



Guidelines, Policies and Procedures

1/1/2024

Mission Statement

The Middletown Senior Center opened the doors in 1965 to serve the members of the community that are independent, and over 60. The Middletown Senior Center is here to improve the quality of life for our members, by providing a welcoming and inclusive environment. The center is a place where relationships form, and friendships grow. The center provides a range of activities to benefit one's physical, emotional, social, and intellectual wellbeing.

The Middletown Senior Center is a division of the Recreation Department of Middletown Township. The safety of its participants is paramount, and the following policies will be observed.

Hours of Operation

- Monday – Friday 9:00 am - 4:00 pm
- The center is closed in observance of federal holidays.

Inclement Weather

- If the Township of Middletown offices are closed, delay opening or close early, the Senior Center will open or close accordingly.
- If you are uncertain if a class is cancelled, please call the Senior Center at 732-615-2265.

Code of Conduct and Policies for Membership

- Participants must be at least age 60, and independent.
- Independent means that you can care for your own needs, use the center safely without direct supervision. This facility is not appropriate for someone with cognitive decline.
- A registration card to join must be filled out by each member.
- An emergency contact or physician's name is required for the membership card.
- During the year, if any of your contact information (phone number or address) changes we ask that you update your registration card.
- Members must be able to handle their own arrangements and sign-up for events and Senior Center bus transportation.
- Membership for Middletown residents is complimentary.
- Nonresidents are welcome to join for an annual fee of \$54.00.
- Members must maintain a level of personal hygiene consistent with generally acceptable standards of health and safety.
- If you are not feeling well or have symptoms, we ask that you remain at home for the health and safety of our members.
- We ask that you are respectful and considerate of each other. The center is here for everyone's enjoyment.
- We ask that you address concerns directly to the Senior Center supervisor for assistance.

We are not the appropriate facility for someone with cognitive impairments or memory loss issues, we are happy to provide information for facilities that may be better suited for you or your family member.

Non-Discrimination Clause: The Middletown Senior Center does not discriminate based on race, creed, color, national origin, ancestry, nationality, marital or domestic partnership or civil union status, sex, pregnancy, gender identity or expression, affectional or sexual orientation, reprisal or retaliation for prior civil rights activity, religion, age, disability, or socioeconomic status.

Senior Center Emergencies

The Middletown Senior Center staff are trained for emergencies such as fire, severe weather and intruders.

- Obey all instructions issued by the Supervisor or other authorized staff, to evacuate the building or to shelter in place.
- Be familiar with the location of the nearest exit.
- Report to the designated meeting location during an evacuation to ensure all participants have safely exited the building. Please do not leave the designated meeting location without notifying a staff person.
- Remain in a designated location during a shelter-in-place situation, until a staff person or other authorized representative (Police Officer or Fire Fighter) determines situation safe.
- Report suspicious or unsafe situations to a staff person immediately.
- Report illness or injuries immediately to a staff member.

Senior Center Classes, Events and Fitness Classes

- Please make sure your membership card is current and accurate to participate in classes or events.
- Event registration may be limited and is on a first come first served basis.
- If an event has a fee, please provide fee prior to the start of the event.
- If a class or event is filled, you will be placed on a waitlist.
- Registration for an event is not guaranteed until payment in full is made (holiday party, luncheon, or trip).
- Partial payments for events, trips, will not be accepted.
- Registration may be paid in person or by mail if you cannot make it into the center.
- Checks are preferred, but cash is accepted in the exact amount. Checks should be payable to Middletown Recreation.
- Some classes may require that participants provide their own supplies (paint, sketchbooks, yarn, fabric, etc.) or equipment (hand weights, yoga mats, etc.).
- If you are unable to afford an event or class, please speak with the Supervisor.

Senior Center Refunds for Classes or Activities

- Fees may be refundable if request to cancel is received before event occurs.
- Please be advised that there are no refunds if you cancel on the day of class.
- Cancellation prior to the beginning of class, will result in a refund with a deduction of \$10.00 for administrative fees.
- If a class or activity session is cancelled due to weather or other circumstance, every effort will be made to reschedule the session, or credit/refund provided.

Trip Policies and Procedures

- Guidelines for participation applies to all trips affiliated with the Senior Center.
- Trip announcements are posted in the Senior Center newsletter.
- Reservations are on a first come, first served basis and must be paid in full to secure a seat.
- A waiting list will be maintained after all available seats are reserved.
- Trip fees will not be collected in advance from people on the waiting list.
- People on the wait list will only pay if a seat becomes available.
- Trips are open to any registered participant. You must have a registration card on file to attend any trip or event.
- Participants must be able to function independently on a trip without assistance or supervision.
- Participants must arrive at the Senior Center parking lot at least 15 minutes before the scheduled departure time.
- Participants need to abide by the information and instructions provided by the trip leader.
- Failure to meet at the appointed location and/or departure times, will result in suspension from trip participation.
- Participants who need special accommodations or have requests must indicate the need at the time of registration. Although every effort will be made to accommodate the request, such accommodations are not guaranteed.
- Some trip destinations involve extensive walking, physical exertion or limited accessibility due to the nature of the trip or facility visited. This information is included in the trip announcement and descriptions when known by the staff. Individuals must determine their ability to participate.

Trip Cancellation

- If the trip is cancelled due to low enrollment, the Senior Center will issue a full refund by check through the Township purchase order system or apply a credit towards your next trip, whichever you choose.
- If the trip is cancelled due to weather or other uncontrollable circumstances, every effort will be made to reschedule the trip with ample notice to participants.
- If the trip cannot be rescheduled, a full refund by check through the Township purchase order system or credit towards your next trip will be issued.

Senior Center Bus Transportation

- Complimentary transportation to the center and for local shopping is available for Middletown Residents that are members of the center.
- A monthly transportation calendar and directions on how to fill out it is available in the newsletter and at www.middletownnj.org/seniors.
- Trips may be cancelled if there are not enough participants.
- If you are canceling a trip you need to speak with Transportation or leave a message on the main number 732-615-2265 by 8:30am the day of trip, if not sooner.
- To use our transportation or when attending trips, please carry the “FILE OF LIFE” form with you at all times. One is available when you join or by asking a staff member.

Senior Center Bus Transportation Guidelines

- The day before the trip you will be called and provided an approximate pick-up time.
- Please be waiting and visible to the bus driver. The bus drivers will not call you to let you know they have arrived.
- The bus driver will not wait any longer than five (5) minutes from the time they arrive at your location. If you are not there, the driver will leave and go onto the next stop. Transportation will not return that day for pickup.
- When you are out shopping, the bus driver will give you a time when they will be leaving the store, you must be waiting outside the store or in store hallway by the door in the case of inclement weather.
- The bus driver will only wait five (5) minutes from the time they arrive at the location. If you are not there within the allotted time, the driver will leave, and you will be required to arrange for your own transportation home.
- When shopping, each person can have up to 2 small canvas bags. Only purchase what you can carry.

Termination of Membership

- Destruction of Senior Center property can result in membership termination.
- Discrimination of any kind, bullying, inappropriate, disrespectful/rude behavior of members towards other members or staff will not be tolerated.
- No gambling or solicitation is permitted.
- No smoking, vaping, or use other tobacco products, or alcohol on Senior Center premises.
- Lack of personal cleanliness and proper hygiene.
- Theft of property (including money) from the Senior Center.

Agreement to Accept Guidelines and Appeal Process

- By registering and participating in the Senior Center programs, activities and services, an individual agrees to abide by the guidelines set forth in the registration form and this document.
- If a participant abuses or violates the guidelines and agreement of participation; the participant may be suspended from or permanently denied participation.
- Notification will be provided in writing.
- Participation will be terminated immediately if the participant is engaged in illegal activity or presents a danger to self or others.

Appeals Guidelines

- Individuals who have addressed a concern directly with the Senior Center Supervisor, without satisfactory resolution, may schedule an appointment with the Director of Recreation to discuss the matter.
- Individuals may appeal temporary and permanent suspensions, in writing, to the Senior Center Supervisor and the Director of Recreation.
- The Senior Center Supervisor will respond within one week of receiving the written correspondence.
- Individuals may appeal, in writing the decision of termination, to the Senior Center Supervisor and the Director of Recreation, regarding the decision.
- The Senior Center Supervisor or Director of Recreation will respond to an appeal, in writing, within one week of receiving the notification.
- Decisions of the Senior Center Supervisor and the Director of Recreation are final.
- Middletown Senior Center reserves the right to amend this document at its discretion.
- Please see Center Supervisor for Grievance form, complete and return it to office.

I wish to become a member of the Middletown Senior Center and participate in the activities of my choice. I recognize that due to the strenuous nature of fitness, dance, and other activities, it may be required that my physician complete a medical form regarding my ability to safely participate, prior to registering for any wellness center fitness program. I recognize that as a user of the Middletown Senior Center facilities, and as a participant in the activities of the Center, (A) conditions in and around the recreational facilities and (B) the nature of certain activities all present certain reasonable and foreseeable risk of injury. I agree that as a user/participant, I assume all reasonable risks which may exist by virtue of participation in these activities. I agree not to hold the Township of Middletown, its employees, or volunteers liable in case of accident or injury while participating. I certify that I have read and understand the above statements and waiver of liability.

**Your signature on the Middletown Senior Center Registration Card
is acceptance of the above guidelines, policies, and procedures.**