



SENIOR CENTER BOARD OF DIRECTORS MEETING

November 13, 2025 3:00 PM

AJAX TURNER SENIOR CENTER

CALL TO ORDER: Beverly Guynn

The Board will vote to restore Maureen Potter's Board Appointment. The Board will re-nominate Maureen Potter as Board Secretary and vote.

ATTENDANCE & QUORUM VERIFICATION:

PUBLIC COMMENTS

APPROVAL OF MINUTES

EXECUTIVE DIRECTOR'S REPORT: Rita Allsop

FISCAL DIRECTOR'S REPORT: Rita Allsop

STAFF REPORTS:

ADC Director
Membership Coordinator
Development Coordinator
Kitchen Manager
Maintenance Facilities

COMMITTEE REPORTS:

Marketing and Fundraising Committee:
Operations & Activities Committee:
Personnel & Grievance Committee:
Building & Operations:

BOARD DISCUSSION:

1. Update on the Fiscal Director/Bookkeeper
2. Approval of SOP updates.
3. Installation professionally of running board & grab bars on the Center van to ensure our Seniors the safest possible access to van transportation.
4. Center Christmas Bazaar

BOARD ACTION:

ADJOURNMENT: Beverly Guynn

*****Next Meeting December 18*2025**



SENIOR CENTER BOARD OF DIRECTORS MEETING

October 16, 2025 3:00 PM

AJAX TURNER SENIOR CENTER

IN ATTENDANCE: Rita Allsop, Gregory Fryer, Beverly Guynn, Otis Sanders, Robin Welch

Unexcused absence: Rose Bennett

CALL TO ORDER: Beverly Guynn called the meeting to order at 3:00PM.

For this board meeting a volunteer was appointed to take minutes.

ATTENDANCE & QUORUM VERIFICATION: Quorum verified by Beverly Guynn.

PUBLIC COMMENTS: No public comments.

APPROVAL OF MINUTES: Minutes of the September 11, 2025 Board Meeting were read by all Board members.

Gregory Fryer moved that these minutes be approved, Beverly Guynn seconded this motion and all present unanimously accepted by voice vote.

EXECUTIVE DIRECTOR'S REPORT: Rita Allsop reported that work on the Intercom System is progressing, recent improvements to the breakfast menu add variety and nutritional enrichment, position of Maintenance person will be filled which will decrease demands on the City workforce for Center's maintenance needs.

FISCAL DIRECTOR'S REPORT: Rita Allsop shared the first quarter report (July, August, September) of the 2025 Year-To-Date Budget noting the \$55,000 recently accredited to the van purchase was entered into the 2024 Budget since it was awarded at that time. A part of the \$50,000 grant from TN Disability and Aging will defray the cost for the recent update to the Fire Suppressant System. The outsourcing of a bookkeeper, to replace a Fiscal Director, is moving forward with an anticipated annual salary of \$58,000. Robin Welch moved that the 2025 Year-To-Date budget be approved as reported, Gregory Fryer seconded and the motion was approved by unanimous voice vote.

STAFF REPORTS:

ADC Director
Membership Coordinator
Development Coordinator
Kitchen Manager
Maintenance Facilities

COMMITTEE REPORTS:

Marketing and Fundraising Committee: Jan Holleman stated that an auctioneer has been hired for the upcoming 60th Fundraiser. In addition to a quilt donated by the Sewing Room, more items are needed. Ms. Holleman stated that trips have been popular items in the past usually raising from \$200-\$300 per trip. A trip to Biltmore House has been recently donated. A sum of \$10,000 is necessary to break even on this event.

Operations & Activities Committee: No report.

Personnel & Grievance Committee: No report

Building & Operations: No report

BOARD DISCUSSION:

1. The newly purchased Center van was used to transport members on a trip to Miss Patties in Kentucky. Howard Welch stated that it was a good trip and everyone enjoyed the outing. Howard Welch also identified for the van to be equipped with portable steps and a substantial grab bar to afford passengers safe and easy accessibility. Rita Allsop stated that we look into purchasing the steps with grab .
2. Approval of the SOP updates was tabled to be discussed at the next Board Meeting on November 13th, 2025.
3. Mayor Pitts called a meeting with the Board on September 19, 2025 during which he directed that Board Members are not to volunteer and may not be assigned to staff programs. Board members may participate in Center activities.

BOARD ACTION:

1. Approval of first quarter 2025 Year-To-Date budget.
2. Tabling of SOP updates to be considered at the November 13th 2025 Board Meeting.

ADJOURNMENT: Gregory Fryer moved that this meeting be adjourned with Otis Sanders seconding. Beverly Gynnn adjourned this meeting at 3:45PM.

*****Next Meeting November 13th 2025**

Report from the Executive Director

- During the month of October, we made our final push for the Fundraising of our 60th anniversary. In doing so, we gathered money from Hopkinsville and several other companies here locally.
- The shift in the breakfast menu has been a success. We have also shifted the lunch menu to make it healthier.

I received a phone call from the State of TN regarding the grant that was given in the amount of \$50,000. While discussing the changes of the breakfast menu, they were happy that we moved to healthier choices, they asked if we would allow them to come into the Center and video a breakfast and publicize this? They want to come in between now and December. I agree that we should have this publicized to get the word out to the local community about feeding people of the age group of 50 and above.

This move will allow us to get our name out there all over the community. And catch the eye of other donors or grants that we no longer have.

- I have suspended a member that was showing aggression towards my staff and myself.
 - I have moved forward with signing the contract for the bookkeeper and I am awaiting to hear from them on the date and time of when we can move forward with them coming here to the Center to allow me to show them what I am expecting of them.
-

- The community Halloween social gathering was a huge success. With the help of several volunteers, staff and members this was such a success as 847 people that attended this event.

Clarksville-Montgomery County AJAX Turner Senior Citizen's Center

Budget vs. Actuals: Budget FY 2025-2026 - FY26 P&L

October 2025

	TOTAL	
	ACTUAL	BUDGET
Income		
60th Celebration Income	7,568.00	
Fundraiser for silent auction	10.00	
refund	71.00	
Senior Citizens Center Income		
Allocations		
City--General Support	70,599.83	70,599.83
GNRC - Fed. Title III-B		2,533.08
GNRC - Fed. Title III-D		87.50
GNRC - State		1,109.25
United Way	3,452.61	1,666.67
Total Allocations	74,052.44	75,996.33
Self Generated		
Donations & Contributions	90.00	
Fees		
ADC Fees	180.00	5,000.00
Annual Fees	2,249.00	2,083.33
Ceramics	564.00	250.00
Dance Snacks	-80.84	125.00
Dance- Saturday	352.00	400.00
Meals		
Evening Meals	1,371.50	2,500.00
Lunches for ADC		750.00
Meal Tickets		5,166.67
Weekday Lunches	4,135.15	
Total Meals	5,506.65	8,416.67
Other Fees		41.67
Snack Shack Income	580.25	
Trips	125.00	
Yard Sales	105.00	83.33
Total Fees	9,581.06	16,400.00
Fundraisers		
ADC Fundraisers		250.00
Other Fundraiser		4,166.67
Total Fundraisers		4,416.67
Total Self Generated	9,671.06	20,816.67
Total Senior Citizens Center Income	83,723.50	96,813.00
travel	30.00	
Total Income	\$91,402.50	\$96,813.00
GROSS PROFIT	\$91,402.50	\$96,813.00
Expenses		
Automotive Costs		

	TOTAL	
	ACTUAL	BUDGET
Auto Gas Expense		125.00
Automobile Repairs		250.00
Total Automotive Costs		375.00
Bank Service Charges	4.45	
Communication Costs		
Advertising	419.20	83.33
Dues and Subscriptions	650.20	25.00
Telephone	700.08	166.67
Web Page Expense		62.50
Total Communication Costs	1,769.48	337.50
Contractual Costs		
Lawn		400.00
Total Contractual Costs		400.00
Credit Card Processing Fees	126.71	
Dance Expenses		200.00
Dance Snacks	-11.00	
Total Dance Expenses	-11.00	200.00
Employee Expenses		
Employee Benefits		
Other Benefits		83.33
Total Employee Benefits		83.33
Employee Insurance - Blue Cross	4,271.79	1,565.08
Employee Insurance - Colonial	217.92	
Employee Tax Match		4,583.33
Gross Wages		57,582.08
Unemployment Insurance		50.00
Workman's Comp.		541.67
Total Employee Expenses	4,489.71	64,405.49
Food Programs Cost		
Food	34,086.46	13,000.00
Non Food Kitchen	3,868.91	1,191.67
Total Food Programs Cost	37,955.37	14,191.67
Fundraiser Expenses	500.00	
Insurance		
Auto Ins.	3,402.00	583.33
Liability - Board		250.00
Liability Insurance		192.50
Total Insurance	3,402.00	1,025.83
Legal Costs		
Audit	12,043.79	4,283.33
Bonding		94.17
Licenses and Permits		83.33
Total Legal Costs	12,043.79	4,460.83
Occupancy Costs		
Building Repairs	1,899.25	1,000.00
Exterminating Costs	225.00	
Total Building Repairs	2,124.25	1,000.00
Equipment Maint..	5,994.11	1,083.33

	TOTAL	
	ACTUAL	BUDGET
Equipment Purchase/Rental	1,807.79	166.67
Office Supplies	243.00	500.00
Copier Contracts	196.45	408.33
Postage	58.85	62.50
Total Office Supplies	498.30	970.83
Security System Upkeep		375.00
Utilities		
Electric	3,377.44	3,750.00
Garbage Disposal	488.80	395.83
Gas & Water		750.00
Gas	229.91	
Water & Sewerage	423.19	
Total Gas & Water	653.10	750.00
Internet	143.00	
Total Utilities	4,662.34	4,895.83
Total Occupancy Costs	15,086.79	8,491.66
Payroll Expenses		
Taxes	5,261.45	
Wages	70,598.54	
Total Payroll Expenses	75,859.99	
Program Costs	1,595.73	
60th Celebration Expense		416.67
ADC Lunches Food Cost	330.60	1,500.00
ADC Program Expense		416.67
Ceramic Supplies		166.67
Marketing Expense	1,266.53	625.00
Snack Shack Expenses	486.38	
Special Events	116.97	625.00
Transportation Refund	-751.50	
Volunteer Program		166.67
Total Program Costs	3,044.71	3,916.68
Training Costs		
Training Expense		133.33
Travel Expense		41.67
Total Training Costs		175.00
Total Expenses	\$154,272.00	\$97,979.66
NET OPERATING INCOME	\$ -62,869.50	\$ -1,166.66
Other Income		
Other Income		
Rental Income	1,312.04	1,166.67
Total Other Income	1,312.04	1,166.67
Total Other Income	\$1,312.04	\$1,166.67
Other Expenses		
ASK	-58.98	
Payroll Liability	255.60	
Total Other Expenses	\$196.62	\$0.00
NET OTHER INCOME	\$1,115.42	\$1,166.67

	TOTAL	
	ACTUAL	BUDGET
NET INCOME	\$ -61,754.08	\$0.01

ADC Monthly Report October 2025

The following totals reflect October 2025

Total enrollment for October (22)

Total active Participants (21)

- 1) Highlights of October
 - a) New employee 10-13-23
 - b) APSU Footballs created a sitting room for participants to watch t.v.
 - c) Participated in Senior Center activities
 - d) Continued staff training and safety drill
 - e) Annual Survey Completed will be passed out in November
 - f) Scheduled APSU Winter clinicals
 - g) APSU fall clinicals went very well.
 - h) Preparing for Annual Christmas party to collect gifts for all participants along with menu items.
 - i) Awaiting CPR class for new employees
 - j) APSU volunteers assisted with reorganization of new craft room. This is an ongoing process.
 - k) We celebrated our longest standing participants birthday.
- 2) Upcoming events:
 - a) Senior Circle of Friendsgiving
 - b) Participant birthdays
 - c) APSU nursing students to make up extra clinical hours in ADC
 - d) Planning Annual Christmas Party
 - e) Attending events hosted by Activity Coordinator
 - f) Continued Staff training
- 3) Wish list:
 - a) Non-stick cookware and utensils
 - b) AA/AAA batteries
 - c) Gift cards- Walmart, dollar tree, dollar general, amazon, hobby lobby
 - i) spontaneous craft supplies
 - ii) Christmas gifts for 25 participants: think holiday gift sets, gloves, scarves, hats, ornaments, toiletries, activities, accessories, snacks etc.

Submitted by: Jessica Catlett, ADC Director

Membership Report

Month/ Year: October 2025

New Members: 55

Renewals: 18

Deceased Members:

Services

Individual Members In: 498

Number of visits to the Center: 3230

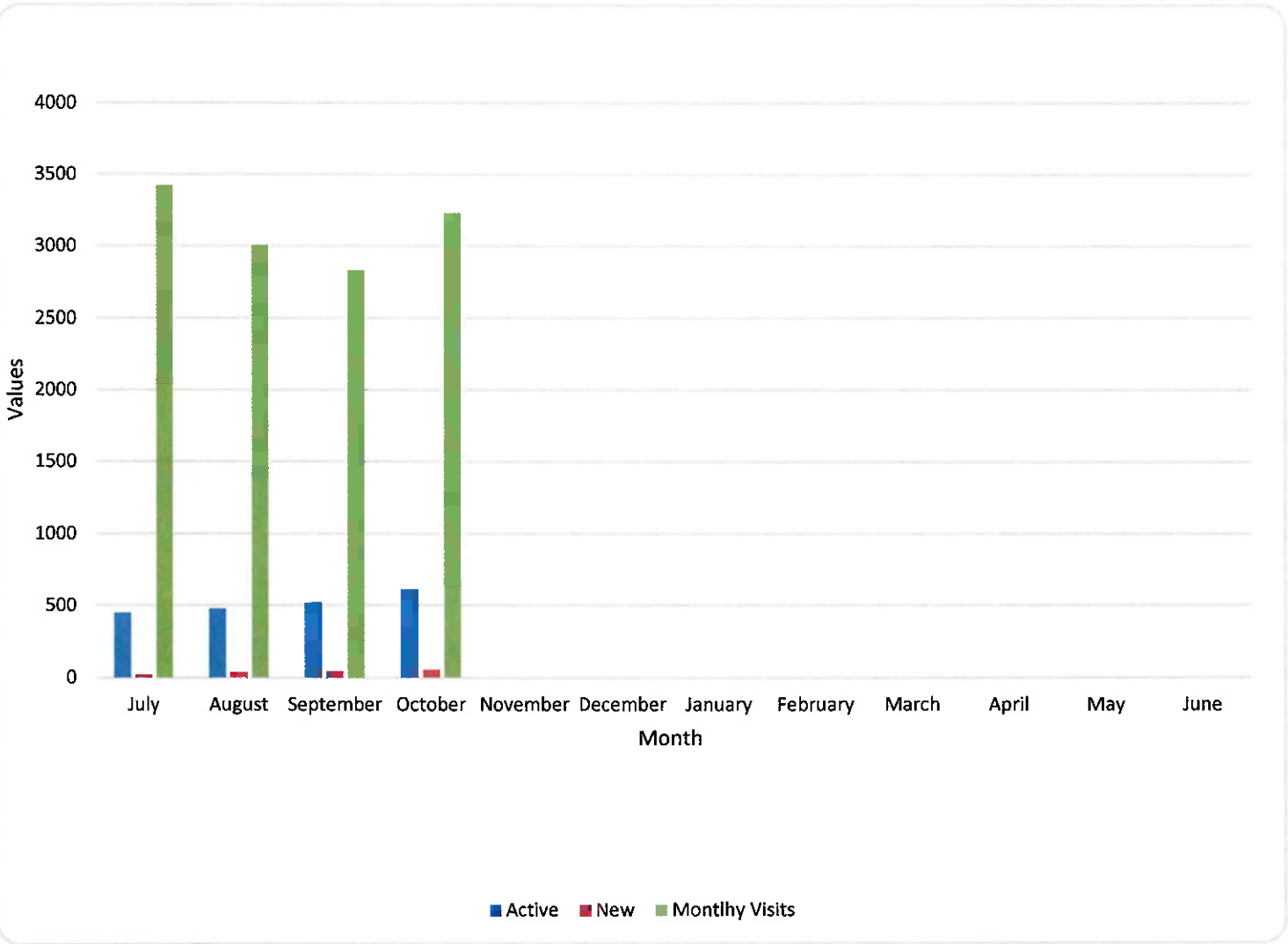
Telephone Members: 118

Total Calls made: 205

Total Members: 614

Membership Statistics 2025

Month	Active	New	Montlhy Visits
July	450	19	3422
August	480	36	3010
September	522	42	2832
October	614	55	3230
November			
December			
January			
February			
March			
April			
May			
June			



October 2025 Marketing Board Report

On October 8, GNRC held their regional meeting here at the Center. We were excited to host this meeting. Rita and I attended. There were presentations on many helpful topics pertaining to Senior Centers and their issues and successes. The city mayor, Joe Pitts, gave a brief talk about the city of Clarksville. This was the first time many of those attending had been to our city.

The Walk to End Alzheimer's was held at Austin Peay State University on Oct. 11. The Center had a team that attended the event and walked. We were able to raise \$2,297 for the cause.

The Geriatric Council met here on Oct. 14 for their bi-monthly meeting. It is a good opportunity to network and meet others who work in the senior care community.

On October 14, Manna Café brought in clothing and household items for their twice-yearly giveaway. Our seniors look forward to this event and are able to "shop" for items and clothing at no cost.

Rita and I attended the October "Business After Hours" at Tanglewood House on Madison St. We were able to network and talk to some in the business community about the upcoming fundraising event on Nov. 15.

Jada and I attended the Volunteer Fair at Austin Peay on Oct. 22. It was a time for local non-profits to set up a marketing table and discuss non-profits and volunteer opportunities with students.

Planning is in high gear for the “Diamond Jubilee” event. Rita and I have been all over town distributing information and talking to people and picking up auction items. We are almost there!!!!



JADA MOORE ACTIVITIES AND
VOLUNTEER COORDINATOR

ACTIVITIES & VOLUNTEERS



OCTOBER 2025

MONTHLY BOARD REPORT

EVENTS

- Oktoberfest
 - **77 participants**
- Pumpkin Decorating Contest
 - **20 participants**
- Breast Cancer Awareness Paint & Sip
 - **26 participants**
- Manna Cafe Giveaway
 - **89 participants**
- Harvest Craft Fair
 - **32 participants**
- Halloween Carnival & Trunk or Treat
 - **881 participants**
- American Red Cross Hands only CPR
 - **18 participants**
- Breast Cancer Awareness Exercise
 - **16 participants**

● UPCOMING EVENTS

- 60th Ann
- Alz. Awareness Chair Exercise

VOLUNTEERS

For the month of October we had 16 new volunteer applications & over 1025 volunteer hours logged center wide. Volunteers reported spending their time facilitating over rooms in the center, assisting with day and night dances, maintenance work, center wide events and so much more.

Maintenance

Things that we had to fix for the month of October were as follows:

Elevator we fixed twice

Front Doors 3 times

HVAC 6 times

Kitchen fryer twice

Kitchen ice machine 3 times

Kitchen rollup door once

We are having the Beauty Shop walls and floors painted. The room will be refreshed.

We are also moving forward with new front doors. The doors we currently have keep opening and not wanting to lock as they should.

Standard Operating Procedures

For the



Legally Chartered by the State of Tennessee
A United Way Partner Agency

Date of Revision

Sept 1, 2025

Board Approved

*The Place where strangers become friends and friends
become family.*

Our mission is to provide a multi-purpose facility and services for seniors will enhance their enjoyment and quality of life.

Welcome:

It gives me pleasure to welcome you to the Clarksville Ajax Turner 50+ Center and the wide array of programs, activities, and opportunities that we provide!

We do not refer to ourselves as a Senior Citizens Center because, in all reality, we are an **Activity Center for Mature Adults.**

We are committed to offering activities and events that appeal to each participant. The staff and volunteers take pride in our program offerings – from exercise classes, health and wellness education, games, tournaments, arts & crafts, music, socialization, computer lab, Wi-Fi, day trips, and daily meals. All activities are built around the needs and wishes of our participants, but if there is something in which you are interested that is not offered, please let a member of the staff know. If there is a way that we can make it happen, we will do our best to accommodate your request.

We want you to have a positive and enjoyable experience, which is one reason for the publication and distribution of this booklet. We don't want surprises and would like everyone to understand their responsibilities and the expectations associated with participation in Center activities. If you have questions about an item in this booklet, please ask for clarification.

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Guidelines For Participation

- The Center is open to participation for all people over fifty (50) regardless of Income, Race, Religion, Sex, Sexual Orientation, National Origin, or Presence of Disability.
- No persons aged sixty (60) or older will be denied a service provided by the Older Americans Act or state funds because of non-payment of Membership Fees.
- Breakfast is free for individuals age fifty (50) years old and older. Anyone under the age of fifty (50) is not eligible. Members and participants **must** register at the front desk to receive a free breakfast.
- An Active Membership is required to receive a member discount on the following services: Adult Day Center, Lunch Program, Trips. These services are not funded by the Older Americans Act or state funds.
- Membership fees for persons aged fifty (50) and older may be paid through the Membership office Monday – Friday 9 AM – 2 PM. Memberships that are not renewed each year are considered inactive, and you will not receive any member discounts until you renew your Membership.
- Annual Membership runs from July 1st through June 30th year to year.
- Always keep your Center-Issued ID badge on and visible while attending the Center. We will provide the first ID badge to every Member or Participant aged 50 and over at no charge. Board members and Volunteers are also to have visible ID badges. If a replacement badge is needed there will be a fee. Check with Membership for details.
- Sign in at the front desk with your barcode when entering the building, and when you participate in an event or activity you must put your name and membership number on the sign-in sheet. Our funds are based on attendance and participation, so it is especially important that you do this for every program. If you bring a guest, then the letter “G” goes in place of the badge number.
- No persons under the age of eighteen (18) years can participate in Center activities or attend on a regular basis except for planned intergeneration activities. Occasional visits are allowable. A responsible adult must always supervise all visiting children. If a child is sick, has a fever, or is not well enough for school or daycare, they may not visit the Center.
- Persons ages 18-49 may visit the Center as the Guest of a member no more than 3 times per month, unless they are a spouse, caregiver, or dependent adult child.

Participants and Members MUST:

- have a completed registration form on file and a Center ID badge to participate in Center activities and classes on a continuing basis. There are several types of ID badges available. See the Membership Clerk for details.
- Provide Membership with updated information any time there is a change of address, phone number, emergency contact, etc. All information should be reviewed for accuracy at least once a year. Some of our funding agencies require this information.
- Follow the Center’s code of conduct.

- When the Directors and/or the Board of Directors determine a participant should no longer attend the Center due to a physical, mental, or social impairment, the family or caregiver will be notified. The participant may then attend and participate only when accompanied by a full-time caregiver or the health risk is eliminated and stated so by a medical professional. Placement in the Center's *Senior Circle of Friends Adult Day Center* may also be an option.

Code of Conduct

The Center is for the pleasure of all. It is, therefore, necessary to establish these guidelines of behavior.

- The building and grounds are a **DRUG-FREE ENVIRONMENT**. No illegal substances will be used within the building or on the grounds. The Center nor its members or participants are medical advisors; therefore, the sharing of prescription medication is prohibited.
- There is to be **NO SMOKING, NO VAPING, NO E-CIGARETTES**, or use of tobacco products within the building or on Center grounds, except in outside designated areas and receptacles.
- **NO ALCOHOL USE** within the Building or on the Grounds except for special events as stated in the Center Lease Agreement.
- **FIREARMS, WEAPONS, and EXPLOSIVES are forbidden** as stated in Tennessee Code (TCA) 39-17-1359. Any infraction will be reported to the Police.
- The Use of profanity, obscenities or pornography will NOT be tolerated on Center Property; this includes swearing, obscene or pornographic gestures, pictures or videos. The Use of profanity, obscenities or pornography will result in disciplinary action as determined by the Executive Director.
- **Dress Code:**
 - T-shirts and sweatshirts must have no writing, pictures or graphics that unreasonably attract attention or causes disruption or interference with the operation of the center. Also, clothing that displays or implies profane or obscene language or symbols is strictly prohibited.
 - See-through clothing, clothing that shows bare midriff, bare back or the bare shoulder is not permissible.
 - Halter Tops, Spaghetti Straps, Bathing Suits and Sleepwear (including house slippers) are NOT permitted.
 - Tank Tops and Sleeveless Shirts must have a 3" shoulder and not expose undergarments.
 - For Men: Tank Tops and Muscle Shirts must have a 3" shoulder and cannot expose below the armpit or the chest area.
 - Shorts, Skirts and Dresses are to be no shorter than 3" above the kneecap and should not be skintight.
 - Appropriate undergarments are required and must not be visible or exposed.
 - Shoes are required at all times.
 - Any dress code approved, outside of this policy, for a specific activity is only approved during said activity and in the specific room for that activity. If questions arise, the Executive Director is to have the final say.

**Center staff will determine if clothing is questionable or against the dress code.
If so, you may be asked to leave.*

- Courtesy and Respect will always be shown to all people. Arguments, fights, or disruptive behavior will not be tolerated and could lead to DISCIPLINARY ACTION up to and including removal from membership.
- Do not engage in or take part in gossip or spread rumors.
- Discrimination and sexual harassment or “bullying” towards any person for any reason will not be tolerated and could lead to DISCIPLINARY ACTION up to and including removal from membership.
- Participants are expected to maintain personal hygiene that is healthy and not offensive.
- Each person is responsible for maintaining the premises in a neat and orderly fashion. If we all respect one another, the building, and the equipment, we can enjoy them for a long time.
- Anyone wishing to make a complaint must file the complaint in writing, signed and dated, to the Executive Director.
- Anyone wishing to speak before the Board of Directors will need to obtain permission from the Chairperson 24 hours in advance to have their name placed on the agenda. Then they may speak for a maximum of 3 minutes.

Opening/Closings

- Center Operating Hours are Monday through Friday – 8 a.m. until 4 p.m.
- Any other openings must be approved by the Executive Director and/or the Board of Directors. The Center will not open for regular activities without a staff member certified in First Aid and CPR.

The paid staff person in charge will unlock the front door at the appropriate time. That person is also responsible for anyone allowed in before the set time. Mature workers and Board Members are not Center-paid staff and do not have this responsibility. Specific volunteers are allowed in to help the paid staff before scheduled opening times.

Participants should schedule their transportation to arrive at the scheduled opening times and before closing time.

Inclement Weather Policy

- The Clarksville Ajax Turner 50+ Center will initially observe the inclement weather plans as announced by the Clarksville-Montgomery County School System. The Executive Director will post the closure on WSMV’s Snowbird Report, the Website, Facebook and may also send out a text or voice message. The list will be updated periodically.
- Should the Center be closed due to inclement weather on Monday - Friday, it is understood that it will remain closed for any **Center activities** scheduled that night.
- The Executive Director and Administrative Staff may choose to open the Center regardless of CMCSS’s decision to remain closed if:
 1. It is determined that the city streets are free of ice and snow, and traffic can flow freely and safely.
 2. The Center parking and entrances are free of ice and snow.
 3. The Executive Director and Administrative Staff have contacted their employees to determine who can return to work safely.

4. A CPR/First Aid trained staff must be on-site, and there is enough staff to man the Center.
 5. When it is determined that all the above has been satisfied, the Executive Director and Administrative Staff may open the Center and provide programs as are available, i.e., lunch and ADC.
- * The Center may also be closed at the discretion of the Executive Director.
 - * Please call before coming to the Center if you are in doubt.

The Center will be closed (unless announced open) on the following days.

Martin Luther King's	Juneteenth	Thanksgiving Day (Thursday)
President's Day	July 4th	Day after Thanksgiving (Friday)
Good Friday,	Labor Day	Christmas Eve Day (Dec 24 th or Equiv.)
Memorial Day	Veterans Day	Christmas Day (Dec 25 th or Equiv.)
		New Year's Eve Day (Dec 31 st or Equiv.)
		New Year's Day (January 1 st or Equiv.)

Liability

The Center is not responsible for damage, breakage, theft, or the storage of participants' personal items. This includes pool cues, coats, crafts, ceramics, tools, or anything a Participant may bring to the Center.

Lockers are available for a small fee. See the Membership office for information on lockers.

Destruction of personal property, of either participants or staff, is expressly prohibited and will be met with disciplinary action. If Center property is maliciously destroyed, the action will be met with suspension from the Center, the length of which depends upon the severity of the offense and reimbursement for damages.

The Center is not liable for personal injuries to those participating in Center activities, including the Exercise Room or its equipment. Neither is the Center responsible for damages to a participants personal property caused by another participant.

All medication, including Aspirin, Tylenol, Tums, etc., cannot be dispensed to Center participants.

Any donation to the Center then becomes the property of the Center and is subject to usage or disposal as the Center staff feels is appropriate.

Use of Facility/Equipment

The Center will be used for Center activities whenever possible, but at times when it is not used as a Senior Center, it can be used for rental purposes to supplement the budget. Rentals are not a Center sponsored activity.

It may also be available for use by other non-profit organizations when scheduling does not interfere with regular programming.

- Certain areas of the Center with sensitive equipment or materials will not be available for usage by other organizations.
- No equipment, furniture, tools, or supplies will be removed from the Center without written permission from the staff. If permission is granted, said materials will be returned promptly when the purpose for borrowing is finished. Many items are also available for a small rental fee.

- Exercise equipment is to be used at your discretion. Please observe all posted safety rules and regulations. If assistance is needed, a staff member will be glad to help. The exercise room is not monitored; therefore, it is recommended to have someone with you in case of an emergency. Equipment is used at your own risk.

Programs, Activities, and Classes

Center Staff will be responsible for all scheduling of programs and events and the use of available space. Trained Volunteers lead most activities. Please respect their authority and abide by each program's posted Rules and Regulations. All programs will comply with the requirements of each of the Center's funding sources. This includes but is not limited to the Older Americans Act, Federal and State funds and the Tennessee Secretary of State, the Division of Charitable Solicitations and Gaming, and the Office of the TN Attorney General.

- Each participant is responsible for cleaning their clutter from any program room. All pieces of equipment or supplies are to be shared by all participants.
- No equipment, tools, or supplies are to be removed from the Center without the permission of the Director or Assistant Director. If you are allowed to take Center property off-premises, you are responsible for its return in as good as or better condition than when you took it.
- Each program and/or room is set up to best suit the most needed and safety of the space. If you move furniture or equipment to suit your needs, please return it to its designated place. Each room has a diagram of the proper setup posted on the wall in that room.
- Class fees, when required, must be paid before or at the first class. Fees may be raised as necessary due to yearly inflation. See the Fees section below for more information.
- In addition to The Code of Conduct, each program may have its own rules, regulations, and requirements. Please be sure to check with the person or persons leading each program you attend.
- Volunteers run many of the programs and events offered at the Centers. Please treat them as you would want to be treated. Class leaders are in charge of their program. Any problems should be reported to the Center staff in writing, signed and dated by the person reporting the problem.

Games and Tournaments

- All tournaments will be conducted per posted tournament rules. Some events will require prior sign-up or registration.
- Bingo is free to play, but there are rules that must be strictly followed. The Center and participants are required to follow all rules and laws set by funding agencies.
- Please respect the **Volunteers** who are hosting an activity. Any disagreements, disputes, or problems should be reported to an Administrative staff member who will handle disagreements and complaints.
- Prizes are awarded exclusively to (active) Center members and **participants** aged sixty (60) and over.

Lunches

- Your Center ID badge is required to determine the price of your meal. Membership must be active to receive a member discount on meals. All others will be charged full price. See the price list posted on the door in the lunchroom. If a financial hardship keeps someone from paying for lunch, please speak with one of the Directors.
- A volunteer or staff person will bring your complete meal (drink, plate, salad, and dessert) and take your dishes to the window if you are unable to do it for yourself.
- Any participant (other than the frail and disabled) needing to eat early must first have the cashier's approval and follow all the guidelines above.
- All other participants must pay the cashier then proceed through the serving line. After paying for a meal a participant may designate his/her seat before proceeding through the line. Lunch will be served until 12:30 pm. All diners, other than the frail and disabled, will place their own trays in the return window.
- All fees are set by staff and/or the Board of Directors and are kept reasonable. If a financial hardship keeps someone from participating, that person is encouraged to confidentially speak to one of the Directors who may be able to waive the fee or a portion thereof.

Fees

- Ceramic fees are based upon estimated costs of supplies and electricity used for firing. Non-members may pay an additional fee as posted in the rules and regulations of the program.
- Art/Craft class fees, when necessary, are based upon supplies used for special projects throughout the year. Check with your program leader on any fees that may be required.
- Trip fees are based on gas and maintenance costs or set costs plus an allowance for gas, etc. Tours with a tour company are arranged occasionally and the cost will include the tour company cost and a small amount to the Center to cover the time of staff to handle the trip. Participants are responsible for the cost when they register regardless of attendance unless another person is found to fill their slot. Trip fees must be paid at the time of registration for the trip to allow definite assurance of attendance and any pre-payments that are needed. Purchased tickets cannot be refunded. Trip fees can be refunded with seven days' notice of cancellation.

*** Services not included in the Older Americans Act** that the Center offers to include the Lunch Program, Adult Day Center, Hair Salon, and Trips.

Transportation Rules

- All trips scheduled by the Center are to be posted in the Trip book and the Trip Board. All Center-sponsored trips must have a Designated Emergency Preparedness Officer certified in First Aid and CPR. Information will be in the book about the trip. To register for the trip you must sign the appropriate sheet in the book. ***ALL TRIPS FEES MUST BE PAID AT SIGN-UP.**
- All trips are first come first serve unless it is a specific trip for a specific group such as the chorus. Naturally, Members have priority on seats for a trip. If a non-member is signed up, and a member wishes to go, the non-member must relinquish the seat in favor of a member. This policy is only in effect until the trip ticket sales and closing date are reached. At that time the Trip List is final.

- Trips may be canceled for lack of attendance. No trip scheduled for participants will continue for the seven-passenger van with less than four persons. Trips may be scheduled with less only for Center business trips or by special permission.
- All policies of the Center listed in this handbook extend to Center-sponsored trips and outings. Any refreshments or clutter will be the responsibility of the Participants to clear before they leave the van.
- The driver of the van is responsible for checking out the van prior to the trip and ensuring there is enough gas for the trip. Driver "take-home" of vans is approved for early morning, next-day events at the discretion of the Center's Director.
- Seat Belts: Participants are required to wear their seat belts at all times when riding in the vans. Any person refusing to wear one will not be allowed to ride. If for some reason your seat belt is not working, please let the driver know before he pulls off.
- Drivers: All drivers must have a valid driver's license and be on the list of drivers registered with the insurance company. This requires that they must not have a record of traffic violations. They must use their eyeglasses if so stated on their license. They must always obey all traffic regulations.
- Servicing: All drivers are requested to inform the staff immediately when service is needed on the van. Drivers are required to fill out the Log Sheet when the van is used.
- When there is a mechanical problem with the van the staff must be notified as soon as possible. The vehicle will be taken out of commission until the problem is corrected. *SAFETY MUST BE OUR NUMBER ONE PRIORITY.*

Temperature Control

The thermostats will be adjusted only by a paid staff person or by an authorized volunteer. If you find the temperature uncomfortable, please let a paid staff person know. Please remember we have a large number of people in the building involved in a variety of activities so if you tend to chill easily, please bring a sweater with you.

- The fans in the Assembly Room are designed to move the air about and equalize the temperature. They are not to be turned off by participants. Any regulating of them will be done by a paid staff person or authorized volunteer.
- The temperature for dances and other physical fitness activities is 68 degrees COOL. Please note that the setting 68 degrees HEAT is not the same and is therefore not in keeping with the temperature control guidelines as instructed in the Standard Operating Procedure document. For all other events, the temperature is 72 degrees. The HEAT or COOL thermostat setting will be determined by the weather and season as appropriate.
- No blocking of air vents by stuffing materials into them will be allowed. This can cause a fire hazard and endanger lives. Should the air need to be redirected the staff should be notified and a redirection made which is visible and removable.

Emergency/Safety Plan

- **Fire Safety and Emergency Evacuations**
 1. Evacuate the building through the closest, clear exit.
 2. **DO NOT** get in your vehicle and leave the premises.

3. Go to the grass area on the right side of the parking lot
4. Wait until your name has been checked off the Attendance sheet before leaving the area.

- **Lightning Safety**

1. Stay away from windows and water pipes.
2. Avoid telephones and electrical devices.
3. Unplug sensitive electrical devices.

- **Power Outages:** The Center will close if power has not been restored within 30 minutes. Center staff will remain on-site while transportation is being arranged and until the last person has left.
- **Natural Disasters:** The Center is a designated Red Cross Emergency Shelter with several staff members trained as "shelter managers." All regularly scheduled programs and activities will be canceled when the building is used in this manner.

Volunteering Policies:

Anyone eighteen (18) or older who desires to volunteer at the Center must complete a volunteer application and pass a comprehensive criminal background check. Center staff will provide orientation and training as well as help with satisfactory placement and scheduling.

For detailed information see the Volunteer Handbook.

Approved by the Clarksville Board of Directors in a regular business session on September 14, 2023.

I have received my copy of the Standard Operating Procedures and agree to abide by them.

Print Name _____ Date _____

Signature _____