

Stillwater Area Community Services Center Inc.

OPERATING POLICY

- I. Hours of Operation The Board of Directors shall establish and the SACC Director shall publicize hours of SACC operation.
- II. Holidays A schedule of holiday closings for the SACC, as recommended by the SACC Director shall be established by the Board of Directors prior to December 31 for the ensuing year. These holidays will include, but not necessarily be limited to: New Year's Day, Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.
- III. Emergencies
 - A. During Operating Hours
 - B. The SACC Director shall have the power and responsibility to handle emergencies in the safest and most expedient fashion. The Board President will be notified as soon as may be safely done, all other Board members may be consulted as necessary. A written report of the action taken will be sent to the Board President within five business days of the incident.
 - C. During Non-Operating Hours
 - D. When an emergency occurs during non-operating hours, the SACC Director will be notified to take appropriate action. Each emergency service (ex. Fire department, Police, Security Company, Emergency Services, etc.) will be provided annually with a list of names and telephone numbers to call in such emergencies. The Board President will be notified as soon as may be safely done, all other Board members may be consulted as necessary. A written report of the action taken will be sent to the Board President within five business days of the incident.
 - E. Weather Emergencies
 - F. The SACC Director in conjunction with the Board President will make a decision on weather related closings. The School Closing Network will be notified of such closings.
- IV. Telephone The telephone is limited to SACC business use only. In case of guest emergencies, a 25¢ charge is requested and permission to use the phone is at the discretion of the SACC staff.
- V. Confidentiality of SACC Records
The Board of Directors of the SACC recognize that SACC records identifying the names of SACC users are confidential in nature. Requests for such records will be referred to the SACC's Board of Directors.
- VI. Gifts and Memorials
Relatives and friends are encouraged to make donations to the SACC in memory/honor of loved ones. The SACC's memorial and gift fund may also be supplemented by bequests.
- VII. Elder Care
The Elder Care van is operated by the Stillwater Area Community Services Center, Inc (SACC). It is supported by the Town of Stillwater, the City of Mechanicville, the Saratoga County Office for the Aging, and the contributions of its generous riders. The Elder Care van is used to transport

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seniors to medical facilities in Troy, Albany, Schenectady, Saratoga, and Glens Falls, and areas in between. Persons living in Mechanicville and traveling to a medical facility in Mechanicville are encouraged to use the Mechanicville bus system.

1. Service Hours

- a. Transportation hours are Monday through Friday, 9am to 4pm.
- b. There is no transportation from a doctor or medical facility after 4pm. Therefore, medical appointments should be made no later than 2pm, if return transportation is required. There may be exceptions for those on dialysis or chemo treatment (one additional hour), depending on service demand.
- c. There will be no transportation on all federal holidays. This includes: New Year's Day, Martin Luther King, Jr, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Eve/Day, and New Year's Eve.

2. Eligibility

- a. This program is for seniors, aged 60 or older, who are not on Medicaid, and whose physical home address is in the Town or Village of Stillwater, or the City of Mechanicville. Property tax bills will show your current local jurisdiction. A mailing address cannot be used to qualify.
- b. Persons on Medicaid should call the Saratoga County Department of Social Services (DSS) at 884-4148 to see if they qualify. Also, please take note of information on the registration from pertaining to Medicaid transportation.
- c. Persons on Medicaid who have been denied paid transportation from DSS must present proof to the Elder Care office. Without proof of DSS denial you will be denied transportation from SACC/Elder Care transportation. Should DSS approve paid transportation for you, you are required to notify SACC/Elder Care of this event.

3. Client Registration

- a. All persons must fill out and sign a request for transportation (see attached form). All information is required, please leave no blanks.
- b. All persons requesting transportation must fill out a new request as of April 1st each year. The Elder Care Driver is responsible for maintaining and tracking all paperwork.

4. Services

- a. Persons who are not wheelchair bound must be able to enter and exit the vehicle without assistance from the driver. Persons using a transport chair MUST be seated in the normal van seat. You cannot be seated in said chair while the van is moving. If we feel we are unable to safely transport any senior we reserve the right to deny transportation.
- b. Persons wheelchair-bound will be assisted by the driver and the driver will attach safety straps to the wheelchair for security. Clients may be accompanied by an assistant when notified at the time appointment is made. The driver will also insure that all persons are secured with seat and shoulder belts. If we feel we are unable to safely transport any senior we reserve the right to deny transportation.
- c. Due to the fact that dialysis appointments take up to 80% of our transportation time, persons being transported to dialysis as of June 1, 2013 will be handled

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on a case by case basis. We cannot guarantee three days a week transportation. We do not provide transportation on Saturday or Sunday.

- d. Use of the Elder Care van for non-program use and after normal hours is not authorized.

5. Appointments for Transportation

- a. It is requested that you call no later than three (3) work days in advance (not including Saturday or Sunday).
- b. The program can take requests for transportation up to one (1) year in advance.
- c. The more advance notice you provide the better the likelihood we are available for transportation.
- d. Please only leave 1 message in the voicemail.
- e. Please try to avoid cancelations because it does affect other seniors.
- f. All calls will be returned with in two business days.

6. Weather and Emergencies

- a. Driveways and walkways: Following a snow or ice storm, if the driveway or walkway is not cleared, the driver will not attempt to enter your property.
- b. Travel during or after a snow or ice storm: A rule of thumb: If the Stillwater Area Schools are closed, there may not be any transportation provided. Should the driver decide to travel, he/she will call you. If you do not receive a call, then assume that transportation for the day has been canceled. It will be your responsibility to reschedule for both the doctor and transportation.
- c. For emergencies and disasters, the van will be available at the discretion of the Executive Director or the President of the SACC Board of Directors.

7. Agency Contribution Policy

- a. If you are traveling to a medical facility within the Saratoga County, a \$3.00 donation is suggested. If you are traveling to a medical facility outside Saratoga County, a \$5.00 donation is suggested. Donations are not required.
- b. A locked donation box and small envelopes are kept in the Elder Car van. Passengers wishing to donate must put their cash or check in an envelope, and then in the box. Clients making donations with a check will receive a thank you note at the end of the year, with the total noted for tax purposes. All cash donations are made anonymously. The Elder Care Driver will be responsible for the end of the year totals.

VIII. Gym usage

If you have not rented the gym and you are not enrolled in a program using the gym for a specific time, then you are not allowed to use the gym. In order for SACC to maintain their insurance: liability insurance, proper paperwork and payment are required for use of the gym. If the program is sponsored by SACC then a completed program registration form is required. If you are found using the gym without the proper paperwork and payment, you will be asked to leave. Repeated offenses it may result in disciplinary action.

IX. Space Rental

The SACC "areas" may be used by community members of Stillwater, NY and surrounding areas. All use must adhere to the following guidelines approved by the Board of Directors for using any SACC area (to include indoor and outdoor space).

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1. Conditions
 - a. Borrowers must have a valid SACC agreement on file and zero fees outstanding.
 - b. The user is responsible for returning items in good condition.
 - c. Any damage to the areas will be reported to the director. The user is responsible for the replacement cost of any damaged materials. The SACC assumes no responsibility for damage caused to a borrower's equipment by SACC materials or space.
 - d. All users must complete an appropriate request form and are not guaranteed a reservation.
 - e. SACC sponsored programs take priority over all other meeting room reservations. The SACC reserves the right to cancel meeting room reservations at any time if necessary for SACC purposes. In these instances, the organization's contact person will be informed and every effort will be made to reschedule the displaced program. The SACC is not responsible for notifying group members of a cancellation or advertising a change in the meeting room schedule.
 - f. Programs may not disrupt the use of the SACC by others. All persons using the meeting room are subject to SACC rules and regulations.
 - g. Programs may not use more than one area unless given explicit permission from the SACC Director. This permission will be granted on a day-by-day basis unless included in the original awarded agreement.
 - h. All groups are responsible for damage caused to the SACC property during area use.
 - i. All groups using SACC areas are responsible for setting up and taking down their own tables and chairs, as well as leaving the room in the exact condition in which it was found. Please allow enough time for these tasks.
 - j. All items must be removed at the end of the meeting, regardless of the number of days one expects to meet on SACC property unless given explicit permission from the SACC Director.
 - k. The areas must be reserved by an adult (18 years old or older). Persons bringing children to meetings must assume responsibility for their care and behavior.
 - l. The SACC is a drug-free zone. Drugs, alcohol and tobacco products are not permitted in the SACC building or on SACC grounds.
 - m. The SACC reserves the right to charge \$50 per hour to cover additional operating costs if meetings do not end when agreed.
 - n. The SACC reserves the right to review all material distributed at meetings and to approve any signage to be displayed on SACC property.
 - o. The SACC shall not assume responsibility for the security of items brought into the areas. The SACC will not provide storage of material or equipment for a group or organization.
 - p. Public meeting area use does not constitute SACC endorsement of the beliefs or ideas expressed by organizations or individuals using the space. Meetings should not be publicized in a manner that suggests SACC sponsorship or affiliation.
 - q. Neither the name nor address of the SACC may be used as the official address of any organization. All publicity must clearly identify the sponsoring organization. Telephone inquiries must be made to the sponsoring organization and not the SACC.

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r. Failure to comply with these regulations may result in the suspension of meeting room privileges.

2. Short term rental

- a. SACC users be approved prior to use of the meeting areas.
- b. All short term contracts must be paid in full seven days prior to expected use.
- c. The SACC Director has complete oversight on area agreements, payments, and monitoring of usage.

3. Long term rental

- a. All usage agreements extending over a three day period are considered long term rentals.
- b. All long term rentals will be considered by the Board of Directors under advisement of the SACC Director.
- c. Completing a request form, previous rental, and gifts to the SACC do not guarantee anyone a rental.
- d. Each request will be considered a new request on an annual basis; there will be no automatic renewals of long term rentals.
- e. Previous offenses to the Appropriate Use of Facilities may have an impact on selection for area rental.
- f. All requests for long term rental must be submitted to the SACC Director for review at the Board meeting held at least 30 days prior to commencement of agreement. Currently, those meetings are held on the third Monday of each month at 6:00pm.

4. Fees and Other Charges

All rental fees and other charges will be found on the agreement forms.

X. Appropriate Use of the Facilities

The Stillwater Area Community Center (the "SACC") endeavors to provide an atmosphere conducive to its mission as a community center. To ensure that all users of the SACC are able to enjoy the facilities to the fullest extent during its regularly scheduled hours, the Board of Directors has adopted these rules and regulations concerning the SACC building, grounds and parking area. The SACC has the right to amend the Code of Conduct at any time.

While on SACC premises, all users shall conduct themselves so that they will not interfere, by their actions or speech, with the rights of other SACC users. Users shall engage in activities associated with the use of a community center. Users who are not engaged in programming, open gym, or the use of other SACC services shall be required to leave the building.

1. Examples of Unacceptable Activities

The following are examples of behaviors that are not permitted without explicit permission from the SACC Director because they interfere with the enjoyment and use of the SACC by other customers, present a health or safety hazard, or are inconsistent with the SACC's mission:

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- Engaging in loud, aggressive or threatening language or conduct; fighting or challenging another to a fight; using profane language or obscene behavior or engaging in harassing behavior of any kind.
- Engaging in any kind of sexual activity or lewd behavior, or sexually harassing any person.
- Carrying weapons of any kind.
- Gambling.
- Using, distributing or being under the influence of illegal drugs or alcohol.
- Eating, drinking, or using tobacco products in the SACC.
- Sleeping.
- Soliciting in the SACC or on SACC property or distributing and/or posting literature that has not been approved by the SACC administration.
- Using audio equipment, with or without headphones, at a volume that is audible to others.
- Using mobile phones or devices to engage in conversation in areas designated as quiet zones. All such devices should be turned off or set so that they are inaudible to other users and SACC staff.
- Bicycles, roller-blades, scooters, skateboards, or other sports equipment in the SACC or on SACC property must be in approved areas only.
- Failing to supervise the behavior of one's children or the children in one's care when not participating in an SACC program. Children below the age of sixteen must be under direct observation of a caregiver at all times.
- Bringing animals, other than properly identified service animals, into the SACC without the prior permission of the Director.
- Entering or using the SACC without being fully clothed, including footwear.
- Having bodily hygiene that is offensive so as to constitute a nuisance to other persons.
- Entering staff areas, or the improper use of areas in and around the SACC building.
- Vandalizing, stealing, defacing or destroying any SACC material, equipment, building component or other property.
- The SACC reserves the right to inspect the contents of any bag, knapsack or briefcase that a user wishes to bring into the SACC or onto SACC grounds, including the parking lot.
- Failing to borrow SACC materials in accordance with established procedures.
- Failing to pay for any SACC property or equipment that is damaged or lost while in a user's care. Failure to pay may result in suspension of SACC privileges.
- Committing any act that would violate any Federal, State or local law, ordinance or regulation.
- Using any SACC resource, including the SACC's wi-fi network, to engage in illegal activity or to injure or harass another person.

2. Consequences

All incidents will require the proper form filled out and filed in the SACC office. For all infractions: Upon return, unacceptable behavior will be discussed as well as appropriate behavior requirements.

a. Level 1

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- For children: SACC will call home and speak with a parent or guardian. Parent contact must be made or re-admittance will not be allowed.
 - For all infractions: 1 week suspension
- b. Level 2
- For children: In person meeting with parent or guardian and SACC Director and counselor in charge at the time.
 - For all infractions: 2 week suspension
- c. Level 3
- For children: In person meeting with parent or guardian and SACC Director and counselor in charge at the time.
 - For all infractions: You are no longer allowed to attend SACC gym programs.
3. Loss of SACC Privileges
- Any user who violates this Code of Conduct may be restricted from the SACC or from the use of the SACC facilities on a temporary basis by the staff on duty at the time. Those who are unwilling to leave, or who do not leave within a reasonable amount of time after being instructed to do so by staff, may be subject to prosecution. Any user who engages in a serious violation or in repeated violations of this policy may be restricted from the SACC on a permanent basis at the discretion of the SACC Director. Any person whose privileges have been revoked under this policy may make a written appeal to the SACC Board of Directors.

XI. Wi-Fi Use

1. Wi-Fi Use The SACC's wireless network is not secure, and the SACC cannot guarantee the safety of your traffic across its wireless network. The SACC assumes no responsibility for the configurations, security or files on your personal device resulting from connection to the SACC's wireless network. The SACC does not monitor and has no control over the information accessed through the Internet, and is not responsible for the content of the Internet. Illegal use of the Internet, or any use to injure or harass others, is prohibited. The SACC reserves the right to limit or deny a user's access to the Internet via SACC wifi.
2. Disclaimer and Limitations of Liability a. It is the user's responsibility to be aware of any notices concerning the copyright of information on the Internet and to respect the copyright laws of the United States. The SACC expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof. b. Responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The SACC assumes no liability for loss or damage to the user's data for any damage or injury arising from invasion of the user's privacy.

- XII. Thank you for taking the time to review this Policy. If you have any questions, suggestions, or concerns, please contact the SACC Director.

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Approved on: August 19, 2019

To be reviewed on: August 2020

Each policy will be reviewed on an annual basis and is subject to change.