



**WORCESTER**  
**SeniorCenter**  
*Taking You in New Directions*



# **Know Your Senior Center Guidebook**

**The Worcester Senior Center  
128 Providence Street  
Worcester, MA 01604**

**508-799-1232**

**[www.worcesterma.gov/ocm/elder-affairs](http://www.worcesterma.gov/ocm/elder-affairs)**

## ***Welcome to the Worcester Senior Center!!!!***

*We are glad you are here, and want you to make the most of the Center and all of its offerings. After all, it is your Center. Feel free to ask questions of any staff member and express concerns to the Director or the Senior Center Operations Director. We are here to help you, and value your input and suggestions.*

### **The Mission Statement of the Division of Elder Affairs**

The Division of Elder Affairs enhances the well being of the senior population by optimizing services on behalf of mature adults and their families. This includes the Worcester Senior Center Campus, where participation in community life is encouraged by providing advocacy, programs, services and activities that promote health, wellness, fitness, education and independence.

### **The Worcester Senior Center**

is managed by and funded through the Executive Office of the City Manager, Elder Affairs Division. Additional funding for the Worcester Senior Center comes from federal, state and private sources. The Senior Center is a municipal building of the City of Worcester, and as such must comply with all the laws, rules and regulations of the City.

### **Worcester Senior Center Statement of Diversity**

The Worcester Senior Center strives to provide a welcoming environment which promotes acceptance, appreciation and inclusion of people reflecting Worcester'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 Friends of Worcester's Senior Center, Inc.**

is a non-profit organization formed in 1995 with a mission to seek funding and other support for the Worcester Senior Center. Their Board of Directors and Friends Members are pleased to work together to provide additional resources for the wonderful array of programs and services offered at the Worcester 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 stop by or call their office at (508) 799-1200.

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**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 utilizing discretion in enforcement of all policies and procedures.*

## Activities & Services

### ***Advocacy & Outreach***

The Division of Elder Affairs reaches out to assist isolated, frail and needy elders in Worcester to link them to supportive services, which can help them to remain in their own homes. The Senior Services Program is funded by a grant from the Massachusetts Executive Office of Elder Affairs and by the City of Worcester. Its staff includes the Manager of Education and Senior Services, the Coordinator of Multicultural and Senior Services, as well as the Senior Services Program Assistant.

The staff can also provide advocacy in areas such as legal issues, Social Security, SNAP, health, housing, medical and fuel assistance. You may access this service by phone if you are not able to come to the Worcester Senior Center. Call (508) 799-1232.

SHINE (Serving Health Information Needs of Everyone) Counselors are available at the Center to assist Medicare eligible consumers 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 508-799-1232 or 508-799-8030.

Other Services: Representatives from various organizations hold office hours at the Worcester Senior Center to help with specific issues such as SNAP (Supplemental Nutrition Assistance Program), income tax preparation and legal assistance. Please consult the Senior Scoop Newsletter for schedules.

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*The City of Worcester does not discriminate on the basis of disability. The Division of Elder Affairs and the Worcester Senior Center will provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies and procedures to persons with disabilities upon advance request to the Senior Center Operations Director at 508-799-1231.*

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### ***Bobby M's Diner***

A collaboration with the Division of Elder Affairs, Bobby M's Diner is operated by the Quinsigamond Community College's Hospitality and Recreation Management Program. Open during the mornings and early afternoons, the Diner provides participants with selections for purchasing breakfast, lunch or light fare. In addition, catering for special events or meetings at the Worcester Senior Center Campus is available. Please contact the Senior Center Coordinator for more information.

### ***Co-Locating Agencies***

Within the Center are co-locating agencies which offer services to seniors and their families, or assist in providing intergenerational programming. For a full listing of these agencies please check with the reception desk.

### ***Computer Lab***

Located on the second floor, the Computer Lab is available to all participants. Computer Classes require registration and any fees that may be applicable. Call 508-799-8071 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!**

### ***Educational Programs***

Discussions, lectures, and seminars by professionals on topics that seniors have expressed interest in, are held at the Senior Center. Topics have included: Preparing for Retirement addressing the many aspects of the new opportunities that await mature 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. Participants are encouraged to consider a variety of resources when making decisions about their health and welfare.

### ***Health & Wellness Clinic***

The Worcester Senior Center has a Health and Wellness Clinic on the second floor. Clinic screening programs such as blood pressure, vision, and hearing are held regularly. Other programs are offered by appointment only, such as massage therapy, dental services and podiatry.

### ***Fitness, Social and Recreational Programs***

***Programs are primarily designed for and targeted to people age 60 and older. Worcester residents receive priority when space is limited.*** The Worcester Senior Center offers a variety of programs during the course of the year. Please check the Senior Scoop newsletter for classes, beginning dates and times and any applicable fees. Some program examples include: Osteoporosis Prevention, Walking Club, Tai Chi, Over 50 Exercise, Yoga, Ballroom Dancing, Senior Aerobics, Quilting, Crochet for Fun, Quilling, Beading, Flower Arranging, Cribbage, Bridge, Bocce, Craft Club, Book Club, Mandarin Language Classes and the ever popular "Friday Flick," just to name a few.

### ***Nutrition Program***

**Elder Services of Worcester Area, Inc.** operates a lunch site at the Worcester Senior Center, Monday through Friday (excluding state and federal holidays). This program is for persons aged 60 and over (and their spouses regardless of age). Suggested donation is \$2.50 per meal. Guests and staff under age 60 will be charged a fee. The menu is available in the Senior Scoop newsletter. Reservations must be made by 10:30 a.m. two days before by calling (508) 799-8070 or by visiting the lunch registration desk.

### ***Multicultural Programming***

The Worcester Senior Center recognizes the rich diversity in the elder population of Worcester. Multicultural programming has been created to encourage participation at the Senior Center and the sharing of cultures. African American, Albanian, Bhutanese, Chinese, Latino and Vietnamese Elder Groups meet regularly. Other ethnic programs also enrich the Senior Center experience. Interpreters are available by pre-arrangement. Please check the Senior Scoop newsletter for dates and times of meetings and events.

## *Intergenerational Programming*

In order to foster understanding and sensitivity between elders and young people, the Worcester Senior Center encourages intergenerational programming. Many different programs occur during the year, and include participation from local school children at the center.

## *Recreational Trips*



Trips are planned, organized and managed by the Friends of Worcester's Senior Center, Inc. They are designed to cover a broad range of interests and be affordable. They are open to all on a first come, first serve basis.

**Registration is required.** For trip reservations and information stop in or contact the Travel Office of the Friends of the Worcester's Senior Center at (508) 792-2948.

Reservation checks are payable to the Friends of Worcester's Senior Center, Inc. (Write trip name & your phone number on your check.) The price of all day trips, excluding to Casinos, includes a gratuity for the driver. All ticketed events are non-refundable. Cancellations must be called into the office 4 business days prior to the trip to ensure a refund. All casino trips can only be paid one month ahead. All non-casino trips have seats that are assigned as payment is made. If you require accommodations, please call the travel office at least 30 days prior to the scheduled day of the trip.

## *Support Groups*

Various support groups regularly meet at the Worcester 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 Senior Scoop 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.

### ***Senior Center Tours***

Individual and group tours can be provided. Please contact the Senior Center Operations Director or the reception desk for further information at (508) 799-1232.

### ***Transportation Services***

Two Worcester Regional Transit Authority (WRTA) bus routes serve the Worcester Senior Center. Route #1 travels on Providence St. and stops in front of the Senior Center, and Rout #11 operates on the Vernon St. side of the Senior Center. You will have to walk up Spurr St. to get to the Center. With a WRTA disability or senior I.D., the cost is \$.75 with other options available for frequent riders. Without the WRTA I.D., the cost is \$1.50. The WRTA also provides van and cab rides under the Americans with Disabilities Act (ADA). To apply and reserve rides call 508-752-9283. The Worcester Senior Center may assist you with the application and help pay for your cost to use ADA transportation to and from the Senior Center. Call Senior Services staff at 508-799-1232 for information. Information is also available at the Union Station HUB's Customer Service window or call the WRTA customer service at 508-453-3462. If you need assistance with learning the bus routes in the Worcester area, the WRTA has a free travel-training program to assist you. Call 508-453-3460 to make an appointment.

### ***Senior Center Communications & Information***

It is the goal of the Worcester Senior Center and the Division of Elder Affairs to provide accurate and timely information to those aged 60 and older. Methods used to reach this goal include:

***The Senior Scoop:*** Our monthly newsletter is mailed to all those who are registered members of "The Friends of Worcester's Senior Center, Inc." The Scoop is also distributed in public places such as grocery stores, the Worcester Public Library, housing complexes, City Hall and the Worcester Senior Center. The Senior Scoop publicizes activities, programs, and services at the Worcester Senior Center including the monthly menu for the Nutrition Program. In addition, it also provides information on pressing matters of concern to seniors. Check out the Scoop and other information online:

<http://www.worcesterma.gov/ocm/elder-affairs>

***Press Releases & Media:*** Publicity is sought through press releases sent to local newspapers and other media outlets such as the Worcester Telegram & Gazette, Worcester Magazine, local radio stations, TV, and social media including the City's Facebook page. The Worcester Senior Center Operations Director must approve all press releases. From time to time, Senior Center staff and/or participants are interviewed and/or photographed for features in various media. Seniors are asked to acknowledge their consent via the Senior Center registration form. The Director or Operations Director must be notified of the presence of media reporters or photographers.

***Senior Speak, Worcester's Mature Voice Radio/TV Show:***

This weekly show is a collaborative effort of WCUW radio 91.3, WCCA-TV 13, and the Worcester Senior Center. It is produced, hosted and directed by senior volunteers. The program highlights areas of interest to seniors and their families. New volunteers and ideas are always welcome. Check the Senior Scoop newsletter for the radio/TV schedules.

***The Senior Center Lending Library:*** Our library is located in the lobby on the first floor of the Worcester Senior Center. It offers donated books, which are taken and returned on the honor system. Within the Library is the ***Third Age Resource Center*** to help people address changes in their lives as they grow older. Please refrain from eating and drinking in the library area so we can maintain its cleanliness. Donations of new books are welcome! The City of Worcester's Mobile Library, "LIBBY," also visits regularly.

## ***Participant Registration***

***Registration Forms:*** We request that all participants complete our registration form to help the Senior Center Staff 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.

**Participation Data:** The Senior Center utilizes 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, lessening their need to manually count participants signatures from sign-in sheets. This system provides statistics that assist staff with program planning, accountability, as well as applying for various funding.

A stronger database allows the Division of Elder Affairs 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.

## ***POLICIES & PROCEDURES***

### ***Bulletin Boards***

The Senior Center Program Coordinator must approve all information posted on the bulletin boards in the lobby and hallways of the Worcester Senior Center. Postings are for information only, and do not constitute the endorsement by the Worcester Senior Center, or the Division of Elder Affairs.

### ***Confidentiality***

Confidentiality shall be maintained by staff and providers in compliance with all relevant laws and regulations, including HIPPA. It is expected that all participants will also respect the privacy of others.

## ***Donations***

*Friends of Worcester's Senior Center, Inc.* may accept financial donations. Donations should be accompanied with a letter indicating the purpose for which they are made (if a specific purpose is intended). All persons contributing non-financial items will be asked to complete a donation form listing their name, address, description of the item(s), and estimated value for tax purposes. A letter will be returned to the donor as a receipt.

**The Senior Center Operations Director must be contacted prior to the delivery of any unsolicited donations of property or equipment, so a determination of need and appropriateness can be made before acceptance.**

All donated items accepted by the Worcester City Council become the property of the Worcester Senior Center. Personal use of donated items by staff, commission members, volunteers, or center participants is not allowed.

## ***Emergencies and Emergency Arrangements***

In case of a medical emergency, ask the receptionist or staff to call 911. In addition, the Senior Center Operations Director (or in her absence, another Elder Affairs/Senior Center employee) should be notified immediately.

The Senior Center has an AED defibrillator for coronary emergencies. **Only original Comfort Care forms/bracelets carried on individuals specifically stating DNR orders will be honored.**

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

A written record of all health or injury related incidents shall be filed with the Director. Incident report forms and assistance with form completion may be obtained from Senior Center staff, and 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.**

## ***Facility Use/Rental***

Regular business hours are from 9:00 a.m. to 4:00 p.m., Monday through Friday, except Thursday when we stay open to the public until 4:30 p.m. The Worcester Senior Center's facilities can be rented by organizations and individuals on a space available basis. Worcester Senior Center services, programs and activities will have priority based on the monthly schedule and space availability. The Senior Center Operations Director must approve any use of Senior Center facilities not sponsored by the Senior Center or the City of Worcester. Limited after-hours use of Senior Center facilities will be considered depending upon availability and requires approval of the Operations Director. Submittal of a *Worcester Senior Center Community Use of Space* form, obtained from the Senior Center Program Coordinator is required for the following:

- a. Regularly scheduled ongoing meetings (weekly, monthly).
- b. Any modification of a scheduled meeting.
- c. Any one-time use.

This form must be completed & signed by all parties prior to event.

**The Worcester Senior Center reserves the right to deny any request for space usage due to scheduling conflicts, unavailability of building services staff, or for safety reasons.**

Equipment in public areas (such as room dividers, multi-media system, sound system, microphone, TV/VCR unit, screen, overhead projector), may be used only by those who have been given approval after submitting their request on the *Worcester Senior Center Community Use of Space Form*. Rental fees may apply for such equipment. At times, due to limited space and resources, compromises between competing program activities may be required. This may include space sharing or equipment sharing. We appreciate cooperation when such situations arise. Organizations which use the Senior Center will be responsible for supervising its participants and cleaning up after themselves. Trash receptacles at the Center, including the dumpster, are for waste from the Center only. Please immediately report any spillage, damage, or potential hazard to the Building Services personnel or the reception desk. It is expected that persons will clean up after themselves in general public areas and the bathrooms.

## ***Fire Safety***

It is the policy of the Worcester Senior Center that everyone **MUST** evacuate the building whenever the fire alarm signal is activated. Every room in the Worcester 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 using the City Centrex Phone system will have to dial 9911) to report the fire, giving the building address of 128 Providence Street, then the location and extent of the fire.

### ***Follow the instructions below:***

- Evacuate your office or classroom, closing the door behind you once all occupants are out.
- Proceed to the nearest emergency exit. **DO NOT USE THE ELEVATORS.**
- Handicapped individuals who are unable to utilize the stairs should remain IN the stairwell until Fire Department personnel evacuate them.
- Calmly exit the building and re-group with your office occupants or class in a pre-designated location outside the building.
- Report any missing individuals from your office or possible danger to valuable materials/records to the Fire Department.
- Do not re-enter the building under any circumstances, unless cleared by the Fire Department.

## ***Parking***

The Worcester Senior Center parking lot is located behind the Center and is accessible from Spurr Street. Handicapped parking is available in this lot as well as along the front entrance driveway off of Providence Street. Additional parking may be available along Spurr Street. If a participant's car will need to be left in the parking lot after hours, the Senior Center Operations Director must be notified first. The Worcester Senior Center is not responsible for vehicles in the lot.

## *Personal Conduct/Standards of Independence & Behavior*

### *Participants at the Senior Center:*

1. Should provide the staff with the name and telephone number of a person to contact in case of emergency (registration forms are available at the reception desk). If a participant experiences a medical problem while on the premises, it is expected (but not mandatory) that the participant will follow the recommendation of the senior center staff to seek appropriate medical attention.
2. Must maintain appropriate behavior; use common courtesy interacting with others; show respect for the personal property of others and for building facilities; and avoid causing disturbances or disruptions. Participant behavior that requires staff attention beyond that which is generally provided will be addressed, and action may be taken by staff.
3. Must be responsible for personal care, e.g., hygiene, toileting, continence, cleanliness, and feeding. The center is not responsible for providing assistance to participants with personal care. Appropriate dress is always required in the building.
4. Must be oriented to access Senior Center activities independently. Participants must be able to independently plan and make decisions around service requests, including but not limited to transportation, lunches and financial transactions.
5. Must be responsible for own health care, i.e. medications, special diets, medical appointments and emergency provisions. The Senior Center and the Health and Wellness Clinic are not responsible for providing assistance to participants with medications and other personal health and medical care.

*Professional or family caregivers must assume responsibility for the entire time a senior requiring their assistance visits the Senior Center. If any inappropriate behavior is witnessed or reported, the staff will use discretion to take corrective action, e.g., ask the participant to abstain from the inappropriate behavior, or if necessary contact the police, doctor, ambulance or emergency contact person.*

***Strict Prohibitions at the Worcester Senior Center:***

1. Soliciting, panhandling and loitering are prohibited.
2. Violent behavior, threats of violence, disturbances or disruptions will not be tolerated. Inappropriate behavior such as harassment and verbal or physical abuse directed toward participants, staff, volunteers, or co-locators is not permitted, will not be tolerated, and appropriate action will be taken.
3. Alcohol and illegal substances are not allowed in or about the Senior Center. Inebriated behavior will not be tolerated. Staff will take appropriate action if a participant is intoxicated.
4. No gambling is allowed, 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.
5. The Senior Center is a smoke-free building. In accordance with the City Ordinance, smoking **outside** is permitted, **but not less than 50 feet from all entrances and exits.**
6. No animals are allowed in the Senior Center except for assistance animals for the disabled.
7. Persons on the grounds of or entering the Worcester Senior Center are prohibited from carrying, possessing or using any firearm or dangerous weapon.
8. Participants may not bring in bundles or personal belongings that will not fit under a chair, with the exception of equipment needed for a medical condition.



***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.***

Anyone having questions regarding these Policies and Procedures may bring them to the attention of the Senior Center Operations Director or the Director of the Division of Elder Affairs.

### ***Personal Items/Lockers/Lost and Found***

The Worcester 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. These are available to be signed out at the reception desk for daily use. 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 on site.

### ***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 Operations Director as well as the Director of Elder Affairs 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 monthly Senior Scoop newsletter calendar, 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 Program Coordinator depending upon availability of space and programming needs. Solicitation regulations will be enforced.

### ***Program Registration & Fees-Classes & Special Events***

Registration for classes and special events usually take place at the reception desk of the Senior Center or by calling 508-799-1232. Worcester residents age 60 and older take priority when participant space is limited, unless the program is provided as a regional activity. It is expected that all program instructors will conform to the highest ethical

standards and consumer safeguards to prevent abuse, coercion, and/or misinformation. Instructors are not required to charge fees to participants in their programs. Participation fees shall be set and collected by instructors but must be approved by the Senior Center Program Coordinator &/or Operations Director before programs are scheduled and promoted. Seniors with limited income may request consideration for a scholarship by submitting a form to the Senior Center Operations Director. Awards will be made depending upon eligibility and availability of funds.

Any fee set by an instructor higher than \$10.00 per hour requires approval by the Worcester Senior Center Program Coordinator and/or Operations Director. It also requires that the instructor pay an amount of 5% of all such fees collected for the class to the City of Worcester. Instructors who charge fees less than \$10.00 per hour are encouraged to make a donation. Any supply fees are set and collected by the instructor. It is the responsibility of the instructor to provide a supply list at the reception desk for participant viewing prior to the start of the class. Fees for supplies must be approved by the Senior Center Program Coordinator and/or Operations Director prior to scheduling the program.

If instructors must cancel their classes, they must notify the Senior Center as soon as possible. It is under the instructors' discretion to make arrangements for a substitute. The inclement weather policy of the Senior Center will be implemented as necessary. Classes will be promoted in the Senior SCOOP as space allows, as well as on posted flyers within the senior center. The Senior Center Program Coordinator and/or Operations Director may also utilize other electronic and print media to publicize the program, at their discretion. The instructor must seek their approval prior to self-publicizing programs. Providing refunds to participants for any missed classes will be solely at the discretion of the instructor. The continuation or repetition of a class is based on participation and interest, as evaluated by the Worcester Senior Center Program Coordinator and/or Operations Director. Instructors will be notified in writing of relevant Senior Center policies prior to the final scheduling of their classes. The Director of Elders Affairs may adjust this policy for instructors who are also tenants of the Senior Center facility.

### ***Senior Center Property & Equipment***

The phone at the reception desk may not be used to make or receive personal calls. A pay phone is available in the lobby. Senior Center

equipment is not to be loaned outside the Center to organizations, businesses, or private citizens. The furniture and equipment owned by the Worcester 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 Worcester Senior Center. If the Worcester Senior Center permits the 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. The Worcester 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 of Elder Affairs, 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 programming needs. It is expected that all such sessions will conform to the highest ethical standards and consumer safeguards to prevent abuse, coercion, and/or misinformation.

### ***Storm Policy/Inclement Weather***

WTAG Radio, 580 AM, broadcasts storm closures or delays. The outgoing message on 508-799-1232 will also provide this information. The Worcester Senior Center will remain open even if programs are cancelled, unless the City Manager of Worcester declares a state of emergency, or otherwise orders the Worcester Senior Center closed. When the Worcester Public Schools are closed because of storm or road conditions, ALL activities scheduled at the Senior Center are also cancelled for the day. If the Worcester Public Schools are delayed in opening, activities at the Center are also delayed. Call (508) 799-1232 for more information if such a case arises. For specific information about cancellation or delays

for the Nutrition Program, please call (508) 852-3205 if not stated on the radio or Senior Center outgoing message.

### ***Transportation Policy***

It is the policy of the Division of Elder Affairs and the Worcester Senior Center that staff cannot provide transportation to Worcester Senior Center participants and/or senior services clients. Staff will refer participants and/or clients to other transportation resources. Those participants who utilize ADA Transportation to get to the Worcester Senior Center may be eligible for a subsidy. Please call (508) 799-1233 for further information.

### ***Volunteers***

Volunteers are the life force of the Senior Center. They provide the hands, brains and heart of our efforts. All volunteers must fill out a Volunteer Application and a CORI form. These forms can be obtained from the Worcester Area RSVP (Retired & Senior Volunteer Program) Office on the third floor, or from the Senior Center Program Coordinator. Volunteers are to keep accurate records of their volunteer hours on their Volunteer Time Sheets, which are to be submitted monthly.

### **WORCESTER SENIOR CENTER PHONE NUMBERS**

|                                  |                            |
|----------------------------------|----------------------------|
| <b><u>Main Number</u></b>        | <b><u>508-799-1232</u></b> |
| <b><u>Bobby M's Diner</u></b>    | <b><u>508-799-8068</u></b> |
| <b><u>Computer Lab</u></b>       | <b><u>508-799-8071</u></b> |
| <b><u>Friends Office</u></b>     | <b><u>508-799-1200</u></b> |
| <b><u>Lunch Reservations</u></b> | <b><u>508-799-8070</u></b> |

### **DEPARTMENTS & STAFF**

|  |                            |
|--|----------------------------|
| <b><u>Building Services</u></b>                                  | <b><u>508-799-8065</u></b> |
| <b><u>Coord. of Multi-cultural &amp;<br/>Senior Services</u></b> | <b><u>508-799-8067</u></b> |
| <b><u>Director of Elder Affairs</u></b>                          | <b><u>508-799-8063</u></b> |
| <b><u>Front Reception Desk</u></b>                               | <b><u>508-799-1232</u></b> |
| <b><u>Manager of Education &amp;<br/>Senior Services</u></b>     | <b><u>508-799-1233</u></b> |
| <b><u>Operations Director</u></b>                                | <b><u>508-799-1231</u></b> |
| <b><u>Program Coordinator</u></b>                                | <b><u>508-799-8061</u></b> |
| <b><u>Senior Services Program Asst.</u></b>                      | <b><u>508-799-8030</u></b> |
| <b><u>Staff Assistant Fiscal/Contracts/Data</u></b>              | <b><u>508-799-8062</u></b> |



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