

Title: **Programs and Services**
Date of Current Version: **June 2019**
Replaces Version: **August 2011**

Background

The Center offers high quality, diverse programs and services that meet the needs and interests of adults age 50+ and the larger community. Programs and services may be planned by Center staff or offered through coordination and outreach with other agencies and organizations. Programs and services are the means by which The Center promotes optimal aging and attains its mission and goals.

Target Audience

1. Programs and services are primarily intended for individuals 50 years of age and older. However, many special events, intergenerational programs and services, and general interest classes and services may be open to the general public.
2. Membership requirements for Center programs and services shall be determined by the staff member organizing the program.
3. The Senior Center is not equipped or staffed to be a direct service or care provider. Visitors and participants must be able to navigate through the building and meet personal needs independently or with the aid of assistive devices or personal assistants that are arranged for and provided by the visitor or participant.

Instructors

1. The staff and program committee volunteers shall identify volunteer instructors and independent contractors to teach quality classes.
2. To ensure quality instruction, a professional level staff member shall meet with all new instructors prior to the start of their class to assess their preparedness and instructional skills.
3. Volunteer instructors and independent contractors shall not be allowed to teach at The Center, if in the opinion of a professional staff member, there is reasonable doubt about the quality of the proposed course or instructional techniques.
4. All independent contractors shall sign an Independent Contractor agreement that extends through the duration of their class. The staff member working with the contractor shall provide oversight to ensure the terms of the contract are carried out properly.
5. Failure to comply with the terms of the Independent Contractor agreement may result in temporary or permanent termination of the involved instructor.

Content

1. The Center neither approves nor disapproves the content, ideas, or subject matter presented in programs or used by individuals, non-profit groups, and organizations. The Center does not accept responsibility for ensuring accuracy or that all points of view are represented.
2. As a city-owned facility, it is inappropriate for The Center to sponsor any activities that have the purpose or effect of either advancing or inhibiting religion or any particular religious point of view.

Prioritizing Use of Space

1. Center administration and staff evaluate use of space for programs and services on an ongoing basis to maximize usage of the facility.
2. Center programs and services always have priority when facility space is being allocated.

Public Accommodation, Exceptions Sec. 2-3-2

1. It shall be unlawful for any person to deny any other person the full and equal enjoyment of the goods, services, facilities, privileges, advantages of any place of public accommodation because of age, color, creed, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation.
2. It shall be unlawful to directly or indirectly advertise or in any other manner indicate or publicize that the patronage of persons is unwelcome, objectionable or not solicited because of age, color, creed, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation.
3. This section shall not apply to any bona fide religious institution with respect to any qualifications the institution may impose based on religion when such qualifications are related to a bona fide religious purpose.
4. Public accommodations may be designated specifically for the elderly and disabled. However, public accommodations may not be restricted among the elderly and disabled on the basis of age, color, creed, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation.
5. It shall not be unlawful for a public accommodation to take any action otherwise prohibited by this section where age is a bona fide factor or qualification based on health, safety or developmental differences between age groups. In order to establish that the exception applies, a place of public accommodation must show the restriction or policy is necessary to protect the health, safety, or developmental differences of persons based on age alone. Developmental differences of persons based on age means the social, emotional, physical and intellectual development of a person based on the chronological age of a person.
6. Nothing in this section shall prohibit restrictions regarding the consumption of alcoholic beverages by those under the legal drinking age or the presence of persons under the legal drinking age in places of public accommodation where alcoholic beverages are served.
7. This section shall not apply to discounts for services or accommodations based upon age.

Administration

The program specialist and the community outreach specialist are primarily responsible for the creation and evaluation of the majority of Center programs. The program specialist is responsible for organizing classes, special events, interest groups, and clubs. The community outreach specialist is responsible for coordinating volunteer programs and community services including SCTV, technology programs, SHIP, Tax Aide, and intergenerational opportunities. Center staff coordinates with volunteers, independent contractors, and community partners to plan and implement programs and services.

Approved by the Senior Center Commission on: 7/18/2019