



Windy Hill on the Campus Senior Center

Member Handbook

1472 Roth's Church Road, Suite 103 * Spring Grove, PA 17362 * 717-225-0733

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Welcome

Welcome to Windy Hill on the Campus! We are excited to welcome you as a new member of our organization. The staff and leadership of Windy Hill strives to create a safe and welcoming environment for everyone. A variety of programs are available for everyone including health and fitness, lifelong learning and opportunities for socialization. Our main goal is to promote health and well-being. Please refer to our newsletter and program schedule for additional information.

Mission Statement

“To create a diverse and supportive community dedicated to lifelong learning, social interaction, and the well-being of its members.”

Hours of Operation

Windy Hill is open Monday thru Friday from 8:30 a.m. to 2:30 p.m. The Center may be closed for inclement weather or other emergencies. A closing message will be on the Center’s main phone number (717-225-0733); posted to our website (www.windyhillonthecampus.org); and on our Facebook Page. We are closed on all major holidays, including:

New Year’s Day	Labor Day
Martin Luther King Jr. Day	Columbus Day
President’s Day	Veteran’s Day
Good Friday	Thanksgiving
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Eve & Christmas Day

Membership

1. Those wishing to use Senior Center services must register as members. There is no membership fee. Membership is restricted to individuals age 60 or older and spouses of members who are age 60 or older. Applications can be found on our website and in the front office. There is no charge for membership.
2. Upon registration, new members will be issued a Copilot card to be used to gain access to the center. Participants must check in at the front kiosk upon entering the Senior Center and before participating in any activities. The Copilot system allows staff to track the number of seniors we serve and which classes they enjoy attending. This information is used for funding and grant applications. All members must be willing to learn and utilize the Copilot system to be eligible for membership. Training is provided the first time the new member attends the center. Members must also check-out on the Copilot when they leave the center. This is important in the case of an emergency so

that responders know exactly who is in the building. Members who misplace or need to replace their Copilot cards will need to purchase another one for \$5.00.

Membership Eligibility

1. Participation is open to individuals who are capable of performing basic skills of daily living (self-toileting, self-feeding, and self-mobility) with or without assistive devices; ability to make appropriate decisions; dress in appropriate attire and maintain personal hygiene. Participants must not present a danger to themselves or others. Senior Center staff members are not permitted to provide hands-on assistance.
2. Windy Hill on the Campus Staff will determine if members are required to be accompanied by a member-provided caregiver. Members requiring an aide or companion must be accompanied by the aide/companion at all times while at the Center. In the event the aide or companion does not provide adequate assistance or leaves the member at the Center unassisted, Senior Center staff will immediately contact the emergency contact person on file. If the contact person is unavailable, the York County Area Agency on Aging or local law enforcement may be contacted.

Equity, Inclusion and Anti-Discrimination Policy

Windy Hill Senior Center, Inc. does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services to its members. We are committed to providing an inclusive and welcoming environment for all members, staff, clients, volunteers, contractors, and partners.

Confidentiality Policy

1. The policy of the Windy Hill Senior Center is to maintain confidentiality on all matters concerning members, volunteers, and staff.
2. All information contained in Senior Center files and records, as well as information obtained while performing Center duties, are CONFIDENTIAL. Information may not be shared, released, or discussed with unauthorized persons. It will only be used by personnel authorized to perform duties relative to the files and records.
3. Individual identities or contact information concerning specific members, volunteers, or staff may not be released without their permission.
4. Violations of the Confidentiality Policy are subject to disciplinary action.

Transportation

Currently, door-to-door transportation to and from the Center is 'free' via Rabbit Transit. YCAAA provides the funding for this service. Riders must be age 65 or older and sign up in advance for the service. Contact the Center for more information.

Parking

Parking, including handicapped parking spaces, is on a first-come, first-served basis. The main parking lot is located in the front of the building. When this becomes full, overflow parking is located in the parking lot between the Center and the Intermediate School. In the event that all handicapped parking has been taken, members may call the center and ask for parking assistance. Members are not permitted to park on the grass area at any time per the Spring Grove Area School District. Repeat offenders may be subject to disciplinary action.

Food

Windy Hill Senior Center is a licensed food service establishment. For the safety of all participants and staff, and to maintain compliance with Federal, State, and Local health codes, the following rules have been established:

1. Only staff members and trained, registered badged food service volunteers are permitted in the kitchen area.
2. A staff member with the PA Department of Agriculture Food Safety Certification will oversee volunteers and provide needed training to volunteers.
3. Members wishing to provide snacks and food items to share with other members must receive prior approval from center staff.

Congregate Lunch Program

The Congregate Lunch Program is funded through the York County Area Agency on Aging. Meals are served Monday through Friday at noon except for when the Senior Center is closed or changes are dictated by the County. Members are welcome to sign up for a meal by 8:30 am the day before by calling the front office or logging into the Copilot Community website. You will need your Copilot Card number and an individual email in order to access the website to register for programs. Lunch reservations can be made by calling the center, dialing extension 105 and leaving a message.

If members do not sign up for a meal, but wish to eat lunch, their name will be added to a waitlist, and they will only receive lunch if one becomes available. If a member needs to cancel his or her lunch order, please call the front office as soon as possible so a meal can be provided to someone on the waitlist.

The cost of lunch for anyone under 60 is \$5.00 and for members 60+ the suggested donation for each meal is \$3.00. **Please note that all funding support received through the York County Area Agency on Aging is directly tied into the congregate and home delivered meals.** This funding represents approximately 33% of the total budget. We encourage members to participate in these programs to ensure continuing support from this agency.

Health & Safety

The Windy Hill Senior Center takes the health, safety, and well-being of our participants very seriously. Senior Center staff are not responsible for any member entering or leaving the Center with other members or alone. Staff is also not responsible for any belongings or items that a member brings into our Center. Lockers are provided to members who wish to use them. Members must provide their own locks and are responsible for locking and unlocking them. You must register your locker at the front office prior to using them. A lost and found area is located within the center.

Emergencies

In the event of an emergency, staff will call 911 and notify the member's emergency contact on file. Under no circumstances will a staff member transport anyone requiring medical assistance to a hospital or doctor's office for emergency situations.

1. The Senior Center has 2 AEDs (Automated External Defibrillators) on site. Select staff are certified in American Red Cross basic first aid and cardio-pulmonary resuscitation (CPR) every 2 years.
2. Senior Center participants should not provide any medical assistance to those with a medical emergency or that have fallen unless those members are certified professionals. Members must alert staff immediately if someone is having a medical emergency or has fallen.
3. Members who are fully conscious may refuse medical assistance only after emergency personnel have arrived and their medical condition has been evaluated. If emergency personnel recommend further treatment and the member refuses to cooperate, a waiver must be signed. Members who refuse the recommended medical attention must immediately vacate the premises and will not be transported by any staff member. The member cannot stay at the Center for the remainder of the day; the emergency contact person or designee will be contacted and will be responsible for transporting the participant and ensuring their well-being.
4. It is important for all members to provide up-to-date, emergency contact information to the center when they register. In the case of a couple, it is advised that an emergency contact person be identified outside of the couple living in the same household. **Please remember to update this information when changes occur.**

Alcohol, Weapons, & Tobacco

As per Spring Grove Area School District policy:

1. Alcohol: No alcoholic beverages of any type are permitted. If a participant is found in possession of alcohol or under the influence of alcohol while inside the Center, local law enforcement will be called and the individual will be suspended from the Center per the Center's Code of Conduct policy.
2. Weapons: No firearms or other weapons are permitted at the Center except by legally authorized law enforcement personnel. Any visitor or member found in possession of a weapon will be asked to leave the Center. Repeat offenders will be reported to the local Police Department, and membership privileges may be revoked per the Center's Code of Conduct policy.
3. Tobacco: Use of all tobacco products are prohibited at the Center and on all school grounds and property. Tobacco products will be defined as lighted or unlighted cigarettes, cigars, or pipes; or other lighted smoking products, smokeless tobacco in any form; or electronic cigarettes.

Evacuation Plan

The Senior Center will be evacuated when an emergency arises and the fire alarm or other alarm activates. Emergencies can include, but are not limited to: fire, explosions, weather, biohazard, physical violence, hostage and bomb threats. Not only limited to our building but to any building on the Spring Grove Area School Campus, of which we are located.

Staff will assist members and volunteers to the appropriate emergency exit points. In the case of persons with physical disabilities, staff will assist in directing individuals to the handicapped Door #1 where the handicapped ramp is located. The Administrative Assistant or volunteer manning the front desk will bring the member sign in log. All staff and members will meet in a designated area in the parking lot in the front of the building. Staff will do a roll call of members who signed in to assure that all members have evacuated safely. It is extremely important that members sign in and out properly. These records must be up-to-date, and will be used to take a roll call in the event of an emergency evacuation.

In compliance with Windy Hill's contract with YCAAA, the center must conduct fire emergency drills 2X's annually.

Housekeeping

It is expected that all members of the Senior Center engage in good housekeeping. Please make sure after all programs you clean up your space and use the proper receptacles in disposing of your trash and recyclables. For your own convenience, a trash can is located in every room. In the event of an accident in any location in the center, including the restrooms, please notify staff immediately so that proper cleanup and disinfection can be done.

Program Notes

Exercise Activities

1. All members must sign a Fitness Room and Exercise waiver when submitting intake for membership.
2. Exercise equipment must be kept in the designated area of the program.
3. Participants must arrive at least 5-10 minutes in advance of the program to maintain an adequate time schedule. Participants consistently arriving late may be asked to reschedule attendance at a future time.

Technology and Internet

Wifi Internet access is available throughout the Center. Please use *Windy Hill Guest*; no password needed. iPads are available for use by members for no charge, while in the center. iPads must be checked out in the front office and returned to the front desk before leaving the Center.

Copy/Fax Machine/Printer

Only Center staff or trained volunteers may operate the copy or fax machine. Copies are provided to members at a cost of .20 per copy.

Appointments

The staff makes every effort to be available to meet with members during business hours, but due to busy schedules, it may not be possible. To ensure the appropriate staff person is available, it is important to schedule an appointment.

The Main Office is closed to unannounced visitors. Only staff and badged volunteers are permitted. This policy ensures the privacy of our members. If you have an appointment or need to speak with staff, please inquire at the Reception Desk and wait to be invited into the office.

Volunteers

Volunteer positions are available on an ongoing or a one-time basis. Members are welcome to volunteer at the Center. Volunteers can assist with crafts, bingo, assisting with lunch service, and the Home Delivered Meal program. Volunteers are provided with training, support, and lots of appreciation. We ask that members who are interested in volunteering to schedule time with the Assistant Director of Programming to complete the volunteer application and training. Once training has been completed, the volunteer will be issued a badge.

Solicitations & Visitors

Soliciting, selling, or collecting money or items within the Senior Center are not permitted, except when part of a fundraising project or event sponsored or approved by the Senior Center.

Posters/flyers advertising events or services must be approved by the Staff. Only Center staff will post or remove items from any bulletin board or any surface. We will not make copies of posters and/or flyers for outside events.

Visitors must present themselves at the receptionist's desk upon arrival.

Children

Children are permitted to visit the Senior Center for specific intergenerational programs and under controlled conditions, as scheduled and approved by the staff. Members are not permitted to bring their children/grandchildren unless for a specific program or prior permission has been obtained from staff.

Animals

As per Spring Grove Area School District policy, no animal in the care, custody, or control of any person shall be permitted in the Windy Hill Senior Center facility except those which qualify under the following exceptions:

1. The animal has been identified and trained through the ADA to provide support for persons with a disability such as guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting/protecting someone having a seizure, reminding a person to take medications, or calming a person with PTSD having an anxiety attack. Members needing service animals must be willing to disclose 1) Is the service animal required because of a disability? and 2) what work or task is the animal trained to perform? Service animals must be under control at all times and must be house broken.
2. The animal is part of a Center program and/or project and is the direct responsibility of a staff member or qualified trainer.

Charitable Donations

Windy Hill on the Campus Senior Center is a nonprofit organization described in Section 501(c)(3) of the Internal Revenue code. Monetary donations as well as donations of supplies and consumable goods are greatly appreciated. These donations support our efforts to continue to provide programs and services at little to no cost. However, donations of furniture, exercise equipment, and other non-consumable items must be approved by the staff. Any items left at the center without prior approval will be the immediate property of the center. Center staff will determine usefulness and reserve the right to dispose.

Windy Hill Legacy Foundation

Windy Hill encourages planned gifts through its Legacy Foundation. The Foundation recognizes individuals who have included Windy Hill on the Campus in their estate plans. Gift opportunities include memorials and honorariums, estate planning, appreciated securities, life insurance policies or real and personal property. Windy Hill has an endowment fund with the York County Community Foundation. This endowment was created to ensure the future of the organization for many years to come. Members are encouraged to create their own legacy by remembering Windy Hill in their estate plans. For more information on the foundation, the endowment fund or ways to create planned gifts, please contact a member of the board of directors or the Executive Director.

Religious Activities

Windy Hill is a non-denominational center, respecting all members' religious choices.

Political Neutrality

It is the policy of Windy Hill to remain neutral on any political topic or candidate. In an effort to educate our members, elected officials may ask to speak to the members regarding issues that our members may find interesting. We also allow campaigning candidates to speak to members so they may make educated voting choices. The center will make all attempts to invite candidates from all political parties when possible. The organization does not endorse any particular candidate or party.

Inappropriate Behavior

These procedures are intended to maintain the integrity of the Center, its mission and the integrity of the participants. The following is considered inappropriate behavior as directed towards other members, volunteers, staff or the public while participating in the Center programs.

1. Verbal, physical, or any other form of harassment.
2. Disruptive behavior during activities – i.e. Yelling, inappropriate comments, vulgar language, or rudeness.
3. Members must wear clean clothing that covers private areas of their body. Vulgar or profane t-shirts and/or articles of clothing are not permitted.
4. Deteriorated personal hygiene indicates a person whose body or clothing is dirty and/or has an offensive odor or other prevailing conditions resulting from personal hygiene issues. Deteriorated personal hygiene may also include excessive use of cologne or perfume to disguise other challenges.
5. Removing items from the Center or from other members' personal belongings without permission.

6. Mistreating or damaging the facility and/or furnishings.
7. Failure of aide/companion to abide by center guidelines.
8. Any behavior which is construed as bullying. This includes prohibiting anyone sitting next to you during an activity (saving seats), coercing others to give money or rides and 'picking' on an individual or group.

Procedure:

- a) First time offense – A member of the Staff/Conduct Committee shall speak to the individual letting him/her know that certain behaviors or conditions are not acceptable. Depending on the severity of offense, the individual may be asked to leave the center for the day. Written documentation will be placed in the member's file and a copy sent to the YCAAA. A verbal report will also be given to the Board of Directors.
- b) Second time offense – The Staff member/Conduct Committee member shall again meet with the individual to discuss such behaviors. A corrective action plan will be established. Written documentation will be placed in the member's file and sent to YCAAA.
- c) Chronic Offenses – If disruptive behaviors continue or if the situation is not appropriately resolved, the Staff/Conduct Committee shall again meet with the individual and the member will be informed of immediate suspension or expulsion from the center and all center activities.

Complaint Process

The Windy Hill Senior Center has an open-door policy. Participants with concerns about programming, policies, or are involved in a dispute at the Senior Center are encouraged to first discuss the issue in private with the Director or staff member who will bring it to the attention of the Director. The Senior Center Director handles all personnel matters. All staff members welcome participants' input.

Suggestion Box

A suggestion box is located in the main lobby. Only serious suggestions will be considered. All suggestions must be signed.

Bus Trip Policy

Windy Hill will periodically arrange bus trips for its members and the general public. How to Sign up - Registration envelopes are located on the table in the office. Please fill out the information required, place payment into the envelope and slide it into the receptacle

marked for trips. If you have any questions, please contact the program director at 717-225-0733 ext. 102 or see the receptionist

Payments - We accept cash, check, or money order for payment. Please note, there is a \$25.00 service charge for all returned checks. A 50% deposit must be paid at time of registration to reserve your seat. The balance of the trip must be paid in full 20 days prior to the departure date, unless otherwise noted. Deposits will be forfeited by those with unpaid balances at the 20-day prior mark, and reservation will no longer be held. Reservations made less than 20 days prior to the trip will need to be paid in full and will be non-refundable.

Eligibility - Trips are open to members & the general public; however, no one under the age of 18 will be permitted on any Windy Hill trip unless specifically noted. Windy Hill reserves the right to decline acceptance of any person on their trips.

Proof Of Citizenship/Photo Id/Vaccination Card - Some Windy Hill bus trips may require, per the venue, proper photo ID, valid passport, and/or proof of vaccination. Windy Hill is not responsible for anyone who does not have proper legal identification upon arrival of the destination. Those without legal identification will not be able to participate in the trip activities.

COVID Safety Precautions - Windy Hill expects all guests to adhere to safety precautions required by the venues we visit. This includes: masking, social distancing and any other safety measures prescribed by the trip destination or bus company.

Center Cancellations/Changes - Full refund will be given if Windy Hill has to cancel a trip due to extenuating circumstances. In all cases, every effort will be made to reschedule the trip. Itinerary/Date changes may occur that are beyond the control of Windy Hill. Passengers will be notified if there is a change in the date. Windy Hill reserves the right to cancel a trip if not enough seats are sold by 20 days prior to departure. Some exceptions may apply. If it is necessary to cancel, refunds will be issued by mail within 10 days.

Guest Cancellations - In order to receive a full refund, cancellations must be made 20 days or more, prior to the departure date. Windy Hill will be enforcing this cancellation policy, due to the strict policies set forth by the attractions, and bus companies. Exceptions will be made for a medical emergency with a doctor's note. You are encouraged to find a replacement for your reservation if you find it necessary to cancel.

Day-Of Information - On-time arrival is required of all passengers. The bus will leave from the side dock at the posted time. Map of where to park & where to load the bus is located on the back of this brochure. It is suggested to arrive 15 minutes early.

Most trips will have bathroom stops built in during travel to and from destinations. There is a bathroom on the bus for use if needed unless otherwise noted.

Each passenger is required to supply us with an emergency contact who is not attending the trip.

Waiver Of Liability - Windy Hill on the Campus Senior Center cannot assume liability as agents for venues, restaurants, hotels and other accommodations and cannot be held responsible for lack of performance by proprietors or their staff. Windy Hill reserves the right to make changes to itineraries and prices.

Windy Hill on the Campus Senior Center

Special Needs - Windy Hill will make every reasonable effort to accommodate all persons with special needs. Many of the trips do require walking and may require stairs. Please ensure you are physically fit to navigate the walking and some steps before signing up to attend. Staff/Drivers/Other Passengers will not be available to aid with transport around the venue or on and off of the bus. You are required to have a caregiver if you are unable to negotiate stairs or struggle with walking or bathroom use.

SMOKING/VAPING IS PROHIBITED AT ALL TIMES, UNLESS A DESIGNATED AREA IS MADE AVAILABLE BY THE EVENT VENUE.

Gratuities - Gratuities and tips are ALWAYS included in the cost of each bus trip. These tips are given to the drivers and service personnel at restaurants. It is not required to give additional tips to service staff; however, if you are feeling generous, please tip extra as you prefer.

Windy Hill on the Campus Senior Center

Staff

Name	Position	Email	Ext
Tammy Miller	Executive Director	millert@windyhillonthecampus.org	x103
Jenna Lawrence	Assistant Director of Operations, Marketing & HDMs	lawj@windyhillonthecampus.org	x102
Holly Waltz	Program Coordinator	waltzh@windyhillonthecampus.org	X104
Nancy Foust Wagner	Administrative Assistant/ Receptionist	info@windyhillonthecampus.org	x100
Risa Anderson	Program Assistant	anderr@windyhillonthecampus.org	x105
Sharon Madenfort	Food Services Coordinator	madenforts@windyhillonthecampus.org	x107
Margo Ilgenfritz	Bookkeeper	ilgenfritzm@windyhillonthecampus.org	x101

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