

Hamilton Senior Center



Welcome Guide

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Code of Conduct

The Hamilton Senior Center staff is committed to providing an atmosphere that is warm, welcoming and safe at all times. With your cooperation, we will work together to make this happen. Please demonstrate kindness to other participants and staff. Gossip, speculation, unkind words or actions are hurtful.

Bullying behaviors are prohibited.

Services Provided

- Exercise classes, lectures, creative arts, SHINE, volunteer opportunities, games, trips and a variety of other wellness programs are available.
- Our congregate meal site is run through Senior Care, out of Gloucester.
- We are a Meals on Wheels delivery hub for Hamilton and Wenham homebound residents.

Services Not Provided

- The Hamilton Senior Center is not an adult day health center and does not provide nursing care, adult day care programs, respite care, homemaker services, mental health services, memory care, overnight care or other assisted living services.
- The Hamilton Senior Center does not employ staff to manage the health, mental health or personal care needs of participants.
- Hamilton Senior Center staff are not authorized to provide hands on, personal care assistance, including help with toileting or medication management.

Eligibility to Participate

- Each participant must be age 60 years and older, independent senior and possess the ability and willingness to follow all guidelines, as stated herein.
- Each participant must complete a Membership Form / Waiver upon attending for the first time.
- A senior who is not independent may attend if accompanied by a caregiver, family member or friend.
- An independent senior is expected to be reasonably oriented, capable of independent decision making, including their personal health, hygiene, medication management and monitoring of special diets.
- Eligibility decisions are at the sole discretion of the management staff.

Code of Conduct (continued)

Attendance Sign-In

Participants are required to sign in using either the touchscreen or signing the attendance sheets at exercise classes, programs and events.

If the participant is attending for the first time, a Membership Form / Waiver must be completed.

Behavior and Conduct

Participants are expected not to cause disturbances to Hamilton Senior Center programming and be respectful of other participants, presenters and staff.

Taking Ill / Illness

Participants who attend while ill with colds, coughs or flus that could be spread to others will be asked to leave and not return until they have recovered.

911 Emergency Response will be called for assessment and/or assistance if a participant takes ill, experiences a fall or other accident while at the center.

Prohibitions

The participant may be asked to abstain from the inappropriate behavior, or, if necessary staff may contact Police for assistance.

Violence, threats of violence, perceived threats of violence and negative behavior are not permitted.

Smoking, drinking alcohol, using profanity and substance abuse are prohibited.

Violations

If inappropriate actions are witnessed, staff will use their discretion to take corrective action to resolve.

Repeated violations may result in the participant being asked to leave the premises.

Events, Programs and Exercise Classes

Participation in Hamilton Senior Center programs, events and exercise classes is open to anyone age 60 and over and is not restricted to residents of Hamilton.

If space is limited ,priority will go to Hamilton Residents.

Registration

Membership Form / Waiver must be completed by participants of events, programs and exercise classes. This form provides important information which is kept confidential.

The H-W Senior News will provide details of how to register for programs.

Participants are required to sign in using either the touchscreen or signing the attendance sheets at exercise classes, programs and events.

Payments and Donations

The Hamilton Senior Center accepts payments in the form of cash and checks.

If there is a financial hardship preventing someone from participating, scholarships are available.

Storm Policy and Emergency Closures

- If the Hamilton-Wenham Public Schools are closed, all activities at the Council on Aging and the Senior Luncheon will be cancelled.
- If the Hamilton-Wenham Public Schools are not in session, the Council on Aging will be closed if the Town Hall is closed. This is determined by the Town Manager.
- The decision regarding the delivery of Meals on Wheels will be made by Senior Care, Inc.
- Staff will make every reasonable attempt to come to the office during severe weather conditions, but the COA Office will close if the Town Hall closes.
- A reverse call will go out to via MySeniorCenter to let participants to let them know of the closure.

Wi-Fi and Public Computer Use

The Council on Aging provides 24-hour complimentary Wi-Fi access for personal use in the Senior Center or on the grounds. The wireless isn't password protected, filtered, or secured. Patrons who use the Council on Aging internet do so at their own risk. There is no guarantee that a wireless connection can be made or maintained, and the Senior Center staff are not responsible for technical issues or support. Any resident who utilizes the Senior Center Wi-Fi must comply with all other policies of the Senior Center.

- Residents must sign in and out at the main desk.
- Computer use is limited to one hour per day. You may continue use if no one is waiting. Priority will be given to residents who have not yet used the computers on that day.
- Residents are not allowed to save any files on Senior Center computers.
- No more than 2 persons may use one workstation at one time.
- The Senior Center does not take responsibility for any personal accounts accessed on public internet computers. When using pass-worded services, be sure to log off the service when finished. Users should be advised that because security is technically difficult to achieve in a public environment, electronic transactions and files could become public.
- Senior Center staff is not available for drop-in computer training. Training sessions are scheduled on an individual basis. Ask at the Reference desk. Reference assistance is available for electronic databases subscribed to by the Library.
- Do not attempt to download, upload or install additional programs to the computer. Not every internet program or email attachment is supported on Senior Center computers.
- The workstations will be shut down 15 minutes before the Senior Center closes.
- We regret that in the event of terminal downtime, maintenance, or Senior Center programs, this service will not be available.
- Whether using a Senior Center computer or a personal laptop, residents are expected to refrain from displaying graphics which are inappropriate for public viewing or playing audio that disturbs other patrons. Violations of the policies and regulations that govern the use of the Senior Center computers and internet resources will result in suspension or loss of the privilege to use these resources. A patron will receive one verbal warning. The second offence will result in a 30-day suspension of internet privileges. A repeat offence will result in permanent loss of internet privileges.

Meals on Wheels and Congregate Lunch

Meals on Wheels

The Meals on Wheels program is offered by SeniorCare. The program provides adults 60 and older and qualified individuals with disabilities with a hot meal delivered to their door five days a week. A storm pack is provided to Meals on Wheels clients in preparation for cancellations due to inclement weather. For more information about Meals on Wheels, clients can call the Intake Department at SeniorCare at 978-281-1750.

Congregate Lunch

The Congregate Lunch is served Tuesday, Wednesday and Thursday at 12:00 pm. Registration is required by calling the Senior Center at 978-468- 2616 at least 2 business days in advance. The suggested donation for lunch is \$2.

Senior Tax Work-Off Program

The Town of Hamilton Senior Tax Work-Off Program offers homeowners from Hamilton who are 60 years of age and older and have owned their house for 5 years or more the opportunity to earn an abatement on their real estate property tax bill. Paid at a rate of at least the Massachusetts' minimum wage, Hamilton seniors may assist a Town Department to earn an abatement up to \$2,000. Placements are based on qualifications of the applicant and the needs of the Town Departments.

Senior Tax Work-Off Volunteers will be given a job description outlining the work to perform, and should follow the directives of the Department Manager or Supervisor. Volunteers need to be respectful of having access to confidential information.

Eligibility Requirements

- Applicants must own and occupy the property in Hamilton as their principal residence for a minimum of 5 years.
- Participants must be 60 years of age and older.
- One abatement per household.
- Applicants must complete application and CORI check annually.
- There are no income limits/guidelines.
- Although this program is exempt from state income taxes, it is not exempt from Federal income taxes. Therefore, the Town will send the required income tax earnings report to program participants (i.e., 1099 or W2). Participants are not eligible for any Town Benefits.

Upon receipt of applications, the COA Director will work with Department Managers for placement of volunteers. Interviews may take place to ensure a good fit. The Department Managers will work with the volunteers to create a work schedule. Volunteers are responsible for tracking their hours on the time sheet provided. Time sheets will need to be approved by the Manager. At the end of the fiscal year, the COA Director will submit information for the abatement to the Assessor, and mail a copy to the volunteer. The work is performed during the fiscal year, and the tax abatement will happen in the following fiscal year - off the first actual bill (3rd quarter bill).

Volunteer Program

The Hamilton Senior Center welcomes community involvement and utilizes volunteers in many areas. Volunteers are asked to fill out an application as well as a CORI. Volunteers will be given a job description outlining the work to perform, and should follow the directives of the Department Manager or Supervisor. Volunteers need to be respectful of having access to confidential information. Some of the volunteer positions are as follows:

- Meals on Wheels Drivers
- Newsletter Mailings
- Events
- Receptionist