



“NC Certified Senior Center of Excellence”

Participant Handbook

Updated December, 2022

DAVIE COUNTY SENIOR SERVICES
PARTICIPANT HANDBOOK
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WELCOME

Welcome to Davie County Senior Services. It is our mission to provide seniors with accessible services and opportunities for fellowship, fun and learning through activities and programs that enrich lives. We fulfill that mission through a variety of programs and services for the seniors of our county, as well as educational and community programs for participants of all ages. Programs and activities are available at the Bobby H. Knight Senior Services, Building, 278 Meroney Street. We value your input and invite you to make comments and suggestions through our suggestion box or by speaking with a staff member.

MEMBERSHIP

Membership to Davie County Senior Services is available to all persons aged 55 and older. Membership is free, however we do ask that all participants fill out a membership form. This information is used to help us with keeping attendance numbers and to gather information which is helpful for grants. We also ask that participants sign in for each activity participating at Senior Services by swiping their membership card.

FUNDING

Davie County Senior Services is a county agency. Our funds come from the county of Davie, various grants, cost sharing from participants and donations from the community. Because many of our programs are provided at no charge, financial contributions are needed and welcomed. Individuals and organizations can contribute in three different areas to provide support for the center:

- **General Support** - for the general operating expenses of Senior Services
- **Homebound Meals (Meals on Wheels)** - to provide meals to a senior who cannot cook for themselves or come to the lunch program at the center
- **Endowment Fund** - to provide permanent financial support for programs and services

There are also many options available to make a gift to Senior Services through your will. Please contact us for more information about planned giving.

All gifts made to Davie County Senior Services are tax deductible.

VOLUNTEERS

Volunteers are the heart of Davie County Senior Services. All Senior Services volunteers receive training and orientation before beginning any assignment. Training varies with each opportunity. Generally volunteers should be 18 years of age or older. Each volunteer will receive a job description and a handbook and are recognized each year at our Appreciation Dinner. Volunteer opportunities include the following:

- **Advisory Board/Special Committees**
- **Chorus**
- **Class Instructors**
- **Front Desk Volunteers**
- **Homebound Meal Drivers**
- **Home Repair/Yard Work**
- **Lunch Volunteer**
- **Office Help**
- **Seniors' Health Insurance Information Program (SHIIP)**
- **Special Event Assistance**
- **Tax Aide**

RENTAL OF BUILDING

Davie County Senior Services will rent the large multipurpose room of the Bobby H. Knight Senior Services building to the non-profit/government agencies who are conducting business of the agency. Rental by for-profit businesses or individuals for social purposes is not allowed. Cost is \$150.00 for 4 hours. Complete details and policies are available upon request.

EMERGENCY PROCEDURES:

Severe Weather – During severe weather, no one should leave the building. Stay away from windows and doors and, if instructed, go to a designated internal wall to wait until danger has passed.

Injury/Emergency Health Situation - For minor injuries a first aid kit is available. In case of an emergency health situation or injury, 911 will be called immediately. All staff members have been trained in CPR and 1st Aide and will assist as much as possible until EMS arrives.

Fire – In the event of a fire, evacuate according to the posted fire escape routes.

GENERAL PARTICIPATION POLICY
Amended by Health & Human Services Board 05/10/2022

The following policies apply to all participants of Senior Services:

- All participants must be age 55 or older to participate in the special events, daily activities, etc. at Davie County Senior Services with the following exceptions:
 - Spouses of eligible participants may attend only when accompanying the eligible participant.
 - Caregivers assisting eligible participants may attend only when accompanying the eligible participant.
 - Individuals with handicaps or disabilities which prevent them from being left at home alone and who live with the eligible participant full time may attend only when accompanying the eligible participant.
- Senior Services may hold some programs, classes or events that include participants under the age of 55. Senior Services may also sponsor programs that are provided to the general public. In these cases, participants of any age will be allowed to participate.
- Senior Services provides some programs and services that are available only to those aged 60 and older as required by certain grant restrictions.
- Participants should not bring children to the center except when invited for intergenerational programming or when the children are performing approved volunteer work. In those cases children are the responsibility of the adult bringing them and are to remain in the presence of that adult for the entire time.
- Davie County Senior Services is a public agency that provides services to older adults as well as the general public. Recipients of aging services and their caregivers vary in age and may be present in the senior center at any given time.
- All participants, regardless of age, are expected to be able to adhere to all policies of Davie County Senior Services.
- All participants must be able to conduct themselves in a socially acceptable manner. Participants may not engage in conduct or behavior which would be considered inappropriate or offensive to others.
- All participants must refrain from persistent rude or disruptive behavior while at Davie County Senior Services.
- All participants are expected to use good personal hygiene.
- Participants should refrain from using strong perfumes or scented lotions in consideration of allergies of other participants.

- Tobacco use of any kind is not permitted inside Davie County Senior Services, including restrooms. Designated tobacco use areas are available outside the building.
- No alcohol is permitted in the building or on the premises.
- No animals are permitted in the building with the exception of service animals.
- Davie County Senior Services welcomes older adults of all levels of physical and mental ability. However, as a Senior Center, programs are designed for independent older adults. Staff is not available to provide one-on-one assistance with activities. Those people whose needs exceed the capabilities of the program will not be allowed to participate unless someone attends with them to provide the assistance they require. Severe dementia, inability to feed oneself, inability of a person to use the bathroom without assistance, and other situations in which a participant becomes at risk fall under this policy.
- Any person who violates the policies of Davie County Senior Services may be required to vacate the building and may be prohibited from further use of the programs and services.
- Any situation in which a participant engages in illegal behavior on site, or engages in behavior which places a staff person, volunteer or other participant in danger will result in immediate termination and/or prosecution by law enforcement officials.
- Davie County Senior Services is not responsible for any property lost, broken or stolen while on the premises or involved in an activity of Davie County Senior Services.

FITNESS ROOM POLICIES & PROCEDURES

Amended by Davie County Board of Commissioners 05/02/2016

- No one under the age of 55 is allowed on the equipment in the Fitness Room with the exception of Senior Services' staff and designated volunteers.
- All participants must receive training on the exercise equipment from staff member or designated volunteer prior to use the first time.
- All participants must sign a release waiver prior to use of the equipment the first time. This will be kept on file at Senior Services.
- All participants are strongly encouraged to receive a doctor's authorization prior to beginning any fitness program, including use of the equipment in the Fitness Room
- Participants are expected to dress appropriately. Clothing should be non-distracting in length and fit.
- There is no fee to use the Fitness Room at Senior Services. Donations toward the cost of equipment maintenance are always appreciated.
- Participants must follow all other policies and procedures of Davie County Senior Services.

COMPUTER LAB/PUBLIC ACCESS COMPUTER POLICIES
Amended by Davie County Board of Commissioners 05/02/2016

- Age requirements for computer usage are the same as for general participation at Davie County Senior Services.
- Computer Lab will be available for public use during times the room is not being used for classes or other meetings. One public access computer will be available in large multipurpose room for use at all times.
- First time users must fill out appropriate user forms.
- Users must sign in each time he/she uses the computer.
- Time spent on the computer must be limited to 30 minutes if others are waiting.
- No one will be permitted to sign onto a public access computer 15 minutes prior to the beginning of a class or closing of Senior Services
- Cost for printed items is 10 cents per page. Printer is black and white.
- No food or drink allowed in computer room.
- Please be aware that information on the Internet may not be reliable and current or it may be inaccurate, out of date, or unavailable at times. Users should be warned that some material available on the Internet may contain items that are illegal, inaccurate, defamatory, and potentially offensive and/or disturbing to some people.
- Staff members are not available on an on-going basis to answer basic computer usage questions. However if you would like to schedule an orientation session to ask those types of questions, you may see a staff member to do so.
- Please inform staff immediately if computer is not working properly.
- Davie County Senior Services is not responsible for any property lost, broken or stolen while on the premises or involved in an activity of Davie County Senior Services, including media devices left in computers.

The following actions will not be allowed:

- Engaging in any activity contrary to state, federal or local law, or injurious to Davie County Senior Services
- Sending or displaying obscene or disruptive messages, files or images
- Using obscene language
- Changing or adding files to the network
- Harassing, insulting or attacking others
- Violating copyright laws or software license restrictions

Violations of these rules may result in a loss of access as well as appropriate legal action.

FEE BASED ACTIVITY POLICY
Approved by the Davie County Health & Human Services Board
04/27/2021

Davie County Senior Services recognizes the importance of providing programs and activities that are inclusive to all older adults, regardless of financial situation. Therefore, it is the policy of Davie County Senior Services to offer the majority of our programs (typically at least 95%) at no cost to the participant.

Exceptions to that are:

- Day Trips/Theatre Club Trips – Senior Services charges a minimal transportation charge to transport clients (typically \$5.00), plus any fees that might be imposed by the venue we are visiting. Participants may choose to furnish their own transportation to avoid the fee. To ensure that more older adults can participate, Senior Services strives to provide at least 1/3 of the day trips to venues that do not charge a fee.
- Extended Trips – Senior Services charges the fee imposed by the travel company for extended trips.
- Crafts – Senior Services offers a craft at least quarterly. Fees for this craft vary according to the cost of the materials required. To ensure that more older adults can participate, Senior Services strives to keep this cost low (\$15.00 and under). At least one class per quarter will be \$5.00 or under. In addition we strive to provide free opportunities throughout the year for crafts through special programs, partnerships, etc.
- Chorus – Our chorus charges annual dues of \$10.00 per person to help cover some expenses.
- Bowling – Senior Services does not charge a fee to be part of the bowling league. However applicable fees for bowling will be charged by the bowling alley.

At this time Davie County Senior Services does not have any type of scholarship program to assist those who are unable to pay for the above experiences. Instead we encourage participants to engage in the many other offerings available at no cost.

If there are questions about this policy a participant can speak to a staff member at any time in confidence.

CONFIDENTIALITY POLICY
Amended by Davie County Health & Human Services Board
02/25/2020

Davie County Senior Services respects the privacy of all clients. All employees and volunteers are expected to maintain confidentiality of clients served, both past and present.

Therefore:

1. All employees of Davie County Senior Services and appropriate volunteers will be instructed in the Confidentiality Policy
2. All written information regarding clients will be safeguarded and released only to appropriate personnel.
3. Employees will refrain from discussing clients with others except appropriate staff and service providers.
4. Written permission will be received before releasing client information to others with the following exceptions:
 - For an in-home service (i.e. homebound meals, in-home aide or home improvements) name, address and phone number of the client will be given to those who provide the service.
 - For legal assistance, name, address and phone number of the client will be given to the attorney chosen by the client.
 - For the Family Caregiver Support Program identifying information and information regarding health and social needs of the client may be shared with the health care professional chosen by the client.
 - For any services provided by Davie County Senior Services, clients will be informed if a referral to another service provider is necessary. If the client wishes for a referral to be made, relevant information will be shared with that provider.
5. Written permission will be received from service clients before releasing names or pictures for promotional purposes. However, attendance at an activity, program, event or seminar offered by Davie County Senior Services automatically authorizes the participant's picture and/or name to be used in public relation material.

GRIEVANCE POLICY
Adopted by Davie County Health & Human Services Board
12/12/2022

Davie County Senior Services' goal is to operate all programs and services in accordance with the standards and policies for each. If there is an occasion where a client feels they have been treated unfairly or services were terminated unjustly, these policies provide an outlet for airing the complaint to the proper persons.

- Whenever possible, discuss and work out the complaint with those involved. If that does not result in a positive outcome, the client should contact the appropriate staff lead for that particular program as noted below. As staff names may change, please ask for the person with the below job title to get to the appropriate person. All can be reached at 336-753-6230.
 - Congregate Meals – Nutrition Program Coordinator
 - Home Delivered Meals – Social Worker I
 - Senior Center Activities – Events Coordinator
 - Health & Wellness Activities/Senior Games –Health & Wellness Coordinator
 - Family Caregiver Program – Social Worker III
 - Seniors Health Insurance Information Program (SHIIP) – Senior Services Assistant Director
 - Legal Aide – Aging & Adult Services Director
 - In Home Aide
 - If the concern is with the aide serving the client, the contracted Home Health agency should be contacted and their procedures followed.
 - If that does not result in an acceptable outcome, or the concern is with staff of Senior Services contact the Aging & Adult Services
- The lead staff person will discuss the concern with the client and the incident will be thoroughly investigated, including discussion with Senior Services Assistant Director and/or Aging and Adult Serviced Director if necessary.
- Client will be notified within 7 working days of the status of the complaint and the decision of the lead staff. **If additional time is necessary to complete the investigation, the Client will be notified.**

- If that does not result in an acceptable outcome, or if the complaint is against the Lead staff person, the complaint can be taken to the Aging & Adult Services Director to handle.
- Client will be notified within 7 working days of the status of the complaint and the decision of the Aging and Adult Services Director. **If additional time is necessary to complete the investigation, the Client will be notified.**
- If that does not result in an acceptable outcome, the chain of command for addressing the complaint is:
 - Health & Human Services Director
 - Health & Human Services Board
 - County Manager
- After following the steps outlined above without satisfactory results, the client or representative may also contact:
NC Department of Health and Human Services Care line - (800) 662-7030

***Thank you for your participation at
Davie County Senior Services!***