

PROGRAM REGISTRATION

Registration dates for programs will be published in the most recent newsletter. Stow residents will have the first opportunity to register for senior programs and trips, followed by non-residents the next day. Early registration requests cannot be accommodated.

How to Register

- Online - A username and password are necessary for online registration. Please contact the Parks and Recreation office for this information. Online registrants must pay via credit card, and convenience charges will apply.
- In Person (Cash, Check, or Credit Card)
- Over the Phone (Credit Card)

On registration day, priority will be as follows:

1. Online and in-person registrations have equal priority (there is no wait time for online registration).
2. Phone registrations will be prioritized after the above.

Please be aware that convenience charges will apply for all credit card transactions. The front office staff cannot assist with online registration on registration day. If you encounter difficulties registering online, please visit in person or call for assistance.

Resident and Non-Resident Rates

There is a slight price difference between Stow residents and non-residents for programs and trips. The resident rate applies to individuals residing within the City of Stow.

CANCELLATION POLICY

Should the Stow Parks & Recreation Department cancel a program, participants will receive a full refund of their program fees as a credit on their account. If an individual must cancel their registration for any reason, such as illness or personal scheduling conflicts, a refund request must be submitted at **least seven days prior** to the trip or program. Refunds will only be issued if no expenses or ticket purchases have been made. Approved refunds issued by check will incur a \$5 processing fee, while refunds applied as program credit will be for the full amount. **Any cancellations made within seven days** of the activity will not be eligible for refunds or credit. Participants may transfer their registration to another individual, unless the program has a current waitlist. The Parks & Recreation office must be notified and approve of any transfers, and the person receiving the transfer must be a member.

PROGRAM POLICIES

1. All participants are required to check in at the lobby using their key card, each time they come to the center for a program.
2. Registration is mandatory for special events, trips, paid programming, and presentations. Other weekly programs are considered drop-in, requiring check-in but not registration.
3. Programs may have minimum or maximum participation limits. Cancellations may occur for programs with insufficient attendance.
4. Arrival Time: Participants are encouraged to arrive no more than 10 minutes before weekly activities and 30 minutes before special events or trips. Doors to the center WILL BE LOCKED prior to those times.
5. Timeliness: Attendees are urged to arrive on time to fully enjoy the event, including any meals or refreshments provided.
6. Food: Due to the nature of our events, food will be served for a limited time. If participants arrive after the designated serving period, food availability cannot be guaranteed. Daily snacks are not guaranteed.
7. No Refunds: We are unable to provide refunds for missed meals or event portions due to late arrivals.
8. Communication: Please notify us in advance if you expect to be late. While we cannot guarantee accommodations, we will make every effort to assist.
9. The Stow Community and Senior Center serves dual purposes. Occasionally, City events may take precedence over Senior Center activities, requiring temporary relocations and participant flexibility.
10. Access to the staff office and kitchen is restricted to STAFF ONLY.



City OF Stow

Community
& Senior Center

POLICIES & PROCEDURES

Address

5344 Fishcreek Road
Stow, OH 44224

Website

FuninStow.com

MISSION STATEMENT

The Stow Community & Senior Center is committed to creating a vibrant, inclusive, and supportive environment that enables seniors and community members of all ages to thrive. By offering a diverse range of recreational, educational, and wellness programs, we aim to enhance the physical, mental, and social well-being of our participants. Our center aspires to be a welcoming hub that promotes active lifestyles, lifelong learning, and meaningful connections, thereby enriching the lives of all individuals in our community.

HOURS OF OPERATION

The Stow Community and Senior Center operates primarily on Monday through Friday, during program hours. Access to the center is available only during scheduled programming, for those that are registered for the program. Periodic programs may be arranged for evenings and weekends. The center may also close on major holidays and under special circumstances.

INCLEMENT WEATHER

In the event of inclement weather, program activities may be canceled, and the center will be closed. Participants can verify if the class or activity is still taking place by calling the Parks & Recreation Weather Hotline at 330-689-5105. This hotline will be updated by 9:00 AM for morning activities. If no message is present, programs will proceed as planned for that day, with updates provided throughout the day. It is advisable to call just before your scheduled program time. Please note that decisions regarding program cancellations are made independently from school district closures, except for programs held within school facilities.

SENIOR CENTER MEMBERSHIP GUIDELINES

Allows you access to the bi-monthly newsletter subscription, access to drop-in programs, and access to registered programs. All participants in any program must be a member.

Members are required to:

1. Be at least 55 years of age.
2. Pay the annual membership fee of \$5.00 and complete all necessary documentation, including waivers, a code of conduct, and emergency medical information.
3. Check in using their assigned key card. A lost key card will incur a replacement fee of \$5.
4. Adhere to the Code of Conduct, which must be signed annually by each member.
5. Independently communicate their needs and perform routine daily activities.
 - a. At the discretion of the Stow Law Director and the Director of Parks and Recreation, the Senior Center Director retains the right to evaluate potential participants' abilities to safely and appropriately utilize the Senior Center and attend trips. This assessment is to ensure the health and well-being of all participants.
 - b. The Senior Center may require participants to be accompanied by a home health aide, companion, or family member during all activities and trips.

The Senior Center is not a care facility and does not employ medical professionals for personal care or to assist with program participation beyond supporting independent engagement.

CODE OF CONDUCT

The Stow Community & Senior Center, as part of the City of Stow and operated under the Stow Parks and Recreation Department, is committed to fostering a welcoming, safe, and inclusive environment for all participants, visitors, staff, and volunteers. The Code of Conduct outlined is designed to ensure a positive experience for everyone. Adherence to these standards is required for continued use of the facilities and participation in center activities. Each participant must submit a signed code of conduct yearly.

HEALTH & SAFETY

1. Any complaints, suggestions, reports of injury, or concerns regarding threats or harassment should be directed to staff immediately. Members may be asked to complete an incident report.
2. The Stow Community and Senior Center maintains a strict no-smoking policy throughout the premises, including both interiors and exteriors.
3. Alcoholic beverages are not permitted in the building or on the grounds unless explicitly stated for a specific program.
4. Individuals experiencing illness are advised to remain at home.
5. Periodic fire drills will be conducted.
6. Parking for all staff, participants, and visitors operates on a first-come, first-served basis, including designated handicapped spaces.
7. In emergencies, staff will contact 911 and notify the participant's emergency contact.
8. Senior Center staff are unable to assist or function as aides for individuals who require assistance with mobility.
9. Participants engage in programming at their own risk and assume full responsibility for their safety.
10. Activity levels will be specified for each trip, categorized as follows:
 - o Mild (Level 1): Involves leisurely walking, with minimal steps or uneven surfaces and some standing.
 - o Moderate (Level 2): May require moderate walking and extended standing, including steps or uneven surfaces.
 - o Strenuous (Level 3): Involves extended periods of walking and standing, often with numerous steps or uneven terrain.

Participants are encouraged to assess their physical capabilities accurately when registering.