



# WELCOME

Member Handbook

## ***DSI Mission***

To enrich the lives of adults 50+ in Dorchester County by providing opportunities that enhance their wellbeing.

## ***DSI Core Values***

- ◆ *Respect*
- ◆ *Inclusion*
- ◆ *Excellence*
- ◆ *Responsiveness*

## ***History of the Senior Centers***

The **David Sojourner Senior Center**, located in St. George is named for the former mayor of St. George in recognition of his dedicated service to the town. It opened in February 2002 with the formal dedication occurring May 31, 2002.

The **Faith Sellers Senior Center**, located in Summerville opened in August of 2002. On October 20, 2005, the Dorchester County Senior Center was renamed the Faith Sellers Senior Center to honor Mrs. Seller's years of dedicated work on behalf of the senior citizens of Dorchester County and making the dream of a senior center a reality.



**Faith Sellers Senior Center**  
**312 North Laurel Street**  
**Summerville, SC 29483**



**David Sojourner Senior Center**  
**5361 East Jim Bilton Blvd**  
**St. George, SC 29477**

# Membership Guidelines

## ***Eligibility***

Both Senior Centers are open to all adults who meet the minimum age requirement of 50. For Dorchester County residents, there is no annual fee for the 12-month membership. For those adults who reside outside of the county, they must pay the current out-of-county fee. All members will be issued a key tag with a membership number. This membership number will be used for all class/activity sign-ins. Memberships must be renewed on your membership anniversary date. A member in good standing has a current application on file and no fees owed.

## ***Center Etiquette***

Please assist with maintaining a friendly and social atmosphere. We ask that members conduct themselves in such a manner as to not be disruptive to others. If attending a presentation, class or other function at the center, please be courteous and turn off your cell phone and give your full attention to the facilitator/instructor. Persons talking through the event will be asked to leave the room.

## ***Center Rules***

DSI membership is a privilege. Unacceptable behavior will not be tolerated. Persons creating disruptions may be asked to leave the center by a member of the DSI staff. If the person does not leave voluntarily, appropriate action will be taken to have the person removed.

Examples of actions which may lead to removal are as follows:

- Repeatedly and intentionally disobeying established DSI rules and regulations
- Intentionally causing, attempting to cause or threatening physical injury to another person, except in self-defense
- Using obscene/profane language or gestures or verbally abusing other members
- Carrying a dangerous object, firearm, knife, etc.
- Intoxication
- Members possessing alcohol or illegal drugs on the premises
- Any form of gambling or gaming involving money or prizes

Members who are in violation of any of the actions above will be spoken to by DSI Administration. Depending on the infraction, the offending individual may be:

- Given a verbal warning that their participation at the center may be in jeopardy
- Given a written warning that their participation at the center may be in jeopardy
- Given up to a three (3) month suspension, following a meeting with the individual. Reinstatement will be at the discretion of the Directors and the Board of Directors
- Membership cancelled with no option of return

The Center will maintain an official file with all member conduct violations.

## **Bulletin Boards**

Bulletin boards are maintained by DSI staff. In order to have an item placed on the bulletin board, approval is needed from the DSI Activity Coordinator. All items will be dated and removed after 30 days or after an event has taken place. Anything found not approved by DSI staff, will be removed immediately.

## **Center Telephone** *(not available at the David Sojourner Senior Center)*

A telephone is available for **outgoing** local calls only - no long distance calls. Please limit calls to 10 minutes. We ask that members conduct themselves in such a manner as to not be disruptive to others including using obscene/profane language. DSI will not accept or give messages to center members, except in emergency situations.

## **Check-In for Activities**

DSI members must use their key tag to check-in at the kiosk for their activities for each visit.

## **Grievances and Complaints**

DSI members are encouraged to state their complaints and grievances if they believe their rights have been violated. There will be no retaliation against anyone for their part in presenting a grievance. All grievances are handled confidentially.

We encourage members to work with the appropriate Department Manager before pursuing a written complaint. If the member's issue is not resolved, they may complete a *Customer Complaint Form* and submit it in a sealed envelope. If the grievance is about the Executive Director, then the completed *Customer Complaint Form* will be submitted to the DSI Board Chairperson to present to the DSI Executive Committee to address. (*Customer Complaint Forms* are available at the front desk. )

## **Harassment and Discrimination**

DSI is firmly committed to providing an environment free of harassment, discrimination and bullying. DSI prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other protected characteristic.

Any conduct or action, whether overt or subtle, which creates an offensive or hostile environment is prohibited and will be grounds for immediate removal from DSI membership. Any member who believes he or she is a victim of harassment is to report the matter to a DSI Manager to handle the situation.

## **Health and Safety**

Members must exhibit cognitive, physical independence and ability for self-care or be accompanied by a caregiver. DSI staff cannot assist members with personal care needs. DSI does not provide adult daycare, individual special assistance or monitoring of its members. Members are free to come and go from the senior center at any time and are expected to function independently.

Members **must** have emergency contact information on file in the event of a serious medical emergency. Members who need emergency medical attention **will not** be transported to the doctor or hospital by center buses, vans or any member of the DSI staff.

If you witness an injury, particularly a fall, **do not** attempt to help person up. This is for your safety as well as the injured person. Please have someone stay with the injured person while a DSI staff member is located. An incident report must be completed and you may be contacted for details as a witness. Members and their families should be aware, that in the event of an emergency, the staff will call 911 and their emergency contact. Members may refuse medical assistance after the ambulance has arrived.

## **Maintenance and Housekeeping**

Please help us care for your senior centers. Throw away trash in the proper containers, bring spills to the attention of a DSI staff member, and put things back in their proper place, etc. If you notice any maintenance or housekeeping needs which require attention, please inform a DSI staff member or the Front Desk.

## **Minors/Guests in the Center**

Minors/Guests are permitted to visit the center for specific reasons and under controlled conditions. Please be aware that minors/guests are not permitted (under any circumstances) to use the pool table or equipment in the Fitness Room and may NOT participate in programs or activities unless prior approval from management. Minors must be under direct visual supervision of an adult at all times.

## **Pets at the Centers**

Other than service animals, pets are not permitted in the center. The directors may make exceptions for special events. The service animal must be harnessed, leashed, or tethered while at the senior center unless these devices interfere with the service animal's work or the person's disability prevents the use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal.

## **Service Programs**

DSI provides the following need-based services for seniors 60 & older. All individuals need to be assessed prior to receiving these services:

- ◆ **Home Delivered Meals** - nutritious dietitian approved meals served to homebound seniors weekdays excluding holidays.
- ◆ **Congregate Group Dining** - nutritious dietitian approved meals served in a group setting weekdays excluding holidays.
- ◆ **Center Transportation** - provided through DSI buses/vans to and from DSI centers.

For more information on any of these services, please see a DSI staff member at the Front Desk.

## **Smoke and Drug-Free Environment**

Smoking is prohibited at all DSI Centers, including parking lots, grounds and vehicles. While on DSI premises or while conducting DSI related activities off DSI premises, a member may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

Legal use of prescribed drugs is permitted only if it does not impair a member's ability to function in a safe manner and does not endanger other individuals.

## **Suggestion Box**

Suggestions may be placed in the DSI suggestion box. One is located at each senior center. If you leave your name and contact information, you will be contacted regarding your suggestion.

## **Visitors and Solicitations**

Soliciting, selling or collecting money or other items within DSI Centers is not permitted unless it is part of a fundraising project or event sponsored or approved by DSI. *This includes asking for money, votes, contributions, church/school or organization fundraising events/raffles, lottery tickets, etc.*

## ***Weapon-Free Environment***

Weapons, including concealed weapons, are not allowed in the senior centers or on DSI property.

# Classes and Activities

DSI strives to provide a variety of classes and activities on a monthly basis. All classes/activities must be scheduled through the activity department and will be printed on the monthly calendar.

Certain classes may require supplies or personal equipment not provided by DSI. Details can be found under class description in the Monthly Calendar.

DSI maintains a neutral political environment. Individual politicians or their representatives will not be allowed to schedule campaign events. DSI may schedule forums/meet-and-greets where all candidates are invited.

## ***Class and Activity Eligibility***

Participants in any activity or class at the center must be 50 years or older and a current member in good standing (as defined under *Eligibility* section.) A non-eligible spouse may attend with member and must pay any class/activity fees.

Eligible potential members are granted one (1) visit as a guest. As a guest, they may participate as follows:

- Participate in one (1) activity or class
- Must pay for any fees involved with activity or class
- Members who wish to bring visiting friends or family to the center may make a special request for them to participate in activities or classes. Such requests must be given to the Activity Coordinator prior to the guest's arrival.
- All persons participating in activities must sign in each time they attend the activity.

## ***Class and Activity Fees***

If you are interested in attending classes and/or activities you need to sign up in person using the check-in kiosk. When a fee is involved, you must pay at the time of sign-up.

DSI will handle registration and collection of fees, as follows:

- Participants will register at the front desk with their name and contact information.
- DSI staff will collect the fee at the time of registration at the front desk. Fees must be paid by cash, check or credit/debit card (when available).
- Participants will receive a receipt to confirm their registration and payment.

DSI refunds will be issued as follows:

- If fee paid by cash: cash refunds will be available within (3) business days after the request is made.
- If fee paid by check or credit/debit card: refund by check may take up to two (2) weeks to allow time for the check/card to clear the bank and refund be to reprocessed by DSI.

## ***Computer Lab and Copier***

Only DSI Center members are authorized to utilize the senior center computer lab.

- When other members are waiting, computer use will be limited to one (1) hour.
- No food or drink is allowed in the computer lab.
- No settings may be altered and no downloading/installing of any programs to DSI computers is allowed.
- Pornographic images may not be displayed on center computers or personal electronics. Illegal use of center computers will be reported to the appropriate authorities.
- Persons not adhering to these conditions will lose their privileges to use the computer lab.
- Limited copying may be permitted at the discretion of the center staff. There is a charge for this service. Only DSI staff or authorized volunteers may operate the copy machine.

## ***Exercise Classes***

To participate in an exercise class:

- Members must complete and sign the *Exercise Consent and Release Form* prior to beginning any exercise class.
- A member may be a guest observer of any exercise class one (1) time.
- Participants are asked to wear proper clothing and footwear for exercise classes. All appropriate body parts must be covered.
- All persons in the exercise class must actively participate and follow the directions of the instructor.
- Participants are not allowed to wear headphones during the exercise class.
- DSI suggests that participants consult with their personal physician prior to starting any exercise program.
- Water or sports drinks are permitted but must have a secure closure.

## ***Fitness Room Policies and Procedures***

- Participants are asked to wear proper clothing and athletic shoes must be worn at all times. Clothing must cover all private body areas.
- For safety purposes, it is strongly recommended that no one use fitness equipment without another person present.
- Equipment is available on a first-come, first-serve basis. If others are waiting, workouts should be limited to 30 minutes. Members must share strength and weight equipment between sets.
- Food is not permitted inside the fitness room. Water or sports drinks are permitted but must have a secure closure.
- Personal towels, lockers or shower facilities are not provided by DSI. The center is not responsible for any personal items left in the fitness room.

## **Monthly Calendars**

Classes and activities are scheduled in advance and will be listed in the monthly calendar and posted in the center lobby. All classes/activities have a start time and end time as shown on the monthly calendar and are subject to room availability. No single activity scheduled can exceed (6) hours in one week. Classes/activities/informational sessions may not be used to promote businesses or sell products. Due to a large number of classes/activities, access to the assigned room may not be available until class/activity start time. Classes/activities may be offered or cancelled by DSI due to interest level, attendance, space availability, instructor availability or an emergency at the senior center.

## **Teaching a Class**

Persons interested in teaching a class should meet with the DSI Activity Coordinator and will be asked to complete an *Instructor Agreement*.

# Volunteering

Volunteers are an integral part of DSI. They enhance the many programs and services that DSI provides. Volunteers and staff are considered to be partners in implementing the mission and programs of DSI, with each having a complementary role to play.

## **Attendance**

Volunteer attendance is vital to the operation of DSI programs and services.

Volunteers are not required to sign up for a specific number of hours. If a volunteer knows that they are unable to attend a scheduled workday or will arrive late, they are asked to contact the Volunteer Coordinator with as much notice as possible.

Volunteers are not paid for their time, but they may be reimbursed for authorized mileage/expenses. Volunteers may not accept gifts or gratuities from DSI clientele.

Students volunteering for service credit hours for their school or civic organization must submit the school name/civic organization contact information to the Volunteer Coordinator prior to volunteering.

If you are interested in volunteering at either senior center, please speak with the Volunteer Coordinator.

## **Requirements**

- Must complete a Volunteer Application
- Must attend a Volunteer Orientation prior to their first assignment and adhere to the guidelines in the *Volunteer Handbook*.
- Must sign a Confidentiality Form
- Volunteers that are handling food must complete DSI training in Safe Food Handling Safety.
- Volunteers must agree to represent DSI in a professional manner while volunteering with DSI. Volunteers should refrain from expressing their religious/political views to maintain a neutral environment.
- Must check-in at the kiosk and enter the number of hours they will be volunteering for on that day
- Depending on volunteer duties, volunteers must wear a DSI Badge with their name and picture for identification purposes when volunteering for DSI.



## Qualifications

- Volunteers must be at least 18 years of age to be unsupervised.
- Volunteers between the ages of 16 -18 must have written consent of a parent or legal guardian prior to volunteering and will volunteer only for in-center projects.
- If under the age of 16, volunteers must be accompanied by a parent, guardian, school group leader or other authorized adults or staff member. There are limited opportunities for volunteers under the age of 16.
- Must be open to work with all types of people
- Be subject to criminal background check

## Contact Information

Faith Sellers Senior Center

312 North Laurel Street

Summerville SC 29483

843-871-5053

David Sojourner Senior Center

5361 East Jim Bilton Blvd

St. George SC 29477

843-563-3709

**Website:** [www.dorchesterseiors.com](http://www.dorchesterseiors.com)

**Facebook:** Dorchester-Seniors-Inc-Summerville/St-George

**Business Office:** 312 North Laurel Street, Summerville SC 29483, Phone: 843-871-5053

## Charitable Donations

DSI is a 501(c)(3) non-profit organization and may accept donations, both in cash and in-kind, and will acknowledge donations made to the centers. Donations may be tax deductible and forms with the tax ID number are available at the front desk. DSI reserves the right to use the donated items for any purpose/ activity function or to donate items to another non-profit.