

**St. Anthony Senior Center  
Membership Handbook**

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**St. Anthony Senior Center  
1703 West 10<sup>th</sup> Street  
Wilmington, DE 19805**

This handbook explains membership requirements, participation expectations, and policies that help maintain a safe, respectful, and welcoming environment for all members.

## **Welcome**

Welcome to St. Anthony Senior Center! We are pleased to have you join our community. The Senior Center offers a variety of social, recreational, educational, and wellness programs designed to support independence, connection, and quality of life for older adults.

Our staff and volunteers are committed to creating an environment where every member feels respected, valued, and safe. We encourage participation, friendship, and lifelong learning while maintaining clear expectations that allow everyone to enjoy the Center.

## **Our Mission**

St. Anthony Senior Center enriches the lives of older adults by providing a welcoming and inclusive community space where members can participate in meaningful activities, access supportive resources, and build social connections that promote physical, emotional, and social well-being.

## **Purpose of This Handbook**

This handbook is intended to clearly outline membership requirements, participation guidelines, and Center policies. These guidelines help ensure a safe and enjoyable environment for members, staff, volunteers, guests, and visitors attending programs, events, and activities offered by the Senior Center.

## **Policy Updates & Revisions**

The Senior Center reserves the right to update or revise policies, procedures, and guidelines as needed to reflect operational, safety, or regulatory changes.

Members will be notified of updates through posted notices, newsletters, announcements, or other appropriate communication methods.

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## **Membership**

### **Eligibility**

Membership at St. Anthony Senior Center is available to individuals who meet the eligibility criteria below:

- Members must be 55 years of age or older.
- The Senior Center is a recreation-based community program and does not provide medical care, nursing services, rehabilitation, or continuous supervision.

### **Membership Dues**

- Annual membership fee is \$35 per person.
- Membership runs from January 1 through December 31 and must be renewed annually.
- New members who join after March may receive a prorated membership rate.

### **Registration and Member Responsibilities**

All members are required to complete registration paperwork prior to participating in Senior Center programs. This information helps the Center communicate with members and respond appropriately in emergency situations.

- Registration information must be reviewed annually and updated as medically necessary.
- Members are required to sign in each day they attend the Center.
- Attendance records are used for program planning, reporting, and funding purposes.

### **Membership Benefits**

Active members are eligible to participate in the following, as available:

- Recreational and educational programs
- Classes, seminars, and special events
- Senior Center trips and activities

### **Guests and Non-Members**

Eligible non-members may visit the Senior Center using a guest pass.

- Guest passes are limited to three visits per calendar year.
- Guests must register upon arrival and follow all Center policies and the Code of Conduct.

### **Independence Requirements**

- Members must be able to communicate their needs effectively.
- Members must independently perform routine activities of daily living, including eating, toileting, and transferring.

- Members must be continent or able to manage incontinence independently.
- Members must be able to ambulate and transfer safely, with or without assistive devices.
- Members must not exhibit severe confusion or wandering behaviors.

#### **Members Requiring an Aide or Escort**

Members who are not able to safely participate independently may be required to attend with an aide or caregiver.

- An aide may be a home health aide, caregiver, companion, or family member.
- The aide must remain with the member at all times while on Senior Center property or during Center-sponsored activities.
- Staff and other members are not permitted to provide hands-on assistance.
- If an aide fails to provide appropriate support or leaves a member unattended, staff may contact the emergency contact on file.
- Ongoing inability to meet participation requirements may result in suspension or termination of participation.

#### **Services We Cannot Provide**

St. Anthony Senior Center is a community-based program designed to offer social, recreational, educational, and wellness-focused activities for older adults. While we strive to connect members with helpful resources whenever possible, there are services the Senior Center does **not** provide.

The Senior Center does not:

- Operate an emergency food pantry
- Offer cash assistance, gift cards, bus passes, or financial aid
- Provide medical care, nursing services, or clinical treatment
- Offer mental health counseling or crisis intervention
- Provide legal or financial advice
- Store or distribute personal medications
- Provide supervision, personal care, or one-on-one assistance
- Homeless services or emergency shelter
- Housing placement or housing case management
- Clothing banks or clothing distribution
- Personal hygiene item distribution
- Personal Laundry services
- Emergency or crisis intervention services
- Long-term case management or care coordination
- Financial assistance, rent assistance, or utility assistance

## Building and Facilities

### Hours of Operation

The Senior Center operates during posted hours of operation only. Current hours are displayed by the director's office, in the dining room, in the current newsletter, and on the Senior Center's website and social media platforms. Hours are subject to change due to holidays, weather conditions, staffing, or special events.

For the safety and well-being of our members and staff, no one is permitted inside the Senior Center prior to official opening hours, even if the building is open or other programs within the facility are operating. This policy is in place because staff supervision, safety monitoring, emergency response coverage, and insurance requirements are only in effect during designated operating hours. Entering the Senior Center outside of these times may create safety, liability, and security concerns.

### Entrance

- Members and visitors should plan to enter the Senior Center from the front of the building complex if using a GPS. You will see the Antonian Highrise, which includes a circular drop-off area and a small parking lot.
  - **Please note:** this parking lot is reserved exclusively for Antonian Highrise residents.
- You may also notice a building with multiple steps labeled the Father Roberto Center.
  - While the Senior Center is located within this building, the doors at the top of the steps are always locked and are **not** the public entrance.
    - If you are coming from the front, walk through the breezeway to the door on the left hand-side.
- Additional parking is available toward the rear of the property, though availability may be limited.
  - To access the back lot continue driving toward the stop sign past the Antonian Highrise and the Father Roberto Center and make a right turn. You will see a storage garage on your right. Take the next right into the parking lot.
    - As you enter the lot, you will see:
      - A mural featuring a **bird, deer, dog, and butterfly** on the right
      - A **community center mural** on the left identifying the Senior Center, Early Learning Center, and other programs
        - Drive all the way up to the **upper parking lot**.

- Short-term **10-minute parking spaces** are available if you need to unload items before parking.
- From the parking lot, walk through the **breezeway**.
- The main entrance to the Senior Center will be on the right.
- If you need assistance locating the entrance, please contact Senior Center staff.

## **Parking**

Due to limited on-site parking, members and visitors are encouraged to use street parking whenever available.

- Parking in ten-minute spaces for extended periods is prohibited.
- Parking in the Antonian Highrise lot or employee-designated areas is not permitted.
- Participant parking is permitted only in areas clearly marked for Senior Center use.
- Vehicles parked in violation of posted signage may be towed at the owner's expense.
- Please be aware of parking signs and restrictions

## **Suggestion Box**

A locked Suggestions Box is located by the Director's office for those who would rather communicate anonymously. Suggestions and comments are reviewed by the Director.

## **Reading Room**

Our Reading Room is a quiet, shared space for members to relax and enjoy books, magazines, and other reading materials. All materials are free to borrow—please handle them with care so everyone can enjoy them.

To help maintain a comfortable environment for all:

- Food and drinks are not permitted in the Reading Room.
- Please be mindful of noise levels and others using the space.
- Cell phones should be silenced or used outside the room.

From time to time, the Reading Room may be temporarily reserved for programs or services such as Stand By Me 50+, blood pressure screenings, or other scheduled activities. When this occurs, signage or staff announcements will be provided.



### **Craft Room**

The Craft Room is a creative space for members to enjoy puzzles, craft projects, knitting supplies, painting, and other hands-on activities. Materials and supplies provided in this room are for use at the Senior Center only, unless otherwise noted. To help keep the space safe, organized, and enjoyable for everyone, please follow these guidelines:

- All supplies, tools, puzzles, and materials must remain in the Craft Room and may not be removed from the building without explicit permission from the director.
- Please return all items to their original location and clean your workspace before leaving.
- When using acrylic paints, watercolors, or other art materials, use only designated tables and surfaces.
- Close paint containers, rinse brushes thoroughly, and wipe down tables after use.
- Please do not pour paint, rinse water, or other materials down sinks unless instructed by staff.
- Notify staff if supplies are running low or if a spill or mess requires assistance.

At times, the Craft Room may be temporarily reserved for organized projects, classes, or special events. When this occurs, signage or staff announcements will be provided.

### **Billiard Room**

The Billiard Room is a shared recreational space for members to enjoy pool, television viewing, and social time. This room is intended to promote friendly interaction, courtesy, and community.

To ensure fair access and a positive environment for everyone, please observe the following guidelines:

- The pool table is available on a first-come, first-served basis.
- When others are waiting to play, use of the pool table is limited to 30 minutes per person or group.
- Members are expected to share the space respectfully and allow others a turn.
- The television is provided for shared use. Programming should be agreed upon respectfully by those in the room.
- Volume levels should be kept at a reasonable level to avoid disturbing nearby activities.
- Please handle equipment carefully and return cues, balls, and accessories to their proper place after use.

At times, the Billiard Room may be reserved for scheduled programs or activities, such as organized leagues or special events. When this occurs, signage or staff announcements will be posted.

Disruptive, aggressive, or disrespectful behavior will not be tolerated and may result in loss of room privileges in accordance with the Senior Center's Code of Conduct.

### **Gift Shop**

The Senior Center Gift Shop is a volunteer-run space offering a rotating selection of gift items, jewelry, seasonal décor, and other small treasures. Proceeds from the Gift Shop help support Senior Center programs and activities.

#### **Because the Gift Shop is operated by volunteers:**

- Hours may vary based on volunteer availability.
- The shop may be temporarily closed for staffing, restocking, or special events.
- Inventory changes frequently, and items may not be restocked.

#### **Payment & Sales Policy**

- All sales are final. No refunds or exchanges.
- The Gift Shop is cash only.
  - Checks may be accepted only with prior approval from the Senior Center Director.

#### **Health & Safety**

- Please do not spray aerosols, perfumes, or scented products in the Gift Shop, as these can cause discomfort or health issues for others.

### **Group Exercise Room**

The Group Exercise Room is used for scheduled fitness classes and individual use when classes are not in session. This space supports safe movement, wellness, and group instruction.

#### **Room Availability:**

- The room is closed to general use during scheduled group exercise classes.
- Members are welcome to use the room outside of scheduled class times when it is not reserved.
- Posted schedules and staff announcements will indicate when the room is in use.

#### **Equipment & Room Use:**

- Exercise equipment, including weights, mats, and other fitness tools, is provided for use inside the room only.
- Please return all equipment to its designated location and leave the room as you found it.

- Use equipment only as intended and select weights appropriate for your ability.
- If you are unsure how to use equipment safely, please ask staff before use.

#### **Class Participation:**

- Each exercise class has specific rules, safety guidelines, and instructions.
- Participants are expected to follow the instructor's directions at all times.
- Please speak with the instructor about any health concerns or physical limitations prior to participating.

#### **Health and Safety:**

- Participation in exercise activities is at your own risk.
- Members must have a signed fitness safety waiver on file prior to participating in exercise classes or using fitness equipment.
- Please disinfect any equipment or mats you use before returning them to storage.
- Wear appropriate footwear and attire at all times.
- Be mindful of others using the space and maintain a respectful environment.
- Report damaged equipment, spills, or safety concerns to staff immediately.

#### **Gym/Gym Equipment**

The Gym area provides access to cardio and fitness equipment, including treadmills, ellipticals, and exercise bikes, to support individual exercise and healthy aging.

#### **Use & Availability**

- Equipment is available on a first-come, first-served basis.
- During busy periods, members may be asked to limit use time so others may have access.
- Equipment is intended for individual use only unless otherwise instructed by staff.
- Please sign-in upon arrival.

#### **Safety & Responsibility**

- Use of gym equipment is at your own risk.
- Members must have a signed fitness safety waiver on file prior to using gym equipment.
- Please use equipment only as intended and select settings appropriate for your ability.
- If you are unsure how to safely operate equipment, ask staff for assistance before use.
- The Senior Center does not provide personal training or medical supervision.

#### **Health & Hygiene**

- Please wipe down and disinfect all equipment after each use.
- Bring a towel and water as needed; food and drinks are not permitted near equipment.
- Proper footwear and attire are required at all times.

### **Courtesy & Shared Use**

- Be mindful of others waiting to use equipment.
- Please allow others a turn during peak times.
- Return adjustable settings to a neutral position after use when possible.

### **Reporting Concerns**

- Report malfunctioning equipment, unusual noises, or safety concerns to staff immediately.
- Do not use equipment that appears damaged or unsafe.

### **Restrooms**

To help maintain clean, safe, and accessible restrooms for everyone, we ask all members and guests to follow the guidelines below:

#### **Proper Use**

- Restrooms are for personal hygiene only.
- Please do not shave, bathe, wash clothing, or change outfits in the restrooms.
- Personal grooming activities beyond handwashing should be done at home.

#### **What Not to flush**

To avoid plumbing issues, only toilet paper may be flushed.

Please do not flush:

- Wipes of any kind (including “flushable” wipes)
- Paper towels
- Feminine hygiene products
- Adult briefs, pads, or liners
- Tissues, napkins, or cleaning products

Dispose of these items in the trash receptacles provided.

#### **Hand Hygiene Reminder**

- Please wash your hands thoroughly after using the restroom.
- Help keep sinks and counters clean for the next person.

### **Courtesy & Cleanliness**

- Please be mindful that restrooms are shared spaces.
- If there is a spill, accident, plumbing issue, or maintenance concern, notify staff immediately so it can be addressed promptly.
- Do not attempt to clean major spills or issues yourself.

### **Health & Safety**

- If you experience an accident or need assistance, please let staff know discreetly — we are here to help.
- Report any safety concerns, broken fixtures, or supply shortages to staff.

### **Library, Computers & Internet Use**

The Library is a shared space where members may access books, reading materials, computers, internet services, and the copy machine for personal use.

### **Library & Reading Materials**

- Books and materials are available for in-center use or borrowing, when permitted.
- Please handle materials with care and return them to their proper place after use.
- Be mindful of others by keeping noise levels low.

### **Computer & Internet Use**

- Computers and Wi-Fi are provided for personal, lawful use, including email, internet browsing, and basic document needs.
- Computer use is available on a first-come, first-served basis. Time limits may be enforced during busy periods.
- Viewing, downloading, or sharing offensive, inappropriate, or illegal content is strictly prohibited.
- Personal information should not be saved on public computers. Flash drives or personal devices are recommended.
- Software may not be installed or modified by users.

### **Copy Machine**

- The copy machine is available for reasonable personal use.
- Staff may limit or deny copying requests that are excessive, inappropriate, or interfere with Center operations.
- Assistance may be provided by staff when available.

### **Food & Drink Policy**

- **Food and drinks are not permitted** in the Library, computer area, or near equipment.
  - Exceptions may be made for scheduled meetings or programs with prior approval from the Senior Center Director.

### **Equipment Care & Courtesy**

- Please report any equipment issues, paper jams, or technical concerns to staff.
- Do not attempt to repair or troubleshoot equipment on your own.
- Silence cell phones or step outside to take calls.
- Please use headphones when viewing videos or playing sounds
- Failure to follow Library and computer use guidelines may result in loss of Library or computer privileges.

### **Director's Office and Appointments**

The Director and staff of the St. Anthony Senior Center are here to assist you in every way possible. If you require help from staff, for example, if you need help in processing applications, assisting with devices, ordering items online, etc.

- To avoid backlogs and long waiting lines, we ask that you call our office at (302) 421-3735 or email us at seniors@stanthonycenter.org and make an appointment.
- This policy ensures the privacy of our members, that the appropriate staff person is available, and we are prepared to assist you.
  - **Important:** Waiting for us at opening time does not guarantee that we can help you immediately, most appointments will be available following lunch time meal service,

### Restricted Areas

For the safety, privacy, and proper operation of the Senior Center and surrounding facilities, certain areas are restricted to authorized staff and approved personnel only.

The following areas are not accessible to members or guests, even if doors are unlocked:

- Maintenance and storage closets
- Kitchen and food preparation areas
- Behind staff desks and workstations
- Director's Office, unless invited or scheduled in advance
- Antonian property and lobby areas not designated for Senior Center use

These areas may contain confidential information, safety hazards, or operational spaces that are not intended for public access.

Members and guests are asked to:

- Respect posted signage and staff direction
- Remain within designated Senior Center areas
- Request staff assistance if access or information is needed

Entering restricted areas without authorization may result in corrective action in accordance with the Senior Center's Code of Conduct.

### **Participation Expectations and Scope of Services**

St. Anthony Senior Center is a community-based program designed for independent participation. Members attend voluntarily and are responsible for their own personal care and decision-making while at the Center.

### **Notifications of Programs & Services**

St. Anthony Senior Center shares information about upcoming programs, events, services, and schedule changes through the following methods:

- **Monthly Newsletter**  
The monthly newsletter is the primary way members are informed about upcoming programs, trips, events, and important updates. Monthly newsletters will be provided by the 5<sup>th</sup> of every month.
- **Senior Center Bulletin Boards**  
Flyers, calendars, and notices are posted throughout the Center for members to review.
- **Announcements at Lunch**  
Important reminders and highlights are typically announced during lunchtime when appropriate.

Members are responsible for reviewing the newsletter, checking bulletin boards, and listening for announcements to stay informed about Senior Center offerings. While staff are always happy to answer questions, not all information will be communicated individually, and lack of awareness does not exempt members from deadlines, requirements, or program policies.

### **Photography, Video & Media Use**

Photographs or videos may be taken during programs, events, or activities for promotional or informational purposes.

- Members may request to opt out of being photographed or recorded.
- Photography or video recording of other individuals without their consent is not permitted.
- Live streaming, recording staff interactions, or posting content taken inside the Center without approval is prohibited.
- Media use must not disrupt programs or infringe on the privacy of others.

Questions or concerns about media use should be directed to Senior Center staff.

### **Shared Resource Time Limits**

To ensure fair access to shared spaces and equipment, time limits may be enforced during busy periods, including but not limited to:

- Televisions
- Computers
- Fitness equipment
- Pool tables
- Craft tables or activity spaces

Staff may set reasonable limits as needed to ensure equitable use for all members.

### **Personal Belongings & Storage**

Members are responsible for their own personal belongings while at the Senior Center.

- The Senior Center is not responsible for lost, stolen, or unattended items.
- Personal belongings may not be stored overnight or left in the building after departure.
- Staff are unable to hold or store items behind desks or in offices.
- With limited exceptions (such as bingo bags or program-specific supplies), personal items should remain with the member at all times.

Please label personal items whenever possible and check the Lost & Found promptly if an item is misplaced.

### **Emergency Closures & Unexpected Disruptions**

In rare situations, the Senior Center may need to modify programs, close early, or temporarily suspend services due to:

- Power outages
- Water or utility issues
- Severe weather
- Emergency maintenance
- Public safety concerns

The Senior Center Director or designee has the authority to determine closures or service disruptions. Members will be notified when possible through announcements, signage, phone calls, or other available communication methods.

### **Faxing/Copying**

For the safety, privacy, and proper operation of the Senior Center and surrounding facilities, certain areas are restricted to authorized staff and approved personnel only.

Please allow for 24-48 hours for faxing for assistance.

### **Notary**

For the safety, privacy, and proper operation of the Senior Center and surrounding facilities, certain areas are restricted to authorized staff and approved personnel only.

### **Volunteering**

Volunteers play an important role in supporting Senior Center programs and services.

- Volunteers assist with activities but do not make policy decisions or enforce rules.



- Senior Center staff are responsible for policy interpretation, enforcement, and operational decisions.
- Questions or concerns should be directed to staff rather than volunteers.

### **Program Areas at St. Anthony Senior Center**

St. Anthony Senior Center offers a variety of programs and services designed to support the social, physical, emotional, and overall well-being of older adults. Program availability may vary based on scheduling, funding, and participation levels.

**Transportation services** are available to help members access the Senior Center, approved programs, medical appointments, and trips within the designated service area. Transportation is provided curb-to-curb and is subject to eligibility, scheduling, and availability. Additional guidelines apply.

**Nutrition:** Nutritious meals are offered at the Senior Center through **City Fare**, a program of St. Anthony's Community Center. Nutrition services support health, independence, and social connection and include congregate meals and information about home-delivered meals for eligible individuals.

**Social & Recreational Programs:** Social and recreational activities promote connection, enjoyment, and community engagement. These may include games, crafts, special events, trips, celebrations, and other group activities designed to foster friendships and reduce isolation.

**Health, Wellness, & Support Service:** The Senior Center offers wellness-focused programming and informational sessions that support healthy aging. These may include health education, screenings, guest speakers, and referrals to community resources. The Senior Center does not provide medical treatment or clinical services.

**Physical Fitness:** Fitness Programs: Fitness programs are designed to encourage movement, strength, balance, and flexibility in a safe and supportive environment. Offerings may include chair exercises, yoga, dance-based fitness, and other instructor-led classes appropriate for older adults.

**Aquatics:** Aquatic programming may be offered through partnership with Frain center designed to support low-impact exercise, mobility, and overall wellness. Availability and participation requirements vary by program.

**Educational Enrichment:** Educational programs encourage lifelong learning and personal growth. These may include workshops, lectures, technology assistance, creative arts, financial education, and other learning opportunities of interest to older adults.

**Outreach & Referral:** Senior Center staff may provide general information and referrals to community-based services and resources. While the Center does not provide case management or direct assistance, staff may help connect members to appropriate external agencies when available.

St. Anthony Senior Center is **not an adult day care or adult day services program**. The Center does not provide supervised care, personal care, medical monitoring, or therapeutic services. Members are expected to be independent or accompanied by their own caregiver, as outlined in the Membership Eligibility section.

## Code of Conduct

St. Anthony Senior Center is committed to maintaining a safe, respectful, and inclusive environment. All individuals are expected to behave in a manner that supports the well-being of others and the orderly operation of the Center.

## Unacceptable Conduct

The following behaviors are prohibited and may result in disciplinary action:

- Physical or verbal aggression toward others, including staff.
- Harassment, discrimination, or intimidation of any kind.
- Use, possession, or impairment due to alcohol or illegal drugs.
- Threatening behavior or creating fear or disruption.
- Possession of weapons or dangerous objects.
- Theft, vandalism, or destruction of property.
- Unwanted physical contact.
- Excessive noise or disruptive conduct.
- Poor personal hygiene that creates a health or safety concern.

## Respectful Use of the Senior Center

To help keep our shared spaces welcoming, safe, and enjoyable for everyone, all members are expected to follow these guidelines:

- **Good Housekeeping:**  
Please help us maintain a clean and pleasant environment by tidying up after yourself following programs and activities. Trash receptacles are available in every room for your convenience.
- **Food & Beverages:**  
Food and drinks are permitted **only in the Dining Room**, unless prior approval has been granted by the Center Director.
- **Mail & Address Use:**  
The use of the Senior Center's address for personal or business mail is not permitted.
- **Telephone Use:**  
Staff are unable to accept personal or business phone calls on behalf of members. Use of the Senior Center's phone requires permission, except in the case of an emergency when calling emergency personnel.
- **Appropriate Use of Furniture & Attire:**  
Sleeping or lying on furniture is not permitted. Shoes must be worn at all times, except during designated exercise classes. Members are expected to wear modest, appropriate, and inoffensive clothing while in the Center.
- **Personal Scent & Odors:**  
To ensure a comfortable environment for all—especially individuals with allergies, respiratory conditions, or scent sensitivities—members and visitors

are expected to be free from strong or disruptive odors, including smoke, vaping, alcohol, or other substances. Staff may address concerns and request that individuals step outside or return at a later time if odors interfere with the shared space.

These guidelines help ensure the Senior Center remains a safe, respectful, and comfortable space for all members, visitors, and staff.

### **Filing a Complaint Regarding the Conduct of Another Individual**

If an individual at the Senior Center feels threatened or in harm's way due to the conduct, action, or behavior of another person or feels such is disruptive/inappropriate, this should be immediately brought to the attention of a staff member. If an individual is witness to a violation of the Code of Conduct, that person should immediately notify a staff member. All conversations will be handled discretely and confidentially to the extent possible.

## **Disciplinary Procedures**

Violations of the Code of Conduct will be addressed using the following procedures. All incidents will be documented.

- **First Offense: Verbal Warning-** Staff will verbally address the behavior and instruct the individual to stop. Continued behavior may require the individual to leave the building.
- **Second Offense: Written Warning and Temporary Exclusion -** The Director may issue a written warning describing the behavior, expectations for correction, and consequences. Temporary suspension from Center services may occur. Readmittance may require a meeting with the Director.
- **Third Offense: Long-term or Permanent Exclusion -** Repeated or severe violations may result in long-term or permanent exclusion from the Senior Center. Written notice will be provided, and appeal rights will apply.

Senior Center staff are responsible for ensuring a safe, respectful, and well-organized environment.

- Members are expected to follow staff direction at all times.
- If a concern or disagreement arises, members are encouraged to address it calmly and privately with staff.
- Staff decisions made in the moment for safety, operations, or fairness are final at that time.
- Concerns may be discussed further with the Director by appointment.

Disruptive or confrontational behavior may result in corrective action under the Code of Conduct.

### **Health and Safety**

- Proper attire and safe footwear are required.
- In medical emergencies, staff will call 911.
- Members should remain home when ill.
- Fire drills are mandatory for all occupants.
- The Center is not responsible for lost or stolen personal property.

## **Dining Room Guidelines**

These guidelines are in place to ensure a fair, respectful, and enjoyable dining experience for all members. Thank you for your cooperation.

### **Mealtimes & Arrivals**

- Please arrive by 12:00 PM for lunch and by 5:00 PM for dinner.
- If you will be running late, please notify staff as soon as possible.
- If staff are not notified, we will assume you are not attending.
- Members arriving after meal announcements will be served after all other meals have been distributed.
- Arriving late, even with a reservation, does not guarantee that a meal will be available.

### **Reservations**

- Meals are ordered in advance based on member sign-ups.
- You must call or sign up in person by 12:00 PM the day before your intended meal.
- Example: To eat on Wednesday, you must sign up by 12:00 PM on Tuesday.
- It is the member's responsibility to cancel or make changes if they are unable to attend or have dietary concerns.
- Monthly menus are provided to help members plan ahead.
- Alternate meals cannot be guaranteed if changes are requested on the day of service.

### **Meal Service Procedures**

- Tables will be called one at a time for meal service.
- Please do not approach the serving area until your table is called.
- If you need to leave early due to a medical appointment or other obligation, notify staff in advance so accommodations may be considered.

### **Dining Room Environment**

- Please keep conversations at a reasonable volume.
- Be mindful that the dining room is part of a multi-purpose facility used for other programs and activities.
- Respect fellow members, volunteers, and staff at all times.

### **Clean-up Procedures**

- Place used dishes, utensils, and trays in the designated area after your meal.
- Dispose of trash and disinfect your dining area before leaving.
- If you need assistance, please ask a staff member or volunteer.

### **Cellphones and Electronics**

- Please keep cell phones and electronic devices on silent or vibrate mode.
- If you need to make or receive a call, please step outside the dining area.

### **Socialization & Seating**

- Members are welcome to sit with friends.
- Please take only one seat per person to ensure adequate seating for everyone.
- There are no assigned tables or seats.
- Saving seats or tables is not permitted.

### **Bringing a Guest**

- Guests may attend meals with advance approval.
- Please check with office staff ahead of time to ensure adequate seating and food availability.

### **Health & Safety**

- Notify staff immediately if you observe a spill or hazardous condition.
- If you are feeling ill, please remain home for the health and safety of others.

### **Outside Food Policy**

- Outside food may be restricted to ensure compliance with health and safety regulations.
- The Senior Center cannot provide condiments, utensils, dishware, or supplies for outside food.
- This policy helps maintain food safety standards and program integrity.



## **Transportation**

### **Type of Transportation Provided**

St. Anthony Senior Center offers transportation services to help members access programs, medical appointments, and approved trips. To ensure safety, reliability, and fairness for everyone, the following guidelines apply.

- Transportation services are curb-to-curb.
- Drivers may assist passengers on and off the vehicle, but cannot enter homes, apartments, or buildings.
- Drivers are not permitted to provide personal care, medical assistance, or supervision.
- Members must be able to safely enter and exit the vehicle independently or with the assistance of their own escort or caregiver.
- Transportation services are provided as a courtesy and shared resource. Following these guidelines helps ensure services remain available, safe, and fair for all members.
- Questions about transportation should be directed to Senior Center staff, not the driver.

### **Passenger Readiness & Pick-Up Expectations**

- Members must be ready at least 10 minutes prior to their scheduled pick-up time.
- Drivers will wait no more than 3–5 minutes past the scheduled time.
- If a member is not ready, the trip may be recorded as a no-show.
- Repeated no-shows or habitual lateness may result in temporary suspension of transportation privileges.

### **Scheduling & Reservations**

- Advance reservations are required for all transportation services.
- Medical appointments typically require at least 48 hours' notice.
- Same-day requests may be considered but cannot be guaranteed.
- Transportation is scheduled on a first-come, first-served basis.
- Routes may include shared rides and indirect travel to accommodate multiple passengers.

### **Cancellations & No-Shows**

- If you need to cancel a ride, please notify the Senior Center as soon as possible.
- Multiple no-shows or late cancellations may impact future eligibility for transportation services.
- Transportation services are a shared community resource and depend on cooperation from all riders.

## **Safety Requirements**

For everyone's safety:

- Seat belts are required at all times.
- Wheelchairs and mobility devices must be properly secured.
- Drivers may refuse transportation if:
  - A passenger appears too ill to travel safely
  - A passenger refuses to wear a seat belt
  - A passenger appears visibly intoxicated
  - Health or hygiene concerns pose a risk to others
- Smoking, vaping, alcohol, and controlled substances are not permitted on Senior Center vehicles.

## **Mobility Aids & Medical Equipment**

- Walkers, canes, wheelchairs, and scooters are permitted if they can be safely secured.
- Portable oxygen is permitted if it is self-administered.
- Drivers are not permitted to operate or manage personal medical equipment.

## **Fees**

- Transportation fees cover transportation only and do not include admission, entrance, ticket, registration, or activity fees unless specifically stated.
- Any additional costs, such as admission or ticket fees, will be clearly noted at the time of sign-up.
- Some trips, programs, or services may require a fee or contribution to help offset costs such as fuel, tolls, parking, or driver time.
- Fees are typically non-refundable once transportation has been scheduled, except in cases of Center-initiated cancellations.
- Failure to cancel a scheduled ride in advance may result in forfeiture of any applicable transportation fee.

Transportation fees and policies may vary depending on the type of service, destination, and funding source.

## **Personal Belongings**

- Personal items must be manageable and safely secured.
- Aisles and exits must remain clear at all times.
- Large or hazardous items may not be permitted.
- The number of bags or packages may be limited to ensure safety and space for all riders.

## Animals

- Service animals are permitted in accordance with the Americans with Disabilities Act (ADA).
- Pets or emotional support animals that are not service animals are not permitted on vehicles.

## Behavior Expectations

All passengers are expected to:

- Treat drivers, staff, and fellow passengers with respect
- Follow driver instructions related to safety
- Maintain appropriate conduct and personal hygiene
- Avoid loud, disruptive, or unsafe behavior

Failure to follow transportation guidelines may result in temporary or permanent suspension of transportation services.

## Inclement Weather & Service Policy

Purpose: To ensure the safety and well-being of our senior members during inclement weather conditions by establishing clear guidelines for service operations, communication protocols, and responsibilities for maintaining safe access to the Senior Center.

- **Notification, Service Disruptions, & Closures:**
  - The Executive Director or their designee will monitor weather forecasts and assess potential threats or service disruptions.
  - In the event of a winter weather situation, the Executive Director and/or designated staff member to notify the Senior Center Director.
  - The Senior Center Director will promptly inform all relevant parties, including program members, about potential service cancellations.
  - If it is determined that service must be canceled due to unsafe conditions, the Senior Center Director and designated staff will communicate this decision to all program members immediately.
  - Notifications regarding the resumption of services will also be communicated by the Senior Center Director and designated staff to all pertinent parties and program members.
  - Members can receive updates by tuning into local radio stations (WDEL 1150 AM or 101.7 FM, WSTW 93.7 FM) or visiting [wdel.com/snowatch](http://wdel.com/snowatch). Additionally, updates will be posted on the Senior Center's official social media pages.
  - If severe weather occurs during program hours, the Executive Director will work with the Senior Center Director and the Driver to ensure that all program members are safely returned home.
- **Expectations**

- The Driver is responsible for the upkeep and preparation of vehicles, ensuring they are in safe operating condition. This includes regular checks of wiper blades and washer fluid.
- A contracted snow removal company will assist with snow and ice management, including clearing snow from vehicles, de-icing windshields, and moving vehicles to facilitate snow removal, shoveling and treating entrances, stairs, and walkways with ice melt to ensure safe access to the facility.
- It is the responsibility of participants to ensure that their sidewalks remain snow and ice-free to facilitate safe access to the bus service.
- **Important Considerations:**
  - Participants are advised that not all roads may be passable during inclement weather, and service may be limited based on road conditions.
  - The safety of our members is our top priority, and we appreciate your cooperation in maintaining clear access points and understanding the potential for service disruptions during adverse weather conditions.
  - This policy will be reviewed annually to ensure its effectiveness and make any necessary adjustments based on feedback and changing circumstances.

### **Service Area**

Transportation services are provided to and from St. Anthony Senior Center and for approved trips, programs, and medical appointments within the Senior Center's designated service area.

- Transportation is limited to locations within the approved service area, which is determined by program guidelines, staffing, and scheduling capacity.
- Requests for destinations outside the service area cannot be accommodated.
- Service area boundaries may change based on funding, operational needs, or safety considerations.

Senior Center staff can confirm whether a destination is eligible at the time a reservation is requested.

- Transportation services are not emergency transportation.
- Availability is subject to scheduling, staffing, weather, and vehicle capacity.
- Repeated misuse of transportation services or failure to follow guidelines may result in suspension of transportation privileges.

## **Meal Program**

### **City Fare**

Meal services offered at the Senior Center are provided in partnership with City Fare, a program of St. Anthony's Community Center. City Fare oversees all aspects of meal service, including menu planning, nutrition guidelines, eligibility, and meal operations.

- City Fare provides both congregate meals served at the Senior Center and home-delivered meals for eligible individuals.
- Participation in the City Fare Nutrition Program does not require Senior Center membership.

### **Eligibility**

- Individuals age 60 and older are eligible to participate.
- Spouses of eligible participants may participate regardless of age, provided the age-eligible spouse is registered.
- Eligible individuals include designated volunteers providing service during meal hours.
- Participants under age 60 who are not otherwise eligible must purchase a meal at the established cost.

### **Meal Cost and Donations**

- For participants age 60 and older, a suggested donation of \$4.00 per meal is requested.
- Donations support the City Fare Nutrition Program and are not paid to the Senior Center.
- No eligible participant will be denied a meal due to inability or unwillingness to donate.
- Participants under age 60 who are not otherwise eligible must purchase a meal for \$8.00 per meal.

### **Registration Requirements**

- Participants must complete a City Fare Nutrition Program registration form.
- Participants must complete a nutrition screening form as required by City Fare guidelines.
- Registration information must be kept current.

### **Home Delivered Meals (Meals on Wheels)**

City Fare also provides home-delivered meals to eligible homebound older adults and adults with disabilities who are unable to prepare meals for themselves.

- Eligibility for home-delivered meals is determined through a separate intake and assessment process.

- Participation in Senior Center programs does not automatically qualify an individual for home-delivered meals.
- City Fare staff coordinate meal delivery schedules and case management services.

### **Prohibited Activities**

- Providing meals to individuals who are not eligible under City Fare guidelines.
- Providing financial, legal, or other professional advice (except referrals to qualified agencies).
- Denying services to eligible participants based on inability or failure to contribute.
- Removing food or beverages from the meal site, except fresh fruit or meals approved by City Fare.

### **Outside Food Policy**

- Outside food may be restricted to ensure compliance with health and safety regulations.
- The Senior Center cannot provide condiments, utensils, dishware, or supplies for outside food.

## **Commitment to Vulnerable Populations**

### **Adult Abuse Registry**

St. Anthony Senior Center is a community-based senior center and does not provide long-term care, residential services, or clinical supervision. However, in accordance with Delaware law, the Senior Center complies with applicable Adult Abuse Registry requirements to help ensure the safety of older adults and vulnerable individuals.

Under Delaware law, individuals listed on the Adult Abuse Registry may be restricted from working, volunteering, or serving in positions that involve access to or contact with vulnerable adults.

Adult Abuse Registry Authority:

11 Del. C. § 8564

Although the Senior Center is not a licensed long-term care facility, registry checks may be required for staff, volunteers, contractors, or other covered roles, depending on job duties, funding requirements, or program regulations.

### **Adult Protective Services Reporting**

St. Anthony Senior Center is committed to maintaining a safe environment for older adults, children, staff, volunteers, and visitors. In accordance with Delaware law, the Senior Center complies with all applicable reporting, registry, and safety requirements.

Senior Center staff are required to report suspected abuse, neglect, or exploitation of vulnerable adults to Adult Protective Services (APS) when there is reasonable cause to believe such mistreatment has occurred.

Authority: Delaware Code, Title 31, Chapter 39

Mandated Reporting: 31 Del. C. § 3910

Reports are made confidentially and in good faith. The Senior Center does not investigate allegations; APS is responsible for assessment and investigation.

### **Child Safety & Sex Offender Registry**

St. Anthony Senior Center operates within a shared facility that also houses a licensed early childhood program. To comply with Delaware law and child safety regulations, the Senior Center follows all applicable registry and proximity requirements.

Under Delaware law, certain individuals who are required to register on the Sex Offender Registry may be subject to restrictions on presence, loitering, or access in or near schools and early childhood facilities.

Sex Offender Registry & Proximity Restrictions:

11 Del. C. Chapter 41, Subchapter II

Including 11 Del. C. § 1112 and § 1112A

These laws may limit how close certain registrants may be to school property, early childhood centers, or areas where children are present, depending on the individual's legal status and applicable conditions.

To ensure compliance and safety:

The Senior Center may restrict or deny access and restrictions are determined by law and regulatory guidance



## **Public Notices**

### **Title VI Notice**

St. Anthony Senior Center operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with our agency.

Any such complaint must be in writing and filed with this agency within 180 days following the date of the alleged discriminatory occurrence. For information on our nondiscrimination obligations or how to file a complaint, please contact the Senior Center Director by any of the methods listed below.

Attention: Lindsay Draper  
St. Anthony Senior Center  
1703 West 10th Street  
Wilmington, DE 19805

Phone: 302-421-3735  
Fax: 302- 421-3725  
Email: [Seniors@stanthonycenter.org](mailto:Seniors@stanthonycenter.org)

If this information is needed in another language, please contact us.

### **Americans with Disabilities Act (ADA) Notice**

St. Anthony Senior Center is committed to providing programs, services, and activities that are accessible to individuals with disabilities, in accordance with the Americans with Disabilities Act (ADA).

The Senior Center makes reasonable efforts to ensure that individuals with disabilities have equal access to programs, services, and facilities, consistent with the nature of our programs and available resources.

- Members who require a reasonable accommodation to participate in a program or activity are encouraged to notify staff in advance whenever possible.
- Requests will be reviewed on an individual basis.
- Members who have questions about accessibility, wish to request an accommodation, or would like to file a complaint may contact:

Senior Center Director  
Lindsay Draper  
St. Anthony Senior Center  
1703 West 10th Street  
Wilmington, DE 19805  
Phone: 302-421-3735  
Email: [seniors@stanthonycenter.org](mailto:seniors@stanthonycenter.org)

### Language Access Plan

St. Anthony Senior Center is committed to providing meaningful access to programs, services, and information for individuals with Limited English Proficiency (LEP), in accordance with Title VI of the Civil Rights Act of 1964.

The Senior Center takes reasonable steps to ensure that language is not a barrier to participation and that members are able to understand important information about programs, services, and policies.

Senior Center staff will make reasonable efforts to assist members using approved language access resources once a language need has been identified.

#### Questions or Requests

Members who need language assistance or have questions about language access may contact:

Senior Center Director  
Lindsay Draper  
St. Anthony Senior Center  
1703 West 10th Street  
Wilmington, DE 19805  
Phone: 302-421-3735  
Email: [seniors@stanthonycenter.org](mailto:seniors@stanthonycenter.org)