

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**

Open to members:

Monday - Thursday 8:30am-5:00pm

Saturday 8:30am-3:00pm

The Carl Gipson Center is closed Fridays and Sundays.

Adults age 50+ are welcome during all operating hours. Members under age 50 are welcome Monday-Thursday 2pm-5pm & on Saturdays. Youth members must be accompanied by an adult (18+) at all times.

ANNUAL **HOLIDAY CLOSURES**

The Carl Gipson Center is closed due to the next holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- July 4th: Independence Day
- Labor Day
- Thanksgiving
- Christmas

PARKING

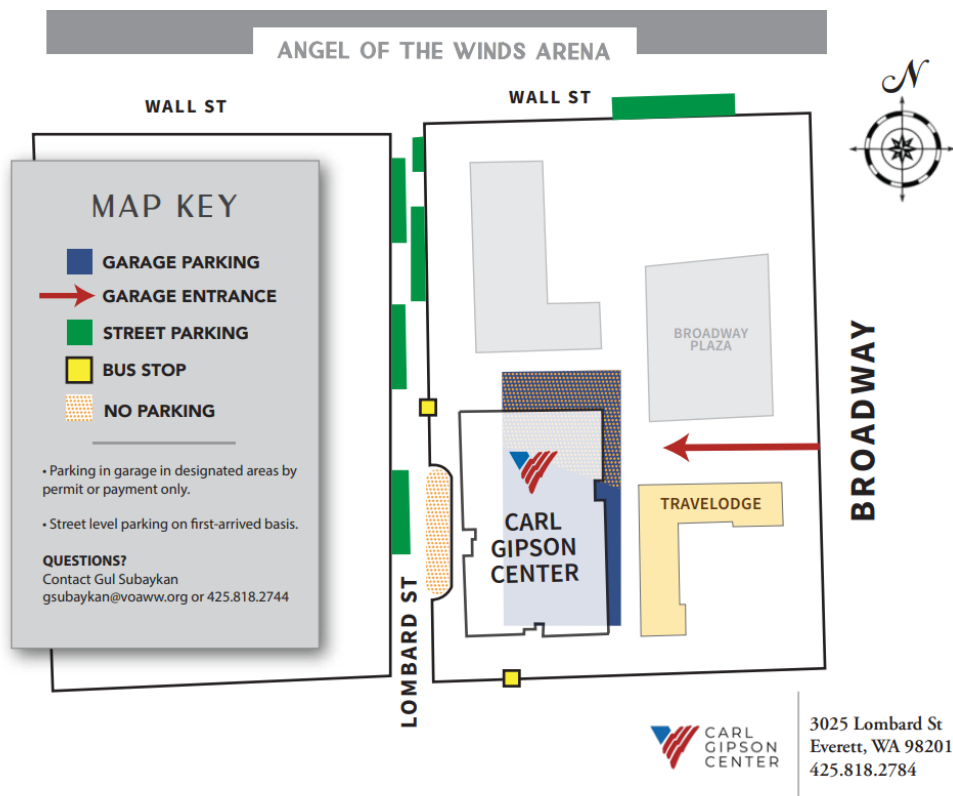
Every Regular and All Access Membership includes a Parking Permit.

Garage Parking: Members with the Parking Permit can park in the Carl Gipson Garage, located off Broadway, between 6 am and 6 pm from Monday to Thursday, and between 8 am and 4:30 pm on Saturdays. 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 the hours of 8 am to 5:00 pm with their current-year parking permit.

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 TYPES

Choose from two types of membership. More information available at the Member Services desk or on our website.

Regular

Includes amenities and most activities.

All-Access

Also includes group exercise classes, table tennis, wellness coaching, and more.

FINANCIAL ASSISTANCE

Available for both memberships.

At VOA's Carl Gipson Center we are committed to serving everyone in our community. Through member and community donations we offer financial assistance to those who may not be able to join our community and participate in programs because of financial challenges. To be eligible for CGC membership financial assistance, you must meet the Household Income Guidelines (ask at the Front Desk) and submit proof of income. This information will only be used to determine eligibility. Based on available funds, applicants will be funded on a first-come, first served basis. Applicants meeting the eligibility guidelines may be awarded up to 100% reduction of the annual membership fee for each household member age 50+ for the current membership year. Allow 10 business days for processing. Applicant will be notified by phone.

Financial Aid expires at the end of the membership year, which is 12 consecutive months from the date of membership registration.

GUEST PASSES

Guest Passes allow for friends and family of current members to try Center activities. We offer free Guest Passes to each of our current members.

- During a 12-month membership period, Regular Members have three Guest Passes per year. All Access Members have six Guest Passes.
- When a member enters with a guest, we kindly ask that they bring the guest to the Member Services Desk to check in. All guest must complete a Guest Registration form.
- Members must accompany their guests during their visit, and guests are allowed to participate in all activities that members are eligible for.
- The same guest may use a guest pass up to two times per year. After two visits, we encourage the guest to consider purchasing a membership or a Day Pass.
- Youth guests under 18 years old must be accompanied by an adult at all times.

PAYMENT TYPES AND POLICIES

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

All Membership Categories

Non-Refundable & Non-Transferable: Memberships at the CGC are non-refundable and non-transferable to others.

Upgrade Membership: In the event that a member with a Regular Membership would like to upgrade to an All-Access Membership, they may do so by completing a Membership Change Form and submitting by the 1st of the month. Payments made by a member upgrading for their current membership will be applied to their new membership.

Policy changes: The Carl Gipson Center (CGC) may amend membership and payment policies at its discretion.

Termination: If members wish to terminate or change their membership in any way, they must inform the CGC by completing the Membership Change Form.

All Access Membership

Payment Options/Pro-rating: One-time annual payments may be made by cash, check, credit or debit card. On-going monthly payments must be made by bank draft or credit card draft, and the first payment is made at the time of membership registration or renewal. Please complete Recurring Payment Authorization Form for this option. The CGC does not pro-rate monthly membership fees.

On-Going Monthly Drafts: The CGC will run payments via bank or credit card draft on the 5th of each month for the current month. If the 5th falls on a weekend, the CGC will run payments on the business day immediately following the 5th. On-going monthly drafts are part of a continuous membership plan, and individuals' memberships will remain in effect until a member initiates its termination through a Membership Change Form.

Rate Changes: The CGC may, at its discretion, adjust the annual and monthly rate it charges for the All Access membership, and will provide a minimum of 30 days notice prior to such a change.

Leave of Absence: All Access Members who have enrolled in monthly bank or credit card drafts may place their membership on hold for a maximum of three months a year by completing and submitting the Membership Change Form prior the 1st of the month in which the leave is requested to begin. In the event that an All Access member chooses to terminate their membership prior to paying a total of \$30 during their 12 month membership period, the CGC will charge the remaining balance up to \$30 upon termination. This charge does not apply to members who receive financial assistance.

TRIP POLICIES

Gipson Center Trip Registration and Activity Levels

All current Center members may register for trips. Center staff reserve the right to require that members who need extra support bring a caregiver with them. Caregivers must be current Gipson Center members and pay for registration for trips. In the event that a member attends a trip and is unable to complete the activities of that trip or requires so much individual attention that staff are unable to focus on their role leading the group, Center staff may, with approval from Center Director, restrict that member to specific activity levels or ask that member to not attend future trips.

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 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.

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).

Refunding

No trip refunds are issued within five days of a scheduled trip. Refunds may be issued prior to five days before a trip, less the amount of any admission fee(s) paid.



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 intended for seniors during normal operating hours on an ongoing basis 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 Director.
- *If applicable:* sharing your Carl Gipson Center parking pass for others to use.
- *The following activities, behaviors and items are prohibited:*

Alcohol or Illegal drugs behavior	Weapons of any kind	Pornographic materials	Violent
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

MEMBER **SCREENING**

VOA's Carl Gipson Center conducts regular sex offender screenings on all 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 Carl Gipson Center.

COVID-19 POLICIES

In accordance with the Governor of the State of Washington lifting of restrictions in Spring 2022, we no longer require masks when visiting or proof of vaccination for membership. However, to maintain the safety of all Center participants, we encourage masks for vulnerable individuals and will have masks available on request. *We request that members notify our staff immediately in the event of a positive test for COVID-19 and refrain from visiting until they are asymptomatic and comply with current quarantine guidelines.*

RENTALS

Over 20,000 square feet and comprising 7 rooms.

The Carl Gipson Center offers rooms to rent for your next event or gathering, plus the convenience of a Commissary Kitchen for food prep. The Cascade View room features a commercial kitchen including gas ranges, flat top stove, steam table, ice machine, and more. Smaller rooms are available for social activities and parties.

Visit www.voaww.org/gipson-center and click on the “Room Rentals” to check Rates & Policies or submit Rental Request.

If you have any questions, contact Lucia Gallo, our Hospitality Coordinator:
425-818-2748 | lgallo@voaww.org

COMMUNICATION

We use various methods to keep our members updated on Center activities:

- Monthly Gipson Gazette newsletter (e-version & paper copy available in the Center).
- Website: www.voaww.org/gipson-center
- Facebook: www.facebook.com/gipsoncenter
- Flyers and posters in the Center
- Announcements at lunch and in classes.
- VoiceConnect: This feature of our membership software allows us to send calls and text messages to our community.

If your phone number or email has changed, please inform us so we can keep you updated. You can always unsubscribe from our emails and text messages.

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 Director.

CENTER **FUNDING**

The Carl Gipson Center is sustained through funding from the City of Everett, Snohomish County Department of Human Services, foundations, corporations, sponsors and individual donors. We rely on our members who gift the gift of a membership to a low-income senior, donors who've joined our Carl's Club giving group (\$250+ annually), and supporters who include the Carl Gipson Center in their will or estate plans. To learn more about how you can help, please contact the Center Director.



**3025 Lombard St
Everett WA 98201**



425.818.2784



voaww.org/gipson-center



facebook.com/gipsoncenter