

Participation Eligibility Policy

**Greater Harleysville and North Penn Senior Services operates two senior center facilities:
Encore Experiences at Harleysville: 312 Alumni Ave, Harleysville PA, 19438
The PEAK Center: 1292 Allentown Road, Suite A, Lansdale PA, 19446**

1. Age

Adults aged 55 and above or any disabled person. Spouses of eligible participants are also eligible. Persons younger than 55 may volunteer at Encore Experiences or The PEAK Center and may also accompany a disabled person or senior as a caretaker. (However, companions must enroll and incur all self-costs as related to the programs/activities he/she utilizes.)

Only persons aged 60 and above, or disabled, are eligible for Congregate Meal Program participation. This is based on the participation eligibility under the 'Older Americans Act'.

Persons less than the age of 55 are welcome to participate in our programs for caretaker support services, intergenerational programs, and other educational programs as deemed appropriate at any time.

2. Health

Participants must be able to take care of personal needs, and be able to orient to time and place. Mental orientation or physical disabilities requiring care cannot be accommodated since we do not have the staff to monitor and direct participants. A home health aide, companion, or family member may accompany a participant should he/she require specific assistance.

The Executive Director will exercise discretionary judgment as to Greater Harleysville and North Penn Senior Services ability to accommodate any individual. We reserve the right to decline services to individuals if the staff and/or facilities are inadequate for their needs. In such cases, the Social Services Coordinator will suggest appropriate resources to the individual or care givers.

Disruptive Participants

Disruptive participants are those whose behavior, personal conduct, or physical condition interferes with the smooth functioning of Encore Experiences/The PEAK Center or the wellbeing of its members. Disruptive participants should be reported to the Executive Director. All

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incidents of disruptive behavior should be thoroughly documented by the staff person(s) involved. Listed below are several categories of disruptive participants.

Disruptive participants will be denied admittance and/or asked to leave when identified.

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- Improper conduct: This refers to persons acting out disruptive behavior, verbal or physical aggression, sexual harassment, stalking, profanity, drinking or obvious intoxication, possessing alcoholic beverages or unauthorized substances in the center.
 - It is expected that all participants:
 - Use voice, language and behavior that will not offend or disturb other participants or staff.
 - Recognize and respect diversity and treat others with courtesy and consideration.
 - Help avoid needless repairs by using Encore Experiences facilities and equipment with care.
 - Understand that Encore Experiences and The PEAK Center are public facilities requiring compliance with federal, state, county and city regulations.
- Deteriorated personal hygiene: This is noticeable in persons, whose body or clothing is dirty and/or has an offensive odor; or other prevailing conditions, resulting from personal sanitation problems (e.g., body lice, untreated open wounds, contagious diseases, incontinence, etc.).
- Security risks: Refers to persons who steal from other participants or the center in general, or present a clear and present danger to center participants, staff or volunteers.

Combative Participants: Should a participant refuse to leave the center, per previously mentioned bullets, when so directed; staff will not attempt to physically remove the participant but call 911 for police assistance.

Assessment/Resolution: Greater Harleysville and North Penn Senior Services staff should assess the situation and determine a course of action consistent with the behavior. This may include a referral to the appropriate organization or agency; assigning a staff person to assist the client in altering his/her behavior; contacting the participant's family or caregiver; etc. If, despite all staff efforts, participants continue to be disruptive, they may be terminated from participation or membership at Encore Experiences and/or The PEAK Center.

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