Grossmont Healthcare District's
Health & Wellness Library
An East County community resource

Program Participation Guidelines

The mission of the Grossmont Healthcare District (GHD) is to improve the health and well-being of the East County communities we serve. The Health & Wellness Library supports a range of health and wellness programs aimed at promoting a healthier lifestyle; improving physical, mental, and emotional health; and preventing illness, disease, and injury. Unless otherwise noted, the following guidelines apply to all GHD-sponsored programs offered in person in the Library and elsewhere on the District campus, as well as virtual or remote programs.

The Library's philosophy of open access to information extends to its programming, and we do not discriminate on the basis of race, religion, gender, national origin, age, or any other characteristics protected by local, state, and federal law. GHD sponsorship of a program does not constitute an endorsement of any views expressed by instructors or participants; the District may establish time, place, and manner restrictions to limit the speech but otherwise supports the right of individuals to engage in free speech.

All programs are non-commercial in nature. Although a professional expert may present a program, the information provided is generic in nature. Library programs must have a special educational, informational, or cultural value to the community. No individual or organization shall use a GHD-sponsored program to advertise or recruit members or customers. Programs are not used for commercial, religious, or partisan purposes, or the solicitation of business.

Program Access:

- Programs are provided as a benefit to East County community members who have a **Grossmont Healthcare District's Health & Wellness Library** card, which is available to those who live, work, attend school, or access health care services within District boundaries. Library cardholders have registration priority; others may participate in programs when space is available.
- Monthly Wellness Wednesday programs and certain special events are open to the general public, and there is no Library card requirement; these exceptions will be noted on all promotional material.
- District staff have the right to limit participation in a program based on its purpose and intended audience (e.g., programs intended toward those with specific chronic conditions, or age groups).
- GHD strives to offer an equitable number of programs throughout the year. However, factors such as staffing levels, budget considerations, public health concerns, and other demands upon the staff will influence the number and types of programs offered.

Registration and Waitlist:

- Library cardholders can register for a program in-person, or by calling or emailing the Library. The physical Library card or card number must be presented at the time of registration. If a program is full, the member will be added to the waitlist.
- As a one-time courtesy, cardholders may also register one immediate family member (not friends) who are also eligible for a Library card. Subsequent registrations will require a Library card.
- Community members who do not have a Library card or an East County connection will always be added to the waitlist.
- Cardholders are prioritized on the waitlist, and will be contacted first, if spots become available.
- Library staff collect minimal personal information, such as name, phone number or email address ->

for the purpose of communicating any last-minute program cancellations. Information is not stored and once the program concludes, this information is securely deleted.
- Cardholders may register for the following month's program once the current program has concluded; early registration is not allowed.

Attendance Requirements:
- Program participants are expected to arrive on time to programs, and are encouraged to arrive early.
- Participants must call the Library (619-825-5010) if running late or to cancel before the start of the program; a reason for cancellation or late arrival does not need to be provided. If the Library is not contacted in advance, it will count as a no-show.
- Participants that arrive more than 10 minutes late may lose their reserved spot to another interested participant if the Library is not contacted and informed about their late arrival.
- Chronic tardiness (arriving more than 10 mins. late) and absences will be recorded and may result in:
  - A warning after two consecutive late arrivals or absences without notifying Library
  - A 3-month suspension from program registration after 3 consecutive late arrivals or absences
- Registrants will not be provided reminder messages or calls regarding their registration and/or attendance at a program.

Participant Expectations:
- Program participants must adhere to all posted GHD and Library visitor behavior policies, and refrain from disruptive behavior that interferes with other participants' access and enjoyment.
- Those requiring assistance with mobility or other tasks essential to program participation should notify staff upon registration, so that accommodations may be made in advance.
- In accordance with the Americans with Disabilities Act, service animals are permitted during program participation.
- Unless otherwise indicated, programs are conducted in English. The use of the Library's Translate Live device (which supports hundreds of languages) is available upon request.
- Staff are permitted to take photographs and video of GHD-sponsored programs and events for publicity. Participants not wishing to be photographed may "opt out" by notifying the staff member documenting the program. Names of program participants are never used in GHD or Library publicity without verbal consent.

Changes and Cancellations:
- Changes and cancellations of all programming is made at the discretion of GHD staff.
- We strive to maintain a consistent schedule, but situations such as severe weather, or unexpected facilitator/instructor issues may require us to cancel with little notice. In such cases, we will notify all participants as quickly as possible, via the information provided during registration.
- Check the online Programs & Events Calendar and District social media channels for regular program updates and announcements.

Program Feedback:
- On a quarterly basis, participants may be asked to complete a program evaluation to collect feedback and assess the overall impact of programs, identify areas for improvement, and to ensure they meet the needs of the community.
- Feedback forms for written comments are available at the front desk of the Library.
- The GHD Board of Directors meets regularly, and public comment is welcome and encouraged. Visit www.grossmonthealthcare.org/board/board-calendar for the schedule of Board meetings.