

HALTON HILLS
SENIORS
RECREATION
CENTRES



NEW MEMBERS

Information Package



SECTION I: Welcome

Welcome to Halton Hills Seniors Centres

This New Member's Package includes information to become familiar with Halton Hills Seniors Centres, and to ensure that your introduction is as easy as possible.

Halton Hills Seniors Centres offer activities, programs and events for adults aged 55 plus. One annual membership fee includes access to both locations: Acton and Georgetown. In the event that there is a difference in the membership fee, a top-up amount will be required to attend both Centres.

The Seniors Centres promote inclusion and foster an environment that is open, friendly and welcoming. Individual participation is encouraged.

1.1 Person-Centred Focus

Halton Hills Seniors Centres are an extension of the community of Halton Hills. Facilities, programming and environment at our Centres are carefully designed to ensure that they meet the needs of our Members. This person-centred focus is the basis of our existence. Adults are encouraged to join the Seniors Centres and enhance the environment with their individual ideas, energy and enthusiasm.

1.2 Mission, Vision and Values

Mission of the Halton Hills Seniors Centres:

To engage adults in outstanding experience which enhance their quality of life

Vision of the Halton Hills Seniors Centres:

Outstanding experiences, every person, every day

Values:

Healthy, safe and sustainable Centres

- We value a safe environment and optimal facilities that support our changing needs and leisure interests.



Active living and lifelong learning

- We value programs and activities that provide opportunities for active living and ongoing learning experiences, keeping the mind, body and soul healthy.

Individuality

- We value all individuals who attend our Centres, welcoming and celebrating the differences and perspectives, which enrich our experiences, relationships and opportunities.

Diversity

- We value all aspects of diversity, and promote inclusion through programs and services.

Accessibility

- We value the services, facilities, programs and support networks that are available and accessible to everyone, without participation barriers for individuals with physical, developmental or financial challenges.

Volunteerism

- We value, support and appreciate the important role of Volunteers in all services and operations, recognizing that Volunteers are integral to the success of the Centres.

Community Partnerships

- We value the contribution of community partners (e.g. family, businesses, law enforcement, health providers, etc.) to the health and well-being of our members. These partnerships ensure diversity in programs and referral services, which are responsive and relevant to our needs.

1.3 Members Bill of Rights

As part of the person-centred focus of the Halton Hills Seniors Centres, the rights of members and participants are valued. Each person's worth is emphasized in the Members Bill of Rights. It is essential that each person involved at the Centre is aware of their rights and responsibilities. **The Bill of Rights can be found in your package.**

1.4 Code of Conduct

Centre Members are expected to respect the rights of others and to treat other persons with the courtesy that they themselves would like to receive. **The Code of Conduct can be found in your package.**



1.5 Comments and Constructive Feedback

Input and feedback from our Members is essential to our ongoing success. In order to provide Members with an effective means for providing feedback, various options are available. Each of these forms can be requested at the Reception desk:

- Members Input Form
- Recreation & Parks Program Evaluation Form
- Maintenance Request Form
- Annual Members Survey (completed annually in September)

Each Centre has a suggestion box where Members can deposit these forms. Forms are reviewed at the next Board meeting. Only forms which include contact information will receive a response within one week of the Board meetings. Member input at Board meetings and Annual General Meeting (AGM) is welcomed and encouraged. Registering as a delegation must be done in writing one month in advance to the Secretary of the Board of Directors.

1.6 Health and Safety

While at the Centres, it is important to be aware of health and safety. An emergency situation may arise from one of the following:

- Fire – any evidence of fire, smoke or the fire alarm sounds
- Medical – any type of injury/disability requiring assistance
- Violence – physical or verbal threats

Emergency Plans are available directly outside the office in each Centre. The following is a quick-reference list:

1.6.1 Fire

Fire pull stations and fire extinguishers are located by the main doors of the Centres directly above the automated door button. If the fire alarm rings, Members are instructed to leave the building immediately. Evacuation plans are posted at the Centres.



1.6.2 Medical

There are first aid kits that are available and accessible to all Centres-Members. In **Acton**, the bag is located on the lower mantle of the fireplace. In **Georgetown**, there are two kits, one is located on the wall in the main corridor and one is located in the boardroom. Additionally, there is an emergency cot, pillow and blanket located in the back storage room of the Georgetown Seniors Centre and in the first aid room in Acton Arena.

1.6.3 Defibrillator

Halton Hills Seniors Centres are equipped with portable defibrillators. In **Acton**, the defibrillator is hanging on the wall directly outside the doors to the lobby of the arena from the Centre. In **Georgetown** the defibrillator is located on the wall in the hall just outside the lounge area. Defibrillator courses are available but training is NOT necessary to use the defibrillator as the machine will walk you through the step by step process.

1.6.4 Accident/Incident Report

An incident report must be filled out for all accidents/incidents occurring at the Centres. In **Acton**, the forms are located at the reception desk. In **Georgetown** the forms are located in the bottom drawer of the reception desk. Emergency procedures are posted on the reception bulletin board as well.

Halton Hills incident investigation kits are available for trained staff to respond to critical life threatening situations involving police response. In **Acton** it is the responsibility of arena staff. In **Georgetown** the Centre staff will respond. All inquiries regarding emergency situations should be referred to staff.

All Members are encouraged to familiarize themselves with safety equipment and procedures to ensure personal safety and full enjoyment of the Centres.



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LAST REVISED JULY 25, 2011

1.7 Special Needs and Accommodations

Halton Hills Seniors Centres have a priority to ensure that special needs of Members are acknowledged and accommodated. Members' inclusion, ease of access, comfort and safety are a continuing priority of our staff and volunteers.

We hope you enjoy time here at the Centre. If you choose to discontinue your membership at any point, please feel free to share and discuss those reasons with any member of the Board or staff.

For a complete list of all Centre policies and procedures, please see the Appendix binder, located at the Reception Desk of each Centre.