

Welcome to the Levine Senior Center
Certified Senior Center of Excellence
Live Now, Age Later... Celebrate Life!

Participant Information

The Levine Senior Center opened March 2006 and was especially designed for adults 50 and older. The Levine Senior Center is a 501(C)3 non-profit organization incorporated in 1985 as Senior Activities and Services Inc. The Center offers services that include water aerobics, fitness center, health and wellness classes, billiards, table tennis, cards, educational, support groups, seminars, dances, and a variety of social activities. The Center accepts Renew Active, Silver & Fit and Silver Sneakers. Volunteer opportunities are available by contacting the Program Director. Volunteer applications are available in the Center's library.

Mission Statement: We are a local Community Center empowering aging adults to connect, enrich and enhance their well-being, mind, body, and spirit. We are the Levine Senior Center!

Center Hours: Monday through Wednesday 8:30AM to 5:00PM and Thursday and Friday 8:30AM to 4:00 PM. **For the safety of staff and participants entry to the Senior Center will be the front doors only. The side doors are for exit only.**

Holidays Closings: New Year's Eve, New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving, and the Friday after, Christmas Eve, Christmas Day, and the week after Christmas.

Funding: The Center's revenue comes from several sources: corporate and private donations, state and county grants, rentals, fundraisers, partnership, and class fees. Estate Planning: Making a bequest in your will leaves a legacy the Levine Senior Center will benefit from years to come. Another way to give is to purchase a courtyard brick or leaf for the Giving Tree in the lobby. Ask a volunteer or staff member about purchasing a courtyard brick or a leaf for our Giving Tree.

Inclement Weather: Please check the Center's website at www.levineseniorcenter.org, Facebook or tune into WSOC-TV, for Center closings or delays for inclement weather. The Center will not issue refunds or credits due to inclement weather.

Prohibited Activities: To promote health and wellness, the Levine Senior Center is a smoke free facility. Cigarette receptacles are located at the entrance of the building. Alcohol beverages are not to be brought on the premises. The Levine Senior Center bans any weapon or concealed firearm of any kind on the premises.

Parking: The Levine Senior Center has limited parking available. All designated handicapped spaces and "No Parking" signs should be obeyed, or a vehicle may be towed at the owner's expense. The circular drive at the front entrance is for drop off, pick up or emergencies. Groups meeting and leaving cars at the Center to carpool to another location should obtain prior approval from the Executive Director. Unattended vehicles will be reported to the police department and may be towed at the owner's expense. These precautions are necessary for the safety of participants, staff, and visitors.

Evacuation & Emergencies: Staff, instructors and volunteers have received fire, emergency, and evacuation training. In the event of an emergency, remain calm and follow the direction from staff or lead volunteer. It is mandatory to conduct fire drills and full building evacuations throughout the year. Participants in need of first aid

or emergency medical care should notify a staff member immediately. In the event we must evacuate the Center, participants will be directed to the designated evacuations sites. Participants, visitors, and staff are to remain onsite at the evacuation sites until the Fire Department arrives and the building has been cleared by the Fire and/or Police Department.

Lost and Found: A lost and found box is in the front office. Please see an office volunteer to claim items. Items will be disposed of if not claimed within 30 days.

Children: Children are permitted at the Center when accompanied by an adult to attend a special event. In an emergency, any child brought to the Center is the sole responsibility of the participant and must always remain in the adult's care and under supervision. Children are not permitted to take part in Center activities/classes for seniors. Children are not permitted in the pool area, fitness center or billiard room.

Suggestions: Active Senior Center participants are encouraged to complete a suggestion form and put them in the suggestion box located in the library. Suggestions will be reviewed by the Advisory Council members and a recommendation made to the Executive Director and/or Program Director. Responses will be made within 30 days. Any immediate concerns or issues should be addressed to the Executive Director or staff.

Advisory Council: The Levine Senior Center started the Advisory Council in January 2012. It serves to initiate, improve, and/or promote the programs, opportunities, fundraisers, and services offered to older adults through the Center. The Advisory Council is comprised of Center participants who serve a two-year term. Members of the Advisory Council work with the Senior Center on promoting program and service ideas, evaluate existing programs, fundraising, and other aspects of Senior Center operations.

Sign In Procedures: Every participant must sign-in on the My Senior Center monitors in the front lobby and identify each activity they are attending for the day. The monitors will also display messages the office needs to communicate to participants. For participants who do not have their key tag with them, they can still sign in on the monitor by using their phone number. Calls from the database will be from a 980-220-2931 number. Participants will have access to their class/program 15 minutes prior to the scheduled start time provided there is no conflict with another scheduled program and/or meeting. Staff will set up needed tables and chairs with no exceptions.

Partnerships: 1-year includes fitness center \$147 – January 1st - December 31st.

6-month includes fitness center \$85 – January 1st - June 30th or July 1st - December 31st.

Open Swim: is available to **partners only** for a fee. Monthly fees are \$17 per month. The monthly fee will begin on the 1st day of the month, we will not prorate for a partial month. The yearly fee is \$155 (January 1st to December 31st) and six months is \$95 (January 1st to June 30th or July 1st to December 31st). Open swim and water classes are available to partners only. Water shoes are required for any pool activity.

Open Swim hours: Monday through Wednesday 1:30PM - 4:30PM & Thursday and Friday 1:30PM - 3:30 PM.

Payments: The Center accepts cash, checks, Visa, and MasterCard. Returned checks will incur a \$35 returned check fee.

Center Discounts: Levine Senior Center partners will receive a ten percent room rental discount provided their partnership dues are current at time of rental event and pending room availability. Veterans will receive a 10% partnership discount only with a valid military ID.

Center Classes: Are open to non-partners at a higher rate, excluding all water classes. Due to space limitations, water classes are reserved for partners only.

Onsite Caterer: Chef Henry provides lunch at the Center Monday thru Thursday from 11:30AM to 1:00PM. Lunch includes entrée, beverage, and dessert for \$9.

Fitness Center: All participants utilizing the fitness room are **required** to complete an orientation with a trained volunteer. Appointments can be made in the fitness center. Fitness equipment must be disinfected after each use and proper footwear is to be worn while using the equipment. During orientation the volunteer will review the Fitness Center rules with each new participant. The Fitness Center is for registered guests only. The Fitness Center is not always supervised. Use equipment at your own risk. The Levine Senior Center assumes no liability for injuries or accidents that may occur.

Refunds: Refunds will not be issued for natural disasters and/or emergencies out of our control. Participants must notify the Executive Director or Program Director within 2 weeks of the first missed class by phone or email (info@levineseniorcenter.org) to be eligible for a refund. physician documentation may be required for a refund. A refund will only be issued when a class is cancelled due to low enrollment or at the discretion of the Executive Director.

Prayer Policies: All participants have the right to engage in individual silent or verbal prayer before partaking in a meal. However, the Levine Senior Center recognizes the right of participants not to engage in any kind of prayer. Neither prayer nor any other religious activity shall be officially sponsored, organized or led by any member of the Levine Senior Center staff at any time.

Pool Policies: The Levine Senior Center pool is available to Center partners only. Center partners must be current with their dues to attend water classes and/or open swim. Water shoes are required for any pool activity.

- When lightning is sighted, all pool participants will exit the pool for 30 minutes; time starts over each time lightning is sighted. When thunder is heard, all pool participants will exit the pool for 30 minutes; time starts over each time thunder is heard. Everyone must clear the pool area- standing on the deck is not safe.
- All persons using the pool do so at their own risk, The Levine Senior Center is not responsible for accidents or injuries.
- Please take caution when entering or exiting the pool. Do not exit the building from the pool exit doors, these doors are for emergency use only.
- No partner is permitted in the pool without a pool monitor or instructor present in the pool room.
- Please utilize the pool chair lift to enter or exit the pool if needed or recommended by your physician.
- Falls/accidents in the pool area must be reported to the Executive Director and/or staff member immediately. EMS will be notified of all falls.
- Make sure your instructor is informed of any personal medical issues or concerns.
- Partners are restricted from using the pool with open sores, blisters, cuts, or wounds.
- No glass or food permitted in the pool area. Street shoes are not permitted on the pool deck.
- Towels are not permitted on handrails.
- Proper attire (cover-ups or robes) is required anywhere outside of the pool area.
- No bath oils, perfumes, hair spray, talcum powder are to be used before entering the swimming pool. These products will affect the cleaning treatment and operation of the pool.

- Water exercise shoes are always required during classes or open swim. If you do not have water exercise shoes, you will be excused from the class or open swim. See your instructor or library volunteer for information on where to purchase water shoes.
- Water temperature: The Center's policy regarding pool temperature is between 84 and 89 degrees.
- Pool etiquette: Please be considerate of other partners when entering the pool area while classes are in session. This is an exercise class for everyone, no talking during class.
- Taking care of equipment and cleaning up after classes and open swim is everyone's responsibility.
- Class size will not exceed 17 members – no exceptions.
- Class fees will not be prorated for partners to take only certain days. The only proration of a class will be for late entry into the class.
- The men's restroom may be used by female partners when not in use by male partners. A sign will be posted on the door when women are using the men's restroom.
- You may put your name on a waiting list if a class is full, and you will be notified if a vacancy occurs.
- Current class partners will be permitted to pre-register for the next class session on Monday, Tuesday, and Wednesday of the second week of the current class. Registration for partners who are not in the current class will begin on Thursday of the second week if spaces are available.
- If your partnership is not renewed by your renewal date, you will be excused from the class. Class fees will not be refunded.
- A credit voucher will be issued only under the following circumstances: The pool closes due to mechanical issues, no instructor or at the discretion of the Executive Director or Program Director. Credit vouchers will be issued by the Executive Director or Program Director.
- Refunds will only be issued when a class is cancelled due to low enrollment or at the discretion of the Executive Director.
- Checks for classes will not be held or postdated.
- The Center does not permit make-up days for any missed classes.

Code of Conduct: The Levine Senior Center serves residents from multiply Counties. The staff is committed to ensuring that all who visit the Levine Senior Center will find it to be a friendly place where everyone can enjoy and benefit from the variety of programs and outreach services offered. The purpose of the Code of Conduct is to offer a safe and enjoyable environment for all who frequent the Levine Senior Center. Participants must exhibit the following conduct:

- Be considerate and treat others with kindness, courtesy, and respect.
- Refrain from using abusive, obscene, threatening, harassing, insulting, or suggestive language.
- Do not engage in (or threaten) physical violence.
- Support the Center by keeping the facilities clean by cleaning up after yourself and disposing of all trash in the proper receptacles.
- All participants must be able to communicate and care for themselves while at the Center.
- Maintain personal cleanliness and good hygiene.
- If using the Fitness equipment, wear proper athletic attire and shoes. If using the pool, wear proper attire and water exercise shoes; towel dry before leaving the pool area.
- Do not leave or store personal possessions at the Center. The Center will not be held responsible for any lost or stolen items.

- Do not solicit for, canvass, or attempt to sell anything of personal interest on Center property. Commercial advertising of any kind is prohibited.
- Adhere to all posted rules and signs, including those posted in the fitness center and pool area.

Disciplinary Policy: With the understanding that all participants who frequent the Center will be required to abide by the Levine Senior Center's policies and rules, the Executive Director and/or staff will utilize the following guidelines in addressing Code of Conduct violations.

Discipline Violations-First Offense

- Meet with the individual to discuss code of conduct policy, the inappropriate behavior, and the violation that occurred.
- Make a record of the incident.
- Advise the individual that such inappropriate behavior may result in a suspension from all programs and activities at the Center.

Second Offense:

- Meet with the individual to discuss the violation.
- Add the incident to the individual's record.
- Depending on the severity of the incident, the Executive Director may elect to suspend the individual from participating in all activities and programs at the Center.

Third Offense:

- Meet with the individual to discuss the violation.
- Add the incident to the individual's record.
- Give written notice to the individual that, pending an investigation of the incident and an interview with the Center's Advisory Council, he/she may have partnership privileges suspended for a period of time, or have partnership privileges permanently revoked.

Incidents of Imminent Danger:

- Incidents of imminent danger to persons or property will be handled as a police matter.
- When appropriate, call 911 to protect the safety of the participants and staff at the Center.
- The individual will be suspended indefinitely from all activities and programs at the Center.
- Give written notice to the individual that, once the police report of the incident has been received, the Executive Director will determine the appropriate course of action to be taken. The severity of the incident will determine whether the individual will be suspended or permanently dismissed from the Center.

The Levine Senior Center reserves the right to remove individuals from the facility, programs, and services via suspension periods for any offense as determined by the Executive Director of the Center.

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