

**Northampton Senior Center Guidebook – Know Your Senior Center**

Attached is a DRAFT copy of the Northampton Senior Center Guidebook

Please review the draft copy and provide your input/feedback below.

1. Does this guidebook include all the topics necessary to know your Senior Center?

**YES NO**

If you answered NO, what other topics should be included? Write your answers below:

Topic: \_\_\_\_\_

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Topic: \_\_\_\_\_

Are there any topics in the guidebook that need clarification? **YES NO**

If you answered YES, please write the page number and any notes or questions that would help clarify the topic.

Page# \_\_\_\_\_

Topic: \_\_\_\_\_

Clarification requested: \_\_\_\_\_

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**See back for more**

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# KNOW YOUR SENIOR CENTER

Northampton Senior Services

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## KNOW YOUR SENIOR CENTER GUIDEBOOK

### Welcome to the Northampton Senior Center!

We are glad you are here and want you to make the most of the Senior Center and all it has to offer. After all, it is your Senior Center! Feel free to ask questions of any staff member and express concerns to the Director or Assistant Director. We are here to help you, we value your input and we welcome your suggestions.

The Northampton Senior Center is managed by the Director of the Department of Senior Services. Funding is provided by the City of Northampton and the Executive Office of Elder Affairs. Additional funding for the Northampton Senior Center comes from federal, state and private grants secured by the department. The Senior Center is a municipal building, owned and maintained by the City of Northampton, and as such must comply with all the laws, rules and regulations of the City.

### MISSION STATEMENT

Northampton Senior Services is dedicated to enhancing the quality of life for the city's elders aged 60 and over, with some programs and activities available to those 55-59 years of age. Every elder is a valued member of the community and has the right to a life of dignity while maintaining a maximum level of independence. To meet this goal, Northampton Senior Services identifies needs and provides a range of programs, activities, and services to address those needs. Northampton Senior Services serves as a community focal point around issues of aging and a liaison to local, state and federal resources for elders and their families.

### Northampton Senior Center Statement of Diversity

The Northampton Senior Center strives to provide a welcoming environment that promotes acceptance, appreciation, and inclusion of people reflecting Northampton's diverse population. Our commitment to embracing diversity helps to enrich the experience of participating and working in the Senior Center, as well as generate respect for all people and their individual differences.

### Council on Aging Advisory Board

The Northampton Council on Aging (NCOA) advises the Director of Senior Services Department on the need for programs and services that will meet the needs of the City of Northampton's residents aged 55 or older. It is an advisory multiple-member body of the City and its members are appointed by the Mayor. NCOA meetings are held on the

2nd Thursday of the month at 3:30 p.m. at the Senior Center. Agendas and Minutes are posted on the city website at [www.northamptonma.gov](http://www.northamptonma.gov).

**Public Input** The public is welcome to attend and submit comments during the Public Session portion at the start of the meeting. The NCOA may also be contacted for suggestions, comments or feedback regarding existing or desired programs, classes or services. The NCOA will discuss submissions from the public at their regular meeting and may also make recommendations to the Director.

**Email:** [councilonagingchair@northamptonma.gov](mailto:councilonagingchair@northamptonma.gov)

**Mail:** NCOA Chair, Senior Center, 67 Conz St, Northampton, MA 01060

**Complaints** are to be submitted to the Senior Center Director or staff directly. Notice: All correspondence is considered a public record under state law. Communications will be responded to in a timely manner by the Chair or Member of the NCOA. Communications may be referred to the SeniorCenter Director.

**Elder Vision** (Note: soon to be re-named The Friends of Northampton's Senior Center, Inc) is a non-profit organization formed in [REDACTED] with a mission to seek funding and other support for the Senior Center. Their Board of Directors and Members are pleased to work together to provide additional resources for the wonderful array of programs and services offered at the Senior Center. One does not have to be a member of the Friends in order to participate at the Senior Center. If you would like information on the benefits of becoming a member of the Friends, please attend their monthly meeting which occurs at the Senior Center on third Thursdays at 3:00 pm.

**Please note:** *This guidebook does not contain a comprehensive listing of all policies and procedures. The administration reserves the right to institute new and revised policies & procedures as well as utilize discretion in the enforcement of all policies and procedures.*

## Northampton Senior Center Phone Numbers

### Phone Directory Menu

Main Number: 413-587-1228

Program Information: 413-587-1228, option 2

Lunch Reservations: 413-587-1228, option 2

Van and Medical Transportation: 413-587-1228, option 3

Social Services Information & Referral: 413-587-1228, option 4

Reception Desk: 413-587-1228, option 5

Secretary and Building Use: 413-587-1228, option 6

Staff Directory: 413-587-1228, option 7

### STAFF

Dept. Secretary : 413-587-1232

Director: 413-587-1231

Assistant Director/Volunteer Coordinator: 413-587-1307

Program Coordinator: 413-587-1313

Social Worker: 413-587-1226

Transportation Coordinator: 413-587-1301

## MEMBERSHIP

**Becoming a Member:** Membership is open to anyone over the age of 55.

**Membership Registration Forms:** It is important to become a member for many reasons. Unless someone (age 55+) is attending on a one time basis as a guest we request that all participants complete our member registration form. This ensures that Senior Center Staff can adequately assist you in the event of an emergency. Forms can be obtained at the front desk. *Your personal information will remain confidential and will only be utilized in case of an emergency or if we need to reach you for any reason.*

**Signing In- and why it's so very important to our ability to serve you!**

**My Senior Center Registration & Sign In**

**Swipe Cards:** The Senior Center utilizes *My Senior Center* software with a Swipe Card system similar to those used at grocery stores and pharmacies. Swipe cards are used by participants to sign-in for programs and events. This system is a tremendous help to the staff, reducing their need to manually count participants from sign-in sheets.

**Participation Data:** This system provides statistics that assist staff with program planning, accountability, as well as applying for various funding. A stronger database

allows Northampton Senior Services to make a stronger case for obtaining the resources needed for the programs and services you want! See the front desk receptionist to register and receive your Swipe Card. **Please use your Swipe Card every time you visit** the Center and **select ALL the activities you plan to participate in** for the day with an easy touch of your finger! The receptionist and other staff will be happy to guide you in learning to swipe.

### Senior Center Tours

Individual and group tours can be provided. Please contact the Senior Center Assistant Director or the reception desk for further information at (413) 587-1228.

### Registration for Classes and Special Events

Registration for classes and special events take place at the reception desk of the Senior Center. Class fees and charges for activities are usually due before, or on the date of registration. Residents aged 60 and older take priority when participant space is limited unless provided as a regional activity. Non-residents and members who are age 55-59 may be required to pay a slightly higher fee for some programs.

**Wellness Grants** for fitness programs are available to patrons who are income-eligible. See the Social Worker at the Senior Center for more information and to apply for a grant.

## POLICIES & PROCEDURES

### Confidentiality Policy

The Northampton Senior Services Department is committed to maintaining the privacy and confidentiality of the personal information provided by participants and clients. All information obtained from participants is for use by Northampton Senior Center staff only. Participants' personal information will not be provided to anyone who is not an employee of the City of Northampton, except in the case of a medical emergency. It is expected that all participants will also respect the privacy of others.

### Refund/Credit Policy

Refunds will be issued for missed classes in the event of a serious medical condition. Credit Memos that can be used for future programs, classes or Bistro Lunch will be issued if a fee-based class or program is canceled due to insufficient registration, inclement weather, instructor absence, or other unexpected absences. See the Assistant Director to request a refund or credit memo.

## Financial Donations

Northampton Senior Center and Elder Vision Inc: DBA: the Friends of Northampton's Senior Center, Inc. may accept financial donations. Donations should be accompanied by a letter indicating the purpose for which they are made (if a specific purpose is intended).

## Other Donations

Please see the receptionist for a list of accepted item donations. For your convenience, we have also compiled a list of local places that will take item donations that are not appropriate for the Senior Center. Please see the Director or Assistant Director so that a determination of need/appropriateness can be made before acceptance of item donations. All persons contributing acceptable items will be asked to complete a donation form listing their name, address, a description of the item(s), and estimated value for tax purposes. A letter will be returned to the donor as a receipt.

All donated items accepted become the property of the Senior Center. Personal use of donated items by staff, NCOA members, volunteers, or Center patrons is not permitted.

## Facility Use/Rentals

The Senior Center facility Building is reserved primarily for the service of seniors who reside in Northampton during regular business hours which are:

8:00 am to 5:00pm Monday/Wednesday/Friday and 8:00 am-7:00 pm on Tuesday/Thursday.

The Fitness Center is open on Saturdays 8:00am to 12:00 noon. The Senior Center Director must approve any use of Senior Center facilities not sponsored by the Senior Center or the City of Northampton. Outside of regular hours, the Senior Center's facilities can be rented, by organizations and individuals, on a space-available basis by submitting a Senior Center Building Use Application. This can be obtained from the Dept. Secretary or on the city website.

## Emergencies and Emergency Arrangements

In case of a medical emergency, have the receptionist or staff call 911. In addition, the Senior Center Director or Assistant Director (or in their absence, another Senior Center employee) should be notified immediately. Most core staff at the Senior Center are trained to perform CPR, administer First Aid, to use the onsite AED defibrillator and the Narcan Emergency Kit. Note: Only original Comfort Care forms/bracelets carried on individuals specifically stating DNR orders will be honored.

## Emergency Contacts:

All participants are requested to complete a registration form which includes important information such as emergency contacts as stated in the membership section of this guidebook.

## Incident Forms:

A written record of all health or injury related incidents will be filed with the Senior Center Director. Incident report forms will be completed by staff and your assistance with form completion may be required if you were hurt or were a witness. The incident form must be completed as soon after the incident as possible. It is our policy that in the event of any medical emergency 911 will always be called.

## Fire Safety

It is the policy of the Senior Center that everyone MUST evacuate the building whenever the fire alarm signal is activated. Every room in the Senior Center has emergency exit routes posted as well as the following information:

If you discover/ or in case of a Fire:

- Pull the nearest Fire alarm pull station and the alarm will sound, or dial 911 (Senior Center Staff will dial 911) to report the fire, giving the building address of 67 Conz Street, then the location and extent of the fire.

Follow the instructions below:

- Evacuate the room, closing the door behind you once all occupants are out.
- Proceed to the nearest emergency exit.
- Calmly exit the building and regroup with staff and other patrons near the trees outside the side of the Salvo House building.
- Report any missing individuals from your group or possible danger to valuable materials/records to the Fire Department.
- Do not re-enter the building under any circumstances, unless directed by the Fire Department, or unless you are given the all clear to do so.

## Parking

The Senior Center has limited dedicated parking and shares some parking with adjacent housing authority buildings. In order to accommodate the many programs and patrons who attend the center, members are encouraged to carpool and take public transport when possible. The parking lot is located behind the Center and is accessible from Fruit Street. Handicapped parking is available in this lot as well. Additional parking may be available in the shared lot behind the Center and adjacent to the Cahill Duplexes. There is also parking along Fruit Street and in the visitor parking spots at the Salvo House Apartments parking lot. Due to the tight space in the circular driveway, we ask that you not park along the curb outside the building. Emergency vehicles, delivery trucks, and our vans must be able to move through the driveway freely. Please take care when exiting parking spaces due to pedestrians and others walking in the parking lot. Any damages and/or collisions to vehicles should be reported to the police and insurance companies of the parties involved. The Senior Center is not responsible for vehicles, and no vehicle should be left in the parking lot after hours. The parking lot is managed by the City's Parking Office which enforces parking rules and manages towing for the city.

**Drop-Off** : We ask that when dropping passengers off to please do so at the curb cut in front of the entrance doors and then park your vehicle.

## Personal Conduct & Behavior

In order for the Center to provide a welcoming environment to all who come here, The Northampton Council on Aging and the Northampton Senior Services Department have developed a Code of Ethics and Conduct. Please familiarize yourself with the policy as not all items are detailed in this guidebook. All members of the Senior Center receive a copy of the Code of Ethics and Conduct when becoming members. However not everyone in the building is necessarily a member, or aware of the Code of Ethics and Conduct. In order to maintain a welcoming atmosphere we may refer to the Code of Ethics and Conduct if we notice or become

aware of the need to do so. Patrons may ask for a copy of the Code of Ethics and Conduct at reception and/or refer to the policy(posted throughout the facility) if they feel uncomfortable about others' actions, language etc. Anyone may ask for staff to assist in these situations as well.

**General Expectations** It is expected that all persons within the building will maintain appropriate behavior; use common courtesy when interacting with others; show respect for the personal property of others and for building facilities, and avoid causing disturbances or disruptions.

**Enforcement:** If any inappropriate behavior is witnessed or reported, the staff will use discretion to take corrective action. Behavior that requires staff attention beyond that which is generally provided will be addressed, e.g., ask the participant to abstain from the inappropriate behavior, or if necessary contact the police, doctor, ambulance or emergency contact person.

Senior Center Staff, members of the Council on Aging, Instructors and Volunteers are responsible for ensuring that all patrons follow the Code of Ethics and Conduct. Measures to do so always start with a clear understanding and documentation of issues as they occur. This requires a private discussion with the patron and anyone who witnesses a violation of the Code of Ethics and Conduct. While the goal is to clearly communicate how behavior needs to be corrected, there may be instances when a patron does not change their behavior and further actions may become necessary. Repeated or serious violations may result in the participant being asked to leave, and possible temporary or permanent suspension from the Senior Center may result.

### Standards of Independence

The Northampton Council on Aging and the Northampton Senior Services Department follows the Standard Guidelines for Participation in Activities as outlined in the Americans with Disabilities Act which states in parts that the Council and Department are not responsible for monitoring the activities of any individual visiting and/or participating in services or programs on or off the grounds of the Senior Center and that public accommodations are not required to offer individually prescribed devices...or personal assistance in things such as eating, toileting or dressing.

Patrons wishing to participate in programs offered at the Senior Center are required to meet the following criteria:

- Able to toilet themselves
- Able to maintain good personal hygiene
- Able to feed themselves/monitor special dietary needs
- Able to transfer themselves
- Responsible for their own medical care, medication.
- Be oriented to their current surroundings
- Capable of independent decision making
- Behave in a non-aggressive or non-disruptive manner
- Participate in a program or activity that is appropriate for them
- Must have desire to participate in a program or activity

Patrons not meeting this criteria either at the time of joining or who experience a change in health are welcome at the Senior Center but must arrange for an aide or attendant to accompany them at all times while participating in activities or programs. This attendant will be responsible for the safety and well being of the patron at all times. Needs that must be managed by an aid or attendant are listed below. If the aide/attendant cannot manage the patron's needs, the patron may not be able to participate.

- Wandering
- Medication usage
- Drug/alcohol abuse
- Regularly occurring seizures
- Ambulation
- Behavioral health
- Abusive/harmful behaviour (bullying, swearing, ability to show respect for other patrons, staff, volunteers, etc.)
- Cognitive impairment
- Personal hygiene
- Feeding and dietary monitoring
- Independent toileting
- Ongoing incontinence
- Contagious disease

### Complaint Process

Complaints should be submitted in writing to the Director and will be reviewed and responded to within 3-5 business days. You will be contacted before this if more information or time is needed in order to look into this matter. Please provide any specific details that will aid in the investigation of your complaint, including any prior actions you have taken to address this issue and the outcome you are hoping for. Please Note: All correspondence is considered a public record under state law. Complaint forms are available at the reception desk and can be handed in or mailed to the attention of the Director of Senior Services.

### Gambling

Gambling is strictly prohibited except when games involving money and chance are organized by user groups and in compliance with the relevant rules and regulations of the state Lottery Commission.

### Personal Items/Lockers/Lost and Found

The Senior Center is not responsible for the loss of any personal and/or valuable items (clothing, purses, etc). Lockers are available to Senior Center participants who wish to store personal items while attending a class or program. Only Senior Center locks may be used on the lockers. Food storage in the lockers is prohibited. The Lost & Found is located at the reception desk. Items held longer than 90 days are subject to removal and are not the responsibility of the Senior Center. Personal items other than those in lockers may not be stored at the Senior Center or on the premises.

## Political Activity/Petitions

Persons running for political office are allowed to visit the Senior Center, however, they will not be allowed to leave any campaign materials on the premises. Campaign contributions are not to be solicited within the Senior Center by anyone including participants, staff or volunteers. Any petition brought on the premises must remain at the reception desk for viewing, and may not be accompanied by verbal solicitation within the Senior Center by anyone, including participants, staff or volunteers. The Senior Center Director or Assistant Director must be notified of any visit by city, state, or federal officials, in advance of the visit whenever possible. Elected Officials may hold "office hours" in the Senior Center in order to meet with constituents on a regular basis, no more than once every other month in the library/lobby area when it is not being used for specific programs. The "office hours" will be listed in the Conz St Chronicle which is the senior center's monthly newsletter, stating the time and name of the official. The Senior Center will not schedule appointments or maintain sign up sheets for the official.

Elected Officials may sponsor and/or present educational programs at the Senior Center. Programs will be scheduled by the Senior Center depending upon availability of space and programming needs. Solicitation regulations will be enforced.

## Senior Center Property & Equipment

The phone at the reception desk may not be used to make or receive personal calls. Senior Center equipment is not to be loaned outside the Center to organizations, businesses, or private citizens. The furniture and equipment owned by the Northampton Senior Center is for the use of the Center only.

## Solicitations

Non-governmental organizations, private businesses, and individuals, including but not limited to elected officials, are not allowed to promote or sell their products and services at the Northampton Senior Center. If the Senior Center permits a representative of a private entity to give a seminar or to supply items for an event, the entity will be recognized for its contribution but will not be allowed to solicit business or support. Speakers may distribute informational handouts on their topic. Their business stamp may be on the handouts. Distribution of business cards is prohibited.

## Endorsements

The Senior Center does not endorse service providers, products or candidates for elected office; however it does function as a focal point to increase accessibility for seniors and caregivers to obtain relevant information. In order to facilitate this access, health care providers, health insurance companies and other service providers, upon the prior approval of the Director, may hold "Information Sessions" in which they make presentations about their products and services. These sessions will be scheduled by the Senior Center Program Coordinator depending upon availability of space and other programming needs.

## Storm Policy/Inclement Weather

WWLP Channel 22 and 40 broadcasts storm closures, cancelations or delays. The Senior Center will remain open even if programs are canceled, unless the Mayor declares a state of emergency, or otherwise orders city offices, including the Senior Center closed. When the

Northampton Public Schools are closed because of storm or road conditions, ALL activities scheduled at the Senior Center are also canceled for the day. If the Northampton Public Schools are delayed in opening, activities at the Center are also delayed. Transportation and meals will also be canceled if programs are cancelled. Call for details if unsure.

### Conflict of Interest Policy

Staff and all Volunteers of the Northampton Senior Center are expected to adhere to the Conflict of Interest Policy set by the city and state. No staff person, board member, instructor or volunteer may participate in any action that would result in their financial benefit, nor may they solicit Senior Center patrons for any private business interests or accept for themselves, or for any member of their household or family, directly or indirectly, any money or gifts from Senior Center patrons valued at \$50 or more.

### Transportation Policy

It is the policy of Northampton Senior Services and the Senior Center that staff cannot provide transportation to Senior Center patrons, and/or advocacy clients. Staff will refer patrons and/or clients to other transportation resources. Those patrons who utilize ADA Transportation to get to the Senior Center may be eligible for a subsidy. Please call (413) \_\_\_\_\_ for further information.

### Guest & Visitor Policy

Due to our requirements by our funders and for the comfort and safety of all, adult visitors (over-aged 18) and guests are welcome at specified times and under the following guidelines:

#### All Guests and Visitors Must:

- Sign in at the front desk
- Wear a visitor pass during their visit.
- Adhere to the code of conduct. (Members are responsible for their guest's behavior and their guest should remain with them)
- Members of the community who are visiting the Center in order to access onsite services are asked to sign-in at reception and to wait for appointments or services in specified areas.

#### Visitors (defined as *Non-Member Adults* over 18 and under the age of 55)

May visit the Center to:

- View the gallery exhibit
- Tour the facility with a family/friend applying for membership
- Attend an appointment with a member of the staff or a partnering agency

#### Guests (defined as those Age 55+ who are Non-Members)

and Caregivers (any adult coming with a senior who doesn't meet the Standards of Independence for participation).

- May come as your guest to the Center to view the art exhibit

- Visit the coffee shop or other amenities(library, computer room, game room)
- Attend a free presentation
- Attend T/TH lunch (please place reservations ahead)
- Join you for the entertainment or movie scheduled after lunch
- \*Caregivers may accompany a senior in use of their fitness membership

We encourage guests 55+ to become members in order to participate in fee based programs. Please plan ahead by picking up an application for your guest in advance of their visit. The reception desk can get very busy and without ample time it may not be possible to register your guest in time for them to attend a fee based activity.

**Guests** for safety and liability reasons,

May NOT attend:

- Fee Based Programs (workshops/classes)
- Attend fitness classes
- Use the fitness center equipment

**Children:** When are children permitted to come to the Senior Center?

The majority of Senior Centers programs are not designed to accommodate children but intergenerational activities and programs are of interest to many of our members, while others prefer to have the center be for adults only. The funding we receive from the State, as well as funding that

Children (under age 18) are welcome to attend events/activities that are advertised as:

- An intergenerational program
- An event advertised as “open to family and friends” or
- An event advertised as “open to the public”.

*Outside of the specific categories mentioned above other instances can be discussed, and exceptions may be made, at the discretion of the Director or Assistant Director. Please call ahead.*

## Supervision of Children

During Intergenerational or Public Events (events open to all ages)-

Children must be supervised and stay with their responsible adult at all times. Tables and chairs are reserved for older adult participants, and they have priority over children.

Children are not allowed to use the Centers computers, TV, exercise, or other equipment. For the safety of everyone, anyone violating this rule will be asked to leave the Senior Center.

## VOLUNTEERS

Volunteers are the life force of the Senior Center. They support the hands, brains and heart of our efforts. We utilize the skills of volunteers for admin tasks behind the scenes, on committees, to support outreach to the community, for help at events and much more. We welcome new

volunteers year round and invite you to get involved in making the Center a welcoming, vibrant place for all!

### Senior Tax Work-Off Program

The Senior Center Director oversees placement of all seniors who meet income qualifications to participate in the program. Participants receive credit towards their property taxes at the rate of minimum wage for completion of hours worked in city departments. Applications are processed in December each year. Veterans may apply through the Veteran's Services Department.

## SERVICES\*

### Advocacy & Outreach

The Northampton Senior Center strives to reach out to assist isolated, frail and disadvantaged elders in order to link them to supportive services, which can help them to remain in their own homes. Our Social Worker works closely with partner organizations to identify elders in need, conduct a needs assessment by phone or home visit, and support collaborative care. Referrals and advocacy are provided to meet needs in areas such as legal issues, Social Security, SNAP, health, housing, medical and fuel assistance. You may access the Social Worker by phone, if you are not able to come to the Senior Center, by calling 413-587-1228 option #4. With this option, patrons can sign-up for appointments with our Social Worker and trained volunteers to learn, and apply for, resources such as SNAP (Supplemental Nutrition Assistance Program), Fuel Assistance and other available resources.

### Resource Directory

The center also has created a resource directory of local services and updates this booklet yearly for distribution at the Health & Safety Fair. We keep copies available year round so please pick one up at reception

### SHINE (Serving Health Information Needs of Elders)

Counselors are available at the Center to assist seniors with health insurance questions and needs, including reviewing present coverage and answering questions about Medicare, Medicaid, Medigap and other private insurances. The volunteer counselors, who are trained and certified by the Massachusetts Executive Office of Elder Affairs, also assist seniors in processing claims. Appointments are required. To schedule, call 413-587-1228 option #4

### Wellness Center

The Wellness Center contains a Resource Library for information about local services for older adults and caregivers. The Wellness Center serves as a waiting room and consultation room for members to receive services for various health, wellness and social service needs from partnering agencies and contractors. Some of these services are offered as walk-in and others are offered by appointment only. Reiki appointments, a podiatry clinic and other clinics are held monthly in the Wellness Center, as well as many of the other services. Please consult the Conz Street Chronicle Newsletter or the reception desk for information and schedules.

## Partnering Agency Services On-site:

Representatives from various organizations hold office hours at the Senior Center. Many of these services are also available to residents of other age groups, disabled residents and low income residents. In partnering with these agencies we are able to provide for specific needs which are beyond the capacity of the Northampton Senior Services Department alone. The resources available include supports such as friendly visiting, help with chores and errands, benefits counseling, PVTA applications and bus passes, emergency funds, income tax preparation, legal assistance and educational programs. We are grateful for these partnerships and that this community has so many agencies involved in serving the community through the Senior Center.

Current agencies that hold hours for services onsite include:

- Community Action
- Northampton Neighbors
- Interfaith Ministries
- PVTA

Throughout the year other programs and services are offered through our collaborations with local educational institutions, as well as other city departments such as the Police and Fire Departments, the Board of Health and Department of Planning and Sustainability.

\*Reasonable accommodations will be made whenever possible for individuals with disabilities.

## Transportation Services (this section is still in progress)

We aim to address the needs of senior residents in accessing the community through various ADA Complaint modes of transportation. We operate three vans, a pool of volunteer drivers and are facilitating peer carpooling groups. In scheduling van rides we always prioritize medical and shopping rides first but also regularly provide rides for errands, social visits, the senior center and for local group cultural and recreational outings.

**Intake:** Anyone over the age of 60+ who wishes to receive rides must first complete and intake. Please contact the Program Coordinator and once you have had an intake you may call to schedule rides on either request line.

**Medical Rides Program** 1:1 rides are provided to 60+ members who have been assessed as needing a companion to accompany them to an appointment, are unable to access our van service or need to go to an appointment outside of our van service area. These rides are provided by volunteer drivers and incur a small fee. Sliding scale fees are available to those who qualify.

For Reservations: please call the dispatch line at 413-588-1228 option # 3 and then #2

## Van Rides

The Northampton Senior Center offers van transportation within Northampton city limits with occasional group trips in the surrounding area.

For Reservations: please call the dispatch line at 413-588-1228 option # 3 and then #1

**Other Transportation Options:** Disabled adults can apply for additional transportation services through application to (PVTA) The Pioneer Valley Transit Authority for the provision of van and cab rides under the Americans with Disabilities Act (ADA). To apply and reserve rides call (413) 732-6248 X237. Buses: The PVTA fixed route buses that drop passengers near the Senior Center are the #R44 at Salvo House and at Fruit St. For further information at PVTA buses call (413) 781-7882

## Onsite Amenities

### Coffee Shop

Open daily from 8:30am-3:30pm, the Coffee Shop provides patrons with fresh baked goods, bagels, homemade soups M/W/F, as well as snacks and beverages.

### Mary's Bistro

Luncheons are served twice weekly on T/Th from 12:00-1:00 in the Bistro. These onsite meals are open to 55-59 year old seniors for \$7 and \$3 for those 60+. We are unable to accommodate other age groups in meals at Mary's Bistro but do have periodic events in the Great Room for meals or events where family and friends are welcome. These will be advertised as such. Meals are also available to-go for non-seniors (under 60) for \$7 and \$3 to seniors who wish to take a meal home. These meals are created by our Chef and inmates from the Culinary Educational Program at Hampshire County Correctional Facility. You may also encounter volunteers or interns from local community colleges at work in the kitchen. In order to reduce food costs and to give our Chef plenty of time to prepare delicious meals for all, patrons are strongly encouraged to make reservations for lunch two days in advance. by calling (413) 587-1288, option# 2. Reservations can also be made online at <http://northamptonma.gov/2063/Marys-Bistro>. Lunches may not be available for patrons who do not reserve one. Transportation to the lunch site is available for \$2 round-trip. Call (413)587-1228, option#3 to reserve a ride.

### Food/Catering for Groups

Our Chef is ServSafe Certified, Allergen Certified and follows all BOH requirements for a commercial kitchen. Our Catering Menu is available at the reception desk. When your group orders, custodial services will also be scheduled for clean up afterwards. Groups wishing to serve refreshments can order catering for generally \$2 per person. Catering is also available for events held at the Senior Center by city departments or rentals outside of our program hours. Please see our catering menu at the reception desk.

Food can be brought in for your individual consumption, however we ask that you consume your food in the Bistro or Coffee Shop as these areas are where food is usually served and are cleaned regularly for this reason. Thank you for adhering to these guidelines as it help us to keep the building clean.

## Gallery

The hallway Gallery is managed by the Program Coordinator and volunteers from our Arts & Culture Committee who select artists to be featured monthly and/or as part of the Downtown Business Association's Arts Night Out Event held on 2nd Fridays. The Senior Center participates in this event at least six times per year and sometimes features multiple artists or performers on these occasions. See the Conz St. Chronicle or check in with one of our friendly receptionists for more information.

## Lending Library

The Senior Center's Lending Library is located in the lobby of the Senior Center. It offers donated books, which are available to be checked out and returned on the honor system. Free calendars and free greeting cards are often available in the library for patrons

## Farmers Market

Through partnership with GrowFood Northampton, a Neighborhood Market is held at the center for 10 weeks during the summer months. This market is open to the public, to participants in the CSA share program and to all Senior Center members. Produce is sold by the pound at close to wholesale prices, samples of foods made with farm produce are available to taste and our chef provides freshly pre-prepared meal items for sale as well.

The Northampton Winter's Market rents our space on Saturdays from mid- November thru Mid May, this is not a Senior Center initiative but is a wonderful resource for fresh produce and other goods by local farms and businesses.

## Fitness Center

We have a full array of fitness machines available to members for a monthly membership fee. Each new member is required to attend an orientation once paperwork is completed. Please pick-up a packet to apply for membership at the reception desk.

## Computer Room

The Computer Lab is available to all patrons.. Computer Classes are made available to patrons; registration and fees may apply. Call 413-587-1228 option # 2 for class schedules. Participants using the computers in the Computer Lab must agree to the Usage Notices posted near the computers, and not use the computers for any illegal or pornographic activities. Changing computer settings or software is strictly prohibited!

(We will include a map of the floor plan of the center as well)

## PROGRAMS

### Classes

The Center offers free and fee based classes regularly that are taught by guest instructors. Offerings include Cooking, Art, Music, Technology, Writing, Photography, Meditation, and more. Check the Conz Street Chronicle or check in with reception for schedules and fees.

### Events

Throughout the year we hold various events that bring people to the Center to share in social and cultural festivities and celebrate with food and entertainment.

- The Senior Center participates at least six times per year on 2nd Friday's in the Downtown Northampton Association's local gallery walk called Arts Night Out.
- Each Month an artist and or Author is featured and receptions and book readings are held.
- We honor our volunteers at our Annual Volunteer Recognition Event, the Holiday Luncheon, the Annual BBQ, and many more.
- All events are advertised at least a month in advance. Some events require an RSVP, and may or may not include a fee per person. Most of these events are open to residents and non-residents, and some are also advertised as open to friends and family.

**Educational Programs and Events** are offered at the Senior Center regularly through partnerships with local businesses, educational programs and other organizations. Each month there are multiple opportunities for discussions, lectures, and seminars by professionals on topics that seniors have expressed interest in. Topics have included:

- Preparing for Retirement: aspects and new opportunities that await older adults
- Elder Law and Financial Seminars regarding wills, trusts, taxes and long term care planning
- Consumer Protection Programs to learn about scams and prevent victimization
- Health & Wellness presentations by physicians, nurses, and other medical specialties on health maintenance, symptom assessment, how to talk to your doctor and more. And every year people come from the surrounding areas for our Health and Safety Fair which features 70+ vendors and educational workshops.

**Employment After Retirement Network (E.A.R.N)** is a job readiness program which conducts Job Fairs, Job Readiness Workshops and Networking Events for 5-+ Job Seekers. These events are posted in the Chronicle and are open to the public.

### Social and Recreational Programs

Programs are primarily designed for and targeted to people aged 55 and older. Residents receive priority when space is limited. The Senior Center offers a variety of programs, clubs, and fitness classes during the course of the year. Please check the Conz Street Chronicle newsletter for classes, beginning dates and times and any applicable fees. Many of these programs are free or low cost.

## Multicultural Programming

The Senior Center recognizes the diversity in the elder population of Northampton and the surrounding communities of the Pioneer Valley. Multicultural programming is created to encourage participation at the Senior Center and the sharing of cultures whenever possible. Interest in starting new groups or events can be brought to our Program Coordinator. Please check the Conz Street Chronicle newsletter for dates and times of meetings and events currently being held at the center.

## Intergenerational Programming

In order to foster understanding and sensitivity between elders and young people, as well as provide programming for grandparents and their grandchildren, the Senior Center encourages intergenerational programming. We strive to provide different programs during the year, which may occur both on and off site in partnership with other organizations.

## Trips & Travel Club

Trips are planned, organized and managed by the Friends of Northampton's Senior Center, Inc. They are designed to cover a broad range of interests. They are open to all on a first come, first serve basis. Registration is required. For trip reservations and information contact the Travel Coordinator of the Friends of the Northampton 's Senior Center at 413-587-1228 opt #5 or come into speak with her, (she's usually here on Mondays) .

### *Trip Reservation Rules:*

- Reservations are on a first come, first serve basis; Waiting lists are used.
- Checks payable to Elder Vision Inc. (Soon to be DBA: Friends of Northampton's Senior Center, Inc). Please write in the memo on of your check line the trip name & your phone number.

**Local Recreational Trips**- throughout the year we schedule small group outings on our van to enjoy the many local cultural, seasonal and educational attractions available in the Pioneer Valley. These outings are often free or low cost, are open to members who are residents first, and then non-residents as room allows.

## Social Support Groups

Various support groups regularly meet at the Senior Center. Their purpose is to provide support, encouragement and strength to their members. These meetings are open to all seniors and the general public unless otherwise noted. Please refer to the Conz Street Chronicle newsletter for meeting dates and times. As the contact person or leader for each group varies over time, current names can be provided by Senior Center staff. New support groups for seniors may be initiated by interested parties in consultation with the Senior Center Program Coordinator.

**Caregiver Support Groups** are facilitated by a licensed Social Worker from Jewish and Family Services. This is the only group facilitated by a clinician. All other groups, unless specified, are peer facilitated and are considered non-clinical support. Our social worker is available to help with referrals for off-site support groups, out-patient therapy services, filing of protective service reports and other elder law concerns.

## Senior Center Communications & Information

It is the goal of the Northampton Senior Services and Senior Center to provide accurate and timely information to those aged 55 and older. Methods used to reach this goal include:

- **The Conz Street Chronicle:** is a monthly newsletter which is mailed for free to all residents age 60+ (those listed on the city street listing) Those under age 60 and non-residents may subscribe for an annual fee of \$36. Anyone can sign up to receive the publication electronically by email. The Chronicle is also distributed in public places such as stores, libraries, city hall, and the Senior Center. Businesses are encouraged to subscribe to provide our publication onsite but we also advertise in many other local publications. The Conz Street Chronicle contains articles of interest to older adults, information about the activities, programs and services available at the Senior Center including the monthly menu for the twice weekly luncheons served in Mary's Bistro. In addition, it provides information on initiatives the Department of Senior Services is engaged in within the city and content related to pressing matters of concern to seniors. A team of members are our contributing writers and choose and create much of the content for each month's edition. Check out the Conz Street Chronicle and other information online on the city website at: <http://www.northamptonma.gov>
- **Hampshire Gazette:** Each month an 8 x11 insert featuring a portion of our programming is included in the Hampshire Gazette.
- **Email Blasts:** through Constant Contact- Every week an email goes out to members with information about the activities, films, food and programs coming up the next week.
- **FaceBook Page:** Northampton Senior Services FaceBook page is updated throughout each week with fun posts about events, classes, and Center news.
- **City Website:** The Senior Center has dedicated pages on the city website that contain information, calendars and schedules as well as useful forms and links to resources to serve older adults and caregivers at <http://www.northamptonma.gov>
- **EARN News and Website:** The Employment After Retirement Network sends out regular emails to inform anyone interested in hearing about EARN Events. To be added to the email list call the center or make this request at the front desk. EARN also has a dedicated website which aims to serve both 50+ job seekers and employers who are hiring older workers. This website serves anyone seeking information about job readiness skills workshops, job fairs and networking events in the region. Employers interested in learning about how to be a age-friendly business can also access information and educational materials to inform best practices for both managing an intergenerational work force, serving their older consumers and being dementia friendly as well. This website is \_\_\_\_\_
- **ROBO CALLS:** Calls to members, groups and clubs are sent periodically through our attendance software and database called My Senior Center. These calls will show up on caller id with area code ( ).
- **Press Releases:** Publicity is sought through press releases sent to local newspapers and other media outlets such as local radio stations and TV stations. The Senior Center Director MUST approve all press releases.
- **FAQ Binder:** This resource is located at the front desk for answers to frequently asked questions which may or may not be addressed in this Guidelines for Members Booklet.

Patrons may submit questions in the suggestion box and responses will be posted in this binder periodically.

- [Channel 22 News](#) : Closings/delays due to inclement weather are posted here.
- [Bulletin Boards](#): Senior Center staff must approve all information posted on the bulletin boards in the lobby of the Senior Center. These bulletin boards are for in-house events only. Bulletin Boards in the foyers are for community postings, are for information only, and do not constitute endorsement by the City, the Department of Senior Services or the Senior Center.