



SENIOR CENTER HANDBOOK

Manassas Senior Center
9320 Mosby Street
Manassas, VA 20110
(703)792-6405

Woodbridge Senior Center
13850 Church Hill Drive
Woodbridge, VA 22191
(703)792-5081

Prince William Area Agency on Aging
5 County Complex Court, Suite 240
Woodbridge, VA 22192
Phone 703.792.6400 • Fax 703.792.4734 website www.pwcgov.org/aging

Table of Contents

Welcome to the Prince William Area Agency on Aging Senior Centers	1
What is the Senior Center?	1
Hours of Operation	2
Inclement Weather Policy	2
Membership, Fees, and Refunds	2
Requirements for Membership	2
Membership Fee	2
Drop In Fee	3
Refund Request	3
• Refunds: Scheduled Classes or Activities	3
• Refunds - Memberships	3
Denial of Services	4
Denial Appeal Process	4
Confidentiality	4
Building Use	5
Congregate Nutrition Program	5
Transportation	6
Fare	6
Transportation Reservations	6
Senior Center Services	7
Friends of the Senior Centers	7
Volunteers	8
RSVP	8

Welcome to the Prince William Area Agency on Aging Senior Centers

What is the Senior Center?

The Prince William Area on Aging Senior Center facilities are designed for adults, 55 years of age and older and their spouses (regardless of age) who are able to function independently or with the assistance of a care giver provided by the person.

Independent is defined as:

Participation with assistance is defined as:

- Persons must be able to negotiate senior center facilities independently, safely and appropriately.
- Persons must be able to understand and carry out directions from staff.
- Persons must be able to recognize and respond appropriately to emergency situations.
- Persons must be able to function and participate appropriately in a social setting and use respectful manners and language.
- Persons must be able to negotiate surroundings at all times.
- Persons must not pose a risk to themselves or others.
- Persons must be able to get on and off a county vehicle independently or with only limited assistance by drivers.
- Persons must be able to use the restroom unassisted or with assistance provided by their care giver.
- Persons must be able to eat unassisted or with assistance provided by their care giver.
- Persons requiring assistance with activities of daily living may be able to join in center activities if he/she has supervision of a care giver at all times and approval from the senior center site or division manager.
- A Care giver may be a family member, friend or hired aide that the participant secures for the purpose of providing assistance while at the senior center

Mission statement

To provide services, education, and socialization to persons 55+ in the community, in order to foster independence and quality of life.

Hours of Operation

Monday-Friday 9:00 am-4:30 pm
Closed the last Wednesday of the month for staff in-service days and major holidays.

The Senior Centers are nonsmoking facilities. Outside smoking must be 25 feet from the building.



Inclement Weather Policy

When Prince William County Schools are **CLOSED** due to snow, ice, or bad weather, the senior centers are **CLOSED**. **No meals are served at the Senior Centers or on our Meals on Wheels routes if the centers are closed due to inclement weather.**

When Prince William County Schools are **DELAYED** in opening, the Senior Centers are **OPEN WITHOUT TRANSPORTATION**

Membership, Fees, and Refunds

Requirements for Membership

- Persons age 55 and older and their spouse shall produce proof of age and residency.
- Persons shall complete the Uniform Assessment Instrument and Nutritional Screening and Fitness Release Form. (or the Virginia Service Quick Form for drop ins).
- MySeniorCenter swipe card will be issued for members.
- Persons are required to sign in, using the MySeniorCenter data system, and note their activities for the day.

Membership Fee

- **Residents \$25.00** annually.
Age 55 and older residing in Prince William County, Manassas, and Manassas Park
- **Non-Residents \$35** annually.
Age 55 and older residing in other jurisdictions

Residents requesting a variance in the annual registration fee (waiver) must request an *Income Statement for Senior Center Membership*. Verification will be most recent tax statement or Medicaid card. Non-residents are not eligible for a variance in the registration fee.

Drop In Fee

Drop In fees are for non-members that would like to participate in the Senior Center for the day.

- **Residents**, the daily drop-in fee is **\$2**
- **Non-residents** or **under age 55**, the daily drop-in fee is **\$5**

Refund Request

Refund requests must be submitted on a Refund Request Form by the senior center member or their designated power of attorney. Only written requests will be accepted. Requests must be received by senior center staff or the facility offering the program.

- **Refunds: Scheduled Classes or Activities**

- a. If 2 weeks or more before the start date, a full refund will be offered, less a \$5 administrative fee.
- b. If less than 2 weeks, a 50% refund will be offered, less a \$5 administrative fee.

- **Refunds - Memberships**

- a. Within 30 days of purchasing a membership, if a member becomes unable to participate due to declining health, the membership fee will be refunded, less a \$5 administrative fee.
- b. Within 30 days of purchasing a membership, if a member becomes deceased, the membership fee will be refunded to the person listed on the UAI as power of attorney for the participant, less a \$5 administrative fee.
- c. The senior center reserves the right to cancel or change a class or activity due to insufficient enrollment or for any other reason. 100% of the fee shall be refunded at the request of the enrollee.
- d. The completed Refund Request Form will be forwarded to agency administration for processing.

Note:

Your attendance at programs sponsored by the Prince William Area Agency on Aging may be digitally recorded through photographs or video recordings. These images may be posted on our website, in our newsletter, by local newspapers or ultimately, on the worldwide web. If you do not wish your image to be published, please notify a staff member.

Denial of Services

If a participant acts in a way deemed to be disruptive to the rest of the participants or the overall operation of the center operation, the participant shall be asked by senior center staff to leave immediately and not return for the remainder of the day. The disruptive participant will not be allowed into the center for one day after the first offense.

After a second offense, the participant will not be allowed to return to the center for a week.

Upon a third offense, the participant will not be allowed back into the center until he/she meets with the program assistant or manager to discuss the inappropriate behavior and possible solutions.

If the behavior persists, the matter will be taken to the director of the Area Agency on Aging, who will determine any further participation. If a senior center participant is no longer able to function appropriately, as determined by staff, written denial of continued participation will be given by the Senior Center Site Manager. Written notice will be provided within 10 business days of denial decision. The agency's process on filing an appeal shall be provided with the denial.

If the offense is to such a degree as to be deemed "Egregious" by the Site Manager or designee the participant will be asked to leave the Center immediately. The Site Manager will discuss the decision with the Division Manager. If the Division Manager agrees with the decision, written notice will be mailed within 2 business days of the denial of continued participation decision. The agency's process on filing an appeal shall be provided with the denial. Offenses considered egregious include but are not limited to the following:

- (1) Deliberately causing or threatening physical harm to other persons at the center.
- (2) Deliberate destruction of county property
- (3) Possession of a non-prescription controlled substance

Appeal Process

A participant wishing to appeal a denial of continued participation in the program must submit a written request to the Agency on Aging Director within 10 business days of the denial notification date. The Agency on Aging Director will respond in writing within 5 business days of receipt of the appeal letter.

Confidentiality

Records maintained at the senior center will be held confidentially. Questions concerning matters of discretion and confidentiality will be referred to the Senior Center Site Manager.

Building Use

A senior center facility may be used for activities or events of particular benefit to older adults and their caregivers. Use of any portion of a Senior Center will be permitted only at times and in ways that will not be in conflict with the regular programming.

The rental fee for building usage by a member is \$25 per every 2 hours with a \$50 deposit (\$50 for non-member & \$50 deposit). Interested persons must complete an application and building use agreement. The building use agreement is to be approved by the Division Manager.

Congregate Nutrition Program

Daily reservations for lunch should be made by 10:30 a.m. in person or by phone. Nutrition services are targeted to those 60 years of age or older, and a donation is accepted. For members or guests under age 60, lunch is \$5.75 and must be paid to a staff member ahead of time and a receipt shall be given. Salads are offered as an alternative to the daily lunch choice. Participants should indicate if they want a salad or lunch when they call in and also when they sign in on MySeniorCenter

Below is the suggested contribution table per meal for persons 60 years or older.

<u>Monthly Income</u>	<u>Suggested Donation</u>
Under \$300	\$1.50
\$301-\$400	\$2.25
\$401-\$500	\$3.00
\$501-\$600	\$3.75
\$601-\$700	\$4.50
\$701-\$800	\$5.00
Over \$801	\$5.75

Note:

Please let us know if you will be having lunch at the Senior Center by 10:30 a.m. that day.

Transportation

Transportation may be requested for residents of the tri-jurisdictional area that are 55+ years and who self-declare that they cannot drive. Transportation is limited to only members of the senior center on a space available basis. A Uniform Assessment Instrument must be completed prior to riding the vehicle. Members who require the assistance of an aide may also request a ride for the aide (regardless of the aide's age) if the aide does not drive and if space is available. Members will be given priority over the aide.

Fare

Fare cards must be purchased in increments of \$10 and \$20. A fee of \$1 per one way trip will be charged. Sale of the fare cards will primarily be done by the driver/transportation coordinator, with assistance from other staff as necessary.

Lost fare cards will not be replaced. Drivers will not carry cash.

Transportation Reservations

Requests for transportation may be made up to one week in advance. Requests must be made no later than 1:00 p.m. on the day prior to the requested service.

For Monday transportation, requests must be made the previous Friday by 1:00 p.m. Requests will be honored if the customer lives on the route being served on the date requested, and if space is available. The reservation line in Manassas is 703-792-5956. The reservation line in Woodbridge is 703-792-5682. Callers should state their full name and indicate the day(s) they are requesting service.

Requests for one way transportation will be accommodated as much as possible, with prior arrangements being the responsibility of the rider.

If a driver arrives at a scheduled address and the client is not in sight, the driver will call the contact number. The driver will wait no longer than 3 minutes for a response, then proceed on the scheduled route.

If a participant fails to show for a scheduled pick up 3 times in a 4 week period, the participant will be notified in writing that transportation service will be suspended for a period of one week from the last date of scheduled service. If this happens twice in a six-month period, the customer will lose service for one month. If this happens three times in a 12-month period, the customer will lose services for six months.

Drivers may only provide limited assistance to riders. This includes helping someone on and off the vehicle, assistance with walking to and from the door, and helping someone lock or unlock their door. The driver may never enter the home or garage.

Route schedules for the month are posted on our website www.pwcgov.org/seniorcenters.

Senior Center Services

Information about aging, disabilities, caregiving and available services

Assistance with connecting to services	(703) 792-6374
Medicare Counseling: Help with understanding Medicare.	(703) 792-4156
Volunteering: Providing a variety of volunteer opportunities.	(703) 792-4583
Legal Services by appointment only	(703) 778-6800
Bluebird Tour Program: Day and overnight tour schedules	(703) 339-0333 pwcgov.org/bluebird
Meals on Wheels: Weekday meals delivered to adults 60+ who are homebound and unable to cook for themselves	(703) 792-6374
Senior Link: Provides daily reassurance calls to those who need reminders or wellness checks	(703) 368-4141
Veteran Services by appointment	(703) 359-1210

Friends of the Senior Centers

Both Senior Centers work in cooperation with a “Friends” organization. The purpose of the Friends is to provide support to the Manassas Senior Center and the Woodbridge Senior Center through solicitation and acceptance of funds as well as non-monetary forms of support. It is the mission of the Friends to provide assistance to the Centers for additional programming or the enhancement of existing programs. Their efforts help to provide activities that might not otherwise be available to staff through the regular budgeting processes.

The Manassas Senior Center and Woodbridge Senior Center Friends groups meet on the 1st and 2nd Wednesdays of each month respectively.

WITHOUT VOLUNTEERS, THESE PROGRAMS COULD NOT OPERATE

Volunteers

Volunteers are the backbone of the Senior Centers and Meals on Wheels Programs at the Prince William Area Agency on Aging. If you are interested in volunteering please contact Melodee Sheehan at (703)792-4583 or go to our website at www.pwcgov.org/seniorcenters. Applications are also available at the front desk.

VOLUNTEER PROGRAM & POSITIONS

OVERVIEW

Meals on Wheels Program

Delivers a noontime meal to homebound adult within a specific geographic region; additionally, checks on their welfare.

- **Driver & Substitute Driver**

Pick up and deliver meals to homebound adults Monday through Friday, around noontime hour. Provide a friendly smile; use your own car.

- **Front Desk Receptionist**

Answer the phones, greet guests, provide tours, put up flyers, help at special events, etc.

- **Instructor**

Provide assistance and support to daily programs, activities, and special events.

- **Food Service**

Set-up and Clean-up

Food Server

Help prepare Meals on Wheels

Help in the dining room and kitchen during the noon congregate meal service.

Volunteer positions 1, 2, and 3 may be performed separately or combined.

- **Gardener/Landscaper**

Maintains gardens, flowerbeds, and Memory Gardens at the Senior Centers.

- **Health Promotion/Healthy Aging Volunteer**

Promote, maintain, and improve older adult health by educating individuals about healthy behaviors. Prepare and present public presentations and meet with individuals or caregivers

RSVP

Volunteers are given the opportunity to join the Retired and Senior Volunteer Program in Prince William County. They pay a small mileage stipend to and from your volunteer activities, and offer liability insurance for volunteer participation and offer recognition, support and appreciation. They host trainings, luncheons and volunteer get-togethers several times a year.

Volunteers need to fill out an application and send RSVP a monthly timesheet with hours and activities.

RSVP is sponsored by Volunteer Prince William. For more information call (703) 369-5292.