



# OPERATIONS MANUAL THE JOYFUL SENIOR CENTER

DeKalb County, GA, 2017

## Abstract

This manual was developed in September 2016. Policies and procedures have been combined in this operations manual in accordance with Operations Manual developed in 2013. This document is audited, updated, and released annually.

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## 1. History

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The Joyful Senior Center, a \$10 million, 40,000 square foot facility opened on Sycamore Road in November 2005.

## 2. Purpose

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The purpose of the Joyful Senior Center shall be the operation of a multipurpose agency that will provide a spectrum of services to improve the recreational, intellectual, social, physical, and mental well-being of older adults in the DeKalb County, Georgia community. The Senior Center is committed to the collaborative development of services and programs with other agencies in the area aging network.

This Operations Manual serves to establish the policies and procedures for proper use of center services and facilities.

## 3. Structure

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The Joyful Senior Center is a division of DeKalb County government, which operates out of a free-standing physical complex located in Lithonia, Georgia. Joyful Senior Center currently services 2,542 members, with an average of 600-700 members visiting and using the center per day.

## 4. Mission

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The mission of the Joyful Senior Center is to recognize and support the quality of life for active seniors who represent a growing segment of the DeKalb County population. To develop and maintain a comprehensive body of learning, health, wellness, social and support activities that touch the various needs of the senior, and to provide all services with respect, integrity, accessibility, and a customer first philosophy.

## 5. Vision

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The Joyful Senior Center vision is to build and constantly enhance a facility and community where seniors wish to gather for learning and connecting with fellow seniors. To provide world-class service to our senior members, including quality instruction, safe, clean, and modern classrooms and equipment, and ongoing program development that acknowledges the concerns and interests of the population. To support the lifestyles of dynamic, active seniors by providing health and wellness education and resources, with a focus on prevention; and to educate family and community on how to support and acknowledge the contributions of seniors.

## 6. Location & Hours of Operation

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Joyful Senior Center is located at 2538 Sycamore Road, Lithonia, GA 30058. The center's hours of operation are Monday – Friday, 8:30am – 5:00pm. Facility Security remains present on the property until 8:00pm, Monday – Friday. The center publishes a calendar at the beginning of each year that provides dates of operation, class, and event schedules, as well as closure dates and county holiday or closure dates.

## 7. Facility Requirements

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JSC complies with federal, state, and local laws and codes pertaining to operation of a public facility. In addition, the center must provide for the safety, sanitation, accessibility, and convenience of members, including the following areas:

### Indoor

- The center will be well lit, clean, and free from debris. Center will offer facility maps to support navigation for members and visitors.
- Facility location is a reasonable proximity for DeKalb County residents, and is accessible by members by private vehicle, transportation service, or public transit.
- Space will be identified within the center to allow for privacy and confidentiality, where services such as individual counseling may be provided. If no separate room is available full time in an existing facility, staff may provide counseling in a shared space, provided other occupants vacate the space.
- The center must make every effort to guard against rodents, insects, or any other conditions which would result in an unsanitary environment.

### Outdoor

- Center grounds will be free from litter and debris
- Center grounds will remain in good repair
- Outdoor activity areas must be connected to the facility and managed under the same provisions as the internal facility.

## 8. Emergency plan

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JSC maintains visible instructions for securing and exiting the facility in the event of an emergency. A full disaster and recovery plan is in development, slated for completion in 2018.

## 9. Service Outcomes

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Minimum service goals of JSC:

- To provide a well maintained, attractive facility where seniors may gather to learn and connect with other seniors from DeKalb County
- To provide interesting classes on subjects relevant to the interests of members, led by qualified professionals
- To encourage socialization among seniors via club membership and dedicated events
- To discourage isolation and sedentary lifestyles among DeKalb seniors, by offering a wide variety of activities that teach and encourage physical health, mental acuity, and nutrition
- To be inclusive of DeKalb's seniors by supporting member-led club activities and events

## 10. Service Activities

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### 10.1. Screening, social work

Completion of applicant screening to assess physical independence and mental/emotional competency, such that as a member they can self-manage regular transportation, facility use and activity participation.

## 10.2. Health & Wellness

Center maintains a comprehensive health and wellness program, including classes on nutrition, exercise (theory of healthy activity as well as practical application). Facility gym offers exercise equipment, a full-length swimming pool, yoga, and meditation room. All classes and facilities are led, managed, and maintained by certified fitness professionals. Equipment must be inspected and maintained regularly to ensure proper function. Members agree to utilize equipment independently based on assessment of physical/mental ability to self-manage during fitness activities.

## 10.3. Classes

Center offers a comprehensive roster of classes to its members, across areas including nutrition, health & wellness, creative, fine, and performing arts, and technology. Classes are scheduled within a three-month term. Classroom facilities are fully equipped with materials, supplies, devices, and machines necessary for practical application of subject matter. Classes are led by experienced Subject Matter Experts.

## 10.4. Clubs

Center provides social clubs to all members. Clubs focus on a range of interest areas. Club members serve in leadership and support roles; however, all clubs are governed by the policies of JSC and the overarching policies and ordinances of DeKalb County government.

## 10.5. Food service/sanitation

Members have access to food services provided by Piccadilly Restaurants. The vendor operates a full-service location within the JSC facility. The restaurant is fully staffed and offers a complete menu for lunch and dinner at a reduced price for JSC members. The operation is required to comply with all local, state, and federal law pertaining to food safety and sanitation, as well as with the safety and maintenance regulations and rules set forth by DeKalb County and Joyful Senior Center.

# 11. Eligibility

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Persons eligible for membership with JSC are:

- Aged 55 and over
- Able to move about the center without human assistance (personal use of device such as canes, walkers or wheelchairs are permissible).
- Able to acknowledge and comply with JSC policies and procedures for membership
- Able to satisfy annual membership fee. Membership fee is \$125/year. JSC is a designated Silver Sneaker site, which qualifies members to pay via their insurance policy. Dekalb For Seniors Inc also offers a limited number of scholarships for membership fees.

# 12. Technology

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## 12.1. Systems

The center operates on a platform in compliance with all DeKalb County agencies. The facility maintains PC devices in technology classrooms for access by members, and PC devices in offices for use by staff.

## 12.2. Software

The center holds user enterprise user licenses to several software applications, both for member education, member use and center operation. The center computers run Windows 8 operating system.

Members may self-manage activities via MyActiveSenior.com, a satellite of MySeniorCenter.com, a web-based senior center administrative system. Members utilize the application for sign-in/sign-out, class registration, volunteer hours recording, and club activities.

The center staff manages administrative functions via [louwalker.myseniorcenter.net](http://louwalker.myseniorcenter.net). Each registered user is assigned a unique User ID and password, which they can use to access via the internet from any device.

## 13. Staff

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The center staff must demonstrate the appropriate level of knowledge and skills in working with the senior population. They must display a general ability to manage administrative requirements, including the ability to complete required assessment documents, programmatic reports, and assigned tasks in an accurate and timely manner. Staff must also be capable of gathering and reporting required client data in the manner specified by the center and requirements of DeKalb County government.

Any staff member (employee or volunteer), who has direct contact with a JSC member, must have successfully completed a background check in accordance with DeKalb County government.

### 13.1. Director

The Senior Center Director shall hold office pursuant to the Personnel Policies of the County. The Senior Center Director shall be responsible for administration of programs and for the management of facilities and personnel administration within county ordinances and policy. The Senior Center Director shall recommend needs for staff and support, set forth in a prepared annual budget. The Senior Center Director shall work cooperatively with the Senior Center staff and Committees in carrying out the Senior Center's program. Staff of the Senior Center shall be responsible to the Senior Center Director.

### 13.2. Staff

The JSC staff operates all areas of the facility, in administrative, teaching, security, operations, communications and broad support roles.

### 13.3. Consultants

JSC engages the support of consultants for special project work, training, and workshops. Consultants are required to submit quotations for service in response to published Requests for Proposals (RFP). The Center Director selects the Consultant based on services offered and competitive pricing, within the confines of the available budget and in accordance with DeKalb County purchasing policy.

### 13.4. Volunteers

JSC relies on the support of volunteers for ongoing work with seniors. Volunteers are recruited by the center's volunteer program, and all are members of JSC's own volunteer organization. Senior members also serve as volunteers for greeting members and customer support.

## 14. Marketing, Partnerships & Community Engagement

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Senior Center goal is to extend footprint beyond the current membership base, via community outreach, dedicated events, education, support, and resource efforts open to the community. The plan for the next year is to include quarterly events that require coordination, management, procurement, supplies, professional resources, and where applicable, refreshments and entertainment.

Partnering with complimentary services will enhance the offerings of the center, creating a larger reach and opening services to new members, as well as serving as an information resource for the center, to inform the services needed by our target population.

JSC publishes a weekly newsletter that is released weekly to members and subscribers.

## 15. Policies

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### 15.1. Intake

The Joyful Senior Center (JSC) serves the senior community of DeKalb County. Membership is opened to DeKalb County residents over age 55, who exhibit the ability to manage the facilities and services with minimal intervention. The senior center's mission is to support the ongoing physical and mental activity and independence of its members. The intake process serves to maintain an accurate record of membership, as well as to verify that each member meets the residency and health requirements of membership.

While LWCS welcomes all applicants, the center does not provide treatment or on-site support for health conditions that require specific accommodations or interventions. Should it be determined in the intake process that the applicant's physical or mental support needs are greater than the capacity of JSC, the Center maintains relationships with and information on services, facilities and organizations that may offer the more extensive support needed and will make those referrals.

### 15.2. Political Activity

Center facility shall not be used for political campaigning. Candidates for public office may visit the center to observe its operation but are not permitted to perform campaign activity or distribute campaign material.

### 15.3. Non-sectarian use

As the center operates with government funds, the facility shall not be used for sectarian instruction or as placed of formal religious worship.

### 15.4. Policy violations

Each member receives a Membership Handbook and a copy of the Membership Participation Guidelines (attached). Members must read and sign the guidelines, and signature pages are placed in the member's file. The handbook provides detailed explanation of actions taken in response to policy violations.





Membership%20Participation%20Guide



LWSC%20Policies%20and%20Procedures

### 15.5. Security

JSC considers the security of its facilities, the members and visitors using those facilities, and security of its employees to be a priority. JSC will implement measures to protect critical infrastructure. The Center will use physical security enhancement equipment including physical barriers, electronic systems, access control, video surveillance, security personnel (when available), and other means to provide security and safety. Violations of laws, ordinances, or these policies are considered serious.

### 15.6. Access

It is the policy of JSC to enhance facility security using access control systems and access policies. Permissions for entry will be strictly controlled to provide for only that amount of access necessary to conduct the functions of the JSC.

### 15.7. Use of Facilities During Non-Business Hours

JSC makes certain facilities or portions of facilities available for appropriate activities that do not infringe upon nor interfere with the primary purpose for which its buildings and grounds are intended, and which do not compromise security policies or the safety of employees and the public.

The Joyful Senior Center is available for community group meetings after normal business hours on Mondays and Wednesdays.

- There is no charge for community meetings.
- Requests must be for a community meeting by a community organization.
- The JSC Rental Coordinator shall book the community meetings to ensure that there is no overbooking.
- The Rental Coordinator will secure security for community meeting nights.
- A special meeting request form must be completed.
- The Rental Coordinator will remain on site for the entire duration of community meetings.
- Community meetings must be approved by the Facility Director or designee.

### 15.8. Facility Rentals

The Joyful Senior Center shall be made available for rental activities. It is made available for use by public groups, private individuals, business, and private parties.

### 15.9. Clubs and Organizations

All clubs, groups, and organizations operate under the umbrella of the JSC and under the governing authority of DeKalb County, Georgia. All activities and programs held under this umbrella have accountability to DeKalb County Government. All clubs/organizations operating at the JSC, must be branded “The Joyful Senior XXXXXXXX Club/Organization/Group”

The JSC leadership is responsible for ensuring that all club activities follow all applicable federal, state, and local ordinances as well as JSC rules and regulations.

#### 15.9.1. Club Naming Convention

All clubs, groups and organizations operating at the Joyful Senior Center must be branded as “The Joyful Senior Center (Club Name).”

#### 15.9.2. Club Leadership

Club officers are volunteer positions and JSC members in these positions must hold their membership accountable for adhering to bylaws and guidelines.

Club officers shall be elected on an annual basis and names of newly elected officers must be reported to the JSC Director or designee by January 31<sup>st</sup> of each year.

#### 15.9.3. Club Administration

All clubs must create by-laws outlining rules, administration, and procedures.

- Club by-laws must be adopted and submitted to JSC administrative staff, who will make a copy of the club by laws for Center records. By-laws published for club members must be consistent with those submitted to JSC administrative staff. If by-laws are ever amended, a new copy must be submitted to the JSC administrative office prior to publication to club members.
- All clubs must submit a yearly calendar of events and meeting dates by December 1 of the current year. The calendar of events must be reviewed by the JSC Director, by January 31 of each year. All club events and meeting dates must be approved by Facility management.
- Following calendar approval, the JSC administrative staff will publish an annual calendar of events and meetings for all clubs to assure there are no overlapping activity dates.

#### 15.9.4. Club Financials

At no time should any club operating under JSC open or operate a bank account in the name of JSC. All financial activity is managed by DeKalb for Seniors.

#### 15.9.5. Club membership

- Each year, all club members must sign a review of JSC club rules and guidelines, acknowledging their understanding of and willingness to abide by these guidelines.
- An established club roster consisting of contact information of all officers and members must be submitted to the JSC administrative staff by January 31 of each year.
- Club rosters should be reviewed and updated on a quarterly basis. Updated rosters should be submitted to JSC Director or designee immediately upon completion of review.

#### 15.9.6. Club meeting parliamentary procedure

- Minutes of club meetings must be recorded for the official record and must reflect all discussions and decisions made during the meeting.
- Meetings should open with a reading by the club secretary of the minutes of the previous meeting (or next available officer in the absence of a secretary).

#### 15.9.7. Club Marketing

- All flyers, marketing materials, PSAs, and invitations require the approval of JSC Facility Director or designee prior to distribution.
- Clubs may advertise events on digital signage, to be requested and provided by facility management. The content of any club advertisement must be approved by DFSI.

#### 15.9.8. Event planning

Any club planning an event at the JSC must adhere to the following:

- The event must be approved and scheduled by the Facility Director or designee
- The club is responsible for set up and take down of all event materials. Club leaders will receive an event contract detailing rules, regulations, and procedures to be followed.

Any travel projects outside of those planned by the JSC Travel Club must be approved by the JSC Facility Director or designee.

#### 15.9.9. Fundraising

DeKalb for Seniors, Inc. (DFSI) is a 501(c)3 organization, whose mission is to provide JSC with support and advice on generating the necessary resources for meeting its mission. DFSI is the only entity authorized by the Internal Revenue Service, the State of Georgia, and DeKalb County to raise funds on behalf of JSC, its clubs and organizations, therefore all fundraising activities must fall under the authority of DFSI (See document “DFSI Fundraising Policies and Procedures”).

All fundraisers held by JSC clubs held either onsite or offsite under the auspices of FSI must obtain approval from both LWSI administration and the DFSI Board of Directors. Fundraiser Request Forms must be submitted before any fundraiser activity or event is approved.

Fundraiser Request Forms can be obtained from the office of DFSI. All fundraisers must comply with DFSI fundraising rules of procedure (See document “DFSI Fundraising Policies and Procedures”).

Donations can only be accepted by a 501(c) 3, however restricted and non-restricted donations can be received by clubs/organizations but must be deposited by DFSI for distribution. These donations are to be used for approved club functions, events, and

the miscellaneous needs of the clubs. Donations are not limited to cash, and can include goods, décor items, etc.

Any funds generated by clubs/organizations must be managed by DFSI, who will be responsible for depositing funds into the appropriate JSC bank account

Each club's Financial Secretary, Treasurer or designee is responsible for the handling of all financial transactions with DFSI.

#### 15.10. General Facility Use

An employee shall be on duty in the facility during all hours of operation or whenever the facility is open to the public. See Standard Operating Procedure *JSC-SOP-002-2016 Facility Security*

All persons on the JSC facility, to include staff, members, and volunteers, should wear in a visible manner, an official JSC Access Badge.

Any visitor to JSC must register at the reception desk and receive a Visitor sticker which must be worn in a visible manner.

The following shall be prohibited within or on the premises of the facility:

- Smoking within the building (smoking is permitted in designated areas outside the facility as permitted by law)
- All illegal drugs and other substances
- Weapons of all kinds except law enforcement officers in the execution of their duties and public demonstrations as approved by the Center Director or designee
- Animals of any kind except those serving the needs of the handicapped and those used in public demonstrations or programs as approved by the Center Director or designee.
- Possession and consumption of liquor and alcoholic beverages

#### 15.11. Grievances

The Joyful Senior Center (JSC) is committed to providing all its members with a satisfying experience. If a JSC Member has an experience that leaves them less than satisfied, they are invited and encouraged to notify the JSC of their grievance. The grievance procedure and policy are communicated to members upon intake and members are asked to sign off on those guidelines as explained in the Membership Handbook and Participation Guidelines (attached).

## 16. Operational Procedures

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### 16.1. Security Procedures

#### 16.1.1. Facility Security Guidelines

- JSC facility hours of operation are Monday – Friday, 8:30 a.m. – 5:00 p.m. for members and visitors

- Security will open gates at 7:00 a.m. to allow Food service staff to enter; the gates must be closed after they are on the grounds
- Entrance onto facility grounds
- Monday – Friday: Upper and lower gates will be unlocked from 8:00 a.m.- 6:00 p.m.
- Saturday – Sunday: Gates and doors will be open according to dedicated events on the calendar schedule

#### 16.1.2. Visitor access procedure

1. Sign the Visitor's Log, noting the reason for requesting access to the center
2. A staff member will escort the individual to the required location
3. The individual will sign out of the Visitor's Log upon exit

### 16.2. Intake

Following is procedure for completing membership application/intake:

1. Applicant enters JSC
2. JSC reception staff greets member and begins intake process
3. Employee provides overview of application process and membership fees
4. Applicant must show legal identification that displays age and legal address
5. First preference of identification is a current unexpired state issued driver's license or a current unexpired state-issued ID
6. In the absence of a driver's license or state ID, the following are accepted:
  - State government issued Certificate of Birth
  - US Active Duty/Retiree/Reserve Military ID Card (000 10-2)
  - Passport from any country
  - Certificate of citizenship (N560)
  - Certificate of Naturalization (N550)
7. If secondary form of ID is presented, two of the following supporting documents must also be provided:
  - Utility bill (address displayed)
  - Voter registration card
  - Vehicle registration card/Title
  - Paycheck stub with name and address displayed
  - Cancelled check or bank statement
  - Social security card
8. JSC employee must confirm age and address
9. Employee completes Income Documentation form
10. Employee completes Proof of Residency Verification Form
11. Upon verification of age and address, employee presents applicant with membership packet and provides instructions
12. Applicant must complete packet independently
13. Applicant must complete income verification form
14. Applicant pays membership fee
15. Employee enters application data in myseniorcenter system
16. Senior is issued a JSC ID card from myseniorcenter
17. Income verification data is entered on spreadsheet
18. Intake physical evaluation
19. Applicant acceptance, membership review and signatures

### 16.3. Facility Rental

Following is procedure for rental of space within the Joyful Senior Center facility:

1. Interested party will request facility rental information after signing in at front desk.
2. Joyful Senior Center Rental Coordinator will be requested to assist the interested party.
3. Interested parties given a full tour of the facility including the Victory room, outside patio, catering kitchen and the front atrium.
4. Lessee must advise Rental Coordinator of the date needed for their event
5. Rental Coordinator checks availability and adds the event date and time to the facility calendar.
6. Rental Specialist and lessee together review contents of rental packet
7. Lessee must state if in house or off-site catering will be used.
8. The JSC Rental Coordinator will apply a \$100.00 rental fee discount is applied for using in house catering.
9. Lessee must pay a \$300.00 refundable deposit, payable via cashier's check, money order, debit card or credit card (Note: JSC does not accept American Express).
10. Rental Coordinator provides Lessee with a printed copy of all paperwork including completed contract, rules and regulations, pre-event arrival time of lessee, cleaning schedule, and deposit receipt.
11. Lessee must sign each document within rental packet to indicate their understanding of all policies, rules, regulations, and processes.
12. Final agreement requires signature of the Facility Director or designee.
13. Rental Coordinator provides the following information to the JSC Accounting Technician:
  - a. Copy of money order, cashier's Check, or debit/ credit card payment
  - b. Client's Name
  - c. Date of purchase
  - d. Date of event
  - e. Type of event
  - f. Check #
  - g. Amount of deposit
14. Lessee must pay balance in full prior to event date. Payment can be made via mail or in person via cashier's check, money order, debit card or credit card.
15. On date of event, lessee should arrive at agreed upon rental start time, and in the time allotment lessee must set up, have event, and clean up and vacate building. If the lessee leaves late, a deposit hold and fee will be accessed.
16. There will be a post rental inspection completed by the Rental Specialist.
17. Within 30 business days the lessee will be contacted, and refund of deposit will be made.
18. Upon completion of inspection and administration of deposit refund, the rental contract will be closed and archived in the JSC administrative office.
19. JSC reserves the right to deny rental privileges of the facility.

### 16.4. Emergency response

#### 16.4.1. Medical Emergencies

1. All medical emergencies should be reported to the nearest staff member immediately upon occurrence.
2. First staff responder should immediately access the situation to determine scene safety and severity of the incident.
3. Check for consciousness and signs of life

4. Additional staff assistance and the emergency bag may be obtained by sending someone to the Front Desk
5. If there is no one available to send, dial page #04 on the nearest phone and state “Emergency in the \_\_\_\_\_ area” at least two times to summon assistance.
6. Front Desk personnel must arrive with emergency bag as quickly as possible
  - a. Be sure room is cleared of anyone not assisting with the incident.
  - b. Confirm that patrons are not blocking hallways
  - c. Ensure someone is waiting to direct emergency services to the scene
  - d. Create incident report that will be completed after incident
7. All trained staff should respond to the emergency page by reporting to the area.
8. Aquatics Instructors will need to evacuate the pool before responding.
9. After assessing the scene, the first responder should appoint someone to call 911 then care for the victim as needed.
10. All staff should put on P.P.E. (Personal Protective Equipment) before caring for a victim.
11. Rescuer #1 should follow these general emergency procedures in accordance with his or her training.
  - a. Stay with the victim and direct other staff members until EMS or someone of higher training level arrives and takes over.
12. Rescuer #2 should confirm that EMS has been called and the emergency bad is on route.
  - a. Assist with the emergency as instructed by Rescuer #1.
13. Rescuer #3 should assist with CPR, AED, or pool extraction if assistance is needed.
  - a. If assistance is not necessary, Rescuer #3 should obtain an incident form and begin recording information.
14. Rescuer #3 should make copy of the client emergency contact information to give to EMS when they arrive.

#### 16.4.2. Automobile Accidents

1. Once notified, staff member will seek to determine whether personal injury has occurred and if medical assistance is warranted.
2. Determine if vehicles involved in the incident are impeding traffic flow in and/or out of the center property.
  - a. In this instance, re-route and warn drivers attempting to enter or exit the center property.
3. Document the parties and vehicles involved in the accident through the completion of an incident report
4. File the incident report with the Center Director
5. Do not verbally comment on apparent cause or responsible party but should instead document all observations in writing (separate from the incident report).
  - a. Submit observations in writing to Center Director
6. Parties involved in the incident will be advised to exchange insurance information for proper resolution of the incident.
7. If wrecker service is required, staff will assist persons with calling the service of their choice.

#### 16.4.3. Utility Outages

1. In the event of unexpected loss of electrical power, staff should determine feasibility of continuing normal operations with the assistance of pre-set emergency lighting and without use of heating, air, or ventilation.
2. Notify Georgia Power Company of outage by dialing 888-891-0938

3. Monitor Georgia Power outage resolution update by re-dialing number in item above each hour.
4. Should power not be restored within one hour, determine whether it is appropriate to close the center and cancel remaining activities.
5. Should the decision be made to close the center?
  - a. Place a notice on the entrance doors
  - b. Create a temporary voicemail message informing caller of the circumstances
  - c. Ensure all members have safely exited the facility
6. Complete an incident report
7. File incident report with Center Director's office
8. In the event of an interruption in water service, resulting in inoperable restrooms:
  - a. Notify the DeKalb Department of Watershed Management of the interruption by dialing 770-391-6015
  - b. Should water services not be restored within one hour, leaving restrooms inoperable, make the determination to close the center and cancel activities for the remainder of the day.
  - c. Should the center be closed, follow response steps outlined in items 5 -7 above.

#### 16.4.4. Fire Alarm

1. Upon activation of the fire alarm system, direct all persons present to evacuate the building through nearest available exit.
2. Proceed to picnic shelter to account for all persons from the building.
3. Center Director of designee must attempt to locate source of the alarm to contain
4. Should Fire Department be alerted, staff member must be present to direct responders to the building.
5. Individuals will not be permitted to return to the building until cleared by Fire Department personnel.
6. Center Director must complete incident report and have appropriate communications with legal authorities and the center's insurance carrier.
7. Center Director must determine when resumption of normal activities is appropriate.

#### 16.4.5. Natural Disasters

1. In the event of hurricane, tornado, flood, or other incident of inclement weather, assess the severity of the situation based on current conditions and forecasts
2. Notify the Center Director
3. Center Director will make determination of closing and/or evacuation based on conditions, with safety of members and staff as highest priority
4. If time permits, staff will attempt to protect the physical assets of the center prior to evacuation.
5. Individuals will not be permitted to return to property until cleared by staff
6. Center Director to complete incident report and initiate communication with appropriate authorities and the center's insurance carrier.
7. Center Director will issue a public notice of the resuming of normal activities.



#### 16.4.6. Criminal Acts

1. In the event of criminal activity on the center property, staff must take whatever measures which are prudent and lawful to safeguard the lives and health of members, visitors, and staff.
2. When safeguarding measures have been taken, call 911 for emergency assistance.
3. Any staff witnesses of the incident must complete an incident report with special notations including the person's physical appearance and actions.
4. Provide the incident report to the authorities as soon as possible.
  - a. Retain a copy of the incident report and provide to Center Director
5. In the event of intoxicated and/or disorderly persons being on-site, advise the person that they must leave the property or that the police will be contacted, and they will be charged with trespassing.
6. Theft of property should be reported to the Center Director as soon as the issue is discovered by staff or members.
7. Center Director will determine appropriate response based on circumstances
8. Center Director will document incident, decision, and outcomes in an incident report.
9. If a staff member discovers unlawful entry or vandalism of the property, the police should be called, and presence requested before attempting to enter the building.

#### 16.4.7. Post Incident Actions

1. After incident is brought under control, staff should take the following steps:
  - a. Notify victim/patient's family if this has not already been done.
  - b. Notify Center Director if they are not already on site.
  - c. Complete incident report
    - i. Witness interviews should be conducted in private, with all comments documented
    - ii. Forward witness statement and incident report to DeKalb County Risk Management
    - iii. Retain copy with the Center Director's office
  - d. Inventory equipment and supplies to note any damages
    - i. Report any damaged equipment to department Manager and Center Director's office.
    - ii. Return all undamaged equipment to the proper location.
  - e. Take corrective action against any contributing factors to the incident. Be sure to document any corrective actions in the incident report.
  - f. Entire team must hold a Debriefing meeting, to discuss what occurred before, during, after incident.
    - i. Designate a staff member to take meeting notes for development of an After Action Report (AAR).
  - g. Do not provide details to reporters, attorneys, friends, family, or curious people without the presence and/or approval of the Center Director. Speak in generalities and refer all questions to Center Director.