

# *Senior Services*



## Know Your Senior Center **Guidebook**

July 2021

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## Northampton Senior Center, 67 Conz St., Northampton, MA 01060

### HOURS

Monday/Wednesday/Friday	8:00 - 5:00
Tuesday/Thursday	8:00 - 7:00
Saturday Fitness Center	8:00 - 12:00

### PHONE DIRECTORY\*

Main Number	413-587-1228
General Questions:	587-1228, option 2
Van Shuttle and Medical Transportation:	584-7979
Programs/Lunch Reservations:	587-1228, option 4
Social Services Information & Referral:	587-1228, option 5

\*Alternatively: you can also email us at [seniorservices@northamptonma.gov](mailto:seniorservices@northamptonma.gov)

### STAFF

Director	413-587-1231
Assistant Director	413-587-1307
Program Development & Communications Manager	413-587-1313
Social Worker	413-587-1226
Dept. Assistant	413-587-1232

### SOCIAL MEDIA

Search Northampton Senior Services to find further info @:

[www.facebook.com](http://www.facebook.com)

[www.northamptonma.gov](http://www.northamptonma.gov)

### Closures for Holidays

The Center closes for most major Holidays and some Holiday weekends. These closures are posted onsite, printed in the Conz St Chronicle and in Constant Contact reminder emails.

### 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.

## Senior Center Communications

It is the goal of the Northampton Senior Services and Senior Center to provide accurate and timely information. 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. Anyone can sign up to receive the publication electronically by email for free. 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. 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 older adults. A team of members are our contributing writers and choose and create much of the content for each month's edition. Check it out at: <http://www.northamptonma.gov>
- **Hampshire Gazette** Each month content from the Chronicle is featured as a double page spread in the Hampshire Gazette.
- **Email Blasts** are sent out weekly through Constant Contact to members with information about activities, films, food and programs coming up the next week.
- **Facebook Page** Northampton Senior Services FaceBook page is updated 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>
- **ROBO CALLS** to members, groups and clubs are sent periodically through our attendance software and database called My Senior Center.
- **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.

## 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, a department of the City of Northampton. 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, public and private donations and by fundraising efforts. 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.

### The Welcome Desk

The Welcome Desk, run by our Volunteer Ambassadors, is the place to go for most of your questions. Ambassadors at the Welcome Desk can give tours, answer questions about membership, help you locate the room where a program is happening in the building, help you sign up for the Trips & Travel excursions and more.

## MEMBERSHIP

**Becoming a Member** is easy and 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 welcome desk. *Your personal information will remain confidential and will only be utilized in case of an emergency, for contact tracing, or if we need to reach you for any reason.*

### Member Scan Cards

**Signing In with your scan card: why it's so very important to our ability to serve you!** The Senior Center utilizes a software called *My Senior Center* that has a Scan Card system similar to those used at grocery stores and pharmacies. Scan 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 attendance sheets. You will receive a card when you sign up for membership. If you lose your scan card please see the front desk to be assigned a new one.

**Please use your Scan Card every time you visit and select ALL the activities you plan to participate in** for the day with an easy touch of your finger!

[Signing in is now also very important for COVID safety measures as we are required to provide attendance records for contact tracing.](#)

### Participation Data

Data collected from this system provides statistics that assist staff with program planning, accountability, as well as applying for various funding. Accurate data allows Northampton Senior Services to make a stronger case for obtaining the resources needed for the programs and services you want!

### Registration on My Senior Center Kiosks & My Active Center

Onsite Registration for programs is done at reception. You can also register and make payments online at MyActiveCenter.com We encourage you to use My Active Center as it is convenient, saves you time when you come in and helps to eliminate lines. You can use your membership scan card to sign in and you will receive email reminders for classes that you have registered for.

### Guests and Visitors

Please see info on this in the policy and procedures section.

### Senior Center Tours

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

### Registration, Fees for Classes & 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. Non-residents and members who are age 55-59 may be required to pay a slightly higher fee for some programs. We take cash, credit and checks as well as allow for depositing money into a “wallet” in our software system which you use to pay for programs if you don’t want to use a credit card.

### Wellness Grants

Individuals who are income-eligible may apply for health and wellness grants. For more information on eligibility and how to apply, see the Social Worker at the Senior Center.

## ONSITE AMENITIES

### Coffee Shop

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

### Mary's Bistro

**Onsite 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 individuals for a higher fee and a reduced fee 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.

**To-Go Meals** are also available for non-seniors (under 60) and to older adults 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.

**Reservations** are required for lunch. Please call at least two days in advance (413) 587-1288, option # 2. Reservations can also be made online at <http://northamptonma.gov/2063/Marys-Bistro>. Reservations help us to reduce food costs and give our Chef plenty of time to prepare delicious meals for all. *Lunches may not be available for patrons who do not reserve one.* Transportation to the lunch site is available by calling 584-7979 (an intake is required prior and advanced notice of 48hrs is usually needed to schedule this ride).

### Food/Drink Onsite- (see policy section for more details)

### Catering for Groups

Due to board of health regulations around shared food in public spaces, groups are not permitted to bring in outside food to share. We are happy to provide food for your group from our Catering Menu which is available at the reception desk. Groups wishing to serve refreshments can order catering for generally \$3 per person. Our full time Chef is ServSafe Certified, Allergen Certified and follows all Board of Health requirements for a commercial kitchen. When your group orders, custodial services will also be scheduled for clean up afterwards. Catering is also available for events held at the Senior Center by city departments or rentals outside of our program hours.

### Gallery

Our 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 Street Chronicle for more information posted about these events.

## Lending Library

The Senior Center's lending library offers a collection of books which available to be checked out and returned on the honor system. Free calendars and free greeting cards are also often available in the library for patrons. Desk top computers are available here for use when there are no other programs scheduled in the room.

## 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-made meal items for sale as well.

The Northampton Winter 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 and Technology Resources

The center has wifi available for your use when onsite, provides several desktop computers for use in the library and also offers devices (iPads/Chrome Books) for use both onsite and offsite. Desk top computers are available when the library room is not in use for other programs. We offer various classes for learning to use technology as well as individual tutoring sessions. Participants using the center's devices must agree to not use them for any illegal or pornographic activities. Making changes to settings or software is strictly prohibited! See the Chronicle for announcements about upcoming classes and you can schedule a 1:1 Tech tutoring session at reception. Need internet at home? Ask us about discounts and subsidized programs available to older adults.

# PROGRAMS

## Peer Run Groups

Each group that meets at the center is required to have a participant act as a Liaison with the Program Development and Communications Manager to aid in communication around room scheduling, group needs, conduct etc.



## 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. Please see the Conz Street Chronicle or check in with reception for information about 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 the 2nd Friday in the Downtown Northampton Association's local gallery walk called Arts Night Out.
- Each month we feature an artist and/or author and hold receptions and book readings.
- We hold annual events such as an honorary Volunteer Recognition Event, the Holiday Luncheon, the Annual BBQ, St Patrick's Day Luncheon 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 Speakers and Workshops

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 older adults 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)

A job readiness program which conducts Job Fairs, Job Readiness Workshops and Networking Events for 50+ 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 older 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 Development and Communications Manager. 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 older adults 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. These trips are designed to cover a broad range of interests. They are open to all on a first come, first served basis. Registration is required. For trip reservations and information contact the Travel Coordinator of the Friends of the Northampton Senior Center at 413-587-1228 opt #4.

#### *Trip Reservation Rules:*

- Reservations are on a first come, first served basis; Waiting lists are used.
- Checks payable to Friends of Northampton's Senior Center, Inc. In the memo line on your check please indicate the trip name & your phone number.

### Local Recreational Trips

Throughout the year we schedule small group outings 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 older adults 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 older adults may be initiated by interested parties in

consultation with the Senior Center Program Development and Communications Manager.

### Caregiver Support Groups

Groups are facilitated by a licensed Social Worker. This is the only clinician facilitated group held at the Senior Center. 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.

## SERVICES

### Advocacy & Outreach

The Northampton Senior Center strives to reach out to assist isolated, frail and disadvantaged older adults 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 #5. With this option, patrons can sign-up for appointments with our Social Worker and trained volunteers to learn about and apply for 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 older adults 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 offered 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

\*(see Chronicle for dates/times)

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.

Note: Reasonable accommodations will be made whenever possible for individuals with disabilities.

### Transportation Services

We aim to address the needs of older adult residents in accessing the community by providing various modes of transportation. We provide an ADA Complaint Van Shuttle Service five days a week in partnership with PVTA. We also offer a Taxi Ride Program for medical appointments. Both of these services are only available within Northampton City limits for residents over the age of 60. In scheduling van rides we always prioritize medical and shopping rides first but also regularly provide rides for errands, social visits and to and from the senior center. Riders who require assistance from a companion are welcome to bring one with them at no charge. Sliding scale fees are available to those who qualify.

### Intakes

Anyone over the age of 60+ who wishes to receive rides must first complete an intake. Once you have had an intake you may call to schedule rides. For Intakes/Reservations: please call us at 584-7979.

## Other Transportation Options

Disabled adults can apply for additional transportation services through application to The Pioneer Valley Transit Authority (PVTA) for the provision of van and cab rides under the Americans with Disabilities Act (ADA). To apply and reserve rides call (413) 732-6248 ext. 237. 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

## VOLUNTEERISM

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! If interested in volunteering, please submit an application to our Assistant Director/Volunteer Coordinator.

### Senior Tax Work-Off Program

The Senior Center Director oversees placement of all older adults 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.

## ORGANIZATIONAL INFORMATION

### Mission Statement

Northampton Senior Services is dedicated to enhancing the quality of life for the city's older adults aged 60 and over, with some programs and activities available to those 55-59 years of age. Every older adult 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 older adults 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.

## The Northampton Council on Aging

(NCOA) is an advisory board to 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.

Contact the NCOA by email: [councilonagingchair@northamptonma.gov](mailto:councilonagingchair@northamptonma.gov) or by 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.

## Black Lives Matter Statement

The Northampton Council on Aging is opposed to all forms of racism, discrimination, and bias. The Black Lives Matter movement has brought to the forefront the many ways in which Black people are treated unfairly in society and the ways in which institutions, laws, and policies help to perpetuate that unfairness. We recognize that such social injustices affect people across their lifespan. This is reflected in one of BLM's guiding principles which encourages us to cultivate an intergenerational and communal network free from ageism with a belief that all people, regardless of age, show up with a capacity to lead and learn.

In accordance with this stand, we advocate for programs and services at the Northampton Senior Center that support personal dignity, learning, and encouragement of communication between people we serve, so that we all broaden our understanding of the evidence of systemic racism that continues to persist in our country and community.

To this end, we will:

1. Advocate for the provision of educational opportunities for our members and staff to gain awareness of and challenge personal biases while building empathy
2. Make efforts to reflect the racial diversity of Northampton and the area community when seeking volunteers, contractors, and staff

3. Continue focused outreach to older residents in our community to grow a membership that reflects the diversity of the city
4. Foster an environment at the Senior Center that respects diversity and inclusion and challenges discriminatory language and behavior
5. Periodically evaluate and update the progress in all of these efforts as part of our larger charge of ensuring that all Northampton older adults are treated with equal dignity and respect

### The Friends of Northampton Senior Center

A 501(c) 3 non-profit organization formed in 1990, its mission is to receive gifts and donations and to solicit or raise monies in order to support and promote the best interests of the Northampton Council on Aging, the Northampton Senior Services Department and the Northampton Senior Center so that their services, activities, and facilities may benefit the older residents of the City aged sixty (60) and over to the greatest extent possible. For more information, please attend a Friends of Northampton Senior Center monthly meeting which occurs at the Senior Center on the third Thursday each month at 3:00 pm.

## POLICIES & PROCEDURES

**Please note:** *This guidebook does not contain a comprehensive listing of all policies and procedures. The Senior Center reserves the right to institute new and revised policies & procedures as well as utilize discretion in the enforcement of all policies and 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 ONLY be issued for missed classes in the event of a serious medical condition. Credits will be issued when 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 to have your credit be placed into your wallet in My Senior Center for later use.

### Cell Phone Use Policy

For the comfort of all we ask that all visitors and patrons

- Please refrain from talking on your phone in the building.

- Please set your phone to vibrate so that your phone will not disturb others when left in a locker, in the movie or during other activities.
- Please take your phone calls into one of the foyers, as sound not only carries but is amplified by the high ceilings in the lobby.

Use of your phone for texting, emails and other uses, which do not disturb others, is perfectly fine.

### Financial Donations

Northampton Senior Center and the Friends of Northampton Senior Center, Inc. gladly 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.

### Durable Medical Equipment

For information about TRIAD's Medical Equipment Lending Program, contact Deputy Dave Fenton, Hampshire Sheriff's Office at 413-584-5911.

### Facility Use/Rentals

The Senior Center facility Building is reserved primarily for the service of older adults 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. In addition to these hours 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 from the city website.

### Emergencies and Emergency Arrangements

It is our policy that in the event of any medical emergency 911 will always be called by the receptionist or staff. 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.

### Mandated Reporting

By law all staff, COA members and volunteers are mandated reporters and must report suspected abuse or neglect to the Protective Services division of Elder Services. If you are being abused or suspect a peer is being abused or victimized you may report this locally to **Highland Valley Elder Services Protective Services Program at 586-2000**. HVES offers 24 hr. intervention and protective interventions for those 60 and over who are being abused, neglected, self-neglected or financially exploited. You may also call the **Elder Abuse Hotline at 1-800-922-2275**. Please note: Protective Services is not a replacement for 911.

### Fire Safety

It is the policy of the Senior Center that everyone **MUST** evacuate the building whenever the fire alarm signal is activated. 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 St., 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 off passengers, 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.

### 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 either temporary or permanent suspension from the Senior Center may result.

### Guest & Visitor Policy

Due to requirements by our funders and for the comfort and safety of all, adult visitors (over age 18) and guests (over age 55) are welcome at specified times and under the following guidelines:

#### We ask all guests and visitors to:

- 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 will be directed to the appropriate waiting area.

**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)

**& Caregivers** (any adult coming with a Senior Center member 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. Although intergenerational activities and programs are of interest to many of our members, other members prefer to have the center be for adults only. The funding we receive from the State, as well as funding that was secured to build the facility, dictates that we use the building to serve older adults. 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”.

## 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 who have priority over children. Children are not allowed to use the Center’s computers, TV, exercise, or other equipment. For the safety of everyone, anyone violating this rule will be asked to leave the Senior Center.

## Standards of Independence

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 Department is 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 responsible for their own medical care and medication, have the ability to orient to their current surroundings, participate in programs or activities that are appropriate for them and have the desire to participate.

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. If the aide/attendant cannot manage the patron’s needs, the patron may not be able to participate.

## Food and Beverages Onsite

Food and beverages are available for purchase in the coffee shop and we ask that you consume these items in the coffee shop. Water bottles are permissible in any room in the building. Occasionally we provide events with food and drink and ask that you not

remove these items from the room where they are being served. Please report any spills immediately to prevent slips and falls.

### Groups and Outside Food

As a city department that serves the public, we must follow the guidelines created by the Board of Health to prevent public exposure to food borne illness. In order to protect the population we serve we can only allow food from our own kitchen to be provided to our patrons\*. *\*Please note that occasionally food served here is sponsored by businesses who run commercial kitchens. These businesses must acquire a permit to serve food to the public in our space. We are happy to provide food for your group from our Catering Menu which is available at the reception desk.*

### Personal Food

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 helps us to keep the building clean and free from ants.

### 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, no campaign materials can be left 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.

### 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.

### Service Dogs

ADA approved service animals are permitted in the building with their owner. Owners must be responsible for their animals, keeping it close and in control at all times. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

### 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.

### 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 if more information or time is needed in order to look into the matter. Please provide any specific details that will aid in the investigation of your complaint, including any prior actions you have taken to address the issue and the desired outcome. Please Note: All correspondence is considered a public record under state law. Complaint forms with envelopes are available at the reception desk and can be handed in or mailed to the attention of the Director of Senior Services.

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