



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

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## Member 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  
Linda Banaszak.....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 are required to have a membership to gain access to the Senior Activity Center and participate in ongoing programs.

### **2023 Membership Rates for the year:**

\$40 Individual or \$54 Dual

\$28 Individual or \$39 Dual (Elk River Resident Discount)

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. We are unable to pro rate partial year memberships.

## **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 front desk staff and they will restock supplies as soon as time allows.

**Computer**

Computer is 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.

**Day Passes**

Guests may purchase a day pass for \$5. This allows the guest access to the Senior Activity Center for the day. Day passes may also be used to participate in ongoing groups such as woodcarving, sewing, knitting, free fitness classes, and card groups. Day passes are purchased at the front desk and are to be used the date of purchase.

**Donations**

Monetary donations and books for our lending library are the only type of donations being accepted at this time.

**Emergency Exit**

The emergency exit doors are only to be used in an emergency.

**Food and Beverage**

You are welcome to eat or drink in areas in which senior programs take place, however it is important that you are considerate of others and clean up after yourself. The Senior Activity Center is not a restaurant and does not provide bussing or dish clearing services. If food, dishes, or associated items are not cleaned up after use, food privileges may be curtailed or revoked.

If you choose to bring in food to share, please bring your own plates, napkins, forks, etc. and provide proper serving utensils to prevent the spread of food borne illnesses. All food items and serving supplies that you bring in, should be brought home with you when finished or disposed of properly. Any and all items left on site will be discarded at the end of the day.

## **Independence**

Members are expected to be capable of independent decision making and functioning without one-on-one assistance from staff. Members 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 box located in the Senior Activity Center. Items that are not claimed by the end of the month will be discarded.

## **Open Skating**

Members may participate in open skate at no cost during scheduled open skate times. Scan in with your member card. Rental skates are an additional fee.

## **Personal and Medical Care**

Members are expected to be responsible for their own medical and personal care. Staff cannot aid with medication, personal health, or non-emergency medical care. Members 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**

Members are expected to be respectful to everyone, including other members, facility guests, 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.

**Renting Senior Activity Center**

Current Senior Activity Center Members may rent the Senior Activity Center during select hours/days. The member must be in attendance during the entire rental period. A rental application form must be filled out and a deposit including full payment due prior to rental. You may not rent the Senior Activity Center during the operating hours of the Senior Activity Center.

**Solicitation/Distribution**

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

**Storing of personal belongings**

To prevent theft and damage to your personal belongings, no storage of personal belongings is allowed in areas in which senior programs take place. All personal items left will be placed in the lost and found and will be discarded at the end of the month if not claimed. You may not store your belongings at the front desk or leave items 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.

**Turf Walking**

Members may walk on the turf in the fieldhouse during select hours that Turf Walking is offered at no cost. Please adhere to the hours and leave promptly once the scheduled time for Turf Walking ends. Scan in with your member card.

**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.

These policies are intended to make members, volunteers, staff, and facility guests feel safe and welcome at our facility and programs, while providing reasonable rules of behavior for the benefit of all. Senior Activity Center Coordinator or 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 Superintendent reserve the right to change the policies as deemed necessary for the safety and functional operation of the facility.