

Ludlow Senior Center

Policies, Procedures & Code of Conduct



The Ludlow Senior Center
228 State Street
Ludlow, MA 01056
413-583-3564
www.ludlow.ma.us

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Welcome to the Ludlow Senior Center!

The Ludlow Senior Center aims to support the independence and dignity of people 55 and over, through services and activities offered within a supportive community that promotes health, fitness, learning, fun, and cultural enhancement. In addition, we also provide essential services, benefits, and programs.

The Ludlow Senior Center does not discriminate on the basis of race, color, national origin, proficiency in English, sex, gender identity, sexual orientation, age, political affiliation, religion or on the basis of disability, under state and federal laws.

The Senior Center Staff, volunteers, and participants are expected to maintain high standards of respect, dignity, professionalism, kindness, and courtesy at all times. To ensure positive interactions and to protect public health and safety, it is requested that all participants adhere to the guidelines outlined in this document.

Mission Statement

The Ludlow Council on Aging was created by Town of Ludlow By-Laws to act as an advocate for town citizens over 55 years old, those with disabilities, and their families and caregivers, ensuring that they are represented before the town leadership, the Senior Center Executive Director, and the greater community. The Council works to identify the changing needs of this population and advises on policy making and program design. We focus on optimizing independence and quality of life, both physically and emotionally, in a way that is accessible to all.

Dignity ~ Independence ~ Inclusion

Please note this guidebook does not contain a comprehensive listing of all policies and procedures. The administration reserves the right to institute new and revised policies and procedures, without notice, as well as use discretion with enforcement of such. This guidebook only highlights the Senior Center's practices for your personal reference and cannot, therefore, be construed as a legal document.

Contact Us

Main Number 413-583-3564
Executive Director ext. 1305
Program Coordinator ext. 1306
Activities Director ext. 1310
Outreach Coordinator ext. 1311
Receptionist ext. 1302
Clerk ext. 1303
Cook ext. 1312
Dispatcher ext. 1304

Hours of Operation

The Ludlow Center is open to participants Monday through Friday 8 a.m. – 4 p.m. and open on Tuesdays until 7 p.m.

Holiday Closures - *The Senior Center closes for the following holidays:*

New Year's
Martin Luther King Jr. Day
Presidents Day
Patriots Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Columbus Day/Indigenous Peoples' Day
Veterans Day
Thanksgiving
Day after Thanksgiving
Christmas

If the holiday should fall on a Saturday, the holiday will be observed on the preceding Friday. If the holiday should fall on a Sunday, the holiday will be observed the following Monday.

Inclement Weather Policy

Closures, cancellations, and delays are broadcast on Channels 22 and 40 and on Facebook.

The Senior Center follows the Ludlow Public Schools procedures as a guide to inclement weather closures. Should the Ludlow public schools close due to weather, the Senior Center will close for the day. If the Ludlow public schools announce a delay, the Senior Center will also have a delayed opening. Any missed programs/classes may be cancelled or rescheduled based on instructor discretion and participating participants will be notified.

Eligibility and Participation

The Senior Center is accessible to those with disabilities. To ensure the health and safety of all attendees, the Executive Director reserves the right to assess the ability of potential participants to use the Senior Center safely and appropriately. Participants must be independent and oriented. Senior Center staff are not allowed to provide hands-on assistance.

At the discretion of the Senior Center Executive Director, a participant may be required to have a home health aide, companion, escort, or family member accompany them for his/her participation in Center activities or utilization of bus transportation services. Payment for meals and van transportation for both the aide and participant are required.

Becoming a participant is easy and open to anyone over the age of 55 or those with a disability regardless of residency.

Registration Form

New participants must complete an intake form with their name, address, phone number, date of birth, and the name and number of an emergency contact.

Participant Scan Cards

The Senior Center utilizes a software called *MySenior* to track attendance and program registration and does not require an annual membership fee. Participants receive a scan card to sign-in for programs and events. Should a scan card get lost or stolen, please see the front desk to be assigned a new one. There is a \$5.00 fee for the replacement. Upon entrance to the Center, please use your scan card and select ALL the activities you plan to participate in for the day. The information in the scan card system will not be shared.

Data collected from this system provides statistics which assist staff with program planning, accountability, as well as applying for various funding.

Guests and Visitors

Visitors (defined as adults aged 18-54) may visit the Center to:

- Tour the facility with a family/friend applying for membership.
- Attend an appointment with a member of the staff or a partnering agency.
- Caregivers may accompany a senior in use of their fitness membership.

When are children permitted to come to the Senior Center?

Most Senior Center programs are not designed to accommodate children. Although intergenerational activities and programs are of interest to many of our members, other members prefer to have the center be for adults only. The funding we receive from the State, as well as funding that was secured to build the facility, dictates that we use the building to serve older adults. Children (under age 18) are welcome to attend events/activities that are advertised as:

- An intergenerational program
- An event advertised as “open to family and friends” or

- An event advertised as “open to the public”

Supervision of Children

During Intergenerational or Public Events (events open to all ages), children must always be supervised and stay with their responsible adult. Tables and chairs are reserved for older adult participants who have priority over children. Children are not allowed to use the Center’s computers, TV, exercise, or other equipment. For the safety of everyone, anyone violating this rule will be asked to leave the Senior Center.

Registration, Class Fees & Special Events

Registration for programs, meals, trips, and special events takes place at the Senior Center’s reception desk or may be made by calling 413-583-3564. Fees and charges for activities are usually due on the date of registration. Cash and checks are accepted methods of payment.

Services & Amenities

Outreach Services

The Outreach Coordinator is responsible for assisting older adult residents of Ludlow who are isolated, frail and in need of supportive services. The goal of these services is to assist seniors so they may remain safely in their own homes. The Outreach Coordinator can also provide information and referral in areas such as: legal issues, social security benefits, food security, housing, medical and fuel assistance. The Outreach Coordinator is a full-time employee of the Town of Ludlow and can be reached Monday – Friday, 8 a.m. – 4 p.m., 413-583-3564.

Exercise Room

The exercise room contains treadmills, recumbent bikes, elliptical and free weights. Before using the facility, participants must obtain a release from their medical provider. The form is available at the reception desk. Participants must also sign up for an orientation prior to use. There is a \$10 lifetime fee. Bring clean sneakers.

Lunch Program

The Ludlow Senior Center provides lunch on site Monday through Friday (excluding State and Federal holidays) at 12 noon. The cost is \$2.00 per meal. The meal consists of a main dish, side dish, dessert, water, tea, or coffee. A volunteer will deliver the diner’s meal to their table and clear the meal as needed. The menu is available in the Senior Scene Newsletter and on the website. **Reservations must be made 24 hours in advance. No refunds will be issued if the participant does not call and cancel their reservation in advance.**

Lending Library

The Senior Center’s lending library offers a collection of books and DVDs which are available to borrow.

Facility Use

The Ludlow Senior Center will be reserved for programs which benefit age 55+. Partnerships with groups or organizations wishing to provide programming will be considered on a case-by-case basis.

Facility Rental

The Senior Center is not available for rental.

Equipment

Equipment in public areas (such as room dividers, multi-media system, sound system, microphone, TV/DVD, screen, overhead projector, etc.) may be used once prior permission has been obtained from the Executive Director and proper instruction on use has been provided.

All participants and groups using the Senior Center will be responsible for maintaining a clean environment and each person is to clean up after themselves in general, public areas and restrooms. Any spillage, damage or potential hazard is to be reported to the reception desk or staff member.

Parking

The Ludlow Senior Center is not responsible for vehicles in the parking lot. Parking is not permitted in fire lanes or in unmarked spaces. If a member's vehicle needs to be left in the parking lot after business hours, the Senior Center Director must be notified.

Transportation

Rides

Transportation services are available Monday through Friday, 8:30 a.m. – 3:30 p.m. Transportation runs each weekday, servicing the town of Ludlow ONLY. The service transports residents to and from the Senior Center, medical appointments, hairdressers, stores and anywhere else in town that an older adult may want to travel to.

The cost is \$.50 each way to and from the Senior Center and \$.75 each way for any other in- town transportation. For booking any transportation, a 24-hour notification is required. When booking appointments, please have the complete address and phone number of your destination. For medical appointments, we recommend calling as soon as your appointment is scheduled. A maximum of two trips a day are allowed.

Day Trips

1. Trips are organized by the Activities Director and costs vary. Trips must be paid in full for each reservation. When signing up for a trip, please inform the office if you have special needs including wheelchair use. In addition, notify the Center if you require someone to assist you and the name of the person. The person assisting you will also be charged for the trip.

2. Please be prompt as the van will leave at the scheduled departure time and will not wait for late arrivals. The same should be noted on the return trip, as the van will depart at the scheduled time.
3. Trip information and description will be included in the newsletter and individuals must determine their ability to participate.
4. The Ludlow Senior Center reserves the right to cancel a trip at any time without reason.

Rider Policies & Procedures

It is the objective of the Ludlow Senior Center and Council on Aging to provide safe, timely and consistent in-town transportation services to the senior population and people with disabilities that reside in Ludlow.

1. The giving of gratuities to the driver, of any kind, is prohibited and can lead to termination of the driver based on Code of Conduct 22.2 of the Town of Ludlow Personnel Policy Handbook.
2. Driver will assist passengers entering and exiting vehicles.
3. The Ludlow Senior Center provides portal to portal service, but drivers are not allowed to enter homes. **All** passengers and drivers **must** wear a seat belt at all times as mandated by Massachusetts State Law. A passenger refusing to wear a seat belt can be refused transportation and the Director notified.
4. Passengers are to remain seated with seat belts secured until vehicle has come to a complete stop. Standing in the vehicle, while in motion, is not allowed.
5. Only scheduled passengers are allowed on vehicles. Unauthorized stops are not allowed.
6. Smoking, eating and drinking on the vehicle is prohibited.
7. Respect for other passengers and the drivers will be required at all times and loud and/or disruptive behavior will not be tolerated. All incidents will be reported to the Director and appropriate action taken.
8. Passengers will only be picked up and dropped off at the location indicated on the trip manifest.
9. No passenger will intervene in the medical attention of another passenger unless directed by the driver.
10. Frequent missing of transportation appointments or no shows could result in the suspension of one's transportation privilege.

Communications

The Senior Scene: It is a monthly, printed newsletter with information on upcoming events and items of interest to older adults that can be mailed upon request for a fee to cover postage. It is also available online on Facebook and the Town's website: www.ludlow.ma.us.

Social Media: Announcements and opportunities are on our Facebook Page. Type Ludlow Senior Center in the search box to find us. Please "like" us and follow us.

Press releases: Press releases are included in The Register and The Reminder. All press releases must be approved by the Senior Center Executive Director.

Robo Calls: In the event the Senior Center needs to make a robo call, the caller ID will be 413-583-3564 and we ask that you listen to the message before calling the Center back. All other calls from the Senior Center may appear as spam on your caller ID.

Organizational Structure

Staff

The Ludlow Senior Center is managed by the following positions: Executive Director, Program Coordinator, Activities Director, Outreach Coordinator, Receptionist, Clerk, Dispatcher, Drivers, Activities Assistant, Maintenance and Cook. Funding is provided by the Town of Ludlow and the Massachusetts Executive Office of Elder Affairs.

Funding

The Senior Center is a municipal building, owned and maintained by the Town of Ludlow; and, as such, must comply with all the laws, rules, and regulations of the Town. Additional funding for the Ludlow Senior Center comes from federal, state, and private grants secured by the department, public and private donations and by fundraising efforts through the Friends of the Ludlow Senior Center.

Council on Aging Board

The Ludlow Council on Aging (COA) Board is an advisory board to the Executive Director. The COA Board shall consist of 11 participants appointed by the Board of Selectmen and sworn in by the Town Clerk. Terms of appointment shall be for one to three years. Participants are eligible for reappointment. Board participants shall be residents of the Town and shall be knowledgeable and experienced in the provision of senior services for older adults. COA Board Officers include Chair, Vice Chair, Secretary, and Treasurer, and are elected each year.

The COA Board meetings are held on the 3rd Wednesday of each month at 4:30 p.m. at the Senior Center and the minutes and agenda are posted on the town website. The Board follows the open meeting law. The public is welcome to attend and submit comments during the public session portion of our Council on Aging meeting.

Volunteering

The Senior Center's incredible volunteers are of the utmost importance to our operation. All volunteers must fill out a volunteer application, CORI form,* and meet with the Program Coordinator for an interview to discuss volunteer opportunities. The volunteer application can be obtained at the Center's reception desk.

Volunteers are required to keep accurate accounting of and log all hours by utilizing the *MySenior* kiosk at the reception desk. Volunteer positions are created and filled by the Program Coordinator. Volunteer opportunities include but are not limited to volunteer

program/activity moderators, decoration committee, volunteer meal preparers, dining room help, reception desk greeters, volunteer receptionists, and café workers. Additional positions are identified and filled as needed. Should you wish to explore volunteer opportunities, please contact the Program Coordinator at 413-583-3564.

***Criminal Offender Record Information (CORI) Policy**

The Senior Center follows the Town of Ludlow CORI policy for prospective and current employees, volunteers, and interns. CORI checks are part of a general background check required for employment, volunteer, internship work or licensing purposes. The Ludlow Senior Center performs a CORI check upon the start of a volunteer assignment and again after every three (3) years. A copy of your driver's license is required to complete the CORI process.

Insurance: Volunteer negligence is covered, but the Ludlow Senior Center carries no personal liability or injury insurance coverage. If volunteers use personal vehicles or a Ludlow Senior Center vehicle, they must carry their own insurance and it would be the primary coverage should an accident occur.

Safety Matters

Incident Reporting

If a participant becomes aware of a situation that may endanger the health and safety of participants, volunteers, or other persons, they must notify Senior Center staff immediately. Within 24 hours of a reportable incident, volunteers and/or staff should complete and sign an Incident Report and submit it to the Executive Director. The Executive Director will determine what, if any, follow-up is needed in accordance with the Council on Aging's protocol. Types of reportable incidents might include injury, illness or falls.

Emergencies

The Senior Center staff are trained for emergency situations such as fires, severe weather, and intruders. In the event of a medical emergency, it is our policy that 911 be called immediately. If you are unable, please have the receptionist or a staff member call 911. In addition, the Senior Center Director (or in the Director's absence, another Senior Center employee) shall be notified immediately.

The Ludlow Senior Center has an AED defibrillator and staff are trained and certified in its use. The AED defibrillator is in the office of the Ludlow Senior Center behind the reception area.

Fire Safety

It is the policy of the Ludlow Senior Center that, if the fire alarm signal is activated, everyone MUST evacuate the building. Every room in the Ludlow Senior Center has at least one or two exit doors and emergency exit routes and are posted in the entrance to the Center.

In case of a fire, you should activate the nearest fire alarm pull station to sound the alarm. You may also dial 911 to report the fire, giving the building of 228 State Street along with the exact location and extent of the fire. If able, also notify Senior Center staff of fire.

Follow these instructions:

- Leave the room immediately, evacuating all occupants and closing the door behind you.
- Proceed to the nearest emergency exit and calmly exit the building. Follow staff directions to a safe staging area away from the building. Do not gather at main entrance of the building as Emergency vehicles will be using that location.
- Report any missing individuals from your group to the Fire Department.
- Do not re-enter the building under any circumstances, unless directed by the Fire Department.

Lockdown

A building lockdown would be engaged when participants, staff and visitors need to be locked within the building for their own safety. This would occur if there were a dangerous intruder on the grounds, or in the event of a hazardous situation such as a chemical spill or fire that may make it perilous for patrons to be outside. In the unlikely event a situation calls for a lockdown, the staff of the Ludlow Senior Center will lock all doors, and close blinds and curtains in the building. The staff will record the names of those participants inside the building and the Executive Director will contact the Ludlow Police Department.

Warming and Cooling Center

At the direction of the Town of Ludlow's Office of Emergency Management, the Senior Center may be used as a designated Warming or Cooling Center during normal weekday hours: 8 a.m. – 4 p.m. If any adjustments need to be made to the hours, the Senior Center Executive Director will determine.

Reporting Elder Abuse & Neglect

By Massachusetts law, all Senior Center staff are mandated reporters and must report suspected abuse of individuals 60 years of age and older. Elder abuse includes physical, sexual, and emotional abuse, caretaker neglect, financial exploitation, and self-neglect. If you have reason to believe you or someone you know is being abused, call the **Elder Abuse Hotline** at 1-800-922-2275 to make a confidential report. Reports may also be made online at www.mass.gov. All reports will be referred to and handled by the designated Protective Service Agency, which for Ludlow is Greater Springfield Senior Services, Inc. The agency will determine if an investigation is warranted and if so, investigate the situation and determine the best course of action to alleviate the risk. To report abuse of a person with a disability under the age of 60, call the Disabled Persons

Protection Commission at 800- 426-9009. Please note: Protective Services is not a replacement for 911.

Participant Standards & Expectations

The Council on Aging and Senior Center staff is committed to making everyone feel accepted as part of our community. All older adults and those with disabilities regardless of race, religion, socio-economic status, gender, gender identity, sexual orientation or disability are invited to participate in Senior Center programs. Standards and expectations are defined to assure a warm, inviting, and safe environment is maintained at the Ludlow Senior Center.

The following behaviors and activities are prohibited:

- No animals are allowed in the Center except for service animals unless approved by the Executive Director.
- Offensive and/or inappropriate behavior toward staff and/or other participants will not be tolerated or permitted. This includes but is not limited to use of profanity, yelling, bullying, sexual harassment, intimidation, and aggressive behavior. Examples of bullying include actions such as making threats, excluding someone from a group, shunning new participants, refusal to allow someone to sit in an open seat during meal or activity.
- Persons entering the Senior Center or on Center grounds are strictly prohibited from carrying or using any firearm or other dangerous weapons.
- No gambling is allowed except when games involving money and chance are organized by user groups and in compliance with the relevant rules and regulations of the State Lottery Commission.
- Alcohol and illegal substances are not allowed in or on the Senior Center property. Anyone discovered with alcoholic beverages or drugs or under the influence of such substances will be asked to leave and will be given a warning for first offense; second occurrence will result in suspension from the Senior Center. If necessary, 911 assistance will be sought.
- The Center is a smoke-free building. This includes cigarettes, cigars, pipes, or other tobacco products including use of e-cigarettes. Violations will be handled per those outlines in the Town of Ludlow by-laws. Smoking is permitted outside in the designated areas at the rear of the building.

If any inappropriate behavior is witnessed or reported, staff will use discretion to take corrective action. This may include asking the participant to abstain from the said behavior or taking other actions as appropriate depending on the situation, such as asking the participant to leave the premises, contacting the emergency contact of the participant or notification of police in extreme cases. Repeated violations may result in suspension of Senior Center privileges.

If the participant disagrees with the corrective action, he/she may make an appeal. In writing, to the Council on Aging within thirty (30) days of the incident. The Town Administrator will be notified of the appeal.

Independence, Health & Hygiene Guidelines

The Ludlow Senior Center follows the Standard Guidelines for Participation in Activities as outlined in the American with Disabilities Act. This states in part that the Center is not responsible for monitoring the activities of any individual visiting or participating in services/programs on or off the grounds of the Senior Center. The Senior Center is not required to offer individual prescribed devices or personal assistance in tasks such as eating, toileting or dressing.

Participants must exhibit independence and the ability for self-care. They are responsible for their own medical care and medications; must be able to orient to their surroundings and to participate in activities that are responsible for them. Participants must maintain a level of personal hygiene consistent with generally accepted standards of health and safety.

Participants not meeting these criteria at the time of joining or who experience a change in health status, are welcome at the Center but must arrange for an attendant to accompany them. A family member, home health aide, companion or assistant may act in this role. This attendant will be responsible for the safety and well-being of the patron.

The Senior Center Executive Director will exercise discretionary judgement as to the Center's ability to accommodate any individual. The Center reserves the right to decline services to individuals should the staff and/or facilities be inadequate for their needs. In such cases, the Executive Director and the Outreach Coordinator will suggest appropriate resources to caregivers.

Participants must refrain from entering the Senior Center when feeling unwell or exhibiting flu and/or symptoms of Covid. These include but are not limited to fever, chills, cough, shortness of breath, sore throat, etc. Participants with recent close contact with someone who tested positive for Covid are encouraged to follow CDC guidelines regarding use of masks and/or isolation. If at any time masks are mandated, participants must adhere to Senior Center guidelines.

Center Policies & Etiquette

Storage

Storage of personal items at the Senior Center is not permitted. This includes items that may be used for Senior Center Programs. Items for Senior Center programs must be for public use and can be removed by staff at any time. If you feel that an item may add support or enhancement to a Senior Center program, please notify the staff.

Personal Items/Lost & Found

The Ludlow Senior Center is not responsible for the loss of any personal and/or valuable items (clothing, purses, cell phones, etc.). The Lost and Found is located at the reception desk. Items held longer than 14 days are subject to removal and are not the responsibility of the Senior Center.

Food in the Facility

Food and beverages are available for purchase in the Café and all items are to be consumed in the Café's designated area. Food and beverage brought in from outside sources and/or vendors must be consumed in the Café designated area only. Outside food and beverages are allowed to be consumed in the Dining Room during lunch time only. There is no outside food permitted at an activity or event. Water bottles are permissible in any room in the building. On occasion, the Senior Center sponsors events which may include food and drink; we ask that these items not be removed from the location in which they are being served. Any spills are to be reported immediately.

Concerns & Suggestions

Concerns and suggestions may be submitted to the Center Executive Director by completing the Participant Feedback form. It will be reviewed and responded to within 3 to 5 business days. Please be specific and include your desired outcome. Participant Feedback forms and envelopes are available at the reception desk. Please Note: All correspondence is considered a public record under state law. Participants may choose to share their concerns and attend the Council on Aging Board meeting, which is held the third Wednesday of the month at 4:30 p.m.

Refund/Credit Policy

Refunds will ONLY be issued for missed classes in the event of a serious medical condition. Credits will be issued when a fee-based class or program is canceled due to insufficient registration, inclement weather, instructor absence, or other unexpected absences. To request a refund, contact the Activities Director.

Use of Facility Equipment

Under no circumstances is any item that is owned by the Senior Center to be removed, inclusive of furniture, equipment, plants, tools, records, supplies and any other items.

Cell Phone Use

For the comfort of all, we ask that all visitors and patrons:

- Please refrain from talking on your phone during a class or activity.
- Please set your phone to vibrate so it will not disturb others.
- Please be considerate of others when answering phone calls.

Conflict of Interest

Staff and all volunteers of the Ludlow Senior Center are expected to adhere to the Conflict-of-Interest Policy set by the Town and State. No staff person, board member,

instructor or volunteer may participate in any action that would result in their financial benefit, nor may they solicit Senior Center patrons for any private business interests or except for themselves, or for any member of their household or family, directly or indirectly, any money or gifts from Senior Center patrons valued at \$50 or more.

Internet Use

The Senior Center has public Wi-Fi available for your use.

All participants accessing the internet while in the Senior Center are expected to abide by the Center's **Internet Use Policy** as stated below:

Proper use of the internet while at the Ludlow Senior Center includes:

- No engaging in illegal activities
- Avoiding any activities that might damage the reputation of the Ludlow Senior Center and the Town of Ludlow.
- Ensuring that personal information is protected against identity theft.
- No displaying or transmitting images, sounds, or texts that may cause discomfort, anxiety, inconvenience, offense, or embarrassment to others.
- No visiting pornographic or offensive websites.
- No displaying or sending pornographic, harassing, defamatory or disruptive messages, files, or images.

Consequences of failing to observe the Senior Center's Internet Use Policy may include the issuance of written or verbal warnings and involvement of the appropriate local authorities. Situations will be handled on a case-by-case basis.

Solicitations/Marketing Materials

Solicitations by any person, agency or company for private gain are prohibited at the Ludlow Senior Center. All outside business and organization marketing (flyers, brochures, etc.) must be approved by the Executive Director before being displayed in the Senior Center. Anything not approved will be removed.

Political Activity

It is the policy of the Ludlow Senior Center to treat everyone equally. The Ludlow Senior Center does not endorse candidates for public office. This policy has been created to maintain dialogue between elected officials, political candidates, and their constituents.

The following guidelines have been developed for inside the Senior Center:

- No signing of nomination papers or petitions.
- No presence of campaign literature or such materials.
- No active campaigning, including speeches or solicitation.
- Elected officials and political candidates may not disturb existing programs when they are in process.

During the political campaign season, incumbents will be treated as political candidates.

Confidentiality

Confidentiality shall be maintained by staff, volunteers, and providers, in compliance with all relevant laws and regulations. It is expected that all participants respect the privacy of others.

Donations

The Friends of the Ludlow Senior Center is a 501 (c) 3 non-profit organization formed in 1984. Its goal is to financially assist the Ludlow Senior Center by raising funds which are used to supplement programs and equipment at the Center for the community. A donation to benefit the Center may be made by check payable to the Friends of the Ludlow Senior Center and mailed to 228 State Street, Ludlow, MA 01056. Donations should be accompanied by a letter specifying where the funds are to be used and any other relevant information about the donation.

Non-monetary donations from any source for the Ludlow Senior Center, including those items purchased by The Friends, will become the property of the Town of Ludlow. Items must be approved by the Executive Director in advance.

Revised 5/15/24