

# Patrick Henry Hays Senior Citizens Center

## Membership Policy

(Updated 03/25/2019)

The Patrick Henry Hays Senior Citizens Center (Hays Center) is a public facility constructed for the primary purpose of providing senior activities and classes. The Hays Center is open to persons age 50 and older for a nominal fee. Our mission is to provide quality programs for seniors so they may remain physically and mentally fit. In addition the Hays Center provides rental space for events, programs, and city functions.

### ***Membership:***

#### Arkansas residents:

Persons age 50 and older may become a member of the Hays Center by completing an application and paying the appropriate annual fee based on the Center's two membership types. Prospective members may be required to show proof of residency and proof of age to become members. All persons must be able to care for themselves when utilizing the programs or facilities of the Hays Center or be accompanied at all times by a member caregiver or non-member licensed caregiver as explained under *Admittance*.

#### Out of State residents:

Persons age 50 and older residing outside of Arkansas may become a member of the Hays Center by completing an application and paying the annual fee for an Extended Hours (\$150) membership only. Prospective members are required to show proof of residency and age.

- **Membership Types:**

- **Core Hours** members (currently \$35) may use the facility from 8AM to 4:30PM Monday through Friday, 9AM to 1PM on Saturday and 2PM to 5PM on Sunday.
- **Extended Hours** members (currently \$150) may use the facility from 7AM to 8PM Monday through Friday, 7AM to 1PM on Saturday and 12 noon to 5PM on Sunday.

- **Changing Membership Type:**

- Within 60 of joining, Extended Hours (\$150) members may downgrade to a Core Hours (\$35) membership by making a written request and receiving a \$115 refund check from the City of North Little Rock. This process takes about two weeks. No refunds will be made in cash or by check from the Hays Center office. Members will retain their original annual renewal date.
- Core Hours (\$35) members who wish to upgrade to an Extended Hours (\$150) membership have two options:
  - The member may pay the additional \$115 and retain their original annual renewal date.
  - The member may purchase an Extended Hours (\$150) membership and change their annual renewal date to the date of purchase, thereby forfeiting previously paid membership dues.
- All change options noted above require the member to adhere to the membership requirements of the new membership type.
- Members may make only one change per calendar year from one membership type to another.

- **Day Passes:** Persons 50 and older may utilize the Hays Center on a per-day basis without purchasing a membership. Passes may be purchased after completing a short *Rules and Release* form, providing a photo ID showing age and paying the appropriate fee. Pass holders must adhere to all membership rules, requirements and regulations. In turn, they may access the Hays Center as an “Extended Hours” member and participate in all programs. Day Passes cost \$5 per day. Individuals are allowed a maximum of 5 Day Passes per year. “Core Hours” members who wish to access the Center during Extended Hours may purchase a Day Pass up to 5 times per year to extend their access on those days.

### ***Admittance:***

The Hays Center is a controlled environment for the safety of our members and guests. Therefore, it is imperative that the *Scan Card System* be utilized. The scanning data allows us to account for everyone in the facilities should an emergency arise. The attendance reports generated from the scans provide valuable information used in program planning.

- **Entering and Exiting the Building:** Except in emergencies, all entry and exit by members and the public shall be through the Main Entrance door under the portico. Using emergency exits in non-emergency situations is prohibited. Opening any doors to allow others to enter or exit without scanning is also prohibited. Exceptions are made for Ballroom/Patio and Kitchen doors during a sanctioned event or rental. The North Door is a Scan Card Only entrance. It is a courtesy entrance for members parking in the Overflow and North lots. This entrance is open between the hours of 8AM to 4:30PM Monday through Friday for currently active members only.
- **Membership Cards:** All new members are given three (3) cards with their member number shown on the back above the barcode. Members keep the same cards when they renew their membership annually. It is suggested that members keep their cards in separate locations; vehicle, wallet, gym bag, etc. to insure that they always have one with them at all times. **MEMBERS CAN CHECK IN AT THE MAIN ENTRANCE USING EITHER THEIR SCAN CARD OR PHONE NUMBER, BUT MUST HAVE A MEMBERSHIP CARD IN ORDER TO RECEIVE A LOCKER KEY FOR DAY USE.**
  - Should a member lose their original cards or fail to bring a card, they must either return home for their cards or purchase replacement cards before receiving a locker key for day use.
  - Replacement Cards - A set of 3 keytag-sized cards or 1 wallet-sized card can be printed in the office for \$2.
- **Non-Member Passes and Visitors:** All non-members in these categories must sign in at the office. When exiting the facility, they must sign out.
  - Day Pass – Fees and signed Release Waiver must be collected prior to issuing a pass. Day Pass holders must sign in on a daily basis.
  - Visitors – Any non-member here to see the staff or tour the facilities is considered a visitor. Tours should be conducted by reception desk volunteers or staff whenever possible.
- **Non-Member Caregivers, Physical Therapists, Personal Trainers and Volunteers:** Are allowed in the facility under certain conditions and with some limitations. They may be here only to provide service to a member and should not use

any equipment or participate in any programs except as a service to our members.

These non-members must meet the following criteria before admittance is allowed:

- Register in the office and provide documentation showing they are certified to perform the duties of their occupation. Documentation could include professional license, certificate of training, other proof of training as accepted by Hays Center staff. Non-member volunteers must complete a volunteer application and be approved for a specific non-medical responsibility.
- Sign in at the office on each visit and wear a special badge while in the facility. Return the badge to the office and sign out when leaving.
- Personal Trainers are limited to 3 visits per member per year.
- **Special Public Events and Rentals:** Certain events occur at the Hays Center in which attendees are not required to comply with the member, non-member, or visitor guidelines for admittance. These events are pre-approved by the staff and are limited to specific locations within the facility. Reception volunteers and staff will be advised to allow admittance of the public or invited guest to the event.
  - Rentals – Certain rooms or areas of the facility may be rented for meetings and certain special occasions that meet the rental guidelines. Invited guests or contractors of the rental party are exempt from normal admittance requirements.
  - Hays Center Hosted Events – These special events may be open to the public, other senior centers, government agencies, etc. for programs or activities deemed beneficial to the members and the general community.
- **Volunteers:** The Hays Center depends on volunteers to run its programs. Most of the positions are filled with member volunteers however we do accept non-member volunteers on a limited basis. Volunteer applications are available in the office. We will review the application and make assignments as needed. We also reserve the right to refuse applications. Persons who are under the age of 25 must demonstrate the maturity needed to be understanding of and compatible with our members and our programs. All volunteers are expected to meet certain basic requirements. Some examples are; being punctual, dedicated, polite, neat, clean and well groomed, and respectful of other members, guests, staff, and the general public. All volunteers should be knowledgeable of Hays Center policies and rules and adhere to them.
- **No Pets or Animals:** Pets or animals are not allowed to enter the Hays Center except as approved by the Americans with Disabilities Act to accommodate members and guests that require them. Any other allowances must have prior approval from the center director or his or her designee or as part of an approved activity.

### ***Programs and Classes:***

The Hays Center maintains a listing of regular weekly programs and classes. This listing is available online or at the front desk for members, prospective members and interested persons to review. It is updated monthly. Bulletin boards are placed throughout the Center announcing new programs and events of interest and any changes in schedules. Sign-up sheets are also available in the lobby for enrolling in classes, participating in special events and trips. Each member is responsible for checking the class/program/trip schedule to determine his or her interest.

- **Special Programs and Seminars:** Occasionally the Hays Center will bring in outside vendors, health professionals, senior focused non-profits and representatives from other

government entities to present informational program for the benefit of our members. This type of program is strictly regulated by the staff and may not, at any time, become a commercial venture to solicit business. Vendor informational posters and flyers related to an upcoming staff approved program will be allowed to be posted by the staff up to 30 days before the event. (See Soliciting and Advertising on page 9 for additional information)

- **Special Classes:**

- Computer classes are scheduled by the Hays Center Computer Coordinator based on the ability and availability of instructors. Members may sign up for classes when the Coordinator posts the sign-up sheets in the lobby. Certain classes require participants to have previous computer skills but some are at the beginner level. Once sign-up sheets are completed, the coordinator will provide curriculum to instructors and assign students to classes. Instructors will advise selected members of class times and dates. Generally, classes are held on a 6 to 8 week rotation except for the summer months and holiday seasons.
- Other special classes will be scheduled as volunteer instructors are available or staff members initiate them. These will be posted for members to review and determine interest.

- **Special Events:**

- The Hays Center staff strives to create a fun and exciting event at least quarterly for the benefit of our members. Most of these events involve a luncheon, provided by the staff and volunteers, as well as some type of entertainment. A nominal fee is charged to cover the cost of the meal (usually about \$6). Tickets are sold in advance in order to determine the amount of food needed. Tickets must be purchased by the cutoff date and time posted online and on flyers around the center. Normally tickets are **NOT SOLD AT THE DOOR.** Details and ticket prices are shown on the Monthly Calendar posted on the City of North Little Rock website on the Hays Senior Center page ([www.nlr.ar.gov/hayscenter](http://www.nlr.ar.gov/hayscenter)). These calendars are also available at the front reception desk and are posted around the center.

- **Day Trips:**

- The Hays Center offers various day trips to members. Sign-up sheets are available in the lobby. The departure date, time, destination, fee and other information regarding the trip appears on the sign-up sheets. All trips are on a first-paid, first-reserved basis. **ALL TRIPS MUST BE PAID FOR BY NOON THE BUSINESS DAY BEFORE THE TRIP, OR BY THE TRIP SIGN-UP DEADLINE IF OTHERWISE NOTED.** Hays Center reserves the right to cancel any trip or travel program scheduled and issue a credit to passengers when unforeseen situations occur. Reasons for cancellation vary but could include; weather, vehicle problems, destination event cancelled by others, driver or escort unavailable, minimum number of passengers not met, etc. Minimum and maximum attendance numbers are established for each trip. A minimum of 10 passengers is required to take most trips or a second bus. Should there be less than 10 riders over the capacity of the initial bus, a second bus will not be taken. Those passengers that paid last will be considered excess and notified by phone. They

will be issued a credit towards a future purchase. Individuals may not receive a credit for cancelling trips within 24 hours of departure. In the event the member does not show up for the trip, the trip fee is forfeited. The Hays Center reserves the right to pull trip sign-up sheets prior to the pay deadline if maximum number of paid passengers has been met based on destination reservations, bus capacity or driver availability.

- **Refunds/Credits:** If a trip is cancelled by the Hays Center, members affected will receive a credit for the trip fee applied to their Hays Center account. In order to receive a refund for personal cancellations, members must notify Hays Center staff by phone or in person by the trip sign-up deadline. If a member does not show up for a trip, they forfeit their trip fee.

Credit on a member's Hays Center account does not expire and can be used for any purchase at the Hays Center, including future membership fees, trips, tickets, lunches, and merchandise. If a member wishes to withdraw funds from their account, the member must make a written request for a refund check from the City of North Little Rock. This process takes about two weeks. No refunds will be made in cash or by check from the Hays Center office.

### ***Exercise and Equipment Usage:***

- **Caution:** Members should check with their physician to insure they are physically fit to begin a new exercise regime. Each member should use caution when initially starting a new exercise program or using exercise equipment. The following precautions should be observed;
  - Members should make themselves familiar with the placards on each of the strength training machines. Each one explains the purpose, proper use and safety warnings associated with that particular machine.
  - Do not use treadmills without attaching safety lanyards to your clothing. This signals the belt to stop should you lose your balance.
  - Volunteers are occasionally available in the fitness center to assist you; however you should be prepared to work independently. Periodically the staff will conduct brief training sessions as needed based on requests.
  - Members are advised that they use any and all equipment **at their own risk** and that the Hays Center, its employees, the City of North Little Rock, elected officials and employees of the City of North Little Rock and Volunteers shall be held harmless for any liability regarding injury or accident during programs, exercise, or events held at the Hays Center.
- **Equipment Use Time Limits:** The exercise equipment and machines are to be used on a first come first served basis. When a machine or equipment is sitting idle, no particular time limits are in effect. During high use periods or when other members are waiting, the following time limits are hereby established:
  - Treadmills - 30 minutes
  - Elliptical Trainers - 30 minutes
  - Recumbent Cycles - 30 minutes
  - Upper Body Recumbent Cycles - 30 minutes
  - Total Body Recumbent Steppers - 30 minutes

- Keiser Pneumatic Strength Training Equipment and Stretching Station – 5 minutes per station/machine
- Walking Track;
  - Please be courteous to fellow walkers by not blocking both lanes with side by side strolls during peak times of the day.
  - Observe all posted signage on daily traffic direction and slow traffic lane.
  - Jogging is only permitted on the track between 4:30PM and 8PM.
- **Personal Trainers:** You may utilize the services of a personal trainer to assist you in learning to properly utilize the Hays Center exercise equipment under the following conditions:
  - Follow procedures listed on Page 3 for admittance of Non-Member Personal Trainers for registration and badge procedures.
  - Members are limited to no more than 3 visits by a Personal Trainer per year.
- **Lockers & Storage of Personal Items:** The Hays Center has a limited number of full and half lockers available to its members for day use only at no additional cost. They are located in all first and second floor locker rooms. These lockers are on a first come first served basis. Members must surrender one of their membership cards at the front desk to obtain a key to a locker. The membership card must not have keys attached. When the locker key is returned to the front desk, it will be exchanged for the membership card. Belongings may not be left overnight in these lockers.
  - Lost Locker Keys – If members fail to return a day use locker key to the front desk they must come to the office and pay \$2.50 to have another key made.
  - Annual Locker Rental - The Hays Center has several small lockers for rent at a rate of \$15 per year. They are located in the stairwells nearest the front door and the first floor women’s locker room. Members may check with the office regarding rental of these lockers. This is the only place you may store your personal items overnight.

### **Aquatics Pools:**

- General Information – The Hays Center strives to provide the cleanest and best maintained pools and locker rooms in the area for the health, safety and enjoyment of our members. We maintain full compliance with Arthritis Foundation recommendations and state standards for temperatures and sanitation. The computerized pool equipment is monitored 24/7 by an offsite pool service contractor. He receives an alarm to take immediate action should settings fall outside of guidelines. The Hays Center staff also checks the settings daily. Special air handling equipment maintains air temperature and humidity levels for the comfort of the members. Each pool is closed for 2 hours every Friday afternoon for thorough cleaning.
- General Pool Policy - The following are policies and rules used to govern use of both pools. Any exceptions are listed under each specific pool. Although each pool is designed for a primary purpose, the Hays Center staff reserves the right to make changes in the normal programs for either pool as the need arises.
  - All members must read and sign a Pool Use Requirements Agreement when joining the Hays Center.
  - Appropriate swimwear must be worn in the pools at all times. Swim suits must be clean and must fit in such a manner as to maintain modesty. It is permissible for

members to wear non-fraying nylon, spandex or other lint-free shirts or shorts in addition to a swim suit when needed for modesty purposes.

- Appropriate footwear such as aqua socks/shoes or non-slip/non-marring and lint free water shoes must be worn in locker rooms, showers, pool deck areas and at all times when using the aerobics pool (Pool A). Shoes may be removed only while swimming laps in the lap pool (Pool B). Do not wear these shoes into the building. The debris clogs the filter.
- All pool users are required to shower immediately prior to entering the pools. When exiting the pool to the women's locker room to shower and change, during peak mid-morning hours, please shower quickly then move to a changing booth to allow others to utilize the showers. Hair and body shampoo is furnished however towels are not.
- All pool users must be in basic good health and maintain good personal hygiene. They may not enter the pool if they are sick or have any open sores, cuts or communicable skin conditions or ailments that could place the health of other pool users at risk.
- All members should practice water safety, refrain from horseplay and show respect for others in the pools at all times.
- Pools may only be entered by the ramp, steps or ladders.
- No electrical or electronic device, including music playing devices or phones of any kind, may be used in the pools. These devices may only be used at sufficient distances from the pools as to be out of reach for anyone in the water.
- Hazardous Conditions – The staff will issue a safety advisory to pool users should the water temperature rise above 90 degrees since vigorous exercise at that temperature could cause an undue health risk of overheating. The pools will be closed when storms are in the area. Members must exit the pools when advised and return only when the staff announces it is safe to do so.
- Aerobics Pool – (Pool A) – The temperature in this pool is set at 88.5 degrees, the highest temperature recommended by the Arthritis Foundation. It is approximately 4 degrees warmer than Pool B. The primary use of this pool is for water aerobics classes as scheduled and by persons wanting to walk in the water or do their own exercises between scheduled classes.
  - Pool Aerobic Classes – All classes begin and end at the scheduled time published. Changes in class schedule must be approved by the staff first.
    - During classes other pool users must remain quiet and refrain from interfering with class activity.
    - During large classes (20 or more) other activities may not be undertaken until classes are completed.
  - Other Pool Users – Members may use the pool at times when classes are not scheduled.
    - Aerobics class participants that arrive early or stay in the pool after class must yield to other pool users
- Lap Pool – (Pool B) – The temperature in this pool is set at 82 degrees. The primary use of this pool is for swimming laps. Swimming lessons are given in this pool

periodically as volunteer instructors are available. Lane markers divide the pool into 3 lanes.

- Swimmers should show courtesy and share lanes when necessary.

***Lost and Found:*** The Hays Center shall maintain a lost and found for small items in the office. Please bring all found items to the office immediately. Found clothing items are kept in the middle storage room on the west side of the main hallway near the women's locker room. Check with the office as soon as possible after the loss. The Hays Center has limited storage space to keep found items. These items are periodically discarded if they remain unclaimed.

***Televisions:*** Members are welcome to view television programs on sets provided by the Hays Center. When changing programs, members should ask other viewers if they mind the channel being changed. As with other amenities program viewing is first come first served. Please keep the volume on televisions and the stereo set at reasonable levels.

***Personal Media Players:*** Members using personal media players must use headphones placed in or over their ears.

### ***Holidays and Closings:***

- **Holidays:** The Hays Center observes holidays in accordance with City of North Little Rock policy. The Senior Citizens Commission approves the Hays Center closing dates annually. Days other than the following may also be declared by the Commission as appropriate for the Hays Center to close.
  - New Years Day
  - M.L. King and R. E. Lee birthday
  - Washington's Birthday
  - Easter Sunday
  - Memorial Day
  - Independence Day
  - Labor Day
  - Veterans Day
  - Thanksgiving and the Friday after Thanksgiving
  - Christmas Eve and Christmas Day
- **Inclement Weather Policy:** During inclement weather the Hays Center will be closed at the direction of the Office of the Mayor. Announcements will be made on local television and radio stations regarding such closings that occur during the business day. After hours and weekend closings, if necessary, will be announced at the center with notice placed on the front door when possible. Volunteers are encouraged to use their best judgment during inclement weather and are not required to attend when they feel conditions are unacceptable.

### ***Parking & Shuttle:***

- The entire parking lot from the Hays Center to Orange Street and Pershing to 29<sup>th</sup> street is shared by the Hays Center, NLR Parks Department, NLR Health Department and the Laman Library. No designations are made for individual departments except as noted on signs. Additionally, a portion of the lot north of 29<sup>th</sup> street has been loaned to the Hays Center for overflow parking by the Pulaski County Judge. Only the Western half of the lot to the left of the building is reserved for Senior Center parking as indicated by the sign. The eastern half of the same lot is for police vehicles only. **Do not park in the**



**doctor's office lot at the southwest corner of the Hays Center. This is not our lot and you are subject to being towed at your expense.** Vehicles must park within the painted lines marking the spaces. Parking across these lines, taking up more than one space, parking in a space designated for handicapped use (without a handicap tag or permit) or vehicles left for more than 2 working days are all subject to being towed at owner's expense.

- Shuttle: The Hays Center runs an eight passenger shuttle, when volunteer drivers are available, to shuttle members between their parked vehicle and the center. It normally runs Monday through Thursday from 8:30 to Noon and during special events.

**Smoking Policy:** The Hays Center is a tobacco-free facility. No smoking or use of smokeless tobacco products is allowed inside the building or within 25 feet of any door. During events and daily activities the outer edges of the front portico and the ballroom patio are designated smoking areas.

**Drugs and Alcohol Policy:** The Hays Center is a drug free workplace. All employees are prohibited from the use of illegal drugs and alcohol while at work. The sale or use of illegal drugs is prohibited at all times at the Hays Center. The Hays Center shall prohibit the use of alcohol during any program or event held during normal business hours. Alcohol may be utilized as part of a rental or co-sponsorship event after normal business hours with an approved alcohol/security agreement signed by the renter or co-sponsor.

**No Food and Drink Areas:** The Hays Center has certain areas that are designated as no food or drink areas due to safety or equipment use. The only exception is water in an enclosed container. These designated areas are:

- Computer Lab
- All Fitness Areas on 2<sup>nd</sup> Floor
- Aquatic Pools and Locker Rooms
- Senior Citizens Buses

**Soliciting and Advertising Policy:** The Hays Center strives to protect our members from anything that would detract from their visits to the center. Therefore, we ask you to report anyone asking for money or selling products that are not sanctioned by the staff. Soliciting or advertising for sales of products, services or ventures is prohibited anywhere in the Hays Center, on the combined parking lots, its vehicles or busses belonging to the Hays Center or Senior Citizens Outreach Services. All requests for or questions concerning advertising, sales or solicitation must be made to the Center Director or his or her designee. Their decision will be final.

- Exceptions: The Hays Center reserves the right to allow its program providers and community partners to make informational pamphlets, concerning issues important to seniors, available in a designated area.
- Rentals: Room rented by private or public entities may include advertisement and sales of products within the confines of the rented space only.

**Weapons Ban:** All weapons are prohibited in the Hays Center. If a member, guest, visitor or other similar person has a license to carry a concealed handgun pursuant to Arkansas state law, he or she may leave the handgun in their locked motor vehicle in the Hays Center parking lot, but are prohibited from bringing the handgun inside the Hays Center. All other weapons, including but not limited to knives with blades longer than 2 inches, night sticks, and/or any

other similar items are prohibited. Violation of this weapons ban shall call for immediate and permanent dismissal from the Hays Center.

***Suspension and Revocation of Membership:*** All Hays Center members are expected to behave in a socially acceptable manner and abstain from any conduct detrimental to the facilities, staff, volunteers and other members. Unacceptable behavior will not be tolerated. Should a member fail to exhibit acceptable behavior, the Hays Center Director or his or her designee reserves the right and authority to take disciplinary action up to and including permanent suspension of membership depending on the severity of the violation. The following list is inconclusive, but gives examples of behavior that could result in actions being taken:

- 1 to 7 Days Suspension – Minor violations or misconduct, for example:
  - Refusing to scan in or out when asked by staff or volunteers
  - Being insubordinate to staff and volunteers
  - Cursing or using racial slurs, insulting, rude, vulgar or threatening language or behavior to anyone.
  - Discriminating against anyone.
- 8 to 30 Days Suspension – Second violation of any of the behavior listed under the 1 to 7 Day suspension, as well as:
  - Continued failure to adhere to Hays Center policy
  - Continued disruption of programs
  - Tampering with, abusing or destructing any equipment, furniture or building component (depending on the severity of the infraction)
- 1 Year Suspension – Third violation of any of the behavior listed under the 1 to 7 Day suspension, or second violation of any of the behavior listed under the 8 to 30 Day suspension.
- Permanent Expulsion – Fourth violation of any of the behavior listed under the 1 to 7 Day suspension, or third violation of any of the behavior listed under the 8 to 30 Day suspension, as well as:
  - Violations that impact the health or wellbeing of staff, volunteers or other members.
  - Physical altercations: All members involved in the altercation will be permanently expelled.
  - Threats of physical harm to anyone
  - Carrying a weapon in the building or on the parking lot
  - Willfully placing anyone in dangerous situations
  - Repeated use of racial slurs or vulgar language
  - Sexual Harassment of any kind

**The Hays Center Director or his or her designee reserves the right and authority to suspend or revoke any membership to the Hays Center for violation of any of the policies or procedures contained herein.**

**This document authorized and placed in service this 25<sup>th</sup> day of March, 2019.**

**Signed by**  **, Director**