



Sudbury Senior Center

Council on Aging

Town of Sudbury, Massachusetts

40 Fairbank Road • Sudbury, Massachusetts • 01776-1681 • www.sudburyseniorcenter.org
Phone: 978-443-3055 • Fax: 978-443-6009 • E-mail: senior@sudbury.ma.us

Sudbury Senior Center

General Policies and Procedures¹

The Senior Center welcomes people of all races, genders, cultures, nationalities, religious affiliation, sexual orientation or gender identity, economic circumstance, physical ability, family and marital status. The Sudbury Senior Center's programs are primarily designed for and targeted to people aged sixty and older.

The Sudbury Senior Center welcomes both Sudbury residents and non-residents. Sudbury residents 60 years of age and over have first priority and may have access to earlier registration. Those under 60 years of age, with some restrictions, may be eligible to participate in programs at the Senior Center based on age and space availability. We ask people under 60 years of age to please check with staff before participating in a program. Most outreach and volunteer services are provided to residents only, including: Outreach and Information, Fix-it program, Friendly Visitor, Sand Bucket delivery, Space Heater Exchange, Grocery Shopping help, Phone Buddy, Tech Help by Appointment and Goodnow to Go service.

The Sudbury Senior Center has created guidelines for participation in Senior Center activities, including riding on the van and taking trips, which include behavior standards and consequences for failure to adhere to these standards. Please take note of the following.

1. Participation Guidelines

- a. Check in and emergency contacts: The Sudbury Senior Center uses a check-in system called MySeniorCenter to keep track of participation statistics. Participants at the Senior Center must complete the Participant Information Form and provide the staff with the name(s) and contact information of a person(s) to reach out to in case of an emergency. Participants will be issued a key tag to scan at check-in when

¹ Approved by vote of the Sudbury Council on Aging, February 10, 2025.

entering the Senior Center. Participants should update their contact and emergency information when it changes, or at least annually.

- b. Shared Space and Equipment: Participants must be respectful and courteous to other guests, volunteers and staff persons, recognizing their rights to utilize shared equipment, food, games, computers, etc. The Senior Center may have limits and guidelines for such equipment. Participants are expected to follow said guidelines and may lose access to the program/equipment should they persistently fail to follow those guidelines.

1. Computers/Devices: Participants are expected to use computers and other Senior Center equipment or devices appropriately and in a safe manner. This includes appropriate use of hardware or software; software should not be altered in any way. Participants may use computers/devices to access generally accepted public use websites.

- c. Personal Behavior:

1. Decorum: Participants must refrain from smoking, drinking alcohol, or using illegal substances on the premises. Participants who are inebriated or otherwise under the influence will be asked to leave immediately. Participants must avoid causing disturbances or disruptions, and to show respect for Senior Center participants and staff, building facilities and personal property of others. Participants are to refrain from using vulgar and/or sexualized language, as well as profanities.
2. Cellular Phone Use: Participants should be respectful of others and use cell phones to place calls or to answer calls in private areas only, such as an unoccupied room or car, as well as outdoors. Cell phone calls are not permitted in the lobby or program room areas of the Senior Center.
3. Parking: Please use extra care when parking and walking across the Senior Center parking lot. Should an accident occur, please notify the Sudbury Police at 978-443-1042 and the Senior Center staff and do not leave the scene.

4. Senior Center Room Use: Participants are expected to adhere to the policies concerning the use of Senior Center rooms which include arriving and departing at the designated times (per listed sign up) and leaving the room as you found it.
- d. Failure to behave in a respectful manner: Should inappropriate behavior be witnessed or reported, the staff will ask the participant to abstain from the inappropriate behavior and will use discretion to take corrective action. Staff will contact the police or emergency services if needed, and doctor, ambulance or emergency contact person depending on the situation. Violence or threats of violence are not permitted, will not be tolerated, and will result in summoning the police.
 - e. Bullying behaviors: Must be aware of and avoid any conduct proscribed by Massachusetts General Law (MGL) Chapter 71, Section 37A, which defines, “Bullying” as:

“the repeated use by a perpetrator of a written, verbal or electronic expression, or a physical act or gesture or any combination thereof, directed at a victim that: (i) causes physical or emotional harm to the victim or damage to the victim’s property; (ii) places the victim in reasonable fear of harm to himself or of damage to his property;” This also prohibits creating a hostile environment for others and/or infringing on the rights of other participants and staff.
 - f. Warnings, Suspension, and Requests for Reconsideration: A participant who fails to follow guidelines or fails to behave in a respectful manner, will receive a verbal and written warning. A second offense will result in a verbal and written warning, as well as loss of access to the Senior Center for a period of time to be determined by the Director of the Senior Center. A third offense will result in a verbal and written notification of suspension from the Sudbury Senior Center. A possible permanent suspension of Senior Center privileges may result.
 - i. A request for reconsideration can be made in writing to the Senior Center Director within 2 weeks of suspension. The Director will inform the participant of their decision, in writing, within 1 week.

2. Health and Medical

Safety or medical incidents within the Senior Center, in the parking lot, or off-site during a Senior Center program, should be brought to a staff person's attention immediately. The staff will call 911 if a participant has a fall, injury, and/or appears to have symptoms of serious illness. If a participant experiences a medical problem while on the premises, it is hoped the participant will follow the recommendation of the Senior Center staff to seek appropriate medical attention.

Participants are responsible for their own health, medical and personal care, including the taking of medications, monitoring special diets, personal hygiene, continence, and eating. Senior Center staff may not provide assistance with medication, personal health and medical care unless it is a case of emergency, and only if the staff person is trained to do so.

Participants should follow general public health guidelines. Avoid coming to the Senior Center when sick. Stay home when symptoms of a cold, flu or virus are present, including but not limited to: fever in the last 24 hours, runny nose, cough, sore throat, vomiting or diarrhea. Participants should also use the usual hygienic habits, including: coughing into the elbow, using tissues and disposing of them properly, and not touching food directly with hands.

If a participant experiences a mental health episode, but is otherwise capable of conforming their conduct to these standards, then reasonable accommodation requests will be considered. If a participant cannot meet the required standards, staff is available to share resources and discuss options. The staff is committed to providing a welcoming atmosphere for as many older adults in the community as possible.

3. Mobility and Cognitive Guidelines

Participants must be reasonably oriented, capable of independent decision-making and capable of planning their own activities with regard to transportation, lunch, financial transactions, etc., as well as able to independently move around the Senior Center without assistance from staff or volunteers, unless accompanied by a family member or aide. Participants who are unable to make independent decisions or plan their own activities are welcome to participate and attend with the assistance of a family member or aide. Please notify the Outreach Coordinator or Director in advance of participating, and/or if you or a family member has any questions about, or needs any assistance in, participation in a program.

4. Inclement Weather Policy

In the event that the Senior Center is closed, the information will be posted on the Senior Center's website (<https://www.sudburyseniorcenter.org>), and updated on the Senior Center's main phone line voicemail (978-443-3055).

As a general rule, when the Sudbury Public Schools are closed, the Senior Center cancels all programs and activities for the day. It is always best to check by calling the Senior Center at 978-443-3055 or checking the Senior Center website at <https://www.sudburyseniorcenter.org>. If the schools are delayed, the Senior Center opening will be delayed as well.

5. Participant Photography and Videography Policy

From time to time, the Senior Center staff and volunteers may take photos or videos of programs and classes for promotional use. Unless participants communicate their wish not to be in photos and videos, the Senior Center may use photographs and videos for publicity purposes.

6. Suggestions and Feedback

Suggestions and feedback on programs, classes and services are welcomed from our participants. Please feel free to complete a Feedback form at the Front Desk and submit it to our Suggestion Box.

Revised 8/2018; Revised 2/10/25

F:\policies and procedures\standards for participation in Senior Center programs