



# Hoover Senior Center

## Patron Handbook and Policies & Procedures

*January 27, 2023*



## TABLE OF CONTENTS

<b>SECTION 1 – PREFACE</b> .....	1
1.1 A Brief History of the Hoover Senior Center .....	1
<b>SECTION 2 – MISSION AND VISION STATEMENTS</b> .....	2
2.1 Mission Statement .....	2
2.2 Vision Statement.....	2
2.3 Core Values.....	2
<b>SECTION 3 – HOOVER SENIOR CENTER USE</b> .....	3
3.1 Classifications .....	3
3.2 Hoover Senior Center Privileges .....	3
3.3 Hours of Operation and Holidays .....	3
3.4 Senior Center and Parks and Recreation Department Rules and Regulations.....	4
<b>SECTION 4 – PATRON CONDUCT POLICY</b> .....	6
4.1 Standards of Conduct.....	6
4.2 Patron Appeal and Grievance Procedure.....	7
<b>SECTION 5 – SERVICES</b> .....	8
5.1 Facility.....	8
5.2 Lounge.....	8
5.3 Patron Assistance.....	8
5.4 Nutrition Program .....	8
5.5 Programs and Facility Tours.....	8
5.6 Service to Individuals with Disabilities .....	9
5.7 Volunteers .....	9
<b>SECTION 6 – TECHNOLOGY</b> .....	9
6.1 Computer Use .....	9
6.2 Internet Safety .....	10
6.3 Failure to Comply.....	10
<b>SECTION 7 – MEETING ROOM GUIDELINES AND PROCEDURES</b> .....	10
7.1 Policy Statement.....	10
7.2 Meeting Room Guidelines.....	10

## **SECTION 1 – PREFACE**

### **1.1 A Brief History of the Hoover Senior Center**

In June 1986, the Hoover Study Club proposed the creation of an organization for the Hoover seniors. Two study club members met with the Director of Hoover Parks and Recreation Department, and the Activities Director, to discuss the request. Emerging from that meeting was the blueprint for a senior activities group that would become the Hoover New Horizons. The Hoover Parks and Recreation Department agreed to sponsor the group and created a member advisory board to oversee the activities of the new senior organization.

Hoover New Horizons met in a number of different facilities, including the Lake House, Riverchase Country Club, Green Valley Baptist Church, and the Wynfrey Hotel. Fortunately, in 1992, the Hoover Recreational Center was completed and included a Hoover New Horizons room for members. Hoover New Horizons held its first meeting at this new facility on July 28, 1992. In 1998, Hoover New Horizons and the City of Hoover bought a 30-passenger bus to be used for trips and tours; this bus was used until 2018. In a 2002 joint venture with the Jefferson County Office of Senior Citizens, the City of Hoover opened a Nutrition Program for seniors at the Senior Center. Center members and other senior Hoover or Jefferson county residents have the opportunity to participate in this program.

Hoover New Horizons members dreamed of having a dedicated senior facility. Following extensive conversations with the seniors, the City of Hoover determined they needed their own facility and committed \$2 million to the project. A building that was once the Hoover Public Works was selected and renovated by the City to serve as the new senior center. Construction began in April 2006. Less than one year later, on February 6, 2007, the center was completed. The building currently spans more than 8,000 square feet and consists of a computer lab, meeting rooms, large glassed-in sunroom, sitting areas and an auditorium. The Hoover Parks and Recreation Foundation played a significant role by raising more than \$100,000 to furnish the facility. Membership grew rapidly after the center opened.

The schedule of activities at the Senior Center has continued to develop and grow, as has the Senior Center membership. In June 2018, The Hoover Senior Center received accreditation from the National Institute of Senior Centers (NISC), a partner of the National Council on the Aging (NCOA). NISC offers the nation's only National Senior Center Accreditation Program.

The Senior Center temporarily closed its doors to its members on March 16, 2020 due to a National Pandemic. Deemed essential employees, the staff continued serving its Patrons through adapting the nutrition program. The team transitioned to hosting drive thru special events with sponsors, the Horizons Board and volunteers. The team continued to stay connected to the members through socially distanced visits, phone calls, emails and online daily programming. The center began reopening June 1, 2021, while staying in compliance with the Alabama Department of Senior Services guidelines.

## **SECTION 2 – MISSION AND VISION STATEMENTS**

### **2.1 Mission Statement**

Hoover Senior Center exists as a partnership with Hoover New Horizons to serve and empower senior adults by providing opportunities that promote quality of life through social engagement, physical well-being, community involvement, creativity, and life-long learning.

### **2.2 Vision Statement**

The Hoover Senior Center is recognized as a model for excellence in providing opportunities, programs, and services for older adults. Through a dedicated team of staff, the Hoover Senior Center seeks to enrich the lives of seniors as we serve and empower them in a positive and safe environment.

### **2.3 Core Values**

The Hoover Senior Center core values are:

- **Respect:** We believe in the importance of respecting others by treating them with dignity, creating an environment of inclusiveness, and embracing the diversity of each individual.
- **Integrity:** We conduct ourselves to reflect honesty, high moral principles, and esteemed value for all members.
- **Safety:** We promote a safe and inviting environment accessible to our diverse membership. It is our belief that paramount safety fosters respect, integrity, service, synergy, empathy, and excellence.
- **Service:** We provide myriad opportunities for all members to serve that are dedicated to improving their quality of life.
- **Synergy:** We are committed to a supportive environment of unity, which gives members the opportunity to build empowering relationships through teamwork.
- **Empathy:** We are committed to fostering a kind, compassionate, and nurturing environment for all members.
- **Excellence:** we strive to exceed the expectations of our member in order to provide the highest quality of professional services

## **SECTION 3 – HOOVER SENIOR CENTER USE**

### **3.1 Classifications**

There are three classifications that allow access to the Hoover Senior Center:

1. Hoover Senior Center membership
2. Non-resident membership
3. Caregiver membership

For purposes of this document, an individual who possesses a Hoover Senior Center membership, a non-resident membership, or a caregiver membership is referred to herein as a “member” or “Patron.”

### **3.2 Hoover Senior Center Privileges**

Independent adults ages fifty-five (55) and older may use the Hoover Senior Center’s resources with (i) a current Senior Center membership, (ii) a current non-resident Senior Center membership, or (iii) a caregiver membership attached to a current resident or non-resident membership.

Each member, regardless of type, must scan in their membership card each time they enter the facility.

In order to join the Hoover Senior Center as a member, non-resident member, or caregiver member, individuals must present documents required by the Hoover Parks and Recreation Department and/or the Hoover Senior Center. (Non-residents may not use the Hoover Recreation Center.)

See the Hoover Recreation Center or Senior Center staff for more information.

### **3.3 Hours of Operation and Holidays**

The Hoover Senior Center hours of operation and information on holiday closings are found on the City of Hoover website (<https://www.hooveralabama.gov>) and are available at the Senior Center.

### **3.4 Hoover Senior Center and Hoover Parks and Recreation Department Rules and Regulations**

Patrons are expected to adhere to generally accepted rules of conduct. Unacceptable Patron behavior includes any behavior exhibited by a Patron that either consciously or unconsciously violates or restricts the rights of others or disrupts the Hoover Senior Center's operations. Failure to adhere to the Senior Center's rules and regulations and/or any other Hoover Parks and Recreation Department rules and policies may result in loss of center privileges or loss of a Patron's membership. Any illegal act or conduct in violation of city ordinances or regulations is prohibited. The following requirements for behavior/use shall be observed, but should not be considered all-inclusive.

1. Disruptive behavior is prohibited. Any verbal abuse, demeaning or disrespectful comments, excessive noise (including loud, personal conversation) or threatening gestures is prohibited. Intimidation, sexual or general harassment, bullying, or any behavior that has the potential of causing physical harm to another individual is also prohibited.
2. Authorized entrances and exits must be used when entering and exiting the Hoover Senior Center.
3. Stealing is prohibited.
4. Furnishing false information to staff is prohibited.
5. Tobacco, alcohol, and illegal drugs are prohibited in the Senior Center as well as anyone who may present themselves under the influence of the aforementioned substances.
6. Appropriate dress is required while in the Senior Center.
7. Hoover Senior Center materials and facilities must be used properly. Any abuse or destruction of Senior Center materials or equipment is prohibited.
8. Service animals are the only animals allowed in the Senior Center.
9. Weapons are not permitted in the Senior Center.
10. Senior Center Patrons are prohibited from non-public areas.
11. To ensure the Hoover Senior Center safety and security, or if a member reports a missing item while at the center, the Senior Center administration may request the contents of bags, briefcases, and similar items brought into the facility be revealed.
12. On occasion, children may be allowed to remain at the Senior Center (e.g., a special event). When such occasions arise, Patrons will be notified in advance. Any community service involving children will have to be approved in advance by the Senior Center administration. Children are not permitted to remain in the Senior Center while a Patron performs an activity, even if they are being monitored.

13. Solicitation is prohibited at the Hoover Senior Center and on the Senior Center premises.
14. Bicycles, motorcycles, and any other like items are not allowed inside the Senior Center and must be parked in an authorized parking space.
15. Patrons must comply with the Senior Center's evacuation/disaster procedures/wellness procedures or leave the premises. This includes but is not limited to fire protection, storm protection, intruder protection, any other natural disaster, or illness.
16. The Hoover Senior Center is a recreational facility offering programs for individuals age 55+ who are able to maneuver independently through the center and participate in activities. Individuals are expected to remain active, alert, awake, and engaged, while visiting the Senior Center. Lying down or sleeping on the furniture is prohibited. An individual with a medical condition which causes a symptom of occasional sleeping may be considered an exception to this requirement with written documented proof of the medical condition from a physician. Any Patron with this exception must be accompanied by a caregiver or companion.
17. Safety is a priority at the Hoover Senior Center. Individuals must be able to care for themselves while in the Senior Center. Hoover Senior Center staff will determine if individuals are required to be accompanied by a caregiver at the Senior Center. Individuals needing assistance (*e.g.*, due to memory impairment, incontinence, etc.) may conditionally visit the Senior Center with the aid of a caregiver. For the safety of all of our Patrons, caregivers accompanying individuals must remain with such individual at all times.
18. All individuals who are dropped off at the Hoover Senior Center must be picked up prior to center closing time, as staff will not be able to wait with the individual. A first violation of this policy will result in a verbal warning. A second violation within a calendar year will result in suspended privileges to the center for up to one (1) week. A third violation within a calendar year will result in privileges being suspended for up to one (1) month. A fourth violation within a calendar year may result in privileges being suspended permanently.
19. The Senior Center management reserves the right at any time to use professional judgment in adding to or retracting from the above-mentioned rules and regulations.

The Hoover Senior Center staff is authorized to evaluate situations and take immediate and appropriate action, by asking individuals either to discontinue the behavior or leave the center premises. The staff may also notify the appropriate authorities should he/she feel the situation merits such action.

## **SECTION 4 – PATRON CONDUCT POLICY**

### **4.1 Standards of Conduct**

All participants in activities and programs sponsored by the Hoover Senior Center shall adhere to the Senior Center's rules and regulations as set forth in Section 3 above. Violations of any rule or regulation may result in disciplinary action and forfeiture of individual Senior Center privileges.

Hoover Senior Center staff is authorized to evaluate problem behavior and take appropriate action. Each incident shall be addressed on a case-by-case basis. Violations are categorized as follows:

#### **A. Category 1**

The most severe violations typically include behaviors considered to be illegal according to federal, state, city or other jurisdiction law and require contacting the police.

Individuals and parties involved in these offenses may be subject to a hearing conducted by the Hoover Parks and Recreation Director. Facility use privileges shall be suspended pending the outcome of such hearing. An individual shall be subject to immediate disciplinary action, up to suspension of program participation and/or facility use privileges, at the discretion of the Senior Center administration. In addition, further disciplinary action may be taken, up to suspension and/or termination of program participation and/or facility use privileges, at the discretion of the Hoover Parks and Recreation Director following a hearing.

Violations include, but are not limited to:

- Possession of any weapon
- Theft of property
- Unauthorized entry or trespassing
- Intentional assault or battery leading to injury; and/or attempted assault or battery

#### **B. Category 2**

Some violations may, or may not, result in a police report being filed, however these violations are severe enough to require disciplinary action.

Individuals and parties involved in these offenses may be subject to a hearing conducted by the Hoover Parks and Recreation Director. In the event a hearing is deemed necessary, the subject Patron's privileges will be suspended pending the outcome of such hearing. The Patron will be subject to immediate disciplinary action, up to suspension of program participation and/or facility use privileges, at the discretion of the Senior Center administration. Further disciplinary action may be taken, up to suspension and/or termination of program participation and/or facility use privileges, at the discretion of the Hoover Parks and Recreation Director.

Violations include, but are not limited to:

- Disorderly conduct, including the use of profanity toward an individual, intentional disrespectful behavior and/or verbal assault



- Willful failure to comply with policies associated with a program registration or membership/caregiver application
- Disrespect or disregard for the reasonable request of any departmental official, member, or volunteer
- Public use of alcohol or drugs
- Public intoxication
- Misuse, duplication or alteration of an identification card
- Furnishing false information, forgery or fraud
- Intentional misuse or destruction of any property, program area or equipment
- Involvement in a violation of city ordinance or policy

**C. Category 3**

These violations are not considered severe, but still require disciplinary action.

Individuals and parties involved in these offenses should meet with a designated administrative staff member in order to resolve the matter. The meeting is designed to be educational in nature, informing Patrons of alleged wrongdoing and to explain the potential consequences of further violations. Privileges may be suspended pending the administrative meeting. The Patron will be subject to immediate disciplinary action, up to suspension or program participation and/or facility use privileges, at the discretion of Senior Center administration. At the conclusion of the suspension period, any repeat offense will result in immediate disciplinary action up to suspension and/or termination of program participation and/or facility use privileges at the discretion of the Hoover Parks and Recreation Director.

Violations include but are not limited to:

- Violations of general use policies
- Failure to comply with the reasonable request of any departmental official or volunteer
- Failure to comply with any and all policies associated with a program registration or membership/caregiver application
- Minor misuse of any facility, program area or equipment

**4.2 Patron Grievance and Appeal Procedure**

Any Patron, who has a grievance about any matter concerning a Senior Center Patron, the staff, or programs, can report it to the Hoover Senior Center Manager within 7 days of the event. Any Patron aggrieved by a decision made by the Senior Center administration may appeal to the Director of the Hoover Parks and Recreation Department.

This appeal must contain:

- Specific complaint with dates of incidents and circumstances leading to grievance
- Specific remedy being sought
- Previous decisions relating to this grievance
- A notice of appeal of those decisions
- A request for a meeting with the Hoover Senior Center manager

The Hoover Parks and Recreation Director will make the final decision regarding the grievance and will present his/her decision to the Senior Center administration within ten (10) business days of notification when possible. The Hoover Parks and Recreation Director will also send a copy of his/her decision to the aggrieved Patron. A copy of the grievance, its supportive documentation and the final decision will be kept on file. Because the full responsibility for the Hoover Senior Center's operation rests with the Parks and Recreation Department, the decision is final and binding.

Any Patron aggrieved by a decision of the Director of the Hoover Parks and Recreation Department regarding suspension/termination of program participation and/or facility use privileges may appeal the decision to the Hoover Parks and Recreation Board. In order to appeal such decisions, the Patron must file a written appeal with the Hoover Senior Center administration within fourteen (14) days of the decision being appealed. The written notice of appeal must contain a detailed description of the underlying facts and an explanation of the basis for the appeal.

## **SECTION 5 – SERVICES**

### **5.1 Facility**

The 8,000 square foot Senior Center building offers a creative arts room, game room, multi-purpose room, kitchen, lounge, sunroom overlooking the city, computer lab and an auditorium with a large seating capacity. Time restrictions may be placed on room availability or equipment as demands arise (in the computer lab as well as in common areas).

### **5.2 Lounge**

A vending machine area is located in the lounge area of the Senior Center.

### **5.3 Patron Assistance**

Services are available to senior adults regardless of sex, religion, race, color, national origin, disabled status or socio-economic status during hours of operation.

Patrons with reference questions regarding medical, legal, and investment topics are encouraged to visit the appropriate professional council for this information.

### **5.4 Nutrition Program**

In partnership with the Jefferson County Commission Community Services, Workforce Development and United Way, lunch meals are provided to eligible Patrons. For more information, contact the Nutrition Coordinator at the Senior Center.

### **5.5 Programs and Facility Tours**

The Hoover Senior Center offers a variety of recreational, cultural and educational programs. Hoover Senior Center Newsletter circulation is distributed to members on a monthly basis. A

current calendar of activities is available for Patrons at the Senior Center, as well as at the City of Hoover website (<https://www.hooveralabama.gov>).

Various monthly speakers and programs are provided for Patrons. The Hoover Senior Center does not endorse speakers providing information related to any services (e.g., financial, medical).

Tours of the Senior Center may be offered and guests must sign a guest log prior to entrance.

## **5.6 Service to Individuals with Disabilities**

The Hoover Senior Center meets the standards set by the American with Disabilities Act for accessibility by people with disabilities.

## **5.7 Volunteers**

Those wishing to volunteer at the Hoover Senior Center may apply by completing a volunteer application. Volunteer opportunities vary according to the Senior Center needs. To be considered for volunteering, applicants may be required to interview. The Senior Center management reserves the right to accept or decline any volunteers.

The Senior Center may accept student volunteers who need to earn school, honor society, or merit badge credit. However, a parent may be required to accompany the student.

# **SECTION 6 – TECHNOLOGY**

## **6.1 Computer Use**

The Hoover Senior Center provides free and open access to ideas and information through the Internet.

If a staff member determines that a website violates the Senior Center mission, the Patron may be asked to leave the site.

The Hoover Senior Center does not permit the use of real-time, interactive communication such as chat rooms, instant messaging, and Internet services that do not support the Senior Center's mission.

Uses considered unacceptable and a violation of Hoover Senior Center policy include but are not limited to the following:

1. Uses that jeopardize the security of the computer network or other networks on the Internet, including:
  - a. Impersonating another user
  - b. Using one's own software programs on the Senior Center's computers unless otherwise designated
  - c. Altering the Senior Center's computer settings
  - d. Connecting equipment (e.g., laptops, PC's, wireless access points) to the network
  - e. Damaging or modifying computer equipment or software

2. Uses that violate the law or encourage others to violate the law.
3. Uses that cause harm to others or damage to property.

## **6.2 Internet Safety**

The Hoover Senior Center has no liability for direct, indirect, or consequential damages related to the use of information accessed through the Senior Center's Internet service.

Since software and information downloaded from any source, including the Internet, may contain computer viruses, users are advised to utilize virus-checking software on their personal computers and/or any other electronic devices. The Hoover Senior Center is not responsible for damage to disks, thumb drives, or computers or for any loss of data, damage, or liability that may occur from use of the Senior Center's computers.

## **6.3 Failure to Comply**

Failure to comply with the Hoover Senior Center guidelines and policies related to computer use may result in the forfeiture of the user's right to access the Senior Center computers, or ultimately, to the Senior Center facilities for a specified or indefinite amount of time.

# **SECTION 7 – MEETING ROOM GUIDELINES AND PROCEDURES**

## **7.1 Policy Statement**

In accordance with the Hoover Senior Center Policies and Procedures, the primary purpose of the Hoover Senior Center meeting rooms is to serve the needs of the Senior Center's sponsored programs and services. In addition, the City of Hoover and Hoover New Horizons may also schedule meetings and functions in meeting rooms and the Senior Center staff will attempt to accommodate their requests.

## **7.2 Meeting Room Guidelines**

- The Senior Center is not a rentable facility.
- The Senior Center meeting rooms are not available for rent to organizations outside of the Senior Center.
- Patrons attending classes or programs should not begin activities earlier than, or remain beyond, the designated time approved unless authorized by the Senior Center management.
- The Senior Center reserves the right to withdraw a previously approved meeting room reservation. When this is necessary, as much advance notice as possible will be given to the organization.

- Signs, decorations, or other objects are not to be taped/attached to any of the facility's walls or doors. Groups using the rooms are responsible for reimbursing the Senior Center for any damage to the Senior Center furniture or equipment. If such damage is caused by any group, the Senior Center reserves the right to forfeit the group's future usage.
- The Hoover Senior Center does not discriminate on the basis of race, color, national origin, sex, religion, age, or disabled status in the provision of services.
- Programs may not be disruptive to normal operation of the Hoover Senior Center or its mission. The Senior Center reserves the right to ask any group, or individuals in the group, to leave its premises if behavior is deemed disruptive or inappropriate according to the Senior Center's policies and procedures.