



City of Middletown
Recreation and Community Services Department
Senior Services Division

Membership Rules and Code of Conduct

Any member over the age of 60 is eligible to participate in Senior Services' sponsored activities, trips, and programs. The Manager of Senior Services reserves the right to assess participants for appropriateness in their behavior and health for participation in programs, activities, and trips. Based on assessment, some participants may need a caregiver present in order to participate. Caregivers must register and pay for a seat in the program at the same time you register. Decisions related to participation are final. As a member, you can personally help the Senior & Community Center maintain a warm, positive, and safe environment by following the rules and code of conduct.

There is no smoking allowed in the Senior and Community Center. Alcohol, drugs, firearms, knives or weapons of any sort are strictly prohibited. At the discretion of the staff, anyone acting in a disruptive nature may be asked to vacate the Senior & Community Center, and based on the severity and nature of the problem may not be allowed to return. For the efficient operation of the Senior & Community Center, no one shall adjust the thermostat controls, open/close partition dividers or windows, touch things that don't belong to them, or utilize supplies in cabinets or the refrigerator without prior staff approval. Transportation to and from the Senior Center is the responsibility of the participant.

Participants must be able to ambulate independently or with the assistance of a cane, walker, wheelchair, or motorized scooter. They must be able to self-medicate, eat and toilet without staff assistance. All Participants must have an active registration form on file with up to date emergency contact information. The Senior & Community Center is not a day care facility. Senior Services staff cannot be responsible for participants wandering. Any member who has dementia, alzheimers, or a known memory issue will need a caregiver present in order to participate. Members must scan their membership card every time they enter the facility. Check-in computers are located in the lobby of the Senior & Community Center. Failure to check-in for your registered activity will be treated as a no show/no cancel and a surcharge will be applied to your account. Please be courteous to your fellow members and let us know in advance when you can't attend a program/trip.

We do not allow refunds after a program starts or for circumstances beyond the control of the Department (weather, equipment failure, illness, etc.). Refunds and deadlines are different for programs depending on the start date. The Senior Services Division reserves the right to cancel any program, activity or trip for any reason and without notice. Minimum participation levels need to be met in order to run a program.

Programs are funded and/or subsidized using Middletown taxpayer dollars. Preference is always given to Middletown residents. Non-resident members are welcome to participate when space allows. Program registration dates are listed in each monthly newsletter which can be found on our website, in the center, and in a newspaper box in the front driveway of the Senior & Community Center. Payment is due at the time of registration for a program, activity, bus trip, etc. If you have money on your account, registrations are accepted by phone, in-person, or by using the schedulesplus online portal. If you do NOT have money on your account, registration can only be done in person. If you submit a registration using our online portal and do NOT have money on your account, your registration will be cancelled. Waitlists are kept for every program or trip. As we receive cancellations, we will contact people on the waitlist in the order in which they registered. If it is a last minute cancellation, we will skip over your name if we cannot reach you immediately.

Code of Conduct

Members have the right to expect their peers to act respectfully towards them and they have the responsibility to act respectfully towards their peers. Members must conduct themselves appropriately, treat each other with courtesy and respect, and cooperate at all times in order to create a positive environment and sense of community within the facility.

In order to ensure the safety of all participants and to provide the most rewarding and enjoyable experience, we must insist on strict adherence to these rules:

Participants are expected to:

- respect staff, other participants, and the Senior & Community Center facility and equipment;
- practice fair play, honesty, and good sportsmanship;
- follow instructions and rules given by staff members/instructors;
- cooperate in a large group setting;
- toilet without staff assistance;
- ambulate without staff assistance;
- and maintain personal cleanliness and good hygiene.



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The following are examples of behavior/conduct that won't be tolerated:

- Intentionally causing or attempting to cause physical injury to another person
- Abusive language and inappropriate gestures
- Possession, using or being under the influence of alcohol or illegal drugs
- Sexual Harassment directed at staff or another participant (verbal, written, or physical in nature) or any sexual contact between members
- Repeated and intentional disregard for the membership rules and code of conduct
- Carrying a dangerous object, firearm, knife, or anything that would or could be used to cause another to feel threatened in any way
- Making disparaging remarks to another regarding religion, national origin, sex, or race
- Making unauthorized physical contact with another participant or staff member
- Misuse of the facility or equipment; vandalism or littering
- Inappropriate behavior
- Lack of personal cleanliness or good hygiene
- Injuring another participant, staff member, or person through an inappropriate action
- Throwing things in anger
- Spitting on others, equipment or property
- Stealing or misuse of property
- Any other behavior that is disruptive to programs or compromises the safety of others

Individuals who create serious disruptions or act inappropriately may be asked to leave a program or activity by a staff member. The City of Middletown reserves the right to decide whether to accept, reject, suspend or retain any member or guest who violates the rules and code of conduct or poses a threat to the health, enjoyment or safety of themselves or others.

If a participant feels that the behavior of another participant is harmful or threatening to themselves or others, or makes them feel uncomfortable, they should bring this to the attention of a staff member.

Bus Trips Policies and Procedures:

- Bus trip registration dates are listed in each monthly newsletter.
- All members must abide by the Membership Rules and Code of Conduct even when on an off-site trip. It is your responsibility to be at the designated departure/pickup location 10 minutes early so we stay on schedule. All participants MUST wear their lanyard with emergency contact information for the duration of the trip. The seat you ride in on the first leg of the trip is the seat you will have for the remainder of the trip. The Senior Services staff reserves the right to assign seats. Seat belts must be worn at all times.
- Our bus is ADA compliant. All participants must be able to ambulate independently or with the assistance of a cane, walker, wheelchair, or motorized scooter. You MUST alert the staff at time of registration if you will be utilizing one of these mobility devices. We must account for the space on the bus. The usage of a wheelchair or motorized scooter requires that we remove seats in advance from the bus. We are happy to have you participate, but don't want to oversell the bus.
- If a caregiver is needed in order for you to participate, they must have a waiver on file and register and pay at the same time you do.
- From time to time, the Senior Services Division may run special trips to plays, shows, musical performances, fairs, etc. These trips have large upfront costs. Because these trips are prepaid, all tickets are non-refundable and non-transferable. Trips in this category will always be advertised as such.
- Participants who miss the bus home are responsible for securing alternate transportation home at their own expense. Failure to be at the bus trip location at the advertised time will result in a 90 day suspension from bus trips. A second offense will result in permanent suspension from future bus trips.
- Emergencies happen. In the event our driver is ill and a substitute driver cannot be found, the trip will be cancelled. This could happen last minute. Refunds will be issued by placing a credit on your account.
- Occasionally, the bus may be taken out of service for repairs or maintenance. Whenever possible, notice will be provided to affected participants. When our main bus is taken out of service, we will utilize our backup bus. This bus has fewer seats. Cancellations will be made in inverse order of registration/enrollment date.
- The minimum number of participants needed to run a trip is 6. In the event there are less than 6 participants registered for a trip, that trip will be cancelled and refunds will be issued by placing a credit on your account.