

Member Handbook

ABOUT **THE CENTER**

The Carl Gipson Center is a membership-based community serving adults 50+, veterans, individuals with disabilities, underserved communities, immigrants, youth, and families. Located in the heart of Everett, it's a place to connect, stay active, and thrive.

OPERATING **HOURS & HOLIDAYS**

Open to members:

Monday - Thursday 8:30am-4:00pm

Friday - Saturday: 8:30am-1:00pm

Adults age 50+ are welcome during all operating hours. Members under age 50 are welcome Monday-Thursday 1pm-4pm & on Fridays & Saturdays. Youth members must be accompanied by an adult (18+) at all times.

The Carl Gipson Center is closed on these holidays:

New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, July 4th, Labor Day, Veterans Day, Thanksgiving, Christmas Eve, Christmas, & New Year's Eve.

COMMUNICATION

We use a number of methods to communicate. To receive timely updates, including unexpected closures, please ensure we have a current email address and cell phone number.

- Monthly Gipson Gazette newsletter (e-version & paper copy)
- Website: voaww.org/gipson-center
- Facebook: facebook.com/gipsoncenter
- Flyers/displays in the Center & announcements at lunch and in classes.
- Mass Text & Call

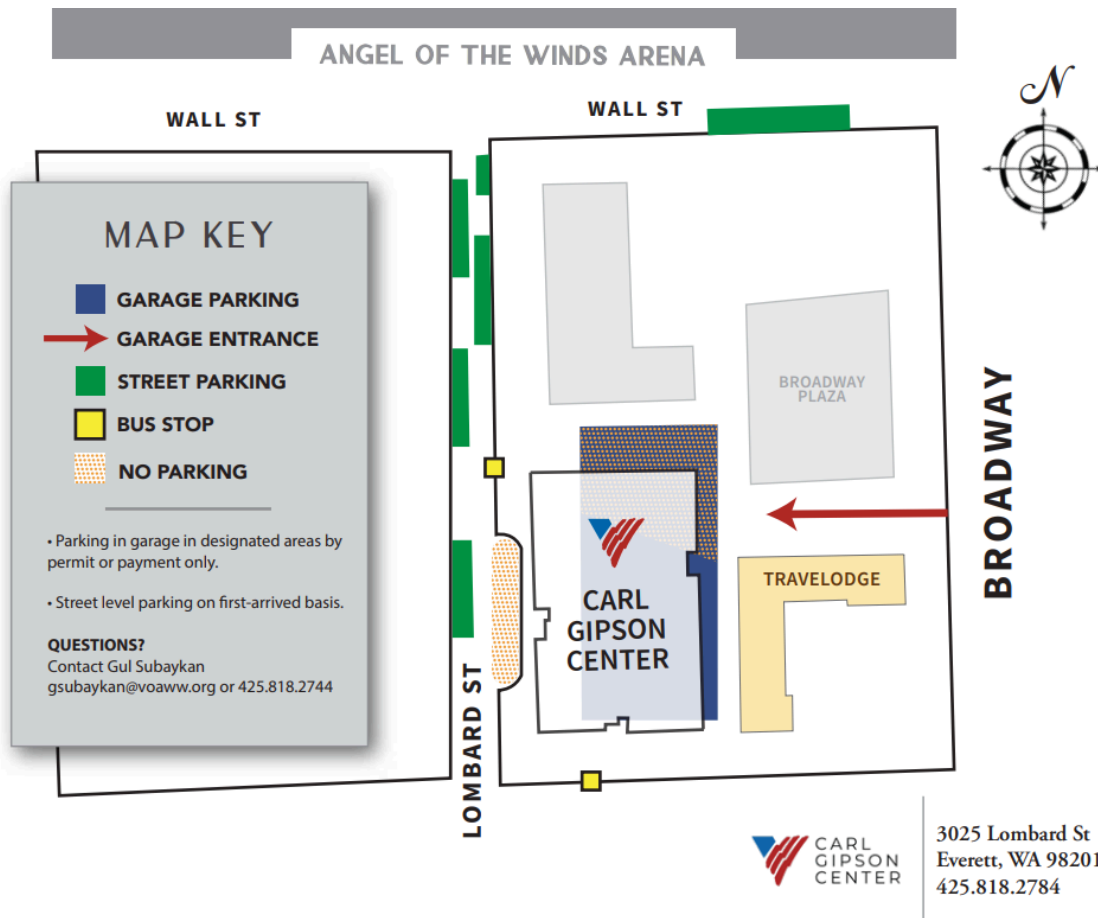
PARKING

Membership at the Carl Gipson Center includes a parking pass. *Please note:* residents of Broadway Plaza are not eligible for a parking pass.

Garage Parking: Members with a parking pass can park in the Carl Gipson Garage, located off Broadway, during our operating hours. Designated spots 5-55 are reserved for Carl Gipson Center members.

Street Parking: Members may also park in designated Carl Gipson spots on Lombard Avenue or Wall Street during operating hours with their current-year parking pass.

Please ensure that your current-year parking permit is visible to avoid receiving a ticket. If you lose or misplace your parking permit, you can obtain a replacement for \$10 at the Front Desk.



MEMBERSHIP

Participants in most of the Carl Gipson Center's activities are required to have a current membership. Individuals without a membership may participate in select activities open to the public, such as: Homage lunch, speakers, workshops, and events.

The **All-Access Package** provides members with access to Table Tennis, Billiards, and Group Exercise classes. If a member chooses to add an All Access Package in any month after they have started their membership, the Center will prorate the cost of the Package to coincide with membership expiration date. *Please note:* some specialized classes and experiences require an extra fee.

Elapsed Membership Term	All-Access Package Fee
0–3 months	100% of the package cost
4–6 months	75% of the package cost
7–9 months	50% of the package cost
10–12 months	25% of the package cost

FINANCIAL ASSISTANCE

VOA is committed to serving everyone in our community. We offer up to 90% financial assistance for annual membership for those who qualify. Request a Financial Assistance Application from the Member Services desk for more information.

GUEST & DAY PASSES

Members are provided **four Guest Passes** during their membership year, which allow for friends and family of current members to try Center activities. Guests must be accompanied by a member while at the Center. **Day Passes** are available for purchase for \$10/day and provide access to the Center's activities for that day, excluding fee-based classes. Day Pass fee may count toward cost of a membership if redeemed on the same day.

Guest and **Day Pass** users must complete a Guest Registration Form and check in prior to participating. Parking passes are not provided to guests participating with a Guest Pass or Day Pass.

PAYMENT TYPES AND POLICIES

We accept cash, debit cards, credit cards, and checks.

Non-Refundable/Non-Transferable & Prorating: Membership is non-refundable and non-transferable to others. The Carl Gipson Center does not prorate annual memberships or provide discounts for those who do not plan on using a membership during parts of a year.

Policy & Rate Changes: The Carl Gipson Center (CGC) may amend membership and payment rates and policies at its discretion.

EXPECTATION OF INDEPENDENCE | **CAREGIVERS**

All members and guests participating independently at the Carl Gipson Center must be able to feed themselves, carry food trays (if eating lunch), use the bathroom, and regulate their own behavior. Center leadership reserves the right to require members who cannot operate independently, or who have repeated health or behavior concerns, to attend with a caregiver.

Members and guests who cannot perform these functions independently must be accompanied by a caregiver who must be present at all times when the client is present, and keep their client in sight at all times. Caregivers may have a maximum of two clients who cannot operate independently present at the Gipson Center at any given time.

Caregivers agree to complete a Guest or Membership registration form prior to attending the Center and abide by the Gipson Center Code of Conduct. If the caregiver participates in Center activities (not including lunch), the caregiver must obtain a current Gipson Center membership and, if applicable, pay for their own participation in trips or classes.

MEMBER **SCREENING**

VOA's Carl Gipson Center may conduct sex offender and/or WA State Patrol background screenings on members, participants, and guests. If a sex offender match occurs, VOA reserves the right to cancel membership, end program participation, and cooperate with law enforcement as necessary for all Sex Offenders. Sex Offenders (Levels 2 or 3) may not apply to become Carl Gipson Center members or volunteers, or participate in activities at the Center.

CODE OF CONDUCT

Volunteers of America Western Washington (VOA) expects all members, participants, rental groups, volunteers, guests and staff at the Carl Gipson Center to abide by the following Code of Conduct. Failure to adhere may result in consequences up to and including termination of one's membership, participation and/or rental privileges.

We expect members of the Carl Gipson Center community to demonstrate these values:

- **Respect:** Treat oneself, others, supplies and our facility with respect. Contribute to a positive and healthy environment.
- **Compassion:** Treat others with compassion, welcome and include those who are new to the Gipson community and consider contributing by donating, volunteering, or leading activities, classes or events.
- **Honesty:** Proactively share information in the event that any equipment, furniture or part of the Center becomes damaged; you or others violate our Code of Conduct; or your personal information changes, including: phone number, email, address, emergency contact, or significant health information.

The following behaviors and activities are not permitted at the Carl Gipson Center at any time:

- Participating in Center activities, classes and or/groups without an active membership, pending/active financial assistance award, Guest Pass or Day Pass.
- Financial transactions, marketing, soliciting customers, political campaigning or gambling, unless pre-approved by the Executive Director.
- Sharing your Carl Gipson Center parking pass for others to use.
- *The following activities, behaviors and items are prohibited:*

Alcohol or Illegal drugs	Weapons of any kind	Pornographic materials	Violent behavior
Animals other than service animals	Profanity or verbal abuse of others	Creating volume that disturbs others	Sexual activity
Bringing in carts, garbage bags of items, or bags larger than a backpack or purse	Bathing or washing clothes in bathrooms	Failing to uphold an acceptable level of hygiene or dress	Sleeping

TRIP POLICIES

Gipson Center Trip Registration and Activity Levels

The Center categorizes trips by Shoe Levels. Annual assessment required for all individuals who register for 3-Shoe trips. In the event that a member attends a trip and is unable to complete the activities or requires so much individual attention that staff are unable to focus on their role leading the group, Center staff may restrict that member to specific activity levels or ask that member to not attend future trips.

Wheelchairs

If a member requires a wheelchair space on the bus, they must book it during the sign-up process. No additional assistance will be available to members from trip leader(s).

Appeals

If a member who has been restricted to specific activity levels or prohibited from attending trips seeks to appeal the restrictions, that member must submit a written statement to the Center Executive Director from their health care professional stating that they are capable of completing the requirements for Center activity levels without additional support. Center staff will then consider the appeal and respond within five business days.

Refunding

No trip refunds are issued within seven days of a scheduled trip. Refunds may be issued prior to seven days before a trip, less the amount of any admission fee(s) paid. Refunds will be issued as a credit in participant's account.



1-Shoe: Easy. Minimal walking, primarily flat surfaces and multiple opportunities to sit.



2-Shoe: Moderate. Walking short distances of one mile or less and some standing required. Possibly uneven surfaces and some stairs. Some opportunities to sit.



3-Shoe: Difficult- *Requires staff assessment.* Walking distances of one mile or more, significant inclines or declines. Uneven surfaces such as trails or beaches, or a combination of each of these elements. Standing for significant periods required. Possibly one or more flights of stairs. *Walkers and wheelchairs prohibited.*

SENIOR ADVISORY COMMITTEE

The Carl Gipson Center's senior (50+) activities are guided by a volunteer Senior Advisory Committee, comprised of current Center members from a cross-section of the Gipson community. Volunteers meet monthly (Sept-June) and advise Center leadership in six key areas: Center Mission & Goals; Membership & Outreach; Events, Holidays & Celebrations; Activities & Trips; Operations; and Finances. To learn more about the Senior Advisory Committee or inquire about serving, please contact the Center Executive Director.

CENTER **FUNDING**

The Carl Gipson Center is sustained through funding from the City of Everett, Snohomish County, foundations, corporations, sponsors and individual donors. We rely on donors to sustain the Center, and encourage and supporters who include the VOA's Carl Gipson Center in their will or estate plans. To learn more about how you can help, please contact the Center Executive Director.

RENTALS

The Center offers 20,000 square feet and seven different rooms for rent, including our Cascade View hall, which can host up to 250 seated guests and offers the convenience of a Commissary Kitchen for food preparation. Current members receive 10% discount on rentals (minimum 4 hours).

Visit **www.voaww.org/gipson-center** and click on the "Room Rentals" to check Rates & Policies or submit Rental Request, or inquire at Membership Desk.

