



Patron Handbook and Policies and Procedures

*Approved by Parks and Recreation Board
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TABLE OF CONTENTS

SECTION 1 – PREFACE	1
1.1 A Brief History of the Hoover Senior Center	1
1.2 A Brief History of Hoover New Horizons	1
SECTION 2 – MISSION AND VISION STATEMENTS	2
2.1 Mission Statement:	2
2.2 Vision Statement:	2
SECTION 3 – HOOVER SENIOR CENTER USE	2
3.1 Classifications	2
3.2 Hoover Senior Center Privileges	3
3.3 Hours of Operation and Holidays	3
3.4 General Hoover Senior Center and Hoover Parks and Recreation Department Rules and Regulations	3
SECTION 4 – PATRON CONDUCT POLICY	6
4.1 Standards of Conduct	6
4.2 Patron Appeal Procedure	8
4.3 Patron Grievance Procedure	8
SECTION 5 – SERVICES	9
5.1 Facility	9
5.2 Hoover Express Service	9
5.3 Lounge	9
5.4 Patron Assistance	9
5.5 Nutrition Program	10
5.6 Programs and Tours	10
5.7 Service to Individuals with Disabilities	10
5.8 Telephones	10
5.9 Volunteers	11
SECTION 6 – TECHNOLOGY	11
6.1 Computer Use	11
6.2 Internet Safety	12
6.3 Failure to Comply	12
SECTION 7 – MEETING ROOM GUIDELINES AND PROCEDURES	12
7.1 Policy Statement	12

7.2	Guidelines.....	13
SECTION 8 – <i>HORIZONS EXPRESS SERVICE</i>.....		14
8.1	Purpose.....	14
8.2	Guidelines.....	14

SECTION 1 – PREFACE

1.1 A Brief History of the Hoover Senior Center

Following extended conversations with the seniors, the City of Hoover determined the seniors needed their own facility and committed \$2 million to the project. Construction began in April 2006. Less than one year later, the center was completed. It spans more than 8,000 square feet and consists of a computer lab, meeting rooms, screened in porch, lateral sun room, sitting areas and an auditorium.

On February 6, 2007, the City of Hoover officially opened the new Hoover Senior Center. The Center stands on the hill overlooking the Hoover Public Library and City Hall. It was transformed from the previous Hoover Public Works Department headquarters.

The City Council recognized there was a great need for our seniors to have a place to gather and feel comfortable. The vision of the City for this facility was to create a place for our seniors to come and enjoy one another. The Hoover Parks and Recreation Foundation played a significant role in the development of the new center. The Foundation raised more than \$100,000 to furnish the entire facility.

1.2 A Brief History of Hoover New Horizons

In June 1986, the Hoover Study Club proposed the idea of developing an organization for Hoover seniors. Wayne Phelps and Marge Satterwhite went to Jim Fisher, Director of Hoover Parks and Recreation Department, and Lori Salter, Activities Director, with the idea. Emerging from that meeting was the blueprint for a senior activities group that would become the *Hoover New Horizons*.

The Hoover Parks and Recreation Department agreed to sponsor the group. A member Advisory Board was created to partner with the Parks and Recreation Department to oversee the activities of the new senior organization.

Hoover New Horizons met in a number of different facilities, including the Lake House, Riverchase Country Club, Green Valley Baptist Church, and the Wynfrey Hotel. Fortunately, in 1992, the Hoover Recreational Center was completed and a Hoover New Horizons room was provided for the members. Over \$5,000 was raised toward furnishing the Hoover New Horizons room. The first New Horizons meeting at the new facility was held on July 28, 1992.

Hoover New Horizons members had dreamed of having a dedicated senior facility. Members visited other cities where new senior centers had been built or a building had been renovated for seniors. In 2005, funding was committed for the project, architects were hired, and the process began. Hoover New Horizons committed to match the first

\$40,000 raised to furnish and equip the Senior Center. Ground breaking was in April 2006 and the facility opened its doors in February 2007, making the dream a reality for Hoover New Horizons members.

Membership in Hoover New Horizons grew rapidly after the Senior Center opened. In 1998, Hoover New Horizons and the City bought a 30 passenger bus for use on a variety of trips. Through this program, volunteer drivers are furnished to seniors in need of transportation to medical appointments, beauty parlors, and grocery stores, among other places.

In a 2002 joint venture with Jefferson County Office of Senior Citizens, the City of Hoover opened a Nutrition Program for seniors at the Senior Center. Hoover New Horizon members, as well as other senior Hoover residents, are afforded the opportunity to take advantage of this program.

The schedule of activities at the Senior Center has continued to develop and grow through the years, as has Senior Center patronage. A Hoover New Horizon motto, "Seniors Staying Involved With Life", also began appearing on the Newsletter. Hoover New Horizons members have participated in and hosted State Masters Games with some members going to National Masters Games. Members have also participated in and won Ms. Senior Jefferson County contests.

SECTION 2 – MISSION AND VISION STATEMENTS

2.1 Mission Statement:

Hoover Senior Center exists as a partnership with Hoover New Horizons to serve and empower senior adults by providing opportunities that promote quality of life through social engagement, physical well-being, community involvement, creativity, and life-long learning.

2.2 Vision Statement:

The Hoover Senior Center will be recognized as a model for excellence in providing opportunities, programs, and services for older adults. Through a dedicated team of staff, the Hoover Senior Center will seek to enrich the lives of seniors as we serve and empower them in a positive and safe environment.

SECTION 3 – HOOVER SENIOR CENTER USE

3.1 Classifications

There are three classifications which allow access to the Hoover Senior Center:

1. Hoover Senior Center membership;
2. Hoover Recreation Center general membership; and
3. Program Pass.

For purposes of this document, an individual who possesses a Hoover Senior Center membership, a Hoover Recreation Center general membership, or a Program Pass shall be hereinafter referred to as a “patron.”

3.2 Hoover Senior Center Privileges

Adults ages fifty-five (55) and older may use the Hoover Senior Center’s resources with (i) a current Senior Center membership, or (ii) proof of a valid Hoover Recreation Center general membership and/or Program Pass obtained from the Hoover Senior Center. The Hoover Senior Center and Recreation Center reciprocate general membership between facilities.

Membership or Program Passes to the Hoover Senior Center shall be renewed annually. A Senior Center General Membership is available for a minimal fee to adults aged fifty-five (55) and older who live in the City of Hoover.

A Program Pass is available to senior adults who are not residents of the City of Hoover and may be obtained from the Hoover Senior Center. The visiting individual must scan in this program pass each time they enter the facility. This Pass entitles access to certain programs and events at the Hoover Senior Center. Additional fees and restrictions to programs may apply.

In order to join the Hoover Senior Center as a member or to be issued a Program Pass, an individual must present documents required by the Hoover Parks and Recreation Department and/or the Hoover Senior Center.

3.3 Hours of Operation and Holidays

The Hoover Senior Center hours of operation and information on holiday closings can be found on the City of Hoover website (<http://www.hooveral.org>) and are available at the Hoover Senior Center.

3.4 General Hoover Senior Center and Hoover Parks and Recreation Department Rules and Regulations

Patrons are expected to adhere to generally accepted rules of conduct. Unacceptable patron behavior is considered any behavior exhibited by a patron that either consciously or unconsciously violates or restricts the rights of others or disrupts the Hoover Senior Center’s operations. Failure to adhere to the Hoover Senior Center’s rules and regulations and/or any other Hoover Parks and Recreation Department rules and

policies may result in loss of Hoover Senior Center privileges or loss of a patron's Hoover Senior Center membership/Program Pass. Any illegal act or conduct in violation of city ordinances or regulations is not permitted. The following requirements for behavior/use should be observed, but should not be considered all-inclusive.

1. Authorized entrances and exits must be used when entering and exiting the Hoover Senior Center.
2. Disruptive behavior is prohibited. Any verbal abuse, sexual or general harassment, excessive noise (including loud, personal conversation) or threatening gestures is prohibited. Intimidation, bullying, or any behavior that has the potential of causing physical harm to another individual is also prohibited.
3. Furnishing false information to staff is prohibited.
4. Stealing is prohibited.
5. Tobacco, alcohol, and drugs are prohibited in the Hoover Senior Center as well as anyone who may present themselves under the influence of the aforementioned substances.
6. Appropriate dress is required while in the Hoover Senior Center.
7. Hoover Senior Center materials and facilities must be used properly. Any abuse or destruction of the Hoover Senior Center materials or equipment is prohibited.
8. Service animals are the only animals allowed in the Hoover Senior Center.
9. No weapons of any kind are permitted in the Hoover Senior Center.
10. Hoover Senior Center patrons are prohibited from non-public areas.
11. To ensure the Hoover Senior Center safety and security, the Hoover Senior Center officials may request the contents of bags, briefcases, and similar items brought into the facility be revealed.
12. Children are not permitted to remain in the Senior Center while a patron performs an activity, even if they are being monitored. On occasion, children may be allowed to remain at the Senior Center (e.g., a special event). When such occasions arise, patrons will be notified in advance. Any community service will have to be approved in advance by the employee in charge of administration of the Hoover Senior Center.
13. Solicitation is prohibited at the Hoover Senior Center and on Hoover Senior Center premises.

14. Bicycles, motorcycles, and any other like items are not allowed inside the Hoover Senior Center and must be parked in an authorized parking space.
15. Patrons must comply with the Hoover Senior Center's evacuation/disaster procedures or leave the premises. This includes but is not limited to fire protection, storm protection, intruder protection, or any other said natural disaster or act of God.
16. Safety is a priority at the Hoover Senior Center. Therefore, lying down or sleeping on the furniture is prohibited. Individuals must be awake and alert while visiting the facility. An individual with a medical condition which causes a symptom of occasional sleeping may be considered an exception to this requirement with written documented proof of the medical condition from a physician.
17. The Hoover Senior Center is a recreational facility offering programs for individuals who are able to maneuver independently through the center and participate in activities. Individuals must also be able to care for themselves while in the Senior Center. Hoover Senior Center staff will determine if individuals are required to be accompanied by a caregiver at the Senior Center. Individuals needing assistance (e.g., due to memory impairment, incontinence, dependence upon the use of a wheelchair) may conditionally visit the Senior Center with the aid of a caregiver. For the safety of all of our patrons, caregivers accompanying individuals must remain with such individual at all times.
18. All individuals who are dropped off at the Hoover Senior Center must be picked up before center closing time. A first violation of this policy will result in a verbal warning. A second violation within a calendar year will result in suspended privileges to the center for up to one (1) week. A third violation within a calendar year will result in privileges being suspended for up to one (1) month. A fourth violation within a calendar year may result in privileges being suspended permanently.
19. The Operations Supervisor reserves the right at any time to use professional judgment in adding to or retracting from the above mentioned rules and regulations.

The Hoover Senior Center staff is authorized to evaluate situations and take immediate and appropriate action, by either asking individuals to discontinue the behavior or leave the Hoover Senior Center premises. The staff may also notify the appropriate authorities should he/she feel the situation merits such action.

SECTION 4 – PATRON CONDUCT POLICY

4.1 Standards of Conduct

- A. Individuals are expected to adhere to the Hoover Senior Center's rules and regulations as set forth in Section 3 above. Individuals who disrupt the Senior Center's operations or in any way violate the rights of others may lose Hoover Senior Center privileges. Hoover Senior Center staff is authorized to evaluate problem behavior and take appropriate action.
- B. All participants in activities and programs sponsored by the Hoover Senior Center are expected to follow such rules and regulations. Violations of any rule or regulation may result in disciplinary action. Each incident will be dealt with on a case-by-case basis. A level of severity will be assigned to each alleged infraction. Violations are categorized as follows:
1. Category I – *violations include but are not limited to:*
 - Sexual harassment;
 - Possession of any weapon;
 - Theft of property;
 - Unauthorized entry or trespassing;
 - Intentional assault or battery leading to injury; and/or
 - Attempted assault or battery.

 2. Category II – *violations include but are not limited to:*
 - Public use of alcohol or drugs;
 - Public intoxication;
 - Misuse, duplication or alteration of an identification card;
 - Perjury or furnishing false information;
 - Falsification of a program registration or membership/Program Pass application;
 - Disorderly conduct, including the use of profanity toward any individual and/or excessive or willful disrespectful behavior;
 - Verbal assault of any individual;
 - Misuse of emergency or fire-fighting equipment.
 - Intentional and/or repeated misuse of any facility or program area;
 - Intentional and/or repeated misuse of any program equipment;
 - Willful or careless destruction of property;
 - Disrespect or disregard for the reasonable request of any departmental official;
 - Willful failure to comply with any and all policies associated with a program registration or membership/Program Pass application;

- Forgery or fraud;
- Involvement in a violation of city ordinance or policy; and/or
- Tampering with city property or equipment.

2. Category III – *violations include but are not limited to:*

- Violations of general use policies;
- Failure to comply with the reasonable request of any departmental official;
- Failure to comply with any and all policies associated with a program registration or membership/Program Pass application;
- Minor misuse of any facility or program area; and/or
- Minor misuse of any program equipment.

C. Disciplinary procedures for the various categories of offenses above shall be as follows:

1. Category I: An incident report shall be filed with the Hoover Senior Center Administration. A police report shall also be made for Category I offenses. Individuals and parties involved in Category I offenses will be subject to a hearing conducted by the Hoover Parks and Recreation Director. Facility use privileges will be suspended pending the outcome of such hearing. Category I offenses may also be subject to the administrative actions described under Category II & III below at the discretion of the Hoover Parks and Recreation Director. An individual shall be subject to immediate disciplinary action up to suspension of program participation and/or facility use privileges at the discretion of the employee in charge of administration of the Hoover Senior Center. Further disciplinary action may be taken up to suspension and/or termination of program participation and/or facility use privileges at the discretion of the Hoover Parks and Recreation Director following a hearing.
2. Category II: Individuals and parties involved in Category II offenses may be subject to a hearing conducted by the Hoover Parks and Recreation Director. In the event a hearing is deemed necessary, the subject patron's privileges will be suspended pending the outcome of such hearing. A police report may be filed for Category II offenses. Category II offenses may also be subject to the administrative actions described under Category III below at the discretion of the Hoover Parks and Recreation Board. The patron will be subject to immediate disciplinary action up to suspension of program participation and/or facility use privileges at the discretion of the employee in charge of administration of the Hoover Senior Center. Further disciplinary action may be taken up to suspension and/or termination of program participation and/or facility use privileges at the discretion of the Hoover Parks and Recreation Director.

3. Category III: Individuals and parties involved in Category III offenses must meet with a designated administrative staff member in order to resolve the matter. The meeting is designed to be educational in nature, informing patrons of alleged wrongdoing and to explain the potential consequences of further violations. Privileges will be suspended pending the administrative meeting. The patron will be subject to immediate disciplinary action up to suspension or program participation and/or facility use privileges at the discretion of the employee in charge of administration of the Hoover Senior Center. At the conclusion of the suspension period, any repeat offense will result in immediate disciplinary action up to suspension and/or termination of program participation and/or facility use privileges at the discretion of the Hoover Parks and Recreation Director.

4.2 Patron Appeal Procedure

Any patron aggrieved by a decision of the employee in charge of administration of the Hoover Senior Center may appeal the decision to the Director of the Hoover Parks and Recreation Department. Further, any patron aggrieved by a decision of the Director of the Hoover Parks and Recreation Department regarding suspension/termination of program participation and/or facility use privileges may appeal the decision of the Hoover Parks and Recreation Director to the Hoover Parks and Recreation Board. In order to appeal such decisions, the patron must file a written appeal with the employee in charge of administration of the Hoover Senior Center within fourteen (14) days of the decision which is being appealed. The written notice of appeal must contain a detailed description of the underlying facts and an explanation of the basis for the appeal.

4.3 Patron Grievance Procedure

A Hoover Senior Center patron may file a grievance when they feel that the Hoover Senior Center is improperly or prejudicially applying or failing to apply the rules, regulations, and/or procedures of the Hoover Senior Center. The purpose of this grievance procedure is to provide a standard process for speedy investigation and resolution of complaints. In order to file a grievance, a Hoover Senior Center patron must follow the steps presented below:

Step 1: If a patron has a grievance about any matter concerning the Hoover Senior Center's patrons, staff, programs, or privileges, the patron must report it to the Hoover Senior Center Operations Supervisor within seven (7) days of the event.

Step 2: Upon receipt of the Hoover Senior Center Operations Supervisor's decision or non-response, the patron shall have the right to appeal the grievance in writing to the Hoover Parks and Recreation Director. This appeal must contain:

1. Specific complaint with dates of incidents and circumstances leading to grievance;
2. Specific remedy being sought;
3. Previous decisions relating to this grievance;
4. A notice of appeal of those decisions; and
5. A request for a meeting with the Hoover Senior Center Operations Supervisor.

The Hoover Parks and Recreation Director will make the final decision regarding the grievance and will present his/her decision to the employee in charge of administration of the Hoover Senior Center within ten (10) business days of notification when possible. The Hoover Parks and Recreation Director will send a copy of his/her decision to the aggrieved patron and the employee in charge of administration of the Hoover Senior Center. A copy of the grievance, its supportive documentation and the final decision will be kept on file. Because the full responsibility for the Hoover Senior Center's operation rests with the Parks and Recreation Department, the decision is final and binding.

SECTION 5 – SERVICES

5.1 Facility

The 8,000 square foot Senior Center building offers a creative arts room, game room, multi-purpose room, kitchen, lounge, sunroom overlooking the City, and an auditorium with a large seating capacity.

5.2 Hoover Express Service

The Hoover Express Service provides transportation to doctor appointments, shopping, and errands for patrons who are unable to provide transportation on their own. For more information, refer to Section 8.

5.3 Lounge

A vending machine area is located in the lounge area of the Hoover Senior Center.

Patrons who experience problems with the operation of the vending machines should complete a request for a refund at the Welcome Center Front Desk.

5.4 Patron Assistance

Services are available to senior adults regardless of sex, religion, race, color, national origin, disabled status or socio-economic status during hours of operation.

In order to provide the highest quality service available, the Hoover Senior Center adheres to the following guidelines:

- Patrons are served on a first come, first served basis.
- Time restrictions may be placed on equipment and room availability as demands arise (in the computer lab as well as in common areas).
- For reasons of liability, patrons with reference questions regarding medical, legal, and investment topics are encouraged to visit the appropriate professional council for this information.

5.5 Nutrition Program

In partnership with the Jefferson County Office of Senior Citizens Services, lunch meals are provided to eligible patrons. For more information, contact the Nutrition Coordinator at the Senior Center.

5.6 Programs and Tours

The Hoover Senior Center offers a variety of recreational, cultural and educational programs. Hoover New Horizons Newsletter circulation is done on a monthly basis. A current calendar of activities is available for patrons at the Hoover Senior Center, as well as at the City of Hoover website (<http://www.hooveral.org>).

Various monthly speakers and programs are provided for patrons of the Hoover Senior Center.

Tours of the Hoover Senior Center are available and guests will be asked to sign a guest log prior to their tour. Guests are encouraged to tour the facility and/or purchase/renew memberships/Program Passes between the hours of 8:00 a.m. and 1:00 p.m., Monday through Friday.

5.7 Service to Individuals with Disabilities

The Hoover Senior Center meets the standards set by the American with Disabilities Act for accessibility by people with disabilities.

5.8 Telephones

Courtesy telephones are located in the Lounge, Gentle Room, Creative Arts Room and Hayes Room for patron use. Calls should be limited to two (2) minutes. The staff may permit patrons to use designated Hoover Senior Center telephones in emergency situations for brief local calls upon request.

5.9 Volunteers

Those wishing to volunteer at the Hoover Senior Center may apply by completing a volunteer application. The Hoover Senior Center may accept student volunteers who need to earn school, honor society, or merit badge credit. However, a parent may be required to accompany the student. Student volunteers should be residents of Hoover. All other volunteers must be patrons of the Senior Center.

Volunteer opportunities vary according to the Hoover Senior Center needs. To be considered for volunteering, applicants may be required to interview. The Hoover Senior Center Operations Supervisor reserves the right to accept or decline any volunteers.

SECTION 6 – TECHNOLOGY

6.1 Computer Use

The Hoover Senior Center provides free and open access to ideas and information through the Internet.

If a staff member determines that a website violates the Hoover Senior Center mission, the patron will be asked to leave the site.

The Hoover Senior Center does not permit the use of real-time, interactive communication such as chat rooms, instant messaging, and Internet services that do not support the Hoover Senior Center's mission.

Among the uses that are considered unacceptable and which constitute a violation of Hoover Senior Center policy are the following:

Uses that violate the law or encourage others to violate the law including:

- a. Transmitting offensive or harassing messages.
- b. Viewing, transmitting, or downloading pornographic materials.
- c. Violating copyright laws, which may subject one to an action for damages and/or an injunction.

Uses that cause harm to others or damage to property, including:

- a. Engaging in defamation.
- b. Uploading virus or any other harmful form of programming or vandalism.
- c. Participating in "hacking" activities or any form of unauthorized access.

Uses that jeopardize the security of the computer network or other networks on the Internet, including:

- a. Impersonating another user.

- b. Using one's own software programs on the Hoover Senior Center's computers unless otherwise designated.
- c. Altering the Hoover Senior Center's computer settings.
- d. Connecting equipment (e.g., laptops, PC's, wireless access points) to the network.
- e. Damaging or modifying computer equipment or software.

6.2 Internet Safety

Patrons should never give out private or confidential information about themselves or others on the Internet.

The Hoover Senior Center will have no liability for direct, indirect, or consequential damages related to the use of information accessed through the Hoover Senior Center's Internet service.

Since software and information downloaded from any source, including the Internet, may contain computer viruses, users are advised to utilize virus-checking software on their personal computers and/or any other electronic devices. The Hoover Senior Center is not responsible for damage to disks, thumb drives, or computers or for any loss of data, damage, or liability that may occur from use of the Hoover Senior Center's computers.

6.3 Failure to Comply

Failure to comply with the Hoover Senior Center guidelines and policies related to computer use may result in the forfeiture of the user's right to access the Hoover Senior Center computers, or ultimately, to the Hoover Senior Center facilities for a specified or indefinite amount of time.

The Hoover Senior Center Computer Lab has classes available for the use of the Hoover Senior Center patrons only.

The Hoover Senior Center Operations Supervisor reserves the right at any time to revise computer guidelines. As always, the safety and protection of our patrons is of paramount importance.

SECTION 7 – MEETING ROOM GUIDELINES AND PROCEDURES

7.1 Policy Statement

In accordance with the Hoover Senior Center Policies and Procedures, the primary purpose of the Hoover Senior Center meeting rooms is to serve the needs of the Hoover Senior Center's sponsored programs and services. Such functions and programs shall always have priority. Therefore, priority for use of the meeting rooms will

be given to (1) Hoover Senior Center meetings and/or programs, (2) City of Hoover meetings and functions, and (3) Hoover New Horizons meetings and/or programs. Each request will be reviewed and evaluated individually based upon the primary purpose of the Hoover Senior Center, as well as the priorities noted above. The Hoover Senior Center Management may examine the groups' past history, goals, and purposes to ensure equitable use of the meeting rooms.

7.2 Guidelines

1. The Hoover Senior Center is not a rentable facility.
2. The Hoover Senior Center meeting rooms are not available to be rented to organizations outside of the Hoover Senior Center.
3. All meetings held in the Hoover Senior Center meeting rooms must be open to any Hoover Senior Center patron that wishes to attend.
4. Groups will not be able to enter rooms early or remain later than the designated time previously set by the group's contact person at the time of application unless authorized by the Hoover Senior Center Class Coordinator or the Hoover Senior Center Operations Supervisor.
5. The Hoover Senior Center reserves the right to withdraw a previously approved meeting room reservation. When this is necessary, as much advance notice as possible will be given to the organization.
6. Signs, decorations, or other objects are not to be taped/attached to any of the facility's walls or doors. Groups using the rooms are responsible for reimbursing the Hoover Senior Center for any damage to the Hoover Senior Center furniture or equipment. If such damage is caused by any group, the Hoover Senior Center reserves the right to forfeit the group's future usage.
7. The Hoover Senior Center does not discriminate on the basis of race, color, national origin, sex, religion, age, or disabled status in the provision of services.
8. Programs may not be disruptive to normal operation of the Hoover Senior Center or its mission. The Hoover Senior Center reserves the right to ask any group, or individuals in the group, to leave its premises if behavior is deemed disruptive or inappropriate according to the Hoover Senior Center's policies and procedures.

SECTION 8 – HORIZONS EXPRESS SERVICE

8.1 Purpose

To provide transportation to doctor appointments, shopping and errands for the citizens of Hoover who are fifty-five (55) years of age and over who are unable to provide transportation on their own.

8.2 Guidelines

- Services are provided through Hoover Parks and Recreation Department for the residents of Hoover. You must be a Hoover resident and a member of the Hoover New Horizons to use this service.
- All the drivers are volunteers with the Hoover Senior Center (through Hoover Parks and Recreation Department) which limits the services the drivers may provide. The drivers are insured and are approved by the City to voluntarily provide this service.
- The drivers are not permitted to enter the rider's residence or to provide physical assistance. This service is transportation only.
- Riders may go to one (1) location per day.
- The following services are provided by the Horizons Express Service. To inquire about services, please see promotional materials or request more information from the front desk at the Hoover Senior Center.
 - Transportation is provided to run errands in the city limits of Hoover only. (e.g., grocery store, beauty parlor, the Galleria, etc.)
 - Transportation is provided to medical appointments in the Birmingham area.
- Transportation is provided only on certain days and available no earlier than 8:00 a.m. We do not take appointments after 12:00 p.m. (noon) so that our drivers return to the Senior Center by 2:00 p.m.
- **FOR APPOINTMENTS:** Call (205) 739-6767 beginning at 8:00 a.m., but no later than 10:00 a.m. The Hoover Express Service may take up to five (5) riders per day. When requesting an appointment, please observe the following guidelines:
 - Call Friday for Monday appointments.
 - Call Monday for appointments on Tuesday, Wednesday, and Thursday.

- When making a reservation for a medical appointment, be prepared to provide your name, address, phone number, appointment time, as well as your doctor's name and phone number or location site phone number. Please indicate if you have any equipment you will be bringing, such as a walker.

NOTE: If you need physical assistance, a caregiver must accompany you.

- When making an appointment for an errand, please be prepared to provide the location of the errand and the desired pick up time. Please indicate if you have any equipment you will be bringing, such as a walker.

NOTE: If you need physical assistance, a caregiver must accompany you.

- All attempts are made to make this service as convenient as possible, but some delays are unavoidable. The driver will do his/her best to get you to your appointment on time. However, you may have a short wait to be picked up.
- This service is not responsible for any cancellation fees for missed doctor's appointments.
- There is a \$2.00 donation for each round trip ride (this excludes caregivers).
- If you must cancel an appointment, please inform both the driver and a staff person as soon as possible.
- Van transportation is available for individuals using wheelchairs. Riders must make a reservation one (1) week in advance, provide their own wheelchair, and be accompanied by a caregiver. This service is subject to both volunteers and the vehicle being available.

The Hoover Senior Center does not take reservations nor provide this service on Holidays. It is necessary to call the **day before** the typical reservation day for a ride. If a holiday falls on a Monday reservations should be made the Friday before. If the holiday falls on a Friday reservations should be made for Monday on the Thursday before. Horizons Express Services is not available the last week in December or the first week in January.

Service may be discontinued at any time at the discretion of the Parks and Recreation Department.

Call (205) 739-6767 if you have questions about this service.