

**Canoe Brook Center  
Procedures & Policies  
2011**

## **I. Hours of Operation**

- A. The hours of Canoe Brook Center are 8:00 a.m. to 4:30 p.m., Monday through Friday excluding holidays. Doors are unlocked and telephone lines open at 8:00 a.m. Doors are locked at 4:30 p.m.; patrons must vacate the building prior to 4:30 p.m. Occasional evening and weekend programs may be scheduled.
- B. The Center may be closed for inclement weather or other emergencies. Activities, meals, and transportation services may be cancelled, however staff will report. Announcements will be posted on our website and WTNH. Email notifications may be sent to members who have registered their email address with the front office.

## **II. Attendance and Membership**

- A. Branford residents age 60+ are eligible for membership and may attend the Center on a drop-in basis during regularly scheduled hours. Underage spouses may participate in activities with their spouses.
- B. Applications for membership are available in the Front Office. Membership fees are \$8 per year. Fees are set by the Commission on Services for the Elderly and may be increased annually.
- C. Membership must be renewed on an annual basis during the month of original registration.
- D. Guests may accompany a registered member on a trip or to an activity on an occasional basis if space remains after registered members have been accommodated. Only registered members are allowed to utilize our transportation services, social services, fitness and other regularly scheduled classes.
- E. Members who move outside of Branford who remain current with their membership and activity fees are allowed to continue to participate in all activities but will be ineligible for transportation or social services. If membership lapses it will be assumed the member no longer wishes to participate and the membership will be cancelled. Cancelled memberships will not be reinstated unless the Senior reestablishes Branford residency.
- F. Participants are requested to sign-in daily to document class attendance.

## **III. Privacy Policy**

- A. Canoe Brook has implemented very strict procedures to protect your privacy. All records are confidential and maintained accordingly. We will never release any information about you to anyone without your prior written consent or verbal authorization.

## **IV. Eligibility**

- A. The Senior Center is handicap accessible with programs designed for the independently functioning and oriented Senior Citizen. The Director in consultation with staff members reserves the right to assess the ability of potential participants to safely and appropriately use the Senior Center. This is to insure the health and well-being of all attendees.
- B. Members must be independent and oriented; staff members are not allowed to provide hands on assistance.
- C. At the discretion of the Director a member may be required to have a home health aide, companion, escort or family member accompany a member for his/her participation in Center activities or utilization of transportation services. Failure to comply with the Director's request may result in membership cancellation.
- D. Individuals with problems that cannot be managed by staff, health aide, or companion will be excluded from participation. These problems include, but are not limited to:
  - Wandering
  - Chronic unmanageable incontinence
  - Prescription drug monitoring
  - Chronic contagious disease
  - Drug or alcohol abuse
  - Abusive or harmful behavior
  - Regular occurring seizures
  - Cognitive impairment
  - Poor personal hygiene
  - Behavioral health problems
  - Inability to feed oneself
  - Inability to toilet independently
- E. Prior to exclusion for the above reasons the Director shall meet with the individual and/or their family to express his/her concerns and possible solutions. A plan of action will be agreed to by all parties; failure to comply will result in exclusion from participation and membership cancellation.

## **IV. Health and Safety**

- A. Canoe Brook is a NO SMOKING facility. Smoking is allowed only in the designated area outside of the building. Cigarette and cigar butts must be properly disposed of in designated containers.
- B. Alcoholic beverages are not permitted within the building or on the grounds. Beer and wine may be offered at some Canoe Brook Events only with prior written approval of the Board of Selectmen.
- C. Pets are not permitted inside or outside the facility except during approved programs or with prior consent of the Director. Service pets are allowed.
- D. Food and beverages are permitted only in the Totokett Room or Montowese Room. A staff member may grant prior approval for food in other areas.

- E. For the safety of all and to comply with Federal Health Code only staff members and registered food service volunteers are allowed in the Kitchen area.
- F. Fire drills are conducted periodically. All occupants are required to participate. In the event of an emergency all patrons may be required to vacate the building, until it is deemed safe to reenter.
- G. Members must have current emergency contact information on file in the office in the event of a serious medical emergency. Members and their families should be aware, that in the event of an emergency, the staff would call 911 and notify the emergency contact.
- H. Members who are fully conscious may refuse medical assistance only *after* the medics have arrived and their medical condition has been evaluated. If further medical treatment is recommended by the medics and the member refuses to cooperate a waiver must be signed. Members who refuse the recommended medical attention must immediately vacate the premises and will not be transported by the Senior Center bus, medical car, or any member of the staff.
- I. Following a medical incident the member will not be allowed to remain at the Center. The emergency contact person will be responsible for transporting the member.

## **VI. Personal Conduct**

- A. Persons creating a serious disruption may be asked to leave the Center by a member of the staff. If the person does not leave voluntarily, a member of the staff shall take the appropriate measures to have the person removed.
- B. The Town of Branford enforces a “zero tolerance policy” in all public buildings. Members or the general public who do not adhere to this policy will be asked to leave the premises immediately.
- C. The Director may exclude any person who repeatedly and intentionally does not follow the policies established for the health, safety and well-being of all members and staff. Actions leading to exclusion are as follows (but not limited to):
  - 1. Repeatedly and intentionally disobeying rules and regulations as outlined in these policies.
  - 2. Intentionally causing or attempting to cause physical injury to another person (except in self defense.)
  - 3. Using obscene or profane language, gestures, or verbally abusing and/or harassing other members or staff.
  - 4. Carrying a dangerous object, firearm, knife, etc.
  - 5. Intoxication.
  - 6. Possession or use of, illegal drugs or alcoholic beverages.
  - 7. Sexual harassment of a verbal, written, or physical nature.
- D. The Director will file a written incident report with the Human Resources Department within 48 hours of the incident occurrence.

## **VII. Right of Appeal Following Exclusion**

- A. The excluded member may request, in writing, a meeting/hearing with the Branford Commission on the Elderly. The request must be forwarded within ten working days of the exclusion and directed to the Chairman of the Branford Commission on the Elderly.
- B. The Chairman will respond by setting up a hearing with the petitioner. Written notice of the hearing containing the date, time, and place, shall be sent to the petitioner at least five working days prior to the hearing.
- C. The Director shall notify the Commission of the incident; circumstances and rule violations for the exclusion, including a written narrative of the events leading to exclusion, the names of any witnesses and copies of any statements or affidavits made by witnesses.
- D. The Commission may be represented by an attorney.
- E. The Commission shall keep a verbatim record of the hearing. The excluded person shall be entitled to a copy of that record.
- F. The excluded person shall have the right to testify and produce witnesses and other evidence in his/her defense at the hearing.
- G. The excluded person may be represented by any third party of his/her choice, including an attorney.
- H. Any witness may be asked to appear in person to testify against the excluded person.
- I. The Branford Commission on the Elderly will notify the excluded person of its decision by certified mail, return receipt requested, within five working days. The decision will contain the reasons on which the decision was based.

## **VIII. Complaint Process**

- A. Members experiencing a problem or involved in a dispute at the Center, should discuss the issue in private with the Director or a staff member who will forward it to the Director.
- B. If the member's concern has not been satisfactorily addressed by the staff or Director, the complainant has the right to contact the Branford Commission on the Elderly.
- C. The Branford Commission on the Elderly meets at Canoe Brook 5:00 p.m. the first Thursday of the month. Requests to meet with the Commission can be made in writing and addressed to: Rose Rabovsky, Chairman  
11 Cherry Hill Rd  
Branford, CT 06405

## **IX. Visitors and Solicitations**

- A. Soliciting, selling, or collecting money or other items within the Senior Center is not permitted unless it is part of a fundraising project or event sponsored or approved by the Senior Center.
- B. Posters advertising events of organizations are allowed on the bulletin board only with the pre-approval of a staff member.
- C. Informal visits by candidates for public office and distribution of political literature are allowed by scheduling in advance with the Director. While no formal speeches are allowed, candidates may speak informally to individuals. Each candidate may visit once during a campaign.
- D. Petitions of a legislative nature may be circulated only after notifying the Director of the petition.

## **X. Parking**

- A. Parking for all staff, members, and visitors is in the Senior Center lot on a first-come, first-served basis. When parking in the lot at Richlins, please *do not* park in the first two rows near the store entrance.
- B. Parking is not allowed in the bus parking area or at the private residences across the street. Violators will be asked to remove their vehicles; failure to respond will result in the vehicle being towed at the owner's expense.
- C. Handicapped parking spaces are limited and are available on a first-come, first-served basis for the person whose name appears on the required handicap permit. Consideration should be given to the variety and severity of others' disabilities when choosing a handicapped parking place.

## **XI. Transportation Services**

- A. Eligibility
  1. Bus services: Must be a Branford resident age 60+, ambulatory, independent and oriented, who do not drive their own vehicles or who cannot access a public transportation system to reach their desired destination.  
Medical Transportation: Must be a Branford resident age 21+, ambulatory, independent, and oriented.
  2. Members who own their vehicles may use the system on a temporary basis if their vehicle is in for repairs, if inclement weather prevents them from driving safely, or if they are experiencing a temporary disabling condition.
  3. Passengers must be able to safely enter and exit the vehicle unassisted.
  4. All passengers must maintain current emergency contact information on file with the Transportation Coordinator.
  5. The Transportation Coordinator reserves the right to assess the ability of participants to safely and appropriately use the transportation services.

## B. Special Assistance

1. All transportation services are curb-to-curb; drivers are not allowed to provide hands on assistance.
2. Passengers may use assistive devices such as canes or walkers when entering or exiting the vehicle.
3. Individuals in need of wheelchair or hands on assistance will be referred to MyRide for transportation services.
4. The Town of Branford contracts with the Greater New Haven Transit District to provide transportation services for the disabled and wheelchair passengers. GNHTD operates 7 days a week and has drivers certified to safely transport passengers needing hands on assistance.
5. Shoppers are limited to four bags each. Drivers can assist in carrying bags and may refuse to carry heavy packages. Drivers will load bags on and off the vehicle; they are not allowed to carry them into an individual's home.

## C. Destinations

1. Canoe Brook busses provide transportation for "essential services" in the following order of priority:
  - a. To and from Canoe Brook for daily activities, trips, and special events.
  - b. Medical appointments.
  - c. Grocery shopping.
  - d. Banking, pharmacy (as schedule permits)
2. Members in need of transport for visiting, errands, hairdressing, requiring after hour service, or transportation beyond our travel area will be referred to GNHTD's MyRide program.
3. Busses provide transport to destinations within Branford only.
4. Medical transportation is provided to doctors' offices in Branford, East Haven, New Haven, Guilford, and the VA.
5. Drivers must adhere to their daily schedule and are not allowed to provide transportation to or pick-up from unscheduled destinations.
4. The current schedule of transportation services including shopping routes & schedules is available in the Transportation Office and is posted online.

## D. Hours of Operation

1. The transportation system runs from 8:30 a.m.-3:30 p.m., Monday - Friday.
2. The Director must approve use of vehicles for hours other than above.

## E. Reservations

1. Busses: Reservations can be made by contacting the Transportation Coordinator by noon of the preceding workday.
2. Medical Transportation: Reservations must be made at least 5 days prior to the scheduled appointment. Appointments must be between the hours of 8:45 a.m.- 2:00 p.m. You must be ready for a return ride home by 3:30 p.m.
3. Drivers are not responsible for scheduling; to ensure proper service contact the Transportation Office to make or cancel a reservation.  
*Do not* make reservations or cancellations with the drivers.
4. Every effort will be made to accommodate an individual's appointments. Service may be denied if the schedule is full, the appointment is not within our operating hours or service area, or if the individual needs hands on assistance.

5. Timeliness: Passengers will be notified of pick-up time the day before their scheduled ride. To maintain our daily pick-up schedule it is very important you be on time; your ride will be forfeited if you are not ready. Drivers are not allowed to wait if passenger is not ready at the designated pick-up time.
6. Cancellations: It is the passenger's responsibility to notify the Transportation Office of any cancellations at least 24 hours prior to the scheduled ride.
7. If scheduled transportation must be cancelled by the Center due to unforeseen circumstances or an emergency the Transportation Office will make every attempt to contact an individual directly.
8. The Transportation Coordinator upon consultation with the Director retains the right to cancel a member's transportation privileges for the following reasons (but not limited to):
  - Failure to show for a scheduled ride (3 times).
  - Failure to give timely notice of cancelled appointments.
  - Chronic tardiness.
  - Non-compliance with Canoe Brook policies as outlined in this handbook.

#### F. Bad Weather Policies

1. For the safety of our passengers and drivers all transportation services will be cancelled in the event of bad weather; passengers will be contacted and transportation rescheduled.
2. Occasionally we have no warning about weather conditions and must pull vehicles off the road on short notice. It is the passengers' responsibility to have a back up person to transport them home or to an appointment in the event of unanticipated weather conditions.

#### G. Safety

1. All passengers are required to wear seat belts when riding in vehicles.
2. Vehicles are not available for emergency transportation.
3. The driver may refuse to transport a passenger, after contacting the Transportation Coordinator, in the following situations (but not limited to):
  - The individual appears too ill to be transported.
  - Sidewalks or driveways are unsafe for walking due to ice or snow accumulation.
  - The individual requires hands on assistance.
  - The individual refuses to wear a seat belt.

#### H. Program Support

1. Transportation receives its major funding from the Town of Branford and is administered by Canoe Brook Center.
2. Busses are leased by the Town of Branford from the Greater New Haven Transit District (GNHTD).
3. Medical cars are purchased by the Town of Branford. All other medical car expenses (gas, maintenance and repairs) are paid from donations received from passengers, community organizations, private citizens, and fundraisers.
4. Donations are gratefully accepted; payable to Branford Medical Trans.

#### I. Gratuities

1. Drivers are not allowed to accept gratuities.