



Golden Hours Senior Recreation Center USER POLICES

In order to provide the community and users of the Golden Hours Senior Active Recreation Center (“Golden Hours” or “Center”) an atmosphere of safety, courtesy and respect, the Ogden City Recreation Division has developed the following policies.

These policies apply to all participants, members, facility users, recognized organizations, groups, visitors, volunteers and staff of the Center (“Center Users”). Center Users are responsible for their conduct while on the premises and are to conduct themselves in a manner that is positive, productive, and mature, without bias or discrimination towards others using the premises.

Center Users have the right to feel safe while attending the Center for any type of event or function whether it is a city sponsored event or an event that is hosted by a second party or by rental of the facility. Any individual currently on a sex offender registry is not permitted to participate in Center activities. A check may be conducted to confirm their status. The Center is a drug, alcohol and smoke-free area. Center users must sign a code of conduct before using the facility.

Golden Hours operates for local active adults 50 years old or older. The Center’s function is as a meeting place where participants can socialize, take part in activities and classes, and receive services that enhance quality of life and facilitate independence and the ability to maintain involvement in the community. The Center also provides a low-cost lunch five days a week in conjunction with Weber Human Services. Lunch is provided to seniors 65 or older at the cost of a suggested donation of \$3. If the person is 64 or younger the cost is \$6 per meal paid to Weber Human Services kitchen staff. Golden Hours is cooperatively operated between Ogden City and Weber Human Services.

Golden Hours is part of the Ogden City Recreation Division and is dedicated to providing diverse programs and opportunities with broad appeal that promote mental and physical benefits for active adults in the community 50 years and older.

A government issued identification is required to verify age and address to participate in Golden Hours programs and facility use.

The Center Provides Members:

- Wellness Programs, physical training equipment and classes
- Classes, Activities, Presentations
- Special Events
- Field Trips (due to limited space this is limited to members only).
- Volunteer Activities
- Low-cost lunches
- Information

The Center Does Not Provide:

- Medical Care for Senior Adults
- Medication Distribution
- Daycare of any sort for Senior Adults

Personal Care or Bathroom Assistance for Senior Adults

Golden Hours does not accept the following:

- Nursing Home Patients
- Adult Day Care Patients
- Home Bound Patients or individuals who lack decision making capacity without an appropriate caretaker.

A caretaker must accompany participants who are not able to attend to their personal needs for the duration of their stay, and emergency contacts must be listed on the membership at the time of enrollment. No person will be excluded from participation at the Center based on race, color, sex, age, religion, disability, or national origin. The Center Supervisor and/or Division Manager or their designees will exercise discretionary judgment as to the Center's ability to accommodate any individual. The Center reserves the right to decline services to individuals if the staff and/or facilities are inadequate for their needs. In such cases, the Center will suggest appropriate resources to care givers. An appropriate evaluation may be required to determine level of functional ability.

Disciplinary and Appeal Procedures

Golden Hours Senior Active Recreation Center

Failure to comply with the Code of Conduct may result in disciplinary action up to and including permanent removal from the Center or a specific program. The severity of the infraction may cause for immediate suspension without warning. When a serious act of misconduct by a Center User occurs the Center Supervisor shall immediately investigate the allegation. The Center Supervisor shall make a recommendation to the Recreation Division Manager, or his or her designated representative regarding the final disciplinary action. In the interim, the Center Supervisor or designee will impose reasonable restrictions on the Center User until the final action can be determined.

The policies may be enforced and escalate directly to a permanent suspension and or any steps in between depending on the behavior, and or severity of the offense. If the disruption is suspected to be related to mental health or other external factors the appropriate agencies may be contacted for an investigation as required by law. A family member or emergency contact may also be contacted to resolve issues or provide additional information that may clarify any behavior or misconduct.

First Occurrence- Recreation Manager or designee will review the Code of Conduct with the Center User either verbally or in writing. The Supervisor or designee will attempt to clarify any issues and outline a program to avoid a repeat occurrence.

Second Occurrence- Recreation Manager or designee will provide written notification of a Second Occurrence and will deliver such notice to the Center User. The Supervisor or designee will attempt to clarify any issues and outline a program to avoid a repeat occurrence. Disciplinary action may include a temporary suspension from Center activities.

Third Occurrence- Recreation Manager or designee will provide written notification of a Third Occurrence and will deliver such notice to the Center User. Disciplinary action may include a temporary or permanent suspension from attendance or participation in any activities at the Center. Two suspensions within one-year may result in an extended or permanent suspension. Ogden Police Department will be called if necessary. A written suspension notice will be

delivered to the Center User. A hearing will be provided to the Center User prior to a suspension of one year or more.

INFORMAL GRIEVANCE/CONFLICT RESOLUTION

Conflicts should be resolved at the lowest possible level and in an informal manner that appropriately reflects respect and good faith between individuals. Any person concerned about a decision by Center staff should attempt to resolve the conflict verbally or in writing by following the appropriate chain of command within the City. The chain of command begins at the Supervisor level and proceeds up through the Public Services Director. Center policies regarding Code of Conduct, Disciplinary and Appeal Procedures shall be made available for review by Center Users. City personnel shall maintain documentation of any informal grievances.

FORMAL GRIEVANCE AND APPEAL PROCEDURES

Any person aggrieved by a decision of the Recreation Manager or designee may appeal to the Director of the Ogden City Public Services Department (“Department Director”) by filing a written notice of appeal with the Department Director no later than (10) days after the date of the decision of the Recreation Manager.

Upon receiving a written appeal, the Department Director shall fix a time and place for the hearing of such appeal. A hearing will be scheduled as soon as reasonably possible. The hearing shall occur no later than thirty (30) days after the appeal has been filed.

The Department Director or his or her designee shall give written notice to the person making such an appeal of the time and place of hearing by serving it personally or by depositing it in the United States Post Office, postage prepaid, addressed to such person at his/ her last known address.

A decision will be made at the hearing or within 15 calendar days of the hearing and shall include notice of further appeal rights. The decision of the Department Director may be appealed through the Ogden City Administrative Hearing Procedure by filing an appeal on a form available in the City Recorder’s Office. An appeal must be filed within 14 days from the date of the Department Director’s decision.