Santa Clara Senior Center Guidelines for Use

Santa Clara Parks and Recreation Department
Senior Center
1303 Fremont Street
Santa Clara, CA 95050
(408) 615-3170
www.santaclaraca.gov

Table of Contents

Welcome to the Santa Clara Senior Center 4

Americans with Disabilities Act (ADA) 4

Accessibility and Accommodations 4

Senior Center Program Overview 5

Who is a Santa Clara Resident? 5

Registration (New) 6

Registration (Renewal) 6

Proof of Age and Santa Clara Residency 6

ID Fit (Individuals with Disabilities Fitness) 7

- Eligibility Requirements for ID Fit 7

Personal Care Attendants (PCA) 7

- Criteria for Personal Care Attendants 8

Programs 8-17

- Adventures to Go (ATG) 8-10
  - Registration 8
  - Payment 9
  - Refund Policy 9
  - Traveler Replacement 9
  - Travel Insurance 9
  - Trip Information 9
  - Health and Physical Considerations 10
- Computer Lab 10-12

Check in/out 10
Equipment Use 11
Protect Yourself When Using A Public Computer! 11
Expectations of Privacy 11
Conduct 12
Dining Out Program 12
Fitness Center and Natatorium 13-16
Non-Resident Use of Fitness Center and Natatorium 13
Checking in & out 13
Use of Locker Rooms 13
Equipment Use 14
Attire for Fitness Center 14
Attire for Natatorium 14
Natatorium Hygiene 15
Using the Pools 15
Tips to Use the Spa Safely 16
Water Temperature 16
Lapidary Lab 17
Prior to using the Lab 17
Woodshop 17
Code of Conduct 18
Participant Behavior Guidelines 18
Discipline Guidelines 18
Appeal Process 19

Welcome to the Santa Clara Senior Center

Santa Clara Parks and Recreation Department aims to provide a safe, positive, and welcoming environment for all who visit the Senior Center. It is our intent to provide facilities, programs, and services that meet the needs of the adult community at various stages and functioning levels of life. Not all activities, services and programs are suitable for every senior age group or functioning level. Please read the program criteria for each activity in which you plan to participate. The Santa Clara Senior Center does not have a membership requirement. Pre-registration is required to participate in some programs as described on the following pages.

Americans with Disabilities Act (ADA)

In accordance with the Americans with Disabilities Act of 1990, the City of Santa Clara Parks and Recreation Department will ensure that all existing facilities will be made accessible to individuals with disabilities. Reasonable modifications in policies, procedures, and/or practices will be made as necessary to ensure full and equal access and enjoyment of all programs and activities for all individuals with a disability. In order to allow participation by individuals with severe allergies, environmental illnesses, multiple chemical sensitivity, or related disabilities, **please DO NOT wear scented products** to programs/activities at City facilities. Contact the Santa Clara Senior Center at (408) 615-3170 with accessibility concerns specific to this facility, and the Parks and Recreation office at (408) 615-2260 for accessibility concerns regarding other parks and recreation facilities/programs. For all other ADA questions, contact the City Clerk's office at (408) 615-2220.

Accessibility and Accommodations

The Senior Center is designed to meet the needs of seniors and individuals with qualifying disabilities and medical conditions. If you require special accommodation to access or participate in Senior Center activities and programs, submit your written request to Senior Center staff at the front desk. Your request will be reviewed and reasonable accommodations or accessibility options will be discussed with you by supervisory staff. Additional documentation may be required for some accommodations. Staff reserves the right to require a personal care attendant when an individual's safety is in question.

Senior Center Program Overview

Programs	City of Santa Clara Residency required?	Registration Required?	Minimum Age
Adventures To Go	No	Yes	50
Adventures To Go, spouse	No	Yes	18
Ballroom Dances, Thursday	No	Sign in required	50
Billiards	No	No	50
Bingo	No	No	50
Classes (Recreational/Health &Wellness)	No	Yes	50
Computer Lab	No	No	50
Dining Out	No	Sign in required	60
Drop in Board & Card Games	No	No	50
Drop In Crafts	No	No	50
Fitness Center/Natatorium	Yes	Yes	50
ID Fit	Yes	Yes	18
Non-Resident Volunteer	No	Yes	16
Personal Care Attendant	No	Yes	18
Non-Resident Day Pass to Fitness Center	No	Yes	50
Lapidary	No	Yes	50
Ping Pong	No	No	50
Support Groups	No	Varies	50
Walk a Block	No	No	50
Woodshop	No	Yes	50

Who is a Santa Clara Resident?

- A Santa Clara resident resides in the City of Santa Clara, in an annexed area of Santa Clara, within the boundaries of the Santa Clara Unified School District, or owns property in the City of Santa Clara.
- Proof of current residency is required to participate in programs that are limited to Santa Clara residents.

Registration (New)

- Individuals who wish to participate in a Senior Center program **where registration is required** must complete a registration form and liability release obtained from the Senior Center front desk or online at www.SantaClaraCA.gov/SeniorCenter.
- Based on the information provided by the registrant, some registration forms may require supervisory review prior to a card being issued.
- Proof of age and residency are required.

Registration (Renewal)

- Go to the Senior Center's front desk to renew your registration.
- Bring your Senior Center issued ID card when you renew; a current year sticker will be affixed to the card allowing you continued use for the upcoming year.
- Review, update and sign your personal profile.
- Based on the information provided some registration forms may require supervisory review prior to a card being renewed.
- Proof of age and residency are required.

Proof of Age and Santa Clara Residency

It is a senior's responsibility to provide proof of age and residency in the City of Santa Clara. Staff reserves the right to request proof of residency at any time.

Proof of age can be established with any one of these items:

1. Current driver license or state issued ID card
2. Government issued passport
3. Birth Certificate

The following items are accepted to establish City of Santa Clara residency:

1. Current California driver license or state issued ID card
2. Current utility bill containing your name and Santa Clara address
3. Imprinted checks with your name and Santa Clara address
4. Current property tax bill
5. Business mail with your name and Santa Clara address received within the last 30 days.

ID Fit (Individuals with Disabilities Fitness)

Some Santa Clara residents under the age of 50 who have a qualifying disability or medical condition may utilize the **Fitness Center and Natatorium** during open use times. Refer to the Fitness Center and Natatorium section for additional information and participation guidelines. Completed registration forms are reviewed by the TRS Supervisor for appropriateness. Individuals will be contacted for further assessment/evaluation.

Eligibility Requirements for ID Fit:

- Available to adults 18+ years of age (proof of age is required).
- Provide proof of City of Santa Clara residency or current enrollment in one of the Santa Clara Parks and Recreation Department - Therapeutic Recreation Services Programs.
- Have a diagnosis for a qualifying disability or permanent medical condition which includes cognitive or physical impairments that substantially affect two (2) or more major Life Areas. Life Areas include: walking, moving, seeing, hearing, and performing activities of daily living or cognitive functions such as problem solving, remembering, and learning.
- Complete a registration form and liability release prior to participation.
- Must be able to function and interact appropriately and independently in an open use program/setting following the Guidelines for Use and utilizing the facility and equipment as determined by Santa Clara Senior Center staff.
- Management of oral intake in a manner that does not produce disruptive behaviors (i.e., coughing, spitting, choking).
- Waterproof swim pants must be worn by incontinent swimmers.
- Provide own PCA if needed to manage above criteria. Staff reserves the right to require a PCA for any participant we deem necessary. (See criteria under PCA)
- Issued cards are valid for one calendar year and require review by TRS Supervisor prior to renewal.
- Staff may reassess a participant's eligibility periodically to ensure safe practices are being met.

Personal Care Attendants (PCA)

The role of a Personal Care Attendant is to support those who are unable to independently participate in Senior Center programs and activities. PCAs are provided by the participant. Staff may require that a participant be accompanied by a PCA when a participant's safety is in question. Should this situation occur, a supervisor will contact the individual to discuss specific needs.

Criteria for Personal Care Attendants:

- Minimum 18 years of age (21 years of age for casino trips) - proof of age is required.
- Have completed a Senior Center registration form and liability release prior to assisting.
- Are capable of performing all necessary tasks/activities in order to meet the needs of the participant.
- Must remain in immediate proximity to the participant.
- Present a Senior Center issued photo ID card to gain entrance into the Fitness Center and Natatorium. May enter Fitness Center and Natatorium only when assisting and accompanied by designated participant.
- No fee is required to assist in programs (except Adventures to Go trip fee).
- One PCA per visit can accompany participant.

Programs

Adventures to Go (ATG)

Registration

- ATG is a fee-based program that offers day and extended trips to Santa Clara residents and non-residents.
- To register for a trip, a current Senior Center registration form and liability release must be on file at the Senior Center.
- Santa Clara residents have the opportunity to register for newly released trips directly following the Let's Talk Travel meetings. Residents may also register other Santa Clara residents (at the same time) who have current registration forms on file.
- Non-residents may register for newly released trips beginning the Monday after Let's Talk Travel meetings. Non-residents may register other seniors at the same time who have current registration forms on file.
- Those under the age of 50 may travel with their spouse (50+).
- Individuals requiring a Personal Care Attendant (PCA) are welcome to travel.
- When a traveler's safety is in question, staff may require that the traveler be accompanied by their PCA.
- Traveler is responsible for providing and registering their own PCA.
- PCA's are required to comply with criteria as stated under the Personal Care Attendants section.
- Once a trip fills to capacity, a wait list will be created and travelers will be called as space becomes available.
- Trips not meeting a required minimum enrollment are subject to cancellation. When trips are cancelled by the Senior Center full refunds are processed for all registrants.

Payment

- Full payment is required at the time of registration for the majority of ATG trips.
- For extended trips that accept a deposit, payment and fee schedule is set by the Travel Administrator or agency providing the trip.

Refund Policy

- Day and Extended Trips: Refunds are offered when a replacement can be found from the ATG trip wait list.
- Extended Trips through agencies: Tour agencies have different refund policies for each trip. Please refer to the specific trip flyer for cancellation policy details.

Traveler Replacement

- When you are unable to go on a trip, the Senior Center will make all efforts to fill your space from the trip waitlist.
- If there is no waitlist the registrant may offer their space to another senior.
- The original registrant must contact the Senior Center front office to provide the name of the traveler replacing them.
- Prior to a trip, the "replacement" traveler must have a current registration form and liability release on file at the Senior Center.
- Any reimbursement is between the original registrant and their replacement.

Travel Insurance

- All travelers are encouraged to purchase insurance for their trips. Check online at: www.insuremytrip.com or with any insurance provider of your choosing.
- On some extended trips offered through outside agencies, cancellation insurance may be available for a limited amount of time. Refer to specific trip flyer for details.

Trip Information

- Trip itineraries may be modified due to unforeseen circumstances. Every effort will be made to replace the location and/or activity with one that is similar. Refunds will not be offered should there be a change in an itinerary.
- The motor coach will leave promptly at the time scheduled.
- Please arrive at least 15 minutes before departure for day trips and 30 minutes before departure for extended trips.
- Seating on the motor coach is assigned by staff and determined by the date full payment is made; seats are assigned from front to back. For overnight trips where a deposit was accepted, seating is assigned by the date when final payment is made.
- Only travelers who have registered in advance at the Senior Center may attend a trip. Participant substitutions are not allowed at time of check-in on day of trip.

- Participation may be revoked if, in the opinion of staff or the escort, a participant's condition could jeopardize the health, safety, or enjoyment of the other travelers.
- Participants are obligated to follow the Santa Clara Senior Center's Code of Conduct.
- No smoking or drinking of alcoholic beverages is allowed on the motor coach.
- Travelers are responsible for meeting the group on time at a designated location, as instructed by the tour escort.
- If a traveler leaves the group for any reason (medical emergencies included) and is unable to continue with the tour it is the traveler's responsibility to procure their own transportation and accommodations. Tour escorts are responsible for the rest of the travelers and will remain with the group.
- Travelers must be able to carry their own belongings, including luggage, throughout the trip. Staff and tour escorts are not available to carry items for you.
- While on the motor coach, movies may be shown, the group may play games or sing, and/or travelers may converse with one another. If noise in a confined area is a concern for you, please consider bringing ear plugs for your comfort.
- All trip fees include a modest gratuity for the driver of the motor coach and servers at hosted meals, where applicable. When you experience exceptional service, you may choose to tip an additional amount. City of Santa Clara employees and tour escorts cannot accept gratuities.

Health and Physical Considerations

- Many trips involve walking long distances or over uneven terrain, long periods of standing or sitting, climbing stairs, and getting on and off the motor coach. Please be realistic about your physical abilities.
- Staff and escorts cannot lift or assist individuals with walking, climbing steps, or with personal needs such as carrying packages, getting meals, eating, etc. You may register a PCA to assist you; supervisor approval required (see Personal Care Attendant criteria).
- Travelers are encouraged to contact the Senior Center to update their registration form if their health condition or emergency information changes.
- The *Adventures To Go* newsletter lists trip activity levels as a guideline. Travelers with accessibility concerns, or special needs should contact the Travel Administrator.

Computer Lab

Check in/out

- Computer Lab users are asked to sign in.
- When finished, please sign out.
- Report any problems with equipment to Lab Attendant volunteer or staff.

Equipment Use

- The lab is intended for independent use by citizens age 50+.
- Do not download files or programs to the computer hard drive or desk top.
- When others are waiting participants are limited to 60 minutes of computer time. Users may sign up on the waitlist for another 60 minute session.
- Participants may print up to 10 black and white pages per day. Additional black and white pages may be purchased for $.15 per copy. Please pay at the front desk.
- One accessible computer station is available and reserved for use by those with a disability.

Protect Yourself When Using A Public Computer!

Always:

- Restart the computer each time you begin working.
- Save all files to your flash drive, memory stick, or zip drive, not the computer.
- At the end of each session always shut down or restart the computer.

While online:

- When shopping or banking, ensure the web address begins with **https.** (Websites beginning with https are encrypted and secure.)
- Keep your password (s) to yourself.
- Don't click on links sent to you in emails from someone you do not know.
- Don't go to websites that are unfamiliar to you.
- Don't share personal information (address, phone, date of birth, etc.) unless you made the initial contact.

For additional tips on using a computer safely visit the website of the Office of California Attorney General at http://oag.ca.gov and search "computer safety".

Expectations of Privacy

THIS NETWORK IS FOR THE USE OF AUTHORIZED USERS ONLY!
Individuals using this computer system are subject to having all of their activities on the system monitored and recorded. Anyone using this system expressly consents to such monitoring and shall have no expectation of privacy in the data sent and received. By continuing to use the system, the user also agrees to abide by all the organization's applicable rules, polices, and directives, which are available on request from the system administrator.

Conduct

- Please enjoy your food and beverages outside the lab.
- Please visit appropriate websites. The Senior Center's Code of Conduct will govern behavior in the Lab.
- Please leave the Lab to make or receive a phone call.
- When leaving your workstation, notify Lab Attendant, if one is present. Computers will be held for five minutes when others are waiting. After five minutes your turn will be forfeited.
- Users who are known to damage computers in the lab by introducing viruses, worms and other malicious software face suspension.

Dining Out Program

Dining Out is a program run by the County of Santa Clara; the Santa Clara Senior Center serves as one of their congregate meal sites. Dining Out is intended to help people continue living independently by promoting better health by providing a balanced meal as well as a place to socialize with peers. Spouses of Dining Out participants may participate in the Program, regardless of age.

- Services available to Santa Clara County seniors age 60+.
- Dining Out is partially supported through voluntary donations.
- Fee for guests under the age of 60 is $6.00/day.
- Advance reservations are required and limited to 90 participants per day.
- If you would like to eat regularly at the Senior Center, please request a monthly menu from staff or volunteers. Assistance is available to you in completing your reservation forms.
- Menus are constructed by a registered dietician with input from seniors and changes throughout the seasons.
- There are several options to the hot meal including meat or vegetarian salads and sandwiches.
- The regular hot meal is listed on the calendar published monthly in the Senior Center newsletter and posted inside the Auditorium.
- Participants without a confirmed reservation may check with Dining Out staff or volunteers for the availability of stand-by meals.
- Meals not claimed by 11:45 am will be made available to stand-by diners.
- Please contact our Dining Out staff for additional information at 408-615-3174.

Fitness Center and Natatorium

The 3,000 square foot Fitness Center is equipped with cardio equipment, weight machines, free weights, core conditioning equipment and a stretch area. Many pieces of equipment are wheelchair accessible.

The Natatorium is wheelchair accessible and consists of three indoor pools: a lap pool, a warm water pool, and a spa. The lap pool has a zero entry ramp and a low-level stairwell. The warm water pool is equipped with a powered chair lift, a low-level stairwell and a transfer wall. . The spa is equipped with a powered chair lift.

Please consult your physician or health care provider before beginning any type of fitness and/or aquatic exercise program. This is especially important for those with heart disease, diabetes, high/low blood pressure, or who are taking prescribed and/or over-the-counter medications.

Non-Resident Use of Fitness Center and Natatorium

Santa Clara seniors may bring a non-resident guest to the Fitness Center and Natatorium for the day. Non-resident seniors are asked to:

- Be accompanied by a senior who lives in the City of Santa Clara.
- Complete a registration and liability release form prior to participating.
- Provide proof of age (minimum age 50).
- Pay a usage fee of $10/day.

Checking in & out

- You must present your Santa Clara Senior Center card allowing the volunteer to see the picture on your card each visit.
- Please check out upon completion of your workout.
- Participants who forget their cards are to obtain a day pass from the front desk.
- Participants with a history of seizures are asked to wear an ID band which can be obtained from a volunteer.

Use of Locker Rooms

- Lockers are available for day use only. Bring your own lock.
- Locks are cut off at the end of each day and items are placed in Lost & Found located at the front desk. Unclaimed items are donated to charitable organizations.
- Use the showers to wash. Use the changing area to change clothes.
- Be considerate of others waiting by taking a quick shower.
- Leave the area as clean, if not cleaner, than when you arrived by picking up after yourself.
- For health and safety, it is recommended that rubber sandals be worn in the locker rooms.

- One shower stall is accessible and reserved for use by those with a disability as needed.

Equipment Use

- Wash hands before and after working out.
- Food or glass containers are not allowed in the Fitness Room.
- Cell phones may not be used in the Fitness Center. Please leave the Fitness Center to make or receive calls. Use of exercise machines is forfeited when you leave.
- Review the operation manuals and or video to familiarize yourself with procedures for each piece of equipment used.
- Participants who need to use the restroom while on a cardio machine can inform the Fitness Center volunteer so that their machine is not given away. Do not leave without notifying a volunteer.
- Ask a volunteer if you have any questions about the intended use of a machine.
- Injuries may occur if equipment is used improperly.
- Staff is available to further assist if required.
- Participants are asked to wipe down equipment after each use.
- Inform Fitness Center volunteers of any concerns with Fitness equipment.
- The Santa Clara Senior Center reserves the right to restrict use of specific equipment.

Attire for Fitness Center

- Participants must wear appropriate clothing while in the Fitness Center. Shirts, shorts and/or pants are required.
- Participants must wear appropriate athletic shoes with a closed toe, rubber soles, and a solid back.
- Casual dress shoes and dance shoes are not considered athletic shoes. Shoes that do not have the traditional look of an athletic shoe may be subject to approval from staff.
- Any person needing to wear an alternative shoe for medical purposes is to provide written confirmation from their health care provider. Staff may restrict use of certain fitness equipment.
- Staff reserves the right to determine appropriateness of clothing.

Attire for Natatorium

- Appropriate swim suits are required.
- Aquatic shoes are allowed in the pool as long as they do not leave scuff marks or disintegrate in water.
- Street clothes and street shoes are not permitted in the pools.
- Staff reserves the right to determine appropriateness of clothing.

Natatorium Hygiene

- The health and safety of participants and staff is the Parks and Recreation Department's top priority. Included in that effort is to keep the facility and equipment in proper working condition. Please observe pool and spa guidelines to ensure that all may enjoy their time at the Senior Center.
- The Centers for Disease Control strongly recommends that all pool users shower with soap before suiting up to enter the pool Nude showering removes bacteria from the skin and washes away body oils, lotions, hair products, etc. that can quickly use up the disinfectant in the pool.
- Do not swim with skin, ear, genital or other body infections, open sores, or wounds. Germs that cause illness can be spread from broken skin, even just microscopic amounts, in well-maintained pools. Pool water can dry out covered wounds and damage newly forming skin cells.
- Do not swim when ill with diarrhea. The microscopic germs that cause diarrhea can be spread when other swimmers swallow contaminated water. Swimmers with diarrhea shall not use the pool while they're ill, and for two weeks after symptoms subside.
- Waterproof swim pants must be worn by incontinent swimmers.
- No spitting, spouting, or nose blowing in the pool. Substances from our bodies can be passed in microscopic amounts from swimmer to swimmer, even in well-maintained pools. Please take a break from swimming if you've recently had a contagious illness or have open sores.

Using the Pools

Caution: To use the lap pool you must be able to swim one length of the pool without stopping.

- No food or glass containers are allowed on the pool deck.
- Participants on medication should consult their health care provider prior to using the spa or warm water pool.
- Do not tamper with any City equipment.
- Except during designated times, swimmers have priority of use in the lap pool.
- During designated times, exercisers and non-swimmers have priority of use as described by signage in the Natatorium (schedule is available in the monthly newsletter).
- Swim with those of similar speed. Always swim in a circle pattern.
- Swimming apparatus such as kickboards, pull buoys, paddles, and noodles may be used to assist you in your exercise program. Exercise aids may not be used as safety flotation devices. Use of any apparatus is subject to approval by staff.
- No swimming apparatus is allowed in the spa.

Tips to Use the Spa Safely

Staff recommends a time limit of 15 minutes in the spa. Leave the water to cool down before returning for another brief stay.

The **Centers for Disease Control (CDC)** recommends that you:

- Do not use the spa while under the influence of alcohol, tranquilizers, or other drugs that cause drowsiness or that raise/lower blood pressure.
- Pregnant women, elderly persons, and persons with heart disease should not enter the spa without prior medical consultation and permission from a health care provider.
- Leave the water to cool down before returning for another brief stay.
- If a participant experiences nausea, dizziness, or feels faint while in the spa they should immediately get out of the water. These are signs of hyperthermia which can have serious health implications if ignored.
- Enter the spa slowly and cautiously. Be careful of your footing and allow your body to gradually get used to the water temperature. Leave slowly as well, because your leg muscles may be sufficiently relaxed to make you a bit unsteady, and you may become lightheaded.

Water Temperature

Water temperatures vary with each pool. So that pool users may make an informed decision whether or not water temperature is suitable for their needs, there is one (1) thermometer in each pool.

Pool	**Temperature Range**	**Thermometer location**
Lap Pool	81-84 degrees F	Right handrail near end of wet ramp
Warm Water Pool	90-94 degrees F	Outside handrail near end of dry ramp
Spa	97-101 degrees F	Left handrail as you enter

Lapidary Lab

Check with the front desk or refer to the monthly newsletter for current hours of operation. There is a participation fee of $1.00 per day.

Prior to using the Lab:

- Participants should complete and submit a registration and release of liability form to the front desk.
- Participants complete an orientation.
- For your safety do not wear clothing or items that hang from your neck.
- Participants with a history of seizures are asked to wear an ID band obtained from a volunteer.
- Participants should ask the volunteer if they have any questions about the intended use of a machine. Injuries may occur if equipment is used incorrectly.
- Use of the slab saw is by registration on the "Slab Saw Wait List."
- Participants are responsible to clean up after themselves.
- Personal storage space is not available. Projects must be taken home daily.
- The Senior Center reserves the right to restrict use of equipment to ensure safety.

Donations are appreciated to sustain the Lapidary Program.

Woodshop

- Participants must complete and submit a registration and release of liability form to the front desk.
- Participants must successfully complete an orientation class.
- Refer to the monthly newsletter for current hours of operation.
- After the orientations, a sticker is affixed to a resident fitness card.
- A photo ID card and sticker are issued to non-residents who solely use the Woodshop.
- For your safety, do not wear clothing or items hanging from your neck.
- Participants with a history of seizures are asked to wear an ID band obtained from a volunteer.
- Participants are asked to review the operation manuals and familiarize themselves with proper procedures for using the equipment.
- Participants should ask staff if they have any questions about the intended use. Injuries may occur if equipment is used improperly.
- Personal storage space is not available. Projects are to be taken home daily.
- Participants are responsible to clean up after themselves.
- Machines cannot be saved when participants leave the room.
- The Senior Center reserves the right to restrict use of equipment to ensure safety

Donations are appreciated to sustain the Woodshop Program.

Code of Conduct

The Santa Clara Senior Center is a community recreation facility designed to meet the needs of Santa Clara seniors. We offer a variety of programs and services that help foster the well-being of our senior population, including, but not limited to, recreation, nutrition, life-long learning, health and wellness. The Santa Clara Senior Center provides citizens with information and resources on essential services in the community. Through participation and volunteerism, the Santa Clara Senior Center strives to create a place where seniors can socialize and feel a sense of pride in their community.

Staff and volunteers are not available to provide one-on-one supervision or assistance to seniors or other individuals who are unable to care for themselves. Participants must be able to function independently or with the assistance of their personal care attendant.

Participant Behavior Guidelines:

The following guidelines promote healthy and safe interactions for all participants to enjoy their experience when involved at the Senior Center:

1. Treat everyone with respect and courtesy.
2. Maintain appropriate hygiene.
3. Attend any required program orientations, including specific guidelines and use of safety equipment.
4. Refrain from use of abusive language, inappropriate physical contact and/or harassment of Santa Clara Senior Center participants, staff and volunteers.

Failure to comply with the Senior Center Guidelines for Use may result in a temporary or permanent suspension from further participation in Senior Center programs and services. Behavior that harms the health and safety of self, other participants, staff or volunteers will result in an immediate suspension from the facility.

Discipline Guidelines:

1st Offense: Verbal warning

Participant will receive a verbal warning from a staff person. Staff will document this occurrence on an "Incident Report."

2nd Offense: Written warning

Staff will record the second offense on an "Incident Report." Participant will meet with the Senior Center Site Supervisor. A written warning will be given to the participant and indicate that a future incident will result in a 30-day suspension from Santa Clara Senior Center programs and services.

3rd Offense: 30-day suspension

Staff will record the occurrence on an "Incident Report." Participant will be asked to meet with the Senior Center Site Supervisor. A written suspension of 30 days (one month) will be given to the participant outlining the incidents and the specific violation(s) of the Senior Center's Guidelines for Use. Failure to meet with the Senior Center Site Supervisor will be grounds for a continued and/or indefinite suspension of more than 30 days.

4th Offense: Six-month suspension

Staff will record the occurrence on an "Incident Report." Participant will meet with the Senior Center Site Supervisor and Recreation Superintendent. A written six-month suspension will be given to the participant explaining the incidents and the violation of Senior Center Guidelines for Use, and include the beginning and end dates of the six-month suspension. Failure to meet with the Senior Center Supervisor and Recreation Superintendent will be grounds for a continued and/or indefinite suspension of more than six months.

5th Offense: Permanent Suspension.

Appeal Process

Participants have the right to appeal the Senior Center site Supervisor's decision by requesting a meeting with the Recreation Superintendent within 90 days of a reported incident. To request a meeting, the participant must provide a written request to the Recreation Superintendent's office:

Santa Clara Community Recreation Center
969 Kiely Boulevard
Santa Clara, CA 95051

After thorough review an appointment will be made to discuss the situation. The participant will not be allowed to return to the Senior Center until the appeal process is concluded.