

# Durham Center for Senior Life

## Durham Center for Senior Life Senior Center

### Operational Policies and Facility Use Regulations

The Durham Center for Senior Life building (Center) is owned by the County of Durham and operated by Durham Center for Senior Life (DCSL), an independent private, non-profit organization. It is therefore the right and responsibility of DCSL to set operational policies to protect the building and to guarantee the safety of persons using the building. These operational policies are in addition to any governmental policy or regulation that may govern the use of public buildings.

The Executive Director, as an agent of the Board of Directors, is responsible for establishing operating rules and program policies for the overall benefit of older adults utilizing services and others who use the Center. The Executive Director is responsible for reviewing and handling participant complaints, ensuring the freedom for all participants to enjoy the Center, and to guarding the well-being and safety of participants.

1. **Participants** - The Center is a dedicated Senior Center, serving older adults of Durham County; therefore use of the building is restricted to older adults (program participants and clients) and their caregivers, tenants and persons conducting official business at the Center.

#### **ALL VISITORS TO THE CENTER MUST SIGN IN AT THE FRONT DESK.**

For safety and liability reasons, participants in the Center's programs activities must be able to care for themselves or be accompanied by a personal care provider. Individuals with limiting conditions may be requested to refrain from participating in the Center's programs or activities for the safety of all participants. DCSL staff cannot monitor or assist participants who need one-on-one care.

**Persons with Alzheimer's, dementia or other cognitive impairments** – For the protection of all participants, persons with diagnosed Alzheimer's, dementia or other cognitive impairments may participate in Senior Center activities, including the congregate meal program, only if accompanied by a family member or aide.

2. **Registration** - All participants at the Center are required to register. Registration consists of completing a registration form and the issuance of a "swipe" card. The swipe card must be used at all times when signing into the building. Registered participants will be charged a fee if they sign in without using their card.
3. **Registration fee** – DCSL may set a fee for registration to cover the costs of the cards and for maintenance of the registration system. Persons who choose not to register may be charged a fee. DCSL may charge a fee for replacement cards.

In an effort to ensure that the Center is affordable for all seniors, DCSL may waive the registration fee for those who are not able to pay.

4. **Participation fees** – DCSL may set fees for participation in activities and programs at the Center. These fees are used to cover the direct and indirect costs of the programs that are not covered under other funding.

A notice of the fee schedule shall be posted in the Center as well as on the website.

DCSL is committed to serve all seniors, and as such, persons who are financially unable to pay the fees may be offered a sliding scale fee schedule and/or waiver depending on ability to pay on a case-by-case basis.

5. **Children** – The Center is not designed to accommodate children; however, DCSL recognizes that from time to time program participants and clients may need to bring children with them. Children must be supervised and with the responsible adult at all times. Children are not allowed to use the computers, TV, Wii, exercise, or other equipment without express permission from the Executive Director. For the safety of everyone, anyone violating this rule will be asked to leave the premises.
6. **Animals Prohibited** – No animals are permitted in or around the Center, except animals required to assist disabled persons (see #7). Trained pet therapy animals are allowed by invitation only.
7. **Service Animal Policy**  
The policy of DCSL for service animals complies with the following NC General Statutes:

#### **Persons with Disabilities NC General Statutes – Chapter 168**

##### **Chapter 268-4.2. May be accompanied by service animal.**

(a) Every person with a disability has the right to be accompanied by a service animal to assist the person with his or her specific disability in any of the places listed in G.S. 168-3\*, and has the right to keep the service animal on any premises the person leases, rents, or uses. The person qualifies for these rights upon the *showing of a tag, issued by the Department of Health and Human Services, under G.S. 168-4.3, stamped “NORTH CAROLINA SERVICE ANIMAL PERMANENT REGISTRATION” and stamped with a registration number*, or upon a showing that the animal is being trained or has been trained as a service animal. The service animal may accompany a person in any of the places listed in G.S. 168-3.

(b) An animal in training to become a service animal may be taken into any of the places listed in G.S. 168-3 for the purpose of training when the animal is accompanied by a person who is training the service animal and the animal wears a collar and leash, harness, or cape that identifies the animal as a service animal in training. The trainer shall be liable for any damage caused by the animal while using a public conveyance or on the premises of a public facility or other place listed in G.S. 168-3.

\* “streets, highways, sidewalks, walkways, public buildings, public facilities and all other buildings and facilities, both publicly and privately owned, which serve the public”

8. **No Smoking or Alcoholic Beverages** – No alcoholic beverages are permitted in the building or on the property of the Center. Smoking is prohibited inside the facility.
9. **Firearms and other weapons** – All firearms, knives or other weapons are prohibited from the Center.
10. **Solicitation** - No solicitation or private sales from vendors may take place in the Center without express permission from the Executive Director. Program presenters may provide information, but cannot solicit business.
11. **Charitable Contributions and Solicitation** - No organization may solicit contributions, sell fund raising items or raffle tickets without the express permission of the Executive Director.
12. **Equipment** – No equipment or property belonging to DCSL shall be removed from the building without express written permission of the Executive Director.
13. **Decorations** – No decorations or objects of any kind may be affixed to the walls, ceilings, doors or windows in any common spaces without permission of the Executive Director. Helium balloons may only be used with express prior permission and must be securely fastened to weights. Removal of any loose balloons are the responsibility of the user; a fee may be assessed to offset costs to capture loose balloons.
14. **Flyers**- DCSL provides a bulletin board for community notices that may be of interest to participants of the Center. All flyers must be submitted to DCSL for approval before posting.
15. **Advertising** – Signs or flyers advertising any products or services are strictly prohibited within the building. DCSL does provide space for informational brochures for products or services that may be of interest to participants of the Center. All brochures must be submitted to DCSL for approval before being displayed.
16. **Open Flames** – The use of open flames and flammable material is not allowed inside the Center for Senior Life, with the exception of the closely supervised use of small flame producing devices such as candles on cakes and sterno-type materials used to maintain food temperatures. The following flame-producing devices that may not be used include, but are not limited to, the following: torches, incense burners, charcoal grills, and candle centerpieces. Please be advised that if this rule is violated, a user may be required to vacate the Center and may be barred from further use of the facility.
17. **Thermostat Controls** – A user of the Center shall not attempt to make adjustment to the thermostat controls. The user(s) of the Center will be financially liable for any damage caused from tampering with these instruments.

18. **Parking** - The parking lot is restricted solely for the use of tenants, clients, program participants and other persons with official business at the Center. Handicap parking is strictly enforced. Violators will be towed.
19. **Bicycles** – Bicycles are prohibited from the building. A bicycle stand is available in the front of the building.
20. **Telephones** – DCSL does not have a telephone for public use. In case of emergency, you should notify the receptionist, and a social worker will assist you. The receptionist will not be responsible for taking messages for participants.
21. **Computer Lab** – The computer lab is available for the use of older adults; children are prohibited without special approval from the Executive Director. Users are asked to limit their printing to 10 pages per day. No food or drink is allowed in the computer lab. Users are asked to respect others by reducing volume of listening devices and refraining from visiting adult websites that may be offensive to others. Violators will be asked to leave and prohibited from future use of the computer lab.
22. **TV Lounge** – The TV Lounge is available for the use of older adults; children are prohibited unless accompanied by an adult or with special approval from the Executive Director. No food or drink is allowed in the TV lounge, and persons using the TV are requested to keep the volume low enough so as not to disturb other participants and to turn off the TV when vacating the room.
23. **Music and CD Players** – Participants wishing to play music during an unscheduled activity should keep the music low enough as to not disturb other participants.
24. **Personal Losses and Damages** – DCSL is not responsible for lost, damaged or misplaced property placed in or on its facilities or grounds. Furthermore, DCSL is released and discharged from any and all liability for loss, injury, or damage to persons or property that may be sustained arising out of the use or occupancy of the Center and its grounds.
25. **Suspension from the Center** - The Executive Director or an agent appointed by the Executive Director, may, at his/her discretion, request any participant to leave the Center if the person is deemed to be disruptive, poses a potential danger to the well-being of others or himself/herself, is engaged in any illegal activity, or violates any of the regulations of DCSL
26. **Abuse of Operational Rules** - Any person who abuses the operational rules or any other laws or policies applicable to the Center for Senior Life may be required to vacate the Center and may be barred from further use.
27. **Compliance with Applicable Laws** – Persons using the Durham Center for Senior Life building shall comply with all federal, state and local laws and regulations.

**These policies and regulations may be amended at any time by the Executive Director.**