Windy Hill
on the campus
where life, learning, and generations connect

Windy Hill on the Campus Senior Center

Member Handbook

1472 Roth Church Road, Suite 103 * Spring Grove, PA 17362 * 717-225-0733

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Welcome

Welcome to Windy Hill on the Campus – Senior Center ("Windy Hill")! We are excited to welcome you as a new member of our organization. The staff and leadership of Windy Hill strive to create a safe and welcoming environment for everyone. A variety of programs are available for everyone including health and fitness, lifelong learning and opportunities for socialization. Our main goal is to promote health and well-being. Please refer to our newsletter and program schedule for additional information.

Mission Statement

"To create a diverse and supportive community dedicated to lifelong learning, social interaction, and the well-being of its participants."

Hours of Operation

Windy Hill is open Monday through Friday from 8:30 a.m. to 2:30 p.m. Windy Hill may be closed for inclement weather or other emergencies. A closing message will be on Windy Hill's main phone number (717-225-0733); posted to our website (www.windyhillonthcampus.org); on WGAL; and on our Facebook Page. We are closed on all major holidays, including:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Indigenous Peoples' Day
President's Day	Veterans Day
Good Friday	Thanksgiving
Memorial Day	Day after Thanksgiving
Juneteenth	Christmas Eve
Independence Day	Christmas Day

Membership

1. Those wishing to use Windy Hill services must register as members. There is no membership fee. Membership is restricted to individuals aged 60 or older and spouses of members who are aged 60 or older. Applications can be found on our website and in the front office. There is no charge for membership.
2. Upon registration, new members will be issued a Copilot card to be used to gain access to Windy Hill. Participants must check in at the front kiosk upon entering Windy Hill and before participating in any activities. The Copilot system allows staff to track the number of seniors we serve and which classes they enjoy attending. This information is used for funding and grant applications. All members must be willing to learn and utilize the Copilot system to be eligible for membership. Training is provided the first time the new member attends Windy Hill. Members must also check out using the Copilot kiosk when they leave Windy Hill. This is important in the case of an emergency so that responders know exactly who is in the building. Members who misplace or need to replace their Copilot cards will need to purchase another one for $5.00.

Membership Eligibility

1. Participation is open to individuals who are capable of performing basic skills of daily living (self-toileting, self-feeding, and self-mobility) with or without assistive devices; appropriate conduct; dress in appropriate attire and maintain personal hygiene. Participants must not present a danger to themselves or others. Windy Hill staff members are not permitted to provide hands-on assistance.
    a Windy Hill Staff will determine if members are required to be accompanied by a member-provided caregiver. Members requiring an aide or companion must be accompanied by the aide/companion at all times while at Windy Hill. In the event the aide or companion does not provide adequate assistance or leaves the member at Windy Hill unassisted, Senior Center staff will immediately contact the emergency contact person on file. If the contact person is unavailable, the York County Area Agency on Aging or local law enforcement may be contacted.

Equity, Inclusion and Anti-Discrimination Policy

Windy Hill Senior Center, Inc. does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital

status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services to its members. We are committed to providing an inclusive and welcoming environment for all members, staff, clients, volunteers, contractors, and partners.

Confidentiality Policy

1. The policy of Windy Hill is to maintain confidentiality on all matters concerning members, volunteers, and staff.
2. All information contained in Windy Hill files and records, as well as information obtained while performing Center duties, are CONFIDENTIAL. Information may not be shared, released, or discussed with unauthorized persons. It will only be used by personnel authorized to perform duties relative to the files and records.
3. Individual identities or contact information concerning specific members, volunteers, or staff may not be released without their permission.
4. Violations of the Confidentiality Policy are subject to disciplinary action.

Transportation

Currently, door-to-door transportation to and from Windy Hill is 'free' via Rabbit Transit. YCAAA provides funding for this service. Riders must be aged 65 or older and sign up in advance for the service. Applications are located in the office and on our website. Contact Windy Hill for more information.

Parking

Parking, including accessible parking spaces, is on a first-come, first-served basis. The main parking lot is located in front of the building. When this becomes full, overflow parking is located in the parking lot between Windy Hill and the Intermediate School on Rocket Drive. In the event that all accessible parking has been taken, members may call Windy Hill and ask for parking assistance. Members are not permitted to park on the grass area at any time per the Spring Grove Area School District. Repeating offenders may be subject to corrective action.

Food

Windy Hill is a licensed food service establishment. For the safety of all participants and staff, and to maintain compliance with Federal, State, and Local health codes, the following rules have been established:

1. Only staff members and trained food service volunteers are permitted in the kitchen area.
2. A staff member with the PA Department of Agriculture Food Safety Certification will oversee volunteers and provide needed training to volunteers.

Congregate Lunch Program

The Congregate Lunch Program is funded through the York County Area Agency on Aging. Congregate meals are served in the cafeteria Monday through Friday at noon and Grab & Go meals are served in the office area Monday through Friday from 11:30 am – noon except for when the Senior Center is closed, or changes are dictated by the County. Members are welcome to sign up for a meal by 8:30 am the day before by calling the front office or logging into the Copilot Community website. You will need your Copilot Card number (found under the barcode) and an individual email that has been provided to Windy Hill in order to access the website to register for programs. Lunch reservations can also be made by calling Windy Hill, dialing extension 105 and leaving a message.

If members do not sign up for a meal, but wish to eat lunch, their name will be added to a waitlist, and they will only receive lunch if one becomes available. If a member needs to cancel his or her lunch order, please call the front office as soon as possible so a meal can be provided to someone on the waitlist. Members are required to notify office staff if they intend to change from congregate to grab & go or grab & go to congregate prior to 10 am. If changes are made after 10 am, the participant will have to wait until the end of the congregate lunch service and have a meal prepared for him/her.

The cost of lunch for anyone under 60 is $5.00 and for members 60+ the suggested donation for each meal is $3.00. **Please note** that all funding support received through the York County Area Agency on Aging is directly tied into the congregate and home-delivered meals. This funding represents approximately 33% of the total budget. We encourage members to participate in these programs to ensure continuing support from this agency.

Health & Safety

Windy Hill takes the health, safety, and well-being of our participants very seriously. Windy Hill staff are not responsible for any member entering or leaving Windy Hill with other members or alone. Staff is also not responsible for any belongings or items that a member brings into our Center. Lockers are provided to members who wish to use them. Members must provide their own

locks and are responsible for locking and unlocking them. You must register your locker at the front office prior to using them. A lost and found area is located in the vestibule by the main entrance.

Emergencies

In the event of an emergency, staff will call 911 and notify the participant's emergency contact on file. Under no circumstances will a staff member transport anyone requiring medical assistance to a hospital or doctor's office for emergency situations.

1. The Senior Center has 2 AEDs (Automated External Defibrillators) on site. Select staff are certified in American Red Cross basic first aid and cardio-pulmonary resuscitation (CPR) every 2 years.
2. Windy Hill participants should not provide any medical assistance to those with a medical emergency unless those members are certified in first aid. Members must alert staff immediately if someone is having a medical emergency or has fallen.
3. Members who are fully conscious may refuse medical assistance only after emergency personnel have arrived and their medical condition has been evaluated. If emergency personnel recommend further treatment and the member refuses to cooperate, a waiver must be signed. Members who refuse the recommended medical attention must immediately vacate the premises and will not be transported by any staff member. The member cannot stay at Windy Hill for the remainder of the day; the emergency contact person or designee will be contacted and will be responsible for transporting the participant and ensuring their well-being.
4. It is important for all members to provide up-to-date, emergency contact information to Windy Hill when they register. In the case of a couple, it is advised that an emergency contact person be identified outside of the couple living in the same household. **Please remember to update this information when changes occur.**

Alcohol, Weapons, & Tobacco

As per Spring Grove Area School District policy:

1. Alcohol: No alcoholic beverages of any type are permitted. If a participant is found in possession of alcohol or under the influence of alcohol while inside Windy Hill, local law enforcement will be called, and the individual will be suspended from Windy Hill per Windy Hill's Code of Conduct policy.
2. Weapons: No firearms or other weapons are permitted at Windy Hill except by legally authorized law enforcement personnel. Any visitor or member found in possession of a weapon will be asked to leave Windy Hill. Repeat offenders will be reported to the local Police Department, and membership privileges may be revoked per Windy Hill's Code of Conduct policy.

3. Tobacco: Use of all tobacco products are prohibited at Windy Hill and on all school grounds and property. Tobacco products will be defined as lighted or unlighted cigarettes, cigars, or pipes; or other lighted smoking products, smokeless tobacco in any form; or electronic cigarettes.

Evacuation Plan

The Senior Center will be evacuated when an emergency arises and the fire alarm or other alarm activates. Emergencies can include, but are not limited to: fire, explosions, weather, biohazard, physical violence, hostage and bomb threats. Not only limited to our building but to any building on the Spring Grove Area School Campus, where we are located.

Staff will assist members, visitors, and volunteers to the appropriate emergency exit points. In the case of people with physical disabilities, staff will assist in directing individuals to door #1 where the ramp is located. The Administrative Assistant or volunteer manning the front desk will bring the member sign in log & the visitor log. All staff and members will meet in a designated area in the parking lot in the front of the building. Staff will do a roll call of members who signed in to assure that all members have evacuated safely. It is extremely important that members sign in and out properly. These records must be up-to-date, and will be used to take a roll call in the event of an emergency evacuation.

In compliance with Windy Hill's contract with YCAAA, Windy Hill must conduct fire emergency drills twice annually.

Housekeeping

It is expected that all members of Windy Hill will engage in good housekeeping. Please make sure after all programs you clean up your space and use the proper receptacles in disposing of your trash and recyclables. For your own convenience, a trash can is located in every room. In the event of an accident in any location in Windy Hill, including the restrooms, please notify staff immediately so that proper cleanup and disinfection can be done.

Program Notes

Exercise Activities

1. All members must sign a Fitness Room and Exercise waiver when submitting intake for membership.
2. Exercise equipment must be kept in the designated area of the program.
3. Participants must arrive at least 5-10 minutes in advance of the program to maintain an adequate time schedule. Participants consistently arriving late may be asked to reschedule attendance at a future time.

Technology and Internet

Wi-Fi Internet access is available throughout Windy Hill. Please use *Windy Hill Guest;* no password needed. iPads are available for use by members for no charge, while in Windy Hill. iPads must be checked out in the front office and returned to the front desk before leaving Windy Hill.

Copy/Printer

Only Windy Hill staff or trained volunteers may operate the copier machine. Copies are provided to members at a cost of .20 per copy.

Appointments

The staff makes every effort to be available to meet with members during business hours, but due to busy schedules, it may not be possible. To ensure the appropriate staff person is available, it is important to schedule an appointment.

The office area is closed to unannounced visitors. Only staff and badged volunteers actively performing volunteer tasks are permitted. This policy ensures the privacy of our members. If you have an appointment or need to speak with staff, please inquire at the Reception Desk and wait to be invited into the office.

Volunteers

Volunteer positions are available on an ongoing or a one-time basis. Members are encouraged to volunteer at Windy Hill. Volunteers can assist with crafts, bingo, instructing classes, lunch service, and the home-delivered meals program. Volunteers are provided with training, support, and lots of appreciation. We ask members who are interested in volunteering to schedule time with the Volunteer Coordinator to complete the volunteer application and training. Once training has been completed, the volunteer will be issued a badge.

Solicitations & Visitors

Soliciting, selling, or collecting money or items within Windy Hill are not permitted, except when part of a fundraising project or event sponsored or approved by Windy Hill staff.

Posters/flyers advertising events or services must be approved by the Administrative Assistant. Only Windy Hill staff will post or remove items from any bulletin board or any surface. We will not make copies of posters and/or flyers for outside events.

Visitors must present themselves at the receptionist's desk upon arrival.

Children

Children are permitted to visit Windy Hill for specific intergenerational programs and under controlled conditions, as scheduled and approved by the staff. Members are not permitted to bring their children/grandchildren unless for a specific program or prior permission has been obtained from staff.

Animals

As per the Windy Hill policy, no animal in the care, custody, or control of any person shall be permitted in the Windy Hill facility except those which qualify under the following exceptions:

1. The animal has been identified and trained through the ADA to provide support for persons with a disability such as guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting/protecting someone having a seizure, reminding a person to take medications, or calming a person with PTSD having an anxiety attack. Members needing

service animals must be willing to disclose 1) Is the service animal required because of a disability? and 2) What work or task is the animal trained to perform? Service animals must be under control at all times and must be house broken.

2. The animal is part of a Windy Hill program and/or project and is the direct responsibility of a staff member or qualified trainer.

Charitable Donations

Windy Hill is a nonprofit organization described in Section 501(c)(3) of the Internal Revenue code. Monetary donations as well as donations of supplies and consumable goods are greatly appreciated. These donations support our efforts to continue to provide programs and services at little to no cost. However, donations of furniture, exercise equipment, and other non-consumable items must be approved by the staff. Any items left at Windy Hill without prior approval will be the immediate property of Windy Hill. Center staff will determine usefulness and reserve the right to dispose.

Windy Hill Leaves of Legacy Foundation

Windy Hill encourages planned gifts through its Leaves of Legacy Foundation. The Foundation recognizes individuals who have included Windy Hill in their estate plans. Gift opportunities include memorials and honorariums, estate planning, appreciated securities, life insurance policies or real and personal property. Windy Hill has an endowment fund with the York County Community Foundation. This endowment was created to ensure the future of the organization for many years to come. Members are encouraged to create their own legacy by remembering Windy Hill in their estate plans. For more information on the foundation, the endowment fund or ways to create planned gifts, please contact a member of the board of directors or the Executive Director.

Political Neutrality

It is the policy of Windy Hill to remain neutral on any political topic or candidate. In an effort to educate our members, elected officials may ask to speak to the members regarding issues that our members may find interesting. We also allow campaigning candidates to speak to members so they may make educated voting choices. Windy Hill will make all attempts to invite candidates from all political parties when possible. The organization does not endorse any candidate or party.

Inappropriate Behavior

Adopted by the Board of Directors on May 7, 2008 and last amended on May 27, 2025, this Code of Conduct ensures a welcoming, respectful, and safe environment for all participants and staff at Windy Hill Senior Center.

1. **Respectful Behavior:** Treat members, guests, volunteers, staff and entertainers with kindness, courtesy, and respect.
2. **Language and Conduct:** Abusive, obscene, threatening, harassing, derogatory, or discriminatory language or behavior will not be tolerated.
3. **Personal Hygiene:** Maintain an acceptable level of personal cleanliness.
4. **Substance Use:** Drugs and alcohol are prohibited. Participation under the influence is not allowed.
5. **Tobacco Use:** All tobacco products, including e-cigarettes & vapes, are banned on Center and school grounds.
6. **Alcohol Policy:** Alcohol is not allowed. Possession or intoxication is not permitted and may result in police involvement and revocation of membership.
7. **Weapons Policy:** Firearms or weapons are not permitted, except by law enforcement. Violations may result in removal and potential revocation of membership.
8. **Solicitation:** Selling, soliciting, or collecting money/items is not allowed unless approved by Windy Hill.
9. **Posting Materials:** Flyers and posters require staff approval. Only staff may post or remove items.
10. **Children/Grandchildren:** Not allowed unless part of an intergenerational program or with prior staff approval.
11. **Animals:** Only ADA-recognized service animals are allowed. They must be housebroken and under control. Program animals are permitted under staff supervision.
12. **Photographs/Videos/Recordings:** Photographing or recording by audio or video of other members without their consent is prohibited.
13. **Electronic Device Use:** To maintain appropriate noise levels in common areas, when using personal electronic devices or making or receiving phone calls in common areas, external speakers or speaker phone functionality should not be used.
14. **Use of Equipment:** Be considerate when using games and equipment. Furniture is for sitting only; no lying down or sleeping unless ill.
15. **Lost Property:** Windy Hill is not responsible for lost or stolen items and may dispose of abandoned property.
16. **Parking:** Follow all posted parking rules. Accessible spaces require proper identification.

Thank you for helping us maintain a positive and respectful environment at

Procedure:

The Executive Director or designee will address cases of disruptive behavior.

a. **First-Time Offense**
   The Executive Director will speak with the individual, explaining that certain behaviors are not acceptable. Depending on the severity, the

individual may be asked to leave for the day but will be welcomed back when behavior improves. Documentation will be placed in the members' file and a copy sent to YCAAA. A verbal report will be provided to the Board of Directors. Staff will be updated on progress. After six months of acceptable behavior, the incident report will be removed from the member's file.

b. **Second-Time Offense**
For a second incident, the Executive Director will meet with the individual to discuss the behavior and issue a behavior contract outlining expectations and consequences. Depending on severity, the individual may be suspended for a specific period, as determined by the Executive Director. Documentation will be placed in the members' file, with a copy sent to YCAAA, and a verbal report to the Board of Directors. Staff will be informed of progress. After one year of acceptable behavior, the incident report will be removed from the member's file.

c. **Chronic Offenses**
If disruptive behavior continues, the Executive Director will meet with the individual. If no improvement is made, the individual may be permanently terminated from the Center and its programs. The individual will be informed verbally and in writing. Documentation will be placed in the members' file, with a copy sent to YCAAA, and a verbal report to the Board of Directors.

The individual may appeal the decision to the Board of Directors through appropriate channels.

Complaint Process

Windy Hill has an open-door policy. Participants with concerns about programming, policies, or are involved in a dispute at the Senior Center are encouraged to first discuss the issue in private with the Executive Director or staff member who will bring it to the attention of the Executive Director. The Executive Director handles all personnel matters. All staff members welcome participants' input.

Suggestion Box

A suggestion box is located in the main lobby. Only serious suggestions will be considered. All suggestions must be signed.

Bus Trip Policy

Windy Hill will periodically arrange bus trips for its members and the general public.

How to Sign up - Registration envelopes are located on the table in the office. Please fill out the information required, place payment into the envelope and slide it into the receptacle marked for trips. If you have any questions, please contact the program director at 717-225-0733 ext. 102 or see the receptionist

Payments - We accept cash, check, or money order for payment. Please note, there is a $25.00 service charge for all returned checks. A 50% deposit must be paid at time of registration to reserve your seat. The balance of the trip must be paid in full 20 days prior to the departure date, unless otherwise noted. Deposits will be forfeited by those with unpaid balances at the 20-day prior mark, and reservation will no longer be held. Reservations made less than 20 days prior to the trip will need to be paid in full and will be non-refundable.

Eligibility - Trips are open to members & the general public; however, no one under the age of 18 will be permitted on any Windy Hill trip unless specifically noted. Windy Hill reserves the right to decline acceptance of any person on their trips.

Proof Of Citizenship/Photo Id/Vaccination Card - Some Windy Hill bus trips may require, per the venue, proper photo ID, valid passport, and/or proof of vaccination. Windy Hill is not responsible for anyone who does not have proper legal identification upon arrival of the destination. Those without legal identification will not be able to participate in the trip activities.

COVID Safety Precautions - Windy Hill expects all guests to adhere to safety precautions required by the venues we visit. This includes: masking, social distancing and any other safety measures prescribed by the trip destination or bus company.

Center Cancellations/Changes - Full refund will be given if Windy Hill has to cancel a trip due to extenuating circumstances. In all cases, every effort will be made to reschedule the trip. Itinerary/Date changes may occur that are beyond the control of Windy Hill. Passengers will be notified if there is a change in the date. Windy Hill reserves the right to cancel a trip if not enough seats are sold by 20 days prior to departure. Some exceptions may apply. If it is necessary to cancel, refunds will be issued by mail within 10 days.

Guest Cancellations - In order to receive a full refund, cancellations must be made 20 days or more, prior to the departure date. Windy Hill will be enforcing this cancellation policy, due to the strict policies set forth by the attractions, and bus companies. Exceptions will be made for a medical emergency with a doctor's note. You are encouraged to find a replacement for your reservation if you find it necessary to cancel.

Day-Of Information - On-time arrival is required of all passengers. The bus will leave from the side dock at the posted time. It is suggested to arrive 15 minutes early.

Most trips will have bathroom stops built in during travel to and from destinations. There is a bathroom on the bus for use if needed unless otherwise noted.

Each passenger is required to supply us with an emergency contact who is not attending the trip.

Waiver Of Liability - Windy Hill cannot assume liability as agents for venues, restaurants, hotels and other accommodations and cannot be held responsible for lack of performance by proprietors or their staff. Windy Hill reserves the right to make changes to itineraries and prices.

Special Needs - Windy Hill will make every reasonable effort to accommodate all persons with special needs. Many of the trips do require walking and may require stairs. Please ensure you are physically fit to navigate the walking and some steps before signing up to attend. Staff/Drivers/Other Passengers will not be available to aid with transport around the venue or on and off of the bus. You are required to have a caregiver if you are unable to negotiate stairs or struggle with walking or bathroom use.

SMOKING/VAPING IS PROHIBITED AT ALL TIMES, UNLESS A DESIGNATED AREA IS MADE AVAILABLE BY THE EVENT VENUE.

Gratuities - Gratuities and tips are ALWAYS included in the cost of each bus trip. These tips are given to the drivers and service personnel at restaurants. It is not required to give additional tips to service staff; however, if you are feeling generous, please tip extra as you prefer.

Staff

Name	Position	Email	Ext
Jenna Lawrence	Executive Director	lawj@windyhillonthecampus.org	x103
Hannah Eveland	Marketing & Communications Coordinator	evelandh@windyhillonthecampus.org	X102
Alison Mummert	Program Manager	mummerta@windyhillonthecampus.org	x104
Nancy Foust Wagner	Administrative Assistant/ Receptionist	info@windyhillonthecampus.org	x100
Connie Heminbrough	HDM & Food Services Coordinator	cheming@windyhillonthecampus.org	x105
Sharon Madenfort / Connie Hemingbrough	Food Services Coordinator	_____	x107
Margo Ilgenfritz	Bookkeeper	ilgenfritzm@windyhillonthecampus.org	x101

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