



# Senior Activity Center Customer Manual

The Maryland-National Capital Park and Planning Commission  
Special Programs Division  
7833 Walker Drive, Greenbelt, MD 20770  
301-446-3400 (voice) 301-446-3402 (TTY)



## 60 & Better



Revised August 2018

## WELCOME

We are pleased you are interested in participating in our senior programs and services. Senior Activity Centers are operated by the Maryland- National Capital Park and Planning Commission, Department of Parks and Recreation, Special Programs Division. Services provided include: social, recreation, health and fitness, special events, continuing education classes, trips, the Food and Friendship nutrition program, limited transportation, volunteer opportunities, and more.

Currently, M-NCPPC operates six (6) senior activity centers and one senior activity program. Amenities and activities vary per center. The Senior Activity Centers, locations, and hours are as follows:

### **SENIOR ACTIVITY CENTER LOCATIONS and HOURS (subject to change)**

<b>Camp Springs Senior Activity Center</b> 6420 Allentown Road Camp Springs, MD 20748	301-449-0490 (voice) 301-449-6298 (fax)	9:00am-4:30pm Mon.-Friday 9:00am-1:00pm Sat.
<b>Evelyn Cole Senior Activity Center</b> 5720 Addison Road Seat Pleasant, MD 20743	301-386-5525 (voice) 301-773-8482 (fax)	10:00am-2:00pm Mon. - Friday
<b>Gwendolyn Britt Senior Activity Center</b> 4009 Wallace Road Brentwood, MD 20772	301-699-1238 (voice) 301-699-1238 (fax)	9:00am- 3:30pm Mon.-Friday
<b>Langley Park Senior Activity Center</b> 1500 Merrimac Drive Hyattsville, MD 20783	301-408-4343 (voice) 301-408-4344 (fax)	9:00am-3:30pm Mon.-Friday
<b>John E. Howard Senior Activity Center</b> 4009 Wallace Road Brentwood, MD 20772	301-735-2400 (voice) 301-699-1238 (fax)	9:00am- 3:30pm Mon.-Friday
<b>Laurel-Beltsville Senior Activity Center</b> 7120 Contee Road Laurel, MD 20707	301-206-3350	8:00am – 9:00 pm, M-Thurs 8:00am – 5:00pm, Friday 8:00am – 2:00pm, Saturday

Please refer to the Center calendars for days the centers are closed (i.e. federal holidays).

The senior activity center age requirement for participation is 60 years and better. All participants must establish a PARKS DIRECT senior activity center

membership. For residents of Prince George's and Montgomery Counties, the senior activity membership is free. A nominal fee is assessed for non-residents. For details on how to set up a PARKS DIRECT account, please refer to the PARKS DIRECT section in this manual (page 4). To ensure participant's safety, all participants must present their membership card upon arrival at the center.

Questions regarding these policies and procedures may be directed to the Activity Center Director or to the Special Programs Division at 301-446-3400 (voice) 301-446-3402 (TTY).

### **MISSION STATEMENT**

The mission of the M-NCPPC Senior Activity Centers is to:

- Provide a variety of recreational activities which meet the diverse needs and interests of seniors ages 60 & better in a safe, clean, and stimulating recreational environment.
- Promote health, wellness, and independence by providing a nutritional lunch program coupled with transportation to and from the centers in collaboration with the Prince George's County Department of Family Services, Office on Aging.
- Advocate for the recreational needs and interests of the senior population, ages 60 & better.
- Provide resource and referral information.

### **ELIGIBILITY REQUIREMENTS for SENIOR ACTIVITY CENTERS**

Eligibility requirements for participation at the Senior Activity Centers and senior classes/programs are:

- Minimum age of 60
- A M-NCPPC PARKS DIRECT Senior Identification Card
- Ability to participate in a drop-in recreation program setting that has 1-2 staff present (group size may vary from large to small daily)
- Ability to participate in recreational activities with minimal personal assistance
- Ability to take care of personal needs (i.e. personal hygiene, eating, mobility, medication, etc.)

Note: M-NCPPC Senior Activity Centers purpose and goal is to provide a variety of recreational and social activities. The intent is not for adult day care.



## **DISABILITY ACCOMMODATIONS**

The Department of Parks and Recreation encourages and supports the participation of seniors with disabilities. Register a minimum of two weeks in advance of the program start date to request and receive a disability accommodation. Disability accommodations are provided for classes and programs held at M-NCPPC community centers, Senior Activity Centers, special facilities, etc. These accommodations include but are not limited to:

- sign language interpretation for individuals who are hard of hearing or deaf
- assistive listening devices
- large print/Braille for individuals with visual impairments
- use of companions to provide personal assistance if needed (Note: companions must be registered in advance by completing the Dept. companion form.)
- accessible transportation for field trips and outings
- audio description for individuals who are blind

## **PARKS DIRECT SENIOR MEMBERSHIP IDENTIFICATION CARDS**

To participate at a Senior Activity Center as well as to sign up for classes, trips and activities, you must have a PARKS DIRECT account. PARKS DIRECT is fast, efficient, secure and convenient. The account is free to residents of Prince George's and Montgomery Counties. This membership ID allows you to participate at the Senior Activity Center as well as any Community Center Fitness Room. Non-residents must pay \$87.00 for a Community /Senior Activity Center ID and \$282.00 for a Community Center Fitness Room ID which allows access to all the Community Center's Fitness Rooms. Please note: These ID cards are not for use at the Fairland Sports and Aquatics Complex, and other special facilities operated by M-NCPPC, and are for limited mid-week morning hours at Prince

George's Sports and Learning Complex. Please call these facilities directly for information about programs for seniors.

To set up a PARKS DIRECT account, please bring a form of identification – driver's license, birth certificate, passport, or other government issued identification which verifies your birth date and residence to the Center office. After the staff sets up your account, you will be given an account pin number and an individual barcode, along with a Senior ID Membership Card. The membership card and PARKS DIRECT account, will allow you to participate at the Senior Activity Centers, and sign up for classes, trips, etc.

### **INCLEMENT WEATHER POLICY**

In the event of inclement weather, please listen to the radio and television. If the Prince George's County Govt. is closed, all M-NCPPC facilities are closed. In the event of inclement weather and schools are closed, no transportation or nutrition program will be provided at the senior activity center. However, the center will be open during normal operating hours. Activities and events may be cancelled when schools open late. Call your activity center for verification.

### **EMERGENCY SITUATIONS**

In the event of a fire, bomb threat, or any other emergency situation, the on site manager must assure that everyone is out of the building. An emergency exit plan has been posted at the Center. Participants are expected to follow the exit plan and the direction of the center staff during emergency situations.

### **ACCIDENTS/ILLNESSES/INCIDENTS**

If a Senior Activity Center participant has an accident, illness, or other incident during a visit to the Center, the on-site center staff will take necessary precautionary measures to evaluate the situation and proceed with appropriate action. In the event of a life or death situation, 911 will be notified immediately with a follow up phone call to Park Police.

All accidents and incidents occurring on M-NCPPC property will be reported in writing by center staff by notifying the appropriate supervisors and completing the Accident Report form within 24 hours of the incident.

### **FOOD & FRIENDSHIP NUTRITION PROGRAM**

The Prince George's County, Office on Aging directly supervises the Nutrition Program including supervision of the Nutrition Site Managers assigned to the Centers. The Senior Nutrition Program is offered at the Center for the purpose of

providing nutritious, low cost meals in a congregate setting for seniors, ages 60 & better. Qualifying seniors are asked to pay a suggested donation for their meals. All requests or cancellations for meals must be made 24-48 hours in advance by calling 301-265-8475.

A participant who is not eligible must pay the full cost of the meal. This includes all Senior Activity Center Staff, volunteers, relatives of participants, as well as guests.

### **TRANSPORTATION SERVICES**

The Prince George's County Department of Family Services, Office on Aging offers limited transportation to and from the centers. To request transportation, please call 301-265-8400. Participants must be able to meet the bus at curb side, enter and exit the bus independently, and complete a transportation form with emergency contact information, etc. It is the responsibility of the passenger to update all paperwork if changes in information occur at any time.

In the event a senior does not show up repeatedly to catch the bus transportation, their space may be forfeited in an effort to serve those on a waiting list for transportation services.

Transportation is provided on a limited basis for seniors who reside in Prince George's County. Transportation is provided to the closest senior nutrition site to your home.

### **ALCOHOL, DRUGS, and GAMBLING in the CENTER**

Serving alcoholic beverages or dispensing drugs is prohibited at the Center. Participants possessing alcoholic beverages or illegal drugs on the premises will be asked to leave. This activity could result in suspension from the Center.

Any form of gambling or gaming is prohibited at the Senior Activity Centers.

### **DISRUPTIVE PARTICIPANTS**

Disruptive participants are those whose behavior, personal conduct or physical condition interferes with the smooth operation of the center or the well being of its members. Examples of disruptive behaviors are as follows:

- Improper conduct: verbal or physical aggression, sexual harassment, stalking, profanity, hate speech, use or distribution of pornography, possession of alcoholic beverages or illegal drugs, intoxication, and more.

- Deteriorated personal hygiene: personal sanitation problems (e.g. body lice, untreated open wounds, contagious diseases, incontinence, etc.), noticeable dirty body or clothing and/or offensive body odor.
- Security risk: behaviors such as stealing from other participants or the center, or a present clear danger to self or others.

Combative participants: Should a participant refuse to leave the center when so directed by staff based on previously listed disruptive behaviors above, staff will not attempt to physically remove the participant but will call Park Police for assistance.

Assessment/Resolution: The Center Director will assess the situation and determine a course of action consistent with the behavior in collaboration with the Senior Services Coordinator. This may include a referral to the appropriate organization or agency and/or contacting the participant's family or caregiver, etc.

### **CHILDREN in the CENTER**

Children are permitted to visit the Center for specific reasons and under controlled conditions. Since each situation may be different, the Center Director will exercise discretion in approving such visits. Examples of these visits would be intergenerational programs, Grandparents Day, youth community service projects, and others.

### **PETS in the CENTER**

Generally, pets are not allowed in the center. Service animals such as guide dogs are allowed for individuals with qualifying disabilities.

### **SMOKING**

Smoking is **not allowed** on M-NCPPC property.

### **COPY/FAX MACHINES**

Only Center staff, or authorized volunteers may operate the copy and fax machine. Limited copying may be permitted at the discretion of the center staff. There may be a charge for this service.

### **CHARITABLE DONATIONS**

Each center has developed a wish list of items that are desired donations. If you are interested in making a donation to the Center, please contact the Center Director. Donations will be acknowledged in the Center's newsletter.

## **POLITICAL ACTIVITIES**

**Information Sharing:** It is permissible for elected officials to make presentations on topics of particular interest to seniors. For example, a senator may explain new changes in Social Security regulations.

**Campaign Season:** Candidates for public office or their respective representatives may mingle informally at any time, as long as they do not interrupt or disrupt scheduled or structured activities. They may frequent common or public areas in the Center.

Under no circumstances may campaign literature be distributed directly or given personally to anyone in the Center or on the Center grounds. Candidates may not speak to groups in the Center, even in an informal setting.

Candidates may be invited by center staff to debate issues of concern to seniors at a formally scheduled program.

## **SOLICITATIONS**

Solicitations by any person, agency or company for private gain are prohibited. Center directors have a responsibility to avoid providing a captive audience for unscrupulous solicitors.

## **RELIGIOUS ACTIVITIES**

Religious group activities of an educational or entertaining nature are permissible. These activities should occupy a scheduled period and should be restricted to a specified portion of the building and no one should be forced to attend these functions.

M-NCPPC staff should not interfere to prohibit one from expressing themselves, nor, should M-NCPPC organize or lead in a prayer.

## **RESEARCH in the CENTER**

All research requests must be submitted in writing to the Senior Services Coordinator at 7833 Walker Drive, Suite 110, Greenbelt, MD 20770. Decisions to permit center research will be based on: (1) purpose of research; (2) appropriateness of questions; (3) length of the questionnaire; and (4) demands on staff time or extent of staff involvement. All research proposals must be reviewed and approved M-NCPPC management.



## **CLASS and ACTIVITY FEES**

Some activities and classes held at the Senior Activity Centers require registration in advance as well as a program fee. Payment is required at the time of registration to secure your space. Payments may be made by cash, checks credit card, or debit card. All checks must be made payable to M-NCPPC. Spaces may be limited on a first come, first serve basis. In the event of insufficient registration for a particular class, the class may be cancelled.

## **EXERCISE ACTIVITIES**

Exercise activities are organized physical activities that work the body's muscles and/or cardiovascular system. Activities vary and may include aerobics, chair exercises, dancing, stretching, yoga, Tai Chi, table tennis, strength training, and more. Participants must complete a Fitness Waiver form prior to participation in some exercise programs at the center.

## **SAGE: PRINCE GEORGE'S COMMUNITY COLLEGE (PGCC) CLASSES**

A variety of PGCC classes are provided at the Center for seniors by the Prince George's Community College Continuing Education Program (this program is known as The SAGE program). A \$50.00 fee covers all the classes offered by the College each semester. Make check payable to "PGCC" and mail to Prince George's Community College, Continuing Education Program, Kent Hall, Room 227, 301 Largo Road, Largo, MD 20774-2199. For a complete listing of PGCC Continuing Education Classes, please refer to the SAGE continuing education program guide.

## **TRIPS**

As a part of the Center's activities, trips are routinely offered to a variety of destinations around the Metropolitan area. Transportation is provided via M-NCPPC vans. Because trips are very popular, please be sure to sign up early to secure your space. Spaces are available on a first come, first serve basis. Trip fees are non-refundable unless your space can be filled by someone on the waiting list.

## **USE of CENTER EQUIPMENT**

Under no circumstances is any item to be removed from any senior activity center without explicit permission of the center director. This includes furniture, equipment, plants, tools, records, supplies, fitness equipment, and other items that belong to the center.

Please notify center staff of any broken or non working equipment right away so they can arrange for repairs or disposal.

## **VOLUNTEER OPPORTUNITIES**

Volunteering is good for the mind, body and soul! Volunteers constantly say that they get more than they give through their volunteer work. Volunteers serve in many capacities such as instructors, administrative support, group facilitators, for special events, and more. For volunteer opportunities at the senior activity center, please contact the center office.

In addition to volunteering at our senior activity centers, the M-NCPPC, Department of Parks and Recreation has many more opportunities to volunteer. All volunteers must register online at [www.pgparks.com](http://www.pgparks.com), complete a volunteer release form and be fingerprinted for a background check in accordance with State law prior to volunteering. Volunteer training is provided and mandatory. For more information, please contact the Volunteer Services Office at 301-446-3321 (voice), 301-446-3302 (TTY) or visit our website at [www.pgparks.com](http://www.pgparks.com).



The Department of Parks and Recreation's Senior Services are innovative and designed to help meet the needs, wants and aspirations of Prince George's County seniors 60 & better. Recognizing the diverse aging population, we challenge ageism and aging stereotypes, celebrate the wisdom and experience of age, and provide opportunities to engage in meaningful activities that enhances one's personal wellbeing through the seven dimensions of wellness: social, emotional, physical, environmental, intellectual, vocational, and spiritual.