



Elk River Senior Activity Center
1000 School Street
Elk River, MN 55330

Participant Handbook for Senior Activity Center Programs

This handbook contains information that will help you become familiar with Elk River Senior Activity Center programs and services, including general information on policies.

Hours of Operation:

Monday - Friday 8:30 a.m. - 4:00 p.m.

Staff:

Natalie Anderson.....Senior Activity Center Coordinator
Norine Bell..... Senior Activity Center Assistant

Contact Information:

Senior Activity Center.....763.635.4500
Email.....ActivityCenter@ElkRiverMN.gov

Welcome

The City of Elk River offers recreational programs, activities, events, trips, and more for adults 55+ through the Senior Activity Center located within Furniture and Things Community Event Center. The Senior Activity Center offers programs for senior participants who function independently or those who utilize an attendant or caregiver for their personal needs while attending. The Senior Activity Center is not an adult daycare facility, and medical staff is not onsite or employed by the City.

Membership Requirements

Participants will be required to have a membership to gain access to the Senior Activity Center and participate in ongoing programs beginning January 2021.

2021 Membership Rates:

Elk River Resident Discount Rate:

\$24 Individual or \$35 Dual

\$5 Day Pass

Non Resident Rate:

\$34 Individual or \$48 Dual

\$7 Day Pass

Membership cards will be issued at the time of purchase and will be used to scan in each time you enter the facility. All memberships expire at the end of the calendar year.

General Policies

Alcohol/Drugs/Smoking

Alcohol or illegal drugs may not be brought into the facility and no smoking is allowed in the building. Persons who are intoxicated are not welcome and will be asked to leave.

Animals

Only service animals wearing a properly issued service vest and trained to assist an individual with a disability are permitted. Exceptions may be made for special programs and situations at the discretion of staff.

Cell Phone Usage

Out of consideration for other members please move to a public area such as the hallway to take and make phone calls. Please have your contacts call your cell phone and not the front desk. No messages will be delivered unless it is an emergency.

Check In

You must scan your member card at the front desk located at the main entrance.

Children

Programs are designed for seniors 55+. Children are not allowed in the Senior Activity Center or in other places that senior programming is actively taking place.

Coffee

Coffee is free for members. If coffee or other coffee shop supplies are running low, please notify staff.

Computers

Computers are free to use. If there are problems with the computer not operating properly, please notify staff and they will address the concerns as soon as time allows. If you need other computer assistance you will need to schedule a 1:1 appointment with a technology volunteer.

Copy Machine and Fax

These services are not available to the public.

Donations

No donations other than monetary donations are being accepted at this time.

Emergency Exit

The emergency exit doors are only to be used in an emergency. The alarm will sound if the doors are open.

Food and Beverage

Do not put food or beverages out for general consumption. You may bring in your own beverage or food for yourself. Clean up after yourself.

Independence

Participants are expected to be capable of independent decision making and functioning without one-on-one assistance from staff. Participants must be able to move safely and independently while in the facility.

Lost and Found

Items that are left in senior program areas will be placed in the lost and found at the front desk. Items that are not claimed by the end of the month will be discarded.

Personal and Medical Care

Participants are expected to be responsible for their own medical and personal care. The Senior Activity Center staff cannot aid with medication, personal health, or non-emergency medical care. Participants are welcome to bring a caregiver to offer personal or physical assistance. If a caregiver accompanies you, they must always remain with you.

Personal Conduct

Participants are always expected to be respectful of everyone, patrons and staff. Behavior which creates an offensive environment will not be tolerated. Inappropriate behavior includes but is not limited to:

- Loud, disruptive, obscene, hateful, or abusive language.
- Making threats or demonstrating threatening behavior, verbally or in writing, to participants, staff, or volunteers. This includes harassment or intimidation by words, gestures, body language or any menacing behavior.
- Racial, religious, or sexual harassment of participants, staff, or volunteers.
- Physical altercation with participants, staff, or volunteers.
- Carrying or concealing any unlicensed weapons, devices, or objects that may be used as weapons.
- Other behavior that is deemed inappropriate by city staff or volunteers. Any other behavior that negatively impacts the reasonable rights of others to a positive and harassment free experience.

Photos

We take photos and video at programs sponsored by us for promotional use. If you do not want your photo taken, please notify us in writing prior to the start of the program.

Playing for money

Playing for money is not allowed unless it is a formal Senior Activity Center sponsored activity.

Refunds/Cancellations

Refunds are issued based on the individual trip or program. Refunds are not guaranteed after the deadline. A \$5 administration fee will be charged for all refund requests. Refunds will not be issued for no shows.

Solicitation/Distribution

Solicitation for personal gain by any individual, agency or company is prohibited. This includes leaving flyers and written materials in senior area.

Storing of personal belongings

The Senior Activity Center is a public facility, for your safety no storage of personal belongings is allowed including but not limited to pool cues, yoga mats, and playing cards. Items may not be dropped off at the front desk for others to pick up.

Television

Please be considerate of others when using the television. Keep the volume at level that will not disrupt other user groups. See front desk staff for TV remote and return it when finished.

Theft or damage to city property

No equipment or property belonging to the city shall be removed from the building or be altered in any way.

Weather

The Senior Activity Center will close if Elk River City Hall is closed. The center does not close when the school district is closed, however we ask that you call the center to see if programs/classes will take place.

Please follow the most recent COVID-19 guidelines listed in the current issue of the Senior Activity Center Newsletter.

These policies are intended to make members, volunteers, staff, and guests feel safe and welcome at our facility and programs, while providing reasonable rules of behavior for the benefit of all. Senior Center Coordinator or FTCCENTER Superintendent may require a patron to leave the premises, call the police or ultimately ban patron from the Senior Activity Center for noncompliance. If you observe behavior which does not follow the above policies, please notify the Senior Activity Center Coordinator immediately.

Senior Activity Center staff and FTCCENTER Superintendent reserve the right to change the policies as deemed necessary for the safety and functional operation of the facility.