Date: Thursday, Nov. 10, 2016
Time: 3:30 pm
Place: Behring Senior Center Lobby

SENIOR CITIZENS BOARD

A. CALL TO ORDER AND ROLL CALL

B. READING OF THE MINUTES

C. APPROVE THE FINANCIAL STATEMENT

D. APPEARANCES BY THE PUBLIC

E. BUSINESS:

1. ACT ON WELLNESS CENTER SPECIAL FOR JANUARY

Individual Requesting Item	Tammy Derrickson
Expected Length of Discussion	5 minutes

2. REVIEW AND ACT ON MARKETING FOR 2017

   Review materials for options and costs for 2017 information submitted by Jim Bruce

Individual Requesting Item	Tammy Derrickson
Expected Length of Discussion	5 minutes

3. REVIEW AND UPDATE TRIP POLICIES FOR 2017

   Update would include a time frame for people to receive refund checks and that those checks are mailed by the City of Monroe. Over all policy for trips would be reviewed for board member update suggestions.

Individual Requesting Item	Tammy Derrickson
Expected Length of Discussion	5 minutes

Documents:

Behring Senior Center.policy and Proceedure manual 2011.docx

4. DISCUSS BOARD DUTIES, SIZE, ATTENDANCE, AND COMMITTEES AS IT RELATES TO FUTURE NEEDS.

Individual Requesting Item	Bill Schwaiger
Expected Length of Discussion	10 minutes

5. REVIEW STRATEGIC PLAN AND SET GOALS FOR 2017

Individual Requesting Item	Tammy Derrickson
Expected Length of Discussion	15 minutes

F. ADJOURNMENT

This Board may take any action it considers appropriate related to any item

on this agenda.

Requests from person with disabilities who need assistance to participate in this meeting, including need for an interpreter, materials in alternate formats, or other accommodations, should be made to the Office of the City Clerk at (608) 329-2564 with as much advance notice as possible so that proper arrangements can be made.

Members: President Bill Schwaiger, Secretary Mary Deininger, Paul Hannes, Ray F. Jones, Vicki Ingwell, Elaine Brukwicki, Charles Koch, and Jon Rufenacht, Kay Fazel

Youth in Government Member: Linnea Tabaka

Behring Senior Center

Policy & Procedure Manual

Adopted by board 11/13/14

Behring Senior Center Facility Use Policies

Facility Use & Age Requirement Policy **–** The Behring Senior Center is located at 1113 10th Street. The Senior Center facility shall be utilized by those who are 55 or over, or those who have a spouse that is 55 or over. The facility will be used for Senior Center events or services, or City of Monroe classes and programs. Events held at the Behring Senior Center will provide information, recreation, social services, health services and volunteer opportunities for those who are 55 years of age or over.

Entrance Policy All participants are required to use the Southeast side door when entering the facility. Fitness Center participants may use the Northeast side doors to enter the fitness center facility. The kitchen door is considered to be a service entrance and is used by the Green County Nutrition site volunteers. Nutrition site participants must enter thru the front doors and sign in when coming for lunch.

Sign in Policy All participants who enter the facility are asked to sign in when entering the front door and when coming to the Wellness Center and nutrition site

Fence Signage Policy The fence located on the North side of the Senior Center property will be for Senior Center use only. Outside organizations will not be allowed to post signs on the fence.

Bulletin Board Policy The Behring Senior Center does allow businesses and organizations to place items on our bulletin board. However, these need to be approved by facility staff and may be subject to space limitations. The Monroe Senior Center staff and board of directors do not endorse or support outside agencies.

Solicitation Policy – The Behring Senior Center has a non –solicitation policy unless the solicitation is part of an organized program. The program must also be set up in advance and participants will be invited thru the Senior Center newsletter. The Senior Center will inform program participants that items for sale at the end of the program are optional and not required to attend.

Equipment-The Senior Center does not loan out equipment to general public or to staff

(Per city of Monroe Policy) Equipment that is no longer in use will be put in the city auction or disposed of per city council approval.

Gambling Policy - By Wisconsin law gambling is prohibited in the facility

Caregivers – In the event that a Senior over the age of 55 requires a caregiver, this will be permitted. This falls under ADA guidelines of reasonable accommodation. If the caregiver is not 55 years of age, they may not participate in the activity but they may assist the person who is 55.

Political Candidates Policy The Behring Senior Center does not endorse candidates for public office, and seeks to remain non-partisan in its program. However, it will provide information on the status of legislation impacting the lives of older and disabled adults, and encourages older and disabled adults to be active in the legislative process.

Candidates for public office may not disturb existing programs when they are in progress.

Candidates will be allowed to speak if it has been prearranged with date time, place and advertised in the Senior Center newsletter. Presentations must be arranged so participants do not feel that they are forced to attend.

It must be clear that a presentation does not mean that the facility endorses the candidate

Smoking and Alcohol- The Behring Senior Center is a smoke free environment. No alcohol may be carried in, served or consumed on the premises.

Firearms- Participants are allowed to bring firearms into the building. Staff should refer to the employee handbook for employee guidelines set by The Monroe City Council.

Confidentiality Policy

Employees of the City of Monroe will keep all information learned thru personal contact and business projects at The Behring Senior Center confidential. All employees are required to sign a confidentiality form.

This is included but is not limited to,

1. Personal business of the individuals who attend programs and activities at the Behring Senior Center.

2. Knowledge of office business, discussions and conversations that pertain to the running of the Senior Center.

3. Personal business of the staff of the Senior Center.

4. Health information about participants or staff should never be discussed.

Behring Senior Center Financial policies

Class Refund Policy -The Behring Senior Center will issue refunds for classes and programs only if the cancellation of the class or event has been made after 5 days prior to the start of the first day of the class or program. All cancelations made after the five days prior to the start of the class or event will not be refunded.

Blackhawk tech classes will be refunded according to the policies set forth by Blackhawk tech. Cancellations for Blackhawk tech classes must be made with the registration office at Blackhawk tech.

Classes will not be pro-rated. Participants will be charged for the entire class session.

Class Cancellations due to weather closings will only be made up if the Senior Center Activity schedule allows and there is space available. If we cannot make the program up, refunds will not be given.

NSF returned Checks will be charged an additional $35.00. This is the policy set by The City of Monroe.

***Taxi Cab Tickets* -** The Behring Senior Center will subsidize half of the cost of a book of 10 Taxi Cab tickets. The trip must either begin or end at the Senior Center to receive the taxi ticket discount. The Senior Center is billed directly from the cab company, and is paid with funds from the senior center activity account.

Behring Senior Center Daily Cash Handling Procedure

1. Each staff member and Volunteer at the start of their shift shall receive a daily financial sheet. Front desk staff and volunteers shall also receive an empty bank bag. Each staff member and Volunteer are required to turn in a financial sheet at the end of their shift.
2. The front desk and wellness center will each be given a cash Box containing $50.00.
3. The Cash box is to be counted and verified at each shift change. This shall be entered on the financial sheet located on the computer.
4. At the end of each shift cash in the cash bag must be counted. The cash in the bag must match what has been written on the daily financial sheet at the end of each shift.
5. All Financial transactions must also be entered into the computer. This may include class signups, program registration, trips, donations, coffee money, cab ticket money, wellness center money etc.
6. A staff member must sign and verify each person's financial sheet at the end of each person's shift the sheets are signed and placed into a binder for the end of the week deposit.

7. Money from each person's shift is then taken to the office by a staff member and placed in the designated red bag in the safe.
8. Each Friday – Deposits shall be made weekly or if a scheduling problem occurs the next business day

Deposit procedure

a) Collect all financial sheets and total
b) Count all cash & checks and total
c) Print off and review all signups on the computer and total.
d) Staple forms along with total deposit form together.
e) This is then reviewed by the facility director and taken to city hall for deposit with the city treasurer.
f) A deposit receipt is obtained and placed on file with the facility Director. A copy is also made and given to the Assistant Director.

Behring Senior Center Financial policies

Donations to Organizations - The Behring Senior Center does not make donations to outside organizations or individuals. Special donation requests need to be taken to the Senior Center board for approval.

Donations Received - by the Behring Senior Center from the public or participants shall be documented and copied. Thank you notes will be sent to those who make a donation. A Thank You will also be printed in "The Red Brick Agenda" newsletter unless donor requests to be anonymous. If donations are given as a general donation or for an event (i.e. Brat Bash), list the donation on the Financial Sheet. Then complete a donation form and attach the check or cash to the form.

Front Desk Procedures

The only items to record on the Front Desk / Wellness Center Financial Sheets are as follows:

Donations, Cab Tickets, Stamps, Coffee, Copies, Water & Headphones (Wellness Center), Fundraisers

The items that do not go on the sheet are as follows: Cards, Craft Shop Purchases, Exercise Classes, Programs & Activities, Senior Center Classes, Blackhawk Tech Classes, Wellness Center Membership Fees.

Winter Weather Policy

The Behring Senior Center shall close in the event that the Monroe Schools close for the entire day due to a bad winter weather event.

Facility director will contact local radio station to make the closing announcement. Behring Senior Center staff is required to report for work unless other arrangements are made.

The Senior Center shall remain open if school is operating on early release or delay.

Tornado Procedure In the event that a tornado warning is issued, senior center staff will go through out the facility to advise that participants and relocate them to the basement small kitchen located in the dining room, or into the basement dining room bathrooms. Keep participants away from windows and do not allow them to go into the gym which has a large unsupported ceiling. Staff will monitor the situation using a battery operated radio located in the kitchen and let participants know when the all clear is given.

Fire Evacuation

Call 911 if you are able, locate and grab fire extinqisher and attempt to extinguish the fire.

If fire is too large you need to leave the situation.

In the event of a fire, please do not use the elevator. Staff will make every attempt to evacuate the building floor by floor beginning with the second floor, direct participants to the stairs, and assist them down the stairwells.

However do not risk your own life or safety in the process.

Designated meeting area shall be across the street on the South Side of the building.

Elevator Malfunction

If a participant becomes trapped in the Senior Center elevator, an elevator hand crank door key can be found in the emergency box located in the elevator room. If the elevator is stuck between floors you may have to contact emergency personnel for assistance. You should also turn off the power to the elevator by pulling the main power switch located on the west wall of the elevator room. Call the Elevator service company that the facility has a contract with for elevator repair, or problems that need immediate assistance. Schumacher 1-800-779-5438

An emergency phone is also located on the elevator so individuals can call for assistance. The elevator also has an alarm bell that those in need can ring for assistance from staff in the building.

Emergency procedures can also be found in the City Of Monroe Safety Handbook

Emergency Procedures for Participants

In case of Illness or injury to any participant please proceed as follows

1. Check out the situation immediately

2. Do not leave the person alone, unless you have to get help.

3. Do not move the person.

4. Call 911 – Do not hesitate. It is not the staff person's responsibility to diagnose or try to determine what is wrong. Individuals are not charged if they are not transported.

5. **Never** transport any ill or injured person in your private vehicle. Do not use public transportation (Taxi) to send someone to the hospital.

6. In case of a fall with no apparent injury have them sit for 10 minutes or so to make sure they are ok.

7. If person has stopped breathing begin CPR.

If person's heart has stopped use defibrillator located on 1st floor or in the Basement Hallway (Only staff who have received this training by the City of Monroe should attempt this)

9. Fill out incident report forms located in the director's office as required by The City of Monroe.

Above all else keep calm; there isn't a situation we can't handle.

Policy on Inappropriate Behavior

A. Statement of Philosophy

The Behring Senior Center of Monroe shall be a friendly and inviting place for senior adults to congregate. Behavior which inhibits older people from using and enjoying the Senior Center is inappropriate. Inappropriate behavior may result in the loss of Senior Center privileges. This policy is intended to make participants, visitors, presenters, staff and all individuals who visit the Behring Senior Center feel welcome and to provide reasonable rules of behavior, enforced for the benefit of all participants. This policy includes all interior areas of the Behring Senior Center and outdoor spaces, as well as sponsored activities.

B. Department Responsibilities:

- To foster a pleasant and upbeat environment at all times.
- To promote a "Home Away from Home" atmosphere for all who come to the center.
- To provide services to anyone who is 55 years of age or older.
- To create senior credibility and integrity in the community.
- To maintain confidentiality.
- To maintain the Behring Senior Center as a smoke free environment.

C. Participant Responsibilities (Code of Conduct): Participants shall be required to comply with the following rules while at the Behring Senior Center:

- Participants shall cooperate with City staff, Behring Senior Center staff, Green County staff, volunteers, other participants, presenters, instructors, and board members.
- Participants shall not use abusive, vulgar, demeaning or like language, nor shall they use unreasonably loud discourse or offensive shouting.
- Participants shall not steal or intentionally cause damage to property of the Behring Senior Center or other participants.
- Participants shall not possess illegal drugs or alcohol nor shall they be under the influence of these substances.
- Participants shall follow all rules of the Behring Senior Center including the prohibition against smoking.
- Participants shall maintain personal hygiene.
- Participants shall not solicit for personal or monetary gain unless prior consent is given by the Senior Center Board.
- Participants shall not intentionally interrupt or interfere with activities or programs.
- Participants shall not threaten or use intimidating behavior or language.
- Participants shall not conduct themselves contrary to any criminal Wisconsin statute nor shall they act contrary to any City of Monroe ordinance.

D. **Procedures for Behring Senior Center Staff for Participant Violations of Code of Conduct:**

1. Concerns about inappropriate behavior should be channeled to the Director or any staff person if the Director is unavailable. The Director (or designee) shall take action consistent with this policy statement including notification to the City of Monroe.

2. Any staff member may request that the inappropriate behavior cease. If the inappropriate behavior continues, the Director (or designee) may require that the individual leave the building and tell the offender that the police will be called if they do not leave at once. If the individual refuses to leave, the police shall be called.

3. Emergency situations shall be acted upon immediately and may be referred to the police for assistance. An emergency situation includes but is not limited to the following:
    - Any situation in which an individual's actions are perceived to present an imminent danger to the life or safety of the individual or third parties.
    - Incidents including assault and other crimes of violence, or the threat or attempt to commit such crimes.
    - The intentional destruction of Senior Center property or the property of others.

E. **Due Process for Participants Alleged to Have Violated Code of Conduct:**

1. Upon any infraction of the Code of Conduct rules herein, the Director (or designee) shall prepare a written report detailing such infraction and shall provide a copy to the Senior Center Board, the City of Monroe and a copy shall be sent in the mail or hand delivered to the participant within 10 business days. For all first infractions, a warning letter shall be provided by the Director (or designee) to the participant.

2. For all second or subsequent infractions, after receipt of the written report, the Senior Center Board shall take up the matter in closed session (unless the participant demands in written for the meeting to be in open session) and shall allow the Director (or designee), the participant, and any other relevant third party an opportunity to be heard. A written copy of the action taken shall also be sent in the mail or hand delivered to the participant.

3. After the opportunity to be heard, the Senior Center Board shall take such action as the board deems necessary consistent with the penalties listed in section F below.

4. A written letter shall be sent from the Senior Center Board to the participant within 5 business days after the hearing detailing the outcome and the reasons for taking such actions.

F. **Penalties for Violations of Code of Conduct:**

1. First Infraction: a warning letter shall be sent by the Director (or designee) to the participant informing the participant of the infraction and the potential consequences for continued violations.

2. Second Infraction: The Senior Center Board may suspend the participant from the facility for a period not exceeding 30 days, as well imposing other reasonable conditions that the Senior Center Board deem necessary to prevent future infractions.

3. Third Infraction: The Senior Center Board shall suspend the participant from the facility for a minimum of 31 days but not exceeding 90 days, as well imposing other reasonable conditions that the Senior Center Board deem necessary to prevent future infractions.

4. Fourth or more Infraction and Serious Infractions: The Senior Center Board shall suspend the participant from the facility for a minimum of 91 days up to the maximum of a permanent expulsion from the facility. A face to face meeting with the Behring Senior Center board will be required before allowing the participant to have access to the facility, programs or activities. The Senior Center Board may also impose other reasonable conditions that the Senior Center Board deem necessary to prevent future infractions. For those infractions that are considered by the Senior Center Board to be so serious in nature, the Senior Center Board may impose penalties equivalent to a fourth infraction without the requirement of having prior infractions.

G. Appeal Process:

1. Notice of Appeal. Participants may appeal a decision by the Senior Center Board within 10 business days by providing written notice of the participant's request for a hearing to the City of Monroe Clerk.

2. Hearing. Upon timely filing of the notice of appeal upon the Clerk, the Clerk shall schedule a hearing before the City of Monroe Judiciary committee for the final determination to be heard within 30 days of receipt of the request for hearing. The time period can be extended on agreement of all parties. At such hearing, the Director (or designee), the participant, and any other relevant third party shall have an opportunity to be heard or to subpoena witnesses.
3. Outcome. Within 5 business days after the conclusion of the hearing, The City of Monroe Judiciary Committee, by its chair, shall prepare a written determination letter that shall be sent to all parties involved detailing the findings of fact, the outcome and the reasons for such decision. The decision shall be considered final for all purposes.

Trip Group Leader Procedures

Before leaving on a bus trip sponsored by The Behring Senior Center, the group leader should review the group sign up list. If you know who will be going on the trip try to anticipate any needs that they may have prior to departure.

1. Review all plans and the itinerary for any last minute changes or details.

2. Group leader should pack an emergency bag to take on the bus. Bag should include; roll of paper towels, cloth towels, rubber gloves, plastic bag. A can of soda with lots of sugar is recommended (Pepsi or Coke) just in case you have someone who is diabetic. Hard Candy will also work.

3. Group leader should also carry a cell phone to remain in contact with the Behring Senior Center staff, or to use in an emergency.

4. Participants are required to sign in and then pick up a name tag before boarding the bus.

5. Bus driver will usually assist people with getting on and off the coach. In the event this does not happen then group leader should assist.

6. Group leader should have a discussion with the bus driver on the days planned activities and answer any questions he may have such as arrival and drop off points.

7. After participants have boarded the bus, group leader gets on the bus and sits in the seat behind the driver. This will give access to the bus sound system, and allow the escort to get on and off the bus as needed when you arrive at the designated destination.

8. Group leader, welcomes and introduces themselves to the trip participants.

Leader should go over the days scheduled events, or perhaps have a few non offensive jokes to tell (Only if carefully selected, do not want to offend) Group leader will also keep track of participants when they have arrived at the destination. Group leader will provide assistance to participants when needed, and guide them to the correct areas and locations.

9. Each time participants get on and off the bus they are counted to make sure everyone has gotten back on board the motor coach. If this gets confusing call out each person's name listed on the trip list to make sure you have everyone. Group leader should also try to be the last one back on the bus incase people have trouble locating where the bus is parked. You should be directing them to the appropriate area. If someone needs a wheel chair due to walking issues assist with these kinds of things.

10. On the way home review upcoming Senior Center programs and thank participants for traveling with us. Also don't forget to thank the bus driver.

Group Leader procedures Continued.

11. Group leader should remain calm no matter what the situation is. Remember that your participants need to feel confident that you are capable of caring for them in the event of a difficult situation.

12. Group leader should make every effort to socialize with trip participants while still allowing them to enjoy the trip on their own. If someone is traveling alone try and give them extra attention so they feel comfortable.

13. Communicate with your group in a detailed manor so everyone knows what to expect during the day.

14. Ask your participants what they thought of the trip. Input helps you make things better the next time out.

15. In the event of an emergency communicate with everyone around you in order to control the situation. If emergency personnel are needed communicate with your bus driver as to the best solution. Remember traveling in bus is not the same as traveling in a car. If you need to send someone to the emergency room, you must remain with your group. Send the ill person with emergency personnel and then try and continue on with your group remember they paid for the trip, so you need to try and give them what they paid for. You can still follow-up on the ill person by using your cell phone. Call back to the Senior Center if need be and get assistance with this so you can run and trip.

SETTING UP TRIPS

1. Save all trip info in a folder. Start gathering info in October.
2. The internet is a great source. Use these two sources to decide what trips would be good.
3. Decide where the trips will be and start setting them up and make deposits.
4. When making deposits and using the credit card, be sure to get a receipt and turn into the Director for city payment.
5. Book Buses
6. For each trip, fill out a trip cost worksheet with all pertinent information and phone numbers. Keep form in the trip folders for use by the Director.
7. All trip folders are located in the same area on the Assistant's desk.
8. Write a trip article for all trips containing this info: date, time of departure, return time and cost and what the trip entails. Submit articles to Director for special trip newsletter.

TRIP PAYMENTS

1. If someone cancels on a trip and a waiting list is not available, we try really hard to find someone to take the place so that money isn't lost.
2. A 50% deposit per Day Trip per person must be made before we can add your name to our list. Names will not be put on the trip list until deposit is received in the Senior Center office. **Final payments for day trips will be one month prior to departure. Failure to cancel off a trip in advance may result in you being billed for the full cost of the day trip.** Payments can be mailed in or dropped off at the Senior Center. Payment can be made by cash, check, or gift certificates. **Checks should be made out to The Behring Senior Center** Anyone not paid for the trip a month before will be mailed an invoice that is payable upon receipt. Failure to make payment may result in your name being taken off the list. Checks will be processed after they have been received. Past due invoices will be given a 7-day grace period then your name will be removed from the trip list.

Refunds Cancellations will be given a refund if we have a waiting list, and we are able to fill your spot on a bus trip. The Senior Center has to make payments in advance and we are often not able to recover expenses after they have been paid. If no waiting list exists then you are welcome to find your own replacement. Trip refund checks are issued by the City of Monroe.

The City Council meets twice per month and then checks are mailed.

TRIP BADGES

1. Everyone on the trip gets a name badge. There's a box that contains trip badges of past trip goers. Check this first before making a new badge.
2. Trip badge inserts are printed with 'BEHRING SENIOR CENTER'.
3. Names are printed on a self - adhesive label and pasted on the insert.
4. The insert is then put into the badge by a volunteer.
5. All trip badge supplies are located in the left hand cupboard of the front station.
6. When all badges are complete. They are counted and checked over for accuracy.

TRIP PREVIEW PARTY

1. Set aside a trip sign up day. Use the trip articles previously written. Make them interesting and fun. Ask for questions and give information that is pertinent to the trip like lots of walking, there will be a meal etc.
2. A special sheet with all trips and prices is given to everyone to be used for advance sign up that day.
3. Coordinate the day trip sign up. Make sign-up sheets for each trip. Get a Volunteer to help. People come into the dining room with their filled out forms and we put them on the correct sheet.
4. Names are transferred to the correct list in the computer.

KEEP TRACK OF TRIPS

1. Check trips over regularly to be sure all deposits are paid for.
2. A month out from a trip call and confirm all aspects of trips: bus, venue, restaurant etc.
3. Make sure all trip buttons are done and put at front counter in lobby the night before the trip.

Sign Up - You must make a trip deposit before your name will be added to the list. This can be done by stopping at the office or front desk.

If a trip is full, a waiting list will be started. Green County Seniors will be signed up first and then we will open up the trip for anyone else who would like to go.

Trips are sometimes opened to the public if we have space.

Itineraries - Please note that trip itineraries are subject to change.

Lost or Stolen Items The Behring Senior Center is not responsible for lost or stolen items on bus trips.

WEATHER **—**Trip cancellations due to weather are not under our control: refunds will not be issued unless the Senior Center is able to recover costs. Senior Safety is our utmost concern.

Cancelling Off a Trip

Please call the Senior Center office as soon as possible if you need to cancel. If it is after hours please leave a message on the Center's voicemail. You may also contact Tammy at home at 329-7452 or by cell phone 558-9805. You may also leave a voicemail message. We will make every attempt to fill your spot from a name on the waiting list.

Replacement names are taken in order from the waiting list. Names will not be taken off the trip list unless the office is notified by the person who is cancelling.

If a trip is cancelled by the Senior Center, all participants will be notified as soon as possible. If the Center cancels because of weather, participants will be notified 24 hours in advance.

***Wheel Chairs*—**Please note the Senior Center staff is not allowed to push people in wheel chairs. The group leader must be available to all participants. Arrangements must be made in advance with the center office if you plan on traveling in a wheel chair.

***Parking* –**Travel participants are asked to park in the East or West parking lots. We ask that you not park in the fitness center parking lot. You may also park on the street. Please be sure that you do not block our neighbor's driveways or you will be ticketed by the police department.

***Cell Phones*—**We will ask that participants turn off their cell phones so that everyone may enjoy the trip and so the trip guide can communicate with the group.

***Travel Age Policy* -** The Behring Senior Center travel program is available to those who are 55 years of age and over. Opening the Trip up to the public - This will be done at the discretion of the facility director, and in the event that there is a financial need for the Senior Center. This will also be done in advance of the trip.

Extended Trip Policies –These policies are set by the individual travel companies. Please see instructions obtained from those sources.

Volunteers

Individuals who wish to become a volunteer receptionist must fill out an application form. Volunteers will be interviewed and selected for the position. Volunteers will be subject to a criminal background check. All volunteers will be supplied with a volunteer handbook.

See Volunteer Handbook

VOLUNTEERS

1. When a new volunteer is needed, make a list of people that would be good at the needed job.
2. The rest of the process is a matter of calling until someone says, "Yes."
3. Recruiting more male volunteers has been a priority.
4. The name and address of the new volunteer is then given to the Director who does a background check.
5. A date for training is then set with the Volunteer.

TRAINING

1. The volunteer is given a folder that contains a copy of the new BSC Volunteer handbook and a list of volunteers in case the person needs a substitute.
2. There are several sheets that need to be filled out and signed by the volunteer. These include a confidentiality form, and application which includes who to contact in case of an emergency.
3. A name tag is made for the new person and located where the person will work.
4. A small orientation is done with the Volunteer the first day they work.

VOLUNTEER RECEPTIONIST LUNCHEON

1. Dates in April are chosen. One for the Senior Center one for the Wellness Center.
2. Invitations are sent to volunteers with date, time and place. Existing invite is located in word program. This can be printed on decorative paper. Address labels are in stat track.
3. A meeting is held before lunch at 11:00 and lunch is at 12:00.
4. Call and make reservations at chosen location.
5. Make a list of all volunteers so rsvp's can be kept track of.
6. Call restaurant a few days ahead with final numbers.

Wellness Center Policies

Pricing Policy- From time to time the Behring Senior Center Board and the Monroe City Council has the right to adjust fees for programs as needed. Participants who are not a resident of the City of Monroe are subject to higher rates. A resident is determined to be someone who lives within the city limits.

Refund Policy- Memberships are not transferable and refunds will only be given with a medical excuse from a Physician. No refunds will be given for bad weather or holidays.

Memberships can be adjusted due to physical incapacities with proper documentation. (i.e. surgery, hospitalization)

Payment Guidelines- The Behring Senior Center accepts cash or checks.

New Membership Orientation- Each wellness center participant must schedule an orientation visit before using the equipment.

Personal Training and Physical Therapy - The Behring Senior Center does not provide physical therapy or personal training sessions. Individuals who need assistance with their workout program or other Senior Center programs are requested to bring along a friend or family member with them.

The Right to Refuse Service —The Behring Senior Center reserves the right to refuse service to anyone who poses a health or safety threat to themselves or to others. The City of Monroe complies with Title II ADA requirements.

Also see Wellness Center orientation packet

Exercise policies & procedures

Informed Consent Policy/ Liability Waiver - Participants who engage in an exercise program at The Behring Senior Center will be asked to sign an informed consent form. The form states that Neither the City of Monroe or Behring Senior Center will be held liable for any injury or illness which may occur during an exercise program. Information obtained as part of the exercise program will be kept confidential, and will not be released or revealed to any person without expressed written consent. Each time a new class begins you will be asked to sign a liability waiver form. It does not matter that you have been in a class for years we will ask that you sign a liability waiver form each time you come to the first day of a new session class. If you are registered for more than one class you must sign a form for each class.

Exercise Class Guidelines

To make our exercise program more enjoyable for everyone we ask that participants please follow the suggested guidelines listed below.

1. We ask that participants in the exercise class show up on time for class because it is very disruptive to the other class participants when folks come in late and need to get their supplies. If you must come in late due to a scheduling problem let the instructor know and she will set out supplies for you.

2. Class participants are not assigned seating or space in the gym. **It is on a first come, first served basis please do not ask someone to move from your spot**. It does not matter how long you have been coming to the program we are a public facility and must be available for everyone who is 55 years of age. Special treatment should not be expected.

3. We also ask that participants refrain from gossiping about others before during and after class. We are a public facility and we want everyone's experience to be enjoyable and free from gossip.

4. You must pay for your class session in advance and you must sign up in advance for the class. You must also fill out a class registration form. Class size is limited so advance sign up is recommended. Class payment will not be pro-rated if you sign up late. If you sign up late the class may already be full and you may not have a place in the class. Please check with the front desk on class space availability.

5. Please do not be talking to your neighbor once the class has started. We ask that you listen to the instructions given by the class instructor. Conversation also prohibits others from enjoying their class.

6. Please do not tease other participants or suggest that they go faster or slower. Class participants are encouraged to go at their own pace for safety reasons.

7. Exercise Class Sign up Policies

1. Participants must wait until the 1st of every month to sign up for an exercise class. You must wait until the class has been published in the newsletter before you can sign up.
2. You may sign up one person per class only.
3. When signing up for a class you must fill out a registration form.
4. You must make payment at the time of sign up.
5. If you are not registered for the class then you may not attend the class, unless pre-approved by the class instructor and it is for the purpose of previewing the class.
6. You may not send another person to take your place in class.
7. Once you sign up and attend a class, refunds will not be given.

Wellness Center Equipment

Weekly Maintenance

Dust and clean all machines including foot rests

Free Weights-dust, wipe down, and sanitize

SciFits – Clean debris. Use cotton Swabs as necessary.

Ellipticals–remove covers, wipe down tracks, clean tracks with vacuum.

Treadmills- raise incline, wipe dust below the treadmill, and vacuum. Vacuum behind and below dust trap.

Recumbent bikes – wipe tracks of seats clean of debris

Adjustable weights – grease with towel and aerosol lubricant

Clean television screens – use damp cloth only do not use chemicals on the TV screens

Monthly Maintenance

Adjust weight machines-vacuum with hand vacuum.

Treadmills-take hoods off, raise incline, vacuum around motor, dust and lubricate spring copil with multi-purpose grease.

SciFits-Lubricate handles and pedals

Building Information & Procedures

Facility Keys-The Senior Center building has a master key system. Staff members are assigned a key at the beginning of employment. Class instructors for after hour programs also have assigned keys. This would be Parks and Recreation karate and exercise program, including ball room dance instructor. The Monroe Christmas stocking also has a building key. All master building keys are kept in a locked master key file in the Senior Center Directors office.

Emergency Knox Box – There is an emergency Knox box located on the Southeast door for fire emergencies. Fire personnel have the key for this box.

Fire Detectors- Wall mounted fire detectors are located through-out the facility. The batteries are changed twice per year when the time changes to ensure they are in working order.

Emergency Back- up lights – These can be found in the new construction areas of the building this includes the front lobby and the wellness center addition. Batteries should be checked monthly by pushing on the button to see if they light up. If they do not light then call and electrician for replacement.

Fire Suppression System-This is located in the new kitchen above the stove area and it must be serviced once every six months this is currently done by contract. The kitchen roll up window is part of this system and designed to drop down in the event of a fire.

Fire Extinguishers –These are located through-out the building and they are serviced one per year by contract.

Furnaces – The building currently has 7 furnaces.

5 located in the furnace room please note that by code this door should be shut at all times.

Procedure for five main boilers in the furnace room

These five boilers have a sensor located on the roof that decides how many boilers should be running according to the outside temp. You should never turn them off they also heat the buildings hot water. However you can adjust the temperature and you will want to turn this down during the summer months

To adjust the temp; The lead boiler rotates

Locate the control box – Punch the Select setting button 4xs until it reads the number 5 remove your hand and the temperature setting should appear and tell you what the boilers are set at. Then push the up or down button to adjust – You can also find these instructions in the boiler manual on page 12. Manual is located in the Directors office.

Furnaces continued -

1 Located In the front lobby

1 Located on top of the roof of the Fitness center (this heats wellness center and new kitchen)

These boilers are operated by individual thermostats.

These are currently on a service contract with Monroe Heating and sheet metal and are serviced once per year.

Air conditioners – The Building has 6 air conditioners

1 located in the front lobby mounted on the gym roof

1 Located on the first floor mounted on the gym roof

(This has two thermostats that should be set at the same temp to cool the first floor)

1 Located in the 2nd floor pool room –mounted on the lobby roof

1 Located in the second floor meeting room –mounted on the fitness center roof

1 located in the basement dining room.

This is a unit that is hidden up in the ceiling in the west stairwell up under the ceiling tiles.

1 For the wellness center & new kitchen and this is mounted on the fitness roof.

These are currently on service contract with Monroe Heating and are serviced once per year

Emergency water shut off valve - This is located in the floor of the Janitors closet next to the wellness center entrance- across from the furnace room. The valve is located in a pit in the floor. The pit is covered with a metal door.

Grease Trap- Located in the new kitchen in the floor needs to be cleaned out at least once per year. You must call a company who does this for service. This is located in front of the dish washer you will find a metal door in the floor. This must be done by a professional do not attempt yourself. Currently Use Curran's located in Gratiot (608) 553-3331 This is a very smelly procedure that produces a great deal of sewer gas so make sure the dining room area does not have people in it when this is done.

Building Information & Procedures

Gym Roof Fans-These are located on top of the gym roof. The switch to turn these on is located in the electrical box on the Northwest wall of the gym. These fans are designed to remain on at all times. They keep mold and mildew from growing on the walls of the gym, and provide circulation in that area of the building.

Access to the Main Building Roof –In the event of a problem with the main roof an access hatch can be found up on the second floor. The hatch is above the drop ceiling located in the hallway leading to the restroom on second floor.

Front Door Automatic door openers- The main entrance and the wellness center entrance have automatic door openers. These openers run on batteries that need to be changed twice per year or as needed. Doors also need to be lubricated in order to work properly. Phone number for service is located on the door closures.

Elevator- The elevator is service by Schumacher elevator on a quarterly basis. In the event of a problem call 1-800-779-5438. During the hot summer months I leave the elevator door open so cool air can get into the room. This helps cool the elevator so fuses do not burn out. At night the elevator is turned off using small on and off switch located on the large grey fuse box. This limits building access during evening when there are classes in the building and in the event of a break in. The elevator is also inspected by the state of Wisconsin on a yearly basis. By code the elevator must also have an emergency phone. This phone currently shares a phone line with the Senior Center fax machine.

Sewer Gas – Due to the fact that the Senior Center has a long lateral line going out to 8th and 9th Street and the fact that we also have some very old drains that can dry out we can sometimes get the smell of sewer gas in the building. If the occurs pour water down all of the drains. There is a drain located in the floor in the back of the old kitchen that needs to have water poured down it about once a month to keep this from happening. If the smell is really bad please call the Monroe Water and Sewer department, as an air quality test maybe needed.

Water Heater – The water heater for the building is located in the furnace room. This water heater is heated by the boiler system in the furnace room. For problems please contact Monroe Heating for service. Therefore the boilers must remain on year round.

Building Chimney –The chimney has been capped off at the top and is no longer in use.

Roof Drains- The gym, lobby and fitness center all have roof drains that need to be cleaned out twice per year or as needed. This is to ensure that the water runs off the roof during bad weather.

Building Information & Procedures

Roof – The Senior Center has a flat rubber roof. This type of roof can be easily damaged so care should be given when on the roof for any reason. The flat roof is designed to hold a large amount of weight. You should never shovel off the snow in the winter time this will result in damage to the roof. These roofs can and do leak you should fix this ASAP because water can get under the membrane and cause the roof to rot. Sometimes seams in the sheeting can become loose and may need to be glued back down. In Monroe Shrenk Brothers roofing specializes in flat roofs

Electrical Fuse Boxes/Electrical – These are located on all levels of the Senior Center building.

2nd floor has two boxes one in the hallway and one in the back of the large meeting room

1st floor has a box in the hallway and one in the elevator room

Front Lobby box is located in the closet of the front lobby

Basement –Box is located next to the elevator door, one in the old kitchen, one in the back of the gym, and the main box in the furnace room.

Wellness Center– Fuse box is located in the office

Please note in the gym for some odd reason these is a fuse located on the East wall this controls power in the gym and at times does need to be replaced. When electrical problem cannot be found check this.

Motion Sensor Lights- These are located in the building stairwells and in the Second floor hallway.

Outside Lights- The light above the flower planter on the South side of the building is on a timer. The timer box can be found in the Southwest corner of the gym and may need attention when the time changes. Other lights are located on each side of the facility these have light sensors and may need to be changed every couple of years or as needed contact an electrician to do this.

Building Inspections –The Building is required by the State of Wisconsin for the following inspections. Boiler Inspection, elevator Inspections, building inspection. Permits must be displayed and are found in the director's office.

Fire Inspection – Performed by Monroe Fire Department

Building Information & Procedures

CVMIC-The City of Monroe's insurance company may also do a building inspection from time to time to look at safety issues.

Miscellaneous Building Info

What is the Square Footage of the Building ?

Front -1404

Wellness 2700

Main 14,356 **Grand Total 18,458**

Monroe Christmas Stocking Program –The Monroe Christmas stocking program currently has a closet located at the end of the hallway on 2nd floor. This program was granted permission to use the facility by a former Mayor. This program takes place in the 2nd floor meeting room during the holiday season and benefits needy families in Monroe. This is also a wonderful community service contribution.

Photos in the first floor hallway – The Lavern Kammerude prints located in the first floor hallway are on loan to the Senior Center from Paul Hannes. They belong to him and he has a letter stating his ownership of the pictures signed by the facility Director.

Memorials located in the building - The sugar bowl collection located on the first floor in the TV room was given to the Senior Center by Leona Wartenwiler for safe keeping. These had special meaning to Leona and we promised her they would be kept at the Senior Center. Wood carvings in the cabinet are also a memorial to long time board member Walter Hougas.

Swiss Mountain Picture- This picture is located in the TV room on first floor. This was donated by the Rufener family and should be kept on display. The photo has special meaning for the family.

Old School Pictures on 2nd floor- These have been collected over the years by Senior Center staff and they highlight the buildings long history. Many community members have family represented in the photos.

After Hours Programs – The facility currently plays host to the Monroe Park and Rec Karate program. They have been granted a storage space in the gym and in the room at the bottom of the basement stairs. The program is held on Tuesday and Thursday nights in the gym.

City of Monroe Behring Senior Center

Mission Statement-The Behring Senior Center of Monroe provides service, assistance and support through cultural and recreational activities in a positive environment to individuals 55 and over.

Vision Statement – We envision the Behring Senior Center will expand to be large enough to meet the needs of a growing population of people over 55.

The Behring Senior Center will offer expanded activities in health, social services and recreation where individuals may achieve a positive and fulfilling experience.

Behring Senior Center will continue to be financially sound with a robust endowment.