, Wednesday and Thursday;
please see the current calendar for specifics.

Doors Open at 8:45am and the building closes at 3pm

The Center will be closed for the following Holidays:

New Years Eve, New Years Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, Day after Christmas.

Please see the current Activities Newsletter for specific dates and other closed days.

~ **Inclement Weather** ~

The Hudson Senior Center will be closed if there is no school or a delayed opening for the Hudson School district during inclement weather. In the event of all weather cancellations or emergencies, cancellations will be registered with WMUR channel 9 on television, the Town of Hudson website, Comcast channel 22 and if available on a recorded message at the Senior Center. Any inclement weather cancellations will also include cancellation of Community Dining Meals and all activities.

Even if the Center is open please use discretion when traveling in inclement weather.

Your safety is important.

~ **Hudson Senior Center Location** ~

The Hudson Senior Center is located in the North Barn on the property of Benson Park in Hudson NH. Take Route 111 to Kimball Hill Road and turn into the Park's main driveway, 27 Kimball Hill Road. The Senior Center and parking is on your right, 19 Kimball Hill Road.

~ **Parking at the North Barn** ~

The parking lots surrounding the North Barn are for all staff, registrants and visitors. These spaces are to be used on a first come first serve basis. There are no assigned spaces in the lot. If you are an able bodied person please park in the furthest space possible away from the main doors. The closer spaces should be saved for those that are not able to walk long distances. The HCTV lower lot is not to be used by the Senior Center Patrons unless there is a Senior Center sponsored activity in the lower level. There is overflow parking in the lot at Benson Park parking lot.

There is no parking in fire lanes, driveway, or roadway areas around the North Barn.

Parking in "no parking" areas may result in towing at the owners expense.

Handicapped parking spaces are located next to the building. These spaces are on a first come first serve basis and are not saved spaces. When parking in these spaces please display handicapped tags.

~ **Entrances and Emergency Egress** ~

There are two main doors to enter the Senior Center building.

(These doors are located on the sides of the building.)

There are exit doors located in the Function Room and Dining Room as well as the Lounge.

(These doors are to be used on an emergency egress need only and are not for everyday use.)

~ **Volunteering at the Senior Center** ~

Volunteers are always welcome and needed to insure a well run Center.

Please speak to the Coordinator if you would like to volunteer.

~ Eligibility Qualifications for Services and Registration ~

Our services and programs are available to anyone, 55 years of age or older and their spouses are also welcome to register and participate.

The Hudson Senior Center is not an adult day care center and registration may be revoked or denied if a person has personal issues that cannot be managed by staff, health aide(s) or other members. Revoking a registration will include all participation in any senior center activities.

Those services or issues include but are not limited to:

<ul style="list-style-type: none">- Wandering- Prescription Drug monitoring- Drug or Alcohol Abuse- Regular or occurring Seizures- Poor personal hygiene- Inability to feed oneself at meal time- Chronic unmanageable incontinence	<ul style="list-style-type: none">- Chronic contagious disease- Abusive or harmful behavior- Cognitive impairment- Behavioral health problems- Inability to toilet independently- Bullying
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~ Registration Process ~

Since we are a public entity, not a private club, no one is a ‘Member’ or ‘joins’ the Center. However, all those who choose to partake of programs or activities offered by the Hudson Senior Center are required to register, and here forward referred to as a ‘Participant’. To register, complete the forms noted in Appendix A, B and C, with payment to the Coordinator. Participant Registration consists of:

- You may register anytime during the year.
- You must complete a registration form (Appendix A) prior to participating in any program or activity.
- You must provide proof of identification for verification of age and address.
- You must complete and sign a General Release and Indemnification Agreement form (Appendix B).
- You must sign a Standards of Independence and Behavior Pledge (Appendix C).
- Registration is \$10. The annual cycle for the registration fee is July 1 to June 30.
- Payment of \$10 regardless of the month of registration.
- After Registration you shall sit for a photo to have your official Name Tag made.
- A Vial of Life Form will be made available to you.

You will receive the following with Registration:

- Name Tag
- Participant Policy & Procedure Book
- Current Newsletter and Calendar of Events
- Vial of Life Form for your home refrigerator if desired
- Exercise documents to be signed by your primary care doctor, if required by instructor.

~ **Registration Benefits** ~

- Access to activities, programs, services and resources
- Free or reasonably priced activities, classes and events
- Pursuit of active mind, body and soul; promotes healthy mind, body and soul.
- Living and learning for pleasure with peers
- Interest groups, special events and social gatherings
- Education forums and workshops
- Exercise programs
- Opportunities to volunteer and shape the future of the Hudson Senior Center
- Support the Mission of the Hudson Senior Center

~ **Guest Policy** ~

In general, all seniors desiring to partake of activities, programs and/or services offered by Hudson Senior Services must be registered. The only exceptions would be:

- A registered participant may bring a guest, whose only intention is to visit the center and get a tour to see what activities are offered.
- To partake of a Trip or Special Event, a registered participant attending a trip or event alone may have a guest accompany them if space allows.
- To partake in an event in which there is a formal invitation to bring under aged guests or the general public into the Center. These guests may have to be pre-registered for the event they are attending.

~ **Registering for Programs and Activities** ~ **Payment for Activities** ~

When a new program or activity is offered it will be posted on the Activities Calendar for the month. It will also be posted on the bulletin board in the Main hallway under New Program/Activity Sign Ups. Please see the Coordinator to sign up for a program.

- Registration is ongoing and will remain open until event is full.
- We highly recommend registering early to ensure your spot. (First come, first served).
- Full payment is required at time of registration.

- Payment must be made by cash or check made payable to The Town of Hudson.

~ Emergency Protocol ~

Participants and patrons must be aware that in the event of a medical emergency, 911 will be called as will the emergency contact on the patrons registration form.

Upon arrival of emergency services, it is the right of the person, if fully conscious, to refuse emergency services.

A medical incident form will be filled out and a waiver provided by the emergency response team must be signed if medical attention is refused.

Staff members will not transport any registered patron of the Senior Center to the hospital or doctors office following a medical incident at the Senior Center.

~ Fire Drill Information ~ Fire Emergencies ~

Fire Drills will happen at the Center and all participants in the building are required to participate.

All persons in the building are to exit the building in a calm and orderly fashion through any door. Please make your way to the “island” in the parking lot nearest the driveway entrance.

This will be known as the meeting place. There will be no re-entry until permission is granted. In the event of a real fire emergency all participants are asked to wait for instructions from emergency personnel and/or the coordinator before leaving the grounds of the Center.

~ Physician Medical Release ~

All participants of the Hudson Senior Center may partake in any activity, but a doctor’s note may be required based on the level or sponsor of the activity. This is to ensure you are healthy enough to participate in a particular activity.

~ Oxygen & Medical Equipment ~

There is no onsite oxygen provided, however patrons may bring their own personal air tanks. These patrons must keep their tanks with them at all times.

All wheelchairs, electric wheelchairs, carts, canes and walkers may be used at the Senior Center.

~ Personal Items ~ Foot Wear ~ Closet Location ~

For exercise classes a pair of rubber bottomed sneakers is expected to be worn by participants. Certain activities may require specific shoes or equipment, please be aware of this when registering for an activity.

All participants are asked to use the coat rack located in the hallway outside the Function Room. Please do not leave any valuables in your clothing items left on the coat rack.

All items must be removed from the Senior Center each day, no personal items may be left behind.

~ Lost & Found ~

The Hudson Senior Center is not responsible for any left or lost materials, monies or personal items.

Please turn all lost and found items into the coordinator.

All items left will be hung or placed in the coat closet, with the exception of phones and monies. Those items will be with the coordinator and may be retrieved from the Coordinator at the office window.

~ Smoking Policy ~

The Hudson Senior Center is a NO SMOKING building. Smoking is only allowed in the designated area located in the parking lot. If you have any questions or concerns about where patrons may smoke please see the Coordinator.

~ Pets & Service Animals ~

Pets are not permitted inside the Senior Center building, but are allowed on the grounds of Benson Park.

Please do not leave your pets in your car while you enjoy the activities at the Center.

Service Animals are permitted at the Center. Please be aware that if there is a service animal in the building you are asked to refer to their handler on how to approach the animal.

~ Personal Behavior Policy ~

All patrons to the Hudson Senior Center are expected to behave in a responsible way.

There is no bullying permitted at the Senior Center.

Harmful, disruptive and unruly behavior will not be tolerated at the Senior Center and those patrons causing the disturbance will be spoken to by a member of the staff.

If the behavior continues, there will be a formal warning letter written and mailed to the patron. If the behavior still continues, then revoking registration will be administered and the patron may not reregister or partake in any activities that the Senior Center offers, including trips. Any upcoming trips that have been paid for or have deposits on will be reimbursed.

Conduct commanding exclusions are as follows but not limited to:

- Repeatedly and intentionally disobeying rules and regulations as outlined in these policies and procedures.
- Intentionally causing or threatening harm to another individual, except in the case of self defense.
- Using obscene or profane language or gestures or verbally abusing other patrons.
- Public Intoxication
- Possession or use of illegal drugs or alcoholic beverages
- Sexual harassment of a verbal, written or physical nature.
- Theft

Upon receiving this letter the patron may choose to appeal the revocation and exclusion from activities by meeting with the Coordinator, Recreation Department Director and Senior Affairs Committee at the monthly Senior Affairs Committee Meeting.

After one (1) year from time of exclusion, the patron may reapply to the Hudson Senior Center with the Coordinator, Recreation Department Director and the Senior Affairs Committee at the monthly Senior Affairs Committee Meeting. At this time they may plead their case as to why they should be allowed to return to the Center for activities. The Coordinator, Director and Committee will decide whether this patron may return in writing.

~ Community Dining ~ Food & Drink Policy ~

You can enjoy a meal at the Senior Center by signing up with the St. Joseph's Services Meal Coordinator in the Dining Room. You may also pack a personal lunch and come enjoy it in the Dining Room. If there is a special meal offered, there will be a preregistration for that event. See the current activity calendar for meal times.

Community Dining

- Community Dining is provided by St. Joseph's Services of Hillsborough County.
- Community Dining will be served in the Dining Room.

- Preregistration and sign up is required for this service, and a minimal donation of \$2 is requested.
- Registrants of the Hudson Senior Center are welcome to participate in our Community Dining Program.
- For more information about the eligibility requirements for programs and services offered by St. Joseph's Community Services, please call 603-424-9967 or e-mail meals@sjcsinc.org

Food and Drink

All food and drink is to be served and used in the dining room. Only bottles of water with caps are allowed to travel around the center with their lids on.

Alcoholic beverages are not permitted on the grounds or in the Senior Center.

Community Refrigerator

Outside food is permitted in the Center. There is a community refrigerator available to leave your items in. Please mark your containers, bottles and lunch bags with your name and phone number. The Center is not responsible for any items left in the Community refrigerator.

Senior Center Kitchen

The refrigerator in the kitchen is not to be used for personal items.

~ Donations ~

Donations may be presented to the Senior Services Coordinator at any time, but the acceptance of a material donation is at the discretion of the Coordinator. Any donation of \$100.00 or more in value must be approved by the Board of Selectmen of the Town of Hudson. A receipt will be given for all monetary donations.

~ Trips ~

Please see the separate flyer for trip rules and regulations

~ Questions ~ Comments ~ Ideas ~

All questions, comments and ideas should be brought to the Coordinator. We welcome your ideas and want to channel all opportunities and issues properly. The staff is never too busy for you!

~ Day to Day ~

Sign in, put on your name tag and enjoy yourself! There are many activities to sign up for, as well as just open space to meet new people. Check out the bulletin boards to see what is available today, or to see what is coming up. Make the most of your time here; it is all up to you as a registrant to make the most of your Center. Enjoy!

Please keep this guide in a safe place so you can refer back to it to help answer any questions you may have about policies and procedures of the Hudson Senior Center. The Coordinator is always available to answer any questions you may have.

Please note there may be additional information for a particular activity that is not reflected in this guide.

Thank you for registering with the Hudson Senior Services and partaking in activities at the Hudson Senior Center!

~ Notes & Activities Registered For ~

Hudson Senior Center

Appendix A

Registration Form



Hudson Senior Center Registration



So that we may better serve you, we ask that all Seniors who actively partake of the programming offered by Hudson Senior Services provide us with the following information.

General participation is \$10 per year. (Checks made payable to: Town of Hudson)

Please complete this form and return it to the front desk of the Senior Center

Please **PRINT**:

Date: _____

First Name :	Nick Name:	Middle Initial:	Last Name:
Street Address including Apartment/Unit Number if Applicable or Post Office Box:			
City:	State:	Zip Code:	
Phone Number: ()	Email Address:	Gender :(circle) <input type="checkbox"/> M <input type="checkbox"/> F	Date of Birth:
Name and Activities or hobbies desired on Name Badge:			Vial of Life <input type="checkbox"/> Given Form <input type="checkbox"/> Turned In
To receive the newsletter, would you prefer to (choose one): <input type="checkbox"/> Pick-up at Center <input type="checkbox"/> Email			
What motivated you to come in today? _____			
Activities and Programs you want to participate in: _____			
<i><u>If there is a second person at the same address to participate, please enter the name below:</u></i>			
First Name of second member	Nick Name	Middle Initial	Last Name
Email Address	Gender (circle) <input type="checkbox"/> M <input type="checkbox"/> F		Date of Birth
Name and Activities of Hobbies desired on Name Badge			Vial of Life <input type="checkbox"/> Given Form <input type="checkbox"/> Turned In
What motivated you to come in today? _____			
Activities and Programs you want to participate in: _____			

For Office Use Only: Date: _____ Database 1 2 ID 1 2 3 Paid \$ _____ Ck # _____ VOL 0

HUDSON SENIOR CENTER

NAME: _____
ID NUMBER: _____

EMERGENCY CONTACT

NAME: _____
ADDRESS: _____
PHONE NUMBER: _____
CELL PHONE NUMBER: _____
WORK PHONE NUMBER: _____

CAR INFORMATION

MAKE: _____
MODEL: _____
YEAR: _____
PLATE NUMBER: _____

SENIOR CENTER REGISTRATION FEE

YEAR: _____



PAID: _____ CHECK #: _____

OFFICE USE:



Hudson Senior Center

Appendix B

General Release and Indemnification Agreement

Hudson Senior Center

19 Kimball Hill Road,

Hudson NH 03051

Phone: 603.578.3929

Email: lbowen@hudsonnh.gov



General Release and Indemnification Agreement

I, _____ (*print name*), am requesting to participate in the senior programs of the Town of Hudson, New Hampshire. The senior programs are voluntary and I am not required to participate in them. In consideration of the Town of Hudson granting me permission to participate in the senior programs and for other valuable consideration, I _____, am entering into this General Release and Indemnification Agreement which extends to the Town of Hudson, N.H., its employees, agents, Boards, and volunteers, and any and all individuals and organizations assisting or participating in any of the senior programs, both individually and in their official capacities (hereinafter "the Releasees"). Please initial the following statements:

___ The activities in which I may participate include physical activities that may include the use of exercise equipment and weights.

___ I understand that my participation will or could subject me to numerous dangers or risks of personal injury, even death, as well as other injuries or damages. I have considered these risks and dangers and relying on my own judgment, I have voluntarily chosen to participate in the senior programs of the Town of Hudson and to assume all such dangers and risks in my participation.

___ I certify that I am in suitable health and capacity to participate in these senior programs.

___ I knowingly and voluntarily release the Releasees from any and all claims, rights or action and causes of action that may have arisen in the past, or may arise in the future, seen or unforeseen, directly or indirectly, or within or without the control of the Releasees, and also all claims which I have or may acquire, for or on account of any losses, damages, personal injuries, pain and suffering, death, property damage, contract claims or negligence resulting from, arising out of, directly or indirectly, during or in any way connected with my enrollment or participation in the senior programs.

___ I further agree to indemnify, defend and hold harmless the Releasees from liability for the injury or death of any person and any damage to property that might result from my negligence, intentional acts, or omissions, resulting from, or arising out of, directly or indirectly, during or in any way connected with my enrollment or participation in the senior programs.

___ I acknowledge that I have read this General Release and Indemnification Agreement. I also understand and acknowledge that this Agreement obligates me to indemnify the released parties for any liability for injury or death of any person and damage to property caused by my negligent or intentional acts or omissions while enrolled or participating in the senior program.

This General Release and Indemnification Agreement shall be construed to be as comprehensive as allowed by law and as severable. The invalidity of any portion of this Agreement shall not affect any other portion and shall not establish a legal or other relationship between or among those released which does not in fact exist.

In witness whereof the parties have hereunto set their hand this ___ day of _____ 20__.

Please Print Name of Participant

Signature

Signature of Witness from Town

Hudson Senior Center

Appendix C

Standards of Independence and Behavior

Hudson Senior Center

19 Kimball Hill Road,

Hudson NH 03051

Phone: 603.578.3929

Email: lbowen@hudsonnh.gov



Standards of Independence and Behavior

As a participant of the programs and services offered by Hudson Senior Services, I understand it is a privilege to partake of this public program. I respect and recognize that policies and procedures have been developed to help ensure a fair and safe operation for all involved.

Participants of Hudson Senior Services are expected to:

1. **Emergency Contact:** Provide the staff with a name and telephone number of a person to contact in case of an emergency. If a participant experiences a medical problem while on the premises, it is expected that the participant will follow the recommendation of the Senior Center staff to seek appropriate medical treatment.
2. **Alcohol and Smoking Policy:** Shall not smoke; drink alcohol; or use illegal substances on the premises. Participants who attend the Senior Center while inebriated will be asked to leave immediately. Repeated violation of this policy may result in suspension.
3. **Personal Care:** Participants are expected to provide their own personal care including, hygiene, toileting, continence, and feeding.
4. **Independence:** Participants are expected to be reasonably oriented, capable of independent decision making, and capable of planning their own activities. (i.e. transportation, lunch, and Senior Center activities.)
5. **Respect:** Participants are expected to avoid causing disturbances or disruptions and to be respectful of other participants. Participants must also show respect for building facilities and the personal property of others.
6. **Health Care:** Participants are expected to be responsible for their own personal health and medical care, including the taking of medications, monitoring special diets etc. The Center is not responsible for providing assistance with medication and other personal health and medical care.
7. **Violence:** Violence or threats of violence are not permitted and will result in the participants being asked to leave and may lead to permanent suspension of Senior Center privileges.
8. **Derogatory Statements:** Statements regarding race, ethnicity, religion, or life style will not be tolerated.
9. **Sleeping:** Sleeping on the premises is not permitted.
10. **Dress Code:** Proper attire required (shoe and shirt) at all times.
11. **Personal Property:** Storage of personal belongings is not permitted. All participants are required to leave the areas they have been using (i.e. activity rooms, exercise rooms and equipment, bathroom,

Dining Room, function Room) in a clean state. Touching or removing personal articles of other participants is not permitted.

12. Personal Conduct: If any inappropriate behavior is witnessed or reported, the staff will use discretion to take corrective action, i.e.: ask the participant to abstain from the inappropriate behavior, or if necessary, contact the police, doctor, ambulance, or emergency contact person. Repeated violations may result in the participant being asked to leave and may result in the participant being asked to leave and may result in temporary or permanent suspension of Senior Center privileges.
13. As a participant of Hudson Senior Services, I am willing to make a personal commitment to my fellow seniors, agreeing to serve. I have read this Pledge of Commitment and agree to act accordingly.
14. Guest Passes: Each Registered Senior may bring a guest to the Center up to three times a year without having their guest register. They may also bring a guest to a specific activity or on a trip if the activity or trip is open to the public or non-registered participants.
15. Name badge: Each registrant must sit for a picture and receive their name badge. These badges must be worn in the center.
16. Entrance Swipe: Upon entering the building each registrant will swipe their card and check into the Center. Please see the director or a volunteer if you have questions.

In witness whereof the parties have hereunto set their hand this ____ day of _____ 20_____.

Date: _____

Signature of Participant

Date: _____

Signature of Town of Hudson, NH Witness

(please both print and sign name and department)