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GENERAL

PURPOSE

Stoughton Area Senior Center Policy Manual

The Stoughton Area Senior Center provides services to older adults in the City of Stoughton and the Townships of Albion, Dunkirk, Dunn, Pleasant Springs and Rutland. The center coordinates, develops, supports and monitors programs and services for individuals over 55 years of age.

PROGRAMS & SERVICES

- Case Management
- Congregate Nutrition Site
- Home Delivered Meals
- Skill Development Programs
- Fitness & Wellness Programs
- Social & Recreation Programs
- Support Groups
- Health Screens and Services
- Volunteer Opportunities
- Publications:
 - Yahara Senior News, newsletter
 - Stoughton Area Guide for Senior Services
 - Website and 3 targeted brochures
- Host services from other senior agencies:
 - UW-Extension Nutrition Program
 - Energy Assistance
 - Veterans Service Assistance
 - Experience Works
 - Mental Health Services

ADMINISTRATIVE STRUCTURE

The Senior Center Director manages the Stoughton Area Senior Center under the guidance of the Stoughton City Council's Community Affairs & Council Policy Committee and the Senior Center's Commission on Aging. The Senior Center Director supervises the following paid positions: Assistant Director, Case Managers, Nutrition Manager, Receptionist and Volunteer/Program Coordinator.

HOURS OF OPERATION

The Senior Center is open from 8:00 am – 4:30 pm Monday – Friday, and from 9:00 – 11:30 am on Saturdays. Special programs are sometimes held in the evenings or weekends.

SMOKING PROHIBITED All City of Stoughton buildings are smoke-free.

SOLICITING Solicitation of products, services or religious organizations is not allowed.

PERSONAL BELONGINGS

Senior Center participants are responsible for their personal belongings while at the Senior Center or on a Senior Center-sponsored outing.

PHOTO CONSENT

Photos of volunteers and participants are taken periodically and used in promotional publications. Individuals may absent his/herself from these by notifying the photographer that he/she does not wish to be photographed.

SERVICE ANIMAL POLICY

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The Americans with Disabilities Act (ADA) Title II regulations requires that State and local governments give people with disabilities an equal opportunity to benefit from all their programs, services and activities.

SERVICE ANIMAL DEFINED

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

SERVICE ANIMALS MUST BE UNDER CONTROL

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal or other effective controls.

Valid requests to remove a service animal are very limited and include when the animal is out of control and the handler does not take effective action, and also if the animal is not housebroken. When either of these is the case, staff must offer the handler the opportunity to receive the same goods or services without the animals' presence.

ADA TITLE II: STAFF REQUIREMENTS

- When it is not obvious what service an animal provides, staff may ask two questions (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Food service businesses must allow service animals access to the dining area even if local or state health codes prohibit access by animals.
- Staff are not required to provide care or food for a service animal.

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PROGRAM REGISTRATION POLICY

All programs shall have established fees and registration deadlines. Participants must pay the registration fee in full on or before the deadline in order to be guaranteed participation in a program. Payment may be made in person at the Senior Center or by mail at 248 W. Main Street, Stoughton WI 53589. Include name, address, phone number, class or trip and check when registering by mail.

Program/Class Refunds

Program and class fees are fully refundable if cancellation is made prior to the registration deadline. Refunds may be possible for cancellations made after a registration deadline. However, non-recoverable costs such as meals, supply fees, etc., will be deducted from your refund.

Cancellations/Postponements

In the event a Senior Center program or activity is questionable due to weather conditions, participants should watch Listen to Or check For cancellation or postponement announcements. No meals will be served when Stoughton Area Schools are closed due to inclement weather.