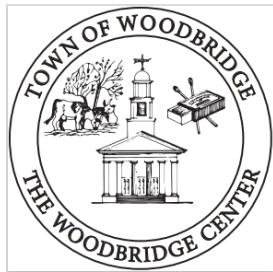


The Woodbridge Center



Policy and Procedures Manual
The Woodbridge Center
4 Meetinghouse Lane
Woodbridge, Connecticut
06525
(203) 389-3430

Approved by the Human Services Commission on January 7, 2019
Revised January 10, 2019
Revised December 4, 2023

I. Hours of Operation

- A. The hours of The Woodbridge Center are 8:30 a.m. to 4:30 p.m., Monday - Friday, excluding holidays. Doors are unlocked and telephone lines open at 8:30 a.m. Doors are locked at 4:30 p.m.; patrons must vacate the building no later than 4:25 p.m.
- B. The Center may be closed for inclement weather or other emergencies. Activities, meals, and transportation services may be cancelled; however, staff will report unless otherwise notified. Closings will be posted on WFSB-TV Channel 3 and WTNH-TV Channel 8 and on the Town's website www.woodbridgect.org.

II. Attendance and Participation

- A. Woodbridge residents age 55 or older are eligible for membership and may attend The Center on a drop-in basis during regularly scheduled hours. Underage spouses may participate in activities with their spouses. There is no fee for membership.
- B. Out of town members are charged \$5.00 to receive the newsletter by mail. Each member must complete an emergency card which will be kept on file.
- C. Non-residents are allowed to participate in all activities, if space allows, (unless noted) but will be ineligible for transportation.

III. Privacy Policy

- A. The Woodbridge Center has implemented very strict procedures to protect your privacy. In addition, State laws are in place to protect the privacy of Center participants. All records are confidential and maintained accordingly. We will not release any information about you to anyone without your prior consent, verbal authorization or as allowed by law.

IV. Eligibility

- A. The Woodbridge Center is ADA accessible with programs designed for the independently functioning and oriented participant age 55+. The Director, in consultation with staff members, reserves the right to assess the ability of potential participants to use The Center safely and appropriately. This is to ensure the safety of all attendees.

- B. Participants must be independent and oriented; staff members do not provide hands-on assistance.
- C. At the discretion of the Director a participant may be required to have a home health aide, companion, escort, or family member accompany them for his/her participation in Center activities or utilization of transportation services. Failure to comply with the Director's request may result in the cancellation of participation privileges.
- D. Participants requiring an aide or companion to participate must always be accompanied by them while at The Center. In the event the aide or companion does not provide adequate assistance or leaves the participant at The Center unassisted, staff members will immediately contact the emergency contact person on file. If the contact person is unavailable, the police may be called.
- E. Individuals with problems that cannot be managed by their aide or companion may be excluded from participation. These problems include, but are not limited to:

Wandering	Chronic unmanageable incontinence
Prescription drug monitoring	Chronic contagious disease
Drug or alcohol abuse	Abusive or harmful behavior
Regular occurring seizures	Cognitive impairment
Poor personal hygiene	Behavioral health problems
Inability to feed oneself	Inability to toilet independently

- F. Prior to exclusion for the above reasons the Director shall meet with the individual and/or their family to express his/her concerns and possible solutions. A plan of action will be agreed to by all parties; failure to comply will result in exclusion from participation and cancellation of participation privileges.

V. Health and Safety

- A. The Woodbridge Center is a NO SMOKING facility. Smoking is permitted only in the designated area 25 feet away from the building entrance. Cigarette and cigar butts must be properly disposed of in designated containers.
- B. Alcoholic beverages are not permitted within the building or on the grounds.
- C. Pets are not permitted inside or outside the facility except during approved programs or with prior consent of the Director. Service Animals and registered companion animals are allowed in The Center provided they are secured by the owner, and they

do not provide a safety hazard to other participants or staff (aggressive behavior, defecation, open wounds, or offensive odor).

- D. Food and beverages are not allowed in the computer lab.
- E. The Woodbridge Center is a licensed food service establishment. For the safety of all and to comply with federal and local health codes only staff members and registered food service volunteers are allowed in the kitchen area. A staff member with QFO (Qualified Food Operator) certification oversees all food service operations and enforcement of regulations.
- F. No uncooked meats or unprepared foods can be distributed from The Woodbridge Center.
- G. All lunch reservations must be made by 12 pm one day prior to meal service. Cancellations or no shows on the day of service may result in a cancellation fee.
- H. No meals at sponsored events will be distributed from The Woodbridge Center as a "to-go" meal unless advertised as such.
- I. Fire drills are conducted periodically. All occupants are required to participate. In the event of an emergency, all patrons may be required to vacate the building until it is deemed safe to re-enter.
- J. Participants must have current emergency contact information on file in the office in case of a medical emergency. Participants and their families should be aware that in the event of an emergency, the staff will call 911 and notify the emergency contact on file.
- K. Following a medical incident, members who are fully conscious may refuse medical assistance only *after* the medics have arrived and their medical condition has been evaluated. If further medical treatment is recommended by the medics and the member refuses to cooperate, a waiver must be signed. The member may not be allowed to remain at The Center for the remainder of the day. The emergency contact person or designee will be responsible for transporting the participant and ensuring their well-being.

VI. Personal Conduct

- A. Persons creating a disruption may be asked to leave the Center by a member of the staff. If the person does not leave voluntarily, a member of the staff shall take the appropriate measures to have the person removed.
- B. The Town of Woodbridge enforces a “zero tolerance of violence policy” in all public buildings. Participants or the public who do not adhere to this policy will be asked to leave the premises immediately. If the violator refuses to leave the premises, the police will be called to assist. All incidents of harassment will be reported.
- C. The Director may exclude any person who repeatedly and intentionally does not follow the policies established for the health, safety and well-being of all participants and staff. Actions leading to exclusion are as follows (but not limited to):
 - 1. Repeatedly and intentionally disobeying rules and regulations as outlined in these policies
 - 2. Intentionally causing or attempting to cause physical injury to another person (except in self-defense)
 - 3. Using obscene or profane language, gestures, bullying, or verbally abusing and/or harassing other members or staff
 - 4. Carrying a dangerous object, firearm, knife, etc.
 - 5. Intoxication
 - 6. Possession or use of illegal drugs or alcoholic beverages
 - 7. Sexual harassment of a verbal, written, or physical nature

VII. Right of Appeal Following Exclusion

- A. The excluded member may request in writing, a meeting/hearing with the Human Services Commission. The request must be forwarded within ten working days of the exclusion and directed to the Chairman of the Human Services Commission.
- B. The Chairman will respond by setting up a hearing with the petitioner. Written notice of the hearing containing the date, time, and place, shall be sent to the petitioner at least five working days prior to the hearing.
- C. The Director shall notify the Commission of the incident; circumstances and rule violations for the exclusion, including a written narrative of the events leading to exclusion, the names of any witnesses and copies of any statements or affidavits made by witnesses.
- D. The Commission may be represented by Town Counsel.

- E. The Commission shall keep a recording of the hearing. The excluded person shall be entitled to a copy of that record.
- F. The excluded person shall have the right to testify and produce witnesses and other evidence in his/her defense at the hearing.
- G. The excluded person may be represented by any third party of his/her choice, including an attorney.
- H. Any witness may be asked to appear in person to testify against the excluded person.
- I. The Human Services Commission will notify the excluded person of its decision by certified mail, return receipt requested, within five working days. The decision will contain the reasons on which the decision was based.

VIII. Complaint Process

Participants having concerns about programming, policies, or disputes at The Center are encouraged to first discuss the issue in private with The Woodbridge Center Director and/or the Human Services Director.

If a member's concern has not been satisfactorily addressed by the staff, The Center Director, or Director of Human Services, the complainant has the right to contact the Human Services Commission. The Human Services Commission meets monthly.

Meeting dates are posted on the Town's website, www.woodbridgect.org.

Requests to meet with the Commission can be made in writing to:

Human Services Commission, 11 Meetinghouse Lane, Woodbridge, CT 06525.

IX. Visitors and Solicitations

- A. Soliciting, selling, collecting money or other items within The Woodbridge Center, is not permitted, unless it is part of a fundraising project or event sponsored or approved by The Woodbridge Center.
- B. Posters advertising events of organizations are allowed on the bulletin board only with the pre-approval of the Director.
- C. Visits by candidates for public office and distribution of political literature are allowed by scheduling in advance with the Director. Candidates will be provided an opportunity to be scheduled as a speaker once during the campaign period.

D. Petitions of a legislative nature may be circulated only after notifying the Director of the petition. Please refer to guidelines for Electoral Candidates.

X. Parking

- A. Parking for all staff, members, and visitors is in The Woodbridge Center parking lot on a first-come, first-served basis.
- B. Participants are not allowed to park in the bus drop-off area.
- C. Handicapped parking spaces are limited and are available on a first-come, first-served basis for the person whose name appears on the required handicap permit. Consideration should be given to the variety and severity of others' disabilities when choosing a handicapped parking place.

XI. Transportation Services

- A. Eligibility: Any resident of Woodbridge who is 60 years or older and any resident under 60 who is permanently or temporarily disabled.
- B. Special Assistance: The drivers will provide curb to curb service. Clients who utilize a wheelchair must be able to navigate independently or be accompanied. If requested, drivers will carry up to 3 shopping bags.

The Woodbridge Center Director reserves the right to assess the ability of participants to use the transportation services safely and appropriately. You may bring one personal care attendant.

- C. Service Animals: Guide dogs and registered companion animals are allowed. Service Animals are permitted on the vehicles provided they are kept secure by the owner (short leash), and they do not create a safety hazard to other passengers or staff (aggressive behavior, defecation, open wounds or offensive odor).

- D. Destinations:

Medical Transportation

- Medical transportation is provided to offices in Woodbridge, Ansonia, Beacon Falls, Bethany, Branford, Derby, East Haven, Hamden, Milford, New Haven, North Haven, Orange, Oxford, Prospect, Seymour, Shelton, Wallingford, and West Haven.

Non-medical Transportation

Non-medical transportation is at the discretion of The Center Director

- To and from The Woodbridge Center for daily activities, trips, and special events
- Grocery shopping, hairdresser, banking, and pharmacy
- Social visits

E. Hours of Operation:

- A. The transportation system runs from 9 am to 4 pm, Monday - Friday. The last return ride of the day is at 3:30 pm.

F. Reservations:

Scheduling a ride is on a first-come, first-serve basis. You may reserve a ride by calling The Woodbridge Center at (203) 389-3430. When calling for a ride, please give the following information:

- Your name and address, trip destination, as well as the date and time of appointment
- Physician's name, address, and phone number (only if trip is for a medical appointment)
- Type of wheelchair or scooter -power or manual (if utilizing a wheelchair)
- If you are bringing an additional person to accompany you
- Service may be denied if the schedule is full, the appointment is not within the operating hours or service area, or if the individual needs hands-on assistance.
- Drivers must adhere to their daily schedule and are not allowed to provide transportation to or pick-up from unscheduled destinations unless approved by The Center's office.

G. Cancellations:

- It is the passenger's responsibility to notify The Center office of any cancellations at least 24 hours prior to the scheduled ride. If you must cancel the ride, please call The Center as soon as possible at **(203) 389-3430**.

H. Inclement Weather Policies:

The Transportation Program may be cancelled for inclement weather.

Announcements will be made on **WFSB-TV Channel 3** and **WTNH Channel 8**

and Town's Website www.woodbridgect.org.

I. Safety:

- All passengers are required to wear seat belts when riding in vehicles.
- Vehicles are not available for emergency transportation.
- Respirators and/or portable oxygen tanks are permitted on the bus.
- Use of lifts by standees: Passengers may use the wheelchair lift to board the van. The Center may provide a transport chair for those passengers who wish to board utilizing the lift. Seatbelts are required.
- Adequate time to board: Adequate time will be provided for people with disabilities to board and exit vehicles.
- The driver may refuse to transport a passenger, after contacting the Director, in the following situations, (but not limited to):
 1. Driveways, sidewalks, and steps are not kept clear of trees, brush, cars, and appear unsafe for walking due to ice or snow accumulation.
 2. The individual requires hands-on assistance.

J. Contributions/Donations:

- Contributions for transportation are accepted. Please see transportation guidelines.

K. General Complaint Policy (Transportation Program)

- All non-Title VI complaints regarding the transportation services of The Woodbridge Center should be directed to The Center's Director by calling 203-389-3430 or by mail to The Woodbridge Center, 11 Meetinghouse Lane, Woodbridge, CT 06525, attention: Director.
- Title VI complaints may be filed by any individual or group who believe that they have been subjected to discrimination (as defined by FMCSA*) based on their race, color, national origin, sex, age, disability, income status, or LEP -Limited English Proficient. Details of the complaint policy may be found at www.woodbridgect.org or by contacting the Human Services Department at 203-389-3429.

*FMCSA refers to the Federal Motor Carrier Safety Administration

L. Removal from Service:

The Woodbridge Center Director retains the right to cancel a member's transportation privileges for the following reasons (but not limited to):

- Failure to show up for scheduled rides.
- Failure to give timely notice of cancelled appointments
- Chronic tardiness
- Non-compliance with The Woodbridge Center policies as outlined in this handbook

Alternate Transportation

Members in need of transportation for errands or requiring after hours service or transportation beyond our travel area will be referred to Greater New Haven Transit District's "My Ride" program.

The Greater New Haven Transit District may be available to Woodbridge residents. Call the **Greater New Haven Transit District Administration Office at (203)288-6643.**