

Milan Seniors for Healthy Living Policy

18.11.02- Agency and Participants Rights and Responsibilities

Milan Seniors for Healthy Living (MSHL) is a non-profit organization offering activities, programs, services, and referrals designed to enhance quality of life and encourage aging with independence and dignity in the greater Milan, Michigan area. At MSHL, we are passionate about giving our participants the best experience possible.

MSHL commits to:

- providing programs that are fun, educational, and/or beneficial;
- striving tirelessly to provide a warm, welcoming, friendly atmosphere at MSHL;
- being sensitive to the needs and desires of our senior community and provide activities, programming, and services accordingly;
- holding all personal information confidential; and
- being fiscally prudent with the resources entrusted to us.

As a participant we ask you to commit to:

- communicating with us regarding your needs and desires;
- treating others at MSHL with respect, dignity, and compassion;
- supporting our endeavors to provide quality programming;
- providing us with accurate registration information; and
- treating our facilities and equipment with respect.

MEMBERSHIP:

Persons age 50 and older may become members of MSHL by completing an application and paying the appropriate annual fee. Prospective members may be required to show proof of age. All persons must be able to care for themselves when utilizing the programs or facilities of the MSHL or be accompanied by a caregiver. While membership is not required for many MSHL programs, members do receive a discounted price for most programs.

PARTICIPANT:

Participation at the Senior Center requires the following:

1. Sign In: Participants are required to stop at the sign-in podium to sign in and out.

2. Independence: MSHL is not equipped to be a day-care facility for seniors. All participants must independently maintain appropriate behavior, bodily functions and proper hygiene. While staff will happily do all it can to ensure a friendly, helpful, and safe environment, MSHL is not staffed to provide one-on-one supervision to those who are unable to care for themselves. Anyone needing individual care is welcome to have a caregiver accompany them. Should staff observe a situation which makes a participant's need for individual care apparent, staff will notify the participant's family/caretaker, and inform them the participant may only attend the Senior Center with a responsible attendant.

3. Respect: Participant should be considerate and treat others with kindness, courtesy, and respect.

4. Emergency Contact: Participants are encouraged to provide the staff with the name and telephone number of a person to contact in case of an emergency. If a participant experiences a medical or other problem while on the premises, it is expected that the participant will follow the recommendation of the MSHL staff to seek appropriate treatment.

5. Personal & Medical Care: Participants are expected to be responsible for their own personal and medical care, including hygiene, grooming, toileting, continence, feeding, taking medications, physical mobility,

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monitoring special diets, etc. MSHL does not assist with medication, personal health or medical care needs. Participants may bring a health aide or family member to offer personal or physical assistance.

6. Violence: Violence or threats of violence may lead to permanent suspension of Senior Center privileges.

7. Derogatory Statements: Statements regarding race, ethnicity, religion, or life style will not be tolerated, and may result in revocation of privileges if repeated.

8. Dress Code: Proper and appropriate attire is required.

9. Personal Property: No storage of personal belongings is permitted. All participants are required to leave the areas they have been using in a clean condition.

10. Signs: Participants are expected to adhere to all posted rules and signs.

11. Personal Conduct: If any inappropriate behavior is witnessed or reported, staff will use discretion to take corrective action, i.e.: ask the participant to abstain from the inappropriate behavior, or if necessary, contact the police, ambulance, or emergency contact person. Repeat violations may result in temporary or permanent suspension of Senior Center privileges.

12. Guests: Participants who bring a guest are responsible for that person's behavior and conduct.

PROGRAM REGISTRATION:

There are four (4) categories of fees for programs requiring the payment of a registration fee:

1. Member: The fee paid by a MSHL Member.

2. Eligible Non-Member: The fee required to be paid by one who is eligible to be a Member (age 50 years or older) but not a Member, which fee shall be 125% of the Member registration fee.

3. Ineligible Non-Member: The fee paid by a guest of a Member who is ineligible to become a member due to age (under the age of 50 years), which fee shall be 150% of the Member registration fee.

4. Caregiver of Member: A Caregiver of a Member registering for a program is welcome to participate in a program upon payment of the same fee paid by the Member for whom care is provided.

Where space is limited for a program, priority will be given first to Members and Caregivers, second to Eligible Non-Members, and third to Ineligible Non-Members, on a space available basis.

WAIT LIST: If a program becomes full, a wait list will be taken. As positions become available, they will be filled in the order taken.

MSHL recognizes an individual's right to make a complaint about the conduct of MSHL's operations, services, staff, or people associated with MSHL where that individual's interests appear to have been adversely and unjustifiably impacted by such conduct.

MSHL encourages an organizational culture that responds to such complaints in an open and constructive manner, and in accordance with principles of procedural fairness. Please refer to MSHL's Complaint Resolution Policy for further guidance.