



KNOW YOUR SENIOR CENTER GUIDEBOOK

Worcester Senior Center
128 Providence Street
Worcester, MA 01604

508-799-1232

www.worcesterma.gov/senior-center
www.facebook.com/worcesterseniorcenter

WELCOME TO THE WORCESTER SENIOR CENTER!!!!

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

COMMISSION AND DIVISION OF ELDER AFFAIRS MISSION STATEMENT

Enhance the well-being of the senior population by optimizing services on behalf of mature adults and their families. This includes the Worcester Senior Center 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

The Center is managed by and funded through the City of Worcester's Health & Human Services' Commission and Division of Elder Affairs. Additional funding for the Worcester Senior Center comes from federal, state and private sources. The Senior Center is a municipal building, 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 in and working in the Senior Center, as well as generating respect for all people and their individual differences.

THE FRIENDS OF WORCESTER'S SENIOR CENTER

This organization formed in 1995 has a mission to seek funding and other support for the Worcester Senior Center. Their Board of Directors and Friends Members work to provide additional resources the Worcester Senior Center. One does not have to be a member of the Friends to participate at the Senior Center. Call (508) 799-1232 ext. 48020 for more information.

INDEX

	Page No.		
<u>Programs & Services</u>	1		
Advocacy & Outreach	1		
Bobby M's Diner	2		
Co-Locating Agencies	2	Parking	8
Computer Lab	2	Participant Data	9
Educational Programs	2	Participant Registration & Fees	9
Fitness, Social & Recrea- tional Programs	3	Personal Conduct	9
Health & Wellness Clinic	3	Strict Prohibitions	10
Intergenerational Programs	3	Personal Items, Lockers & Lost & Found	12
Lending Library	3	Political Activities	12
Multicultural Programs	4	Programs Registration, & Fees	13
Nutrition Programs	4	Property & Equipment	14
Support Groups	4	Solicitations	14
Transportation Services	4	Storm & Inclement Weather Policy	15
Tours of Senior Center	5	Transportation Policy	15
<u>Communications</u>	5	Volunteers	15
The Senior Scoop	5		
Remote Programs	5		
Press Releases/Media	6		
<u>Policies & Procedures</u>	6		
Bulletin Boards	6	Phone Numbers	16
Confidentiality	6	Email Address	16
Emergencies & Emergency Arrangements	6		
Facility Use	7		
Fire & Other Safety	8		

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.

I. SENIOR CENTER PROGRAMS & SERVICES

ADVOCACY & OUTREACH

The Division of Elder Affairs reaches older adults in Worcester who may be isolated and/or in need, by linking them to supportive services which can help them to remain in their homes. The Senior Services Program staff connect older adults with community resources, benefits and services. Staff can provide information, advocacy and referrals in areas such as food access, fuel assistance, health concerns, housing, legal issues, social security and transportation. You may access this service by phone if you are not able to come to the Center. Call (508) 799-1232. Interpretation is available for non-English speaking clients.

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 private insurances. The volunteer counselors who are trained and certified by the Massachusetts Executive Office of Aging & Independence also assist seniors in processing claims. Appointments are required. To schedule, call 508-799-1232.

Other Services: Representatives from various organizations hold office hours at the Worcester Senior Center to help with specific issues such as legal assistance. Please consult the Senior Scoop Newsletter for schedules.

The City of Worcester does not discriminate in its programs & activities on the basis of age, color, gender expression/identity, genetic information, marital status, national origin, physical or mental disability, pregnancy, race, religion, sex, sexual orientation, or veteran status, as applicable. The Division of Elder Affairs/Worcester Senior Center will provide auxiliary aids & services, written materials in alternative formats & reasonable modifications in policies & procedures to persons with disabilities upon advance request to: Operations Director 508-799-1232 ext. 48012 or the ADA Coordinator disabilities@worchesterma.gov



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 & 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 is available. Please contact BobbyMDiner@qcc.mass.edu 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. All users 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!*** For further information on classes and resources, call the Technology Program Assistant: 508-799-1232 X48015.

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 specialists 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.

3

FITNESS, SOCIAL AND RECREATIONAL PROGRAMS

Programs are primarily designed for and targeted to people age 60 and older. The Worcester Senior Center offers a variety of programs during the year. Please check the Senior Scoop newsletter for classes, beginning dates and times and any applicable fees. Some examples include various exercise classes to help with strength & balance, Walking Club, Yoga, Ballroom Dancing, Crochet & Knit for Fun, Cribbage, Bridge, Scrabble, Mahjongg, Crafts, Book Club, foreign language classes, flower arranging and the ever popular “Friday Flick,” just to name a few.

Fitness Center: Opened in 2022, the center has state of the art, senior friendly exercise equipment and full-time guidance from professional fitness staff. There are private changing rooms, showers, and lockers. To join you must be registered with the Worcester Senior Center and complete an orientation with fitness center staff. Senior Center Fitness Facility Usage Guidelines must be reviewed, signed, and consistently followed upon member receipt. Physician’s approval form may be required. The center is currently FREE to seniors and open between 9 a.m. and 4 p.m.

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 services are offered by appointment.

INTERGENERATIONAL PROGRAMMING

To foster understanding and sensitivity between seniors and young people, the Worcester Senior Center hosts intergenerational programming which includes participation of local students of all ages.

LENDING LIBRARY

Our library is 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. 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 and an AutoLend Library in the lobby is another way to access Worcester Public Library resources.

MULTICULTURAL PROGRAMMING

The Worcester Senior Center recognizes the rich diversity in the population of Worcester. Multicultural programming has been created to encourage participation at the Senior Center and the sharing of cultures. Arabic, African American, Brazilian, Chinese, Latino and Vietnamese Social Groups meet regularly. LGBTQ and 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 & events.

NUTRITION PROGRAM

Elder Services of Worcester Area, Inc. (ESWA) 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 \$3.00 per meal. Guests and staff under age 60 will be charged a fee. The menu is available in the Senior Scoop newsletter & includes multicultural alternatives. Make required reservations for lunch by calling (508) 799-8070 between 9am and 1 pm or (508) 852-3205 ext. 290 after 1pm. Multi-Cultural meal reservations must be made a week in advance and other ESWA lunches must be made by 10:30 am 2 days in advance.

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.

TRANSPORTATION SERVICES

Two Worcester Regional Transit Authority (WRTA) bus routes serve the Worcester Senior Center. Route #1 travels on Providence

5

St. and stops in front of the Center. Route #11 operates on the Vernon St. side of the Center, and you will have to walk up Spurr St. to get to the Center. Routes subject to change, check WRTA schedules. The WRTA also provides van and cab rides under the Americans with Disabilities Act (ADA). To apply and reserve rides call (508) 752-9283. Information, including fees (if applicable), is available by calling our Senior Services at (508) 799-1232, WRTA Customer Service at (508) 791-9782, or by going to the HUB customer service window. 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) 453-3451 to make an appointment.

TOURS OF SENIOR CENTER

Individual and group tours are available. Please contact the reception desk for further information at (508) 799-1232.

II. SENIOR CENTER COMMUNICATIONS

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 registered members of "The Friends of Worcester's Senior Center." The Scoop is also available to read at the Worcester Senior Center. The Senior Scoop publicizes activities, programs, and services at the Center including the monthly menu for the Nutrition Program. It also provides information on pressing matters of concern to seniors. Advertisements in the newsletter do not constitute an endorsement by the Worcester Senior Center. Check out information online: www.worcesterma.gov/senior-center or www.facebook.com/worcesterseniorcenter

REMOTE PROGRAMMING AND INFORMATION

Worcester Senior Center *Stay Connected* programming includes fitness, educational, and entertainment videos created by the Senior Center and our partners. Worcester residents may see them on the Government Cable TV Channel 192. Everyone may access them via YouTube, Facebook and [Senior Center Videos |](#)

[City of Worcester, MA \(worcesterma.gov\)](http://www.worcesterma.gov). Robotic phone calls may be made and/or emails sent to registered participants for important alerts. The public may contact us by email at elderaffairs@worcesterma.gov.

PRESS RELEASES & MEDIA

Publicity is sought through press releases sent to local newspapers and other media outlets such as the Worcester Telegram, Worcester Magazine, local TV & radio stations, and social media. 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.

III. SENIOR CENTER POLICIES & PROCEDURES

BULLETIN BOARDS

The Senior Center staff 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.

EMERGENCIES AND EMERGENCY ARRANGEMENTS

It is our Policy that in the event of any medical emergency 911 will always be called. 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 AED defibrillators for coronary emergencies. **Only original Comfort Care forms/bracelets carried on individuals specifically stating DNR orders will be honored.**

7

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.

FACILITY USE/RENTAL

Use of the facility during regular business hours (Monday through Friday 9:00 a.m. to 4:30 p.m.) is dedicated to the provision of Worcester Senior Center's services, programs and activities. City departments and tenants may utilize space during business hours &/or during very limited "after hours," depending on space availability.

All non-senior center usage of the facility must be pre-approved via a completed *Request to Utilize Senior Center Space* form. This is required for the following:

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

The 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.

Equipment in public areas (such as room dividers, multi-media system, sound system, microphone, TV/DVD unit, screen, overhead projector), may be used only by those who have been given approval after submitting their request on the *Request to Utilize Senior Center 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 sharing space or equipment. 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 Building Services personnel or the reception desk. It is expected that persons will clean up after themselves in general public areas and the bathrooms.

SEE SOMETHING? SAY SOMETHING! If you have a safety concern, please notify the front desk immediately or call 911 if you assess an imminent threat. Locked doors should not be held open without prior authorization.

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 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 assembly check points as directed. Do **not** stand in driveways or close to 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 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.

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, and 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 & 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.

PARTICIPANT 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. Completion of a registration form is required to use the Fitness Center.

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. *Professional or family caregivers must assume responsibility for the entire time a senior requiring their assistance visits the Senior Center.*

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. (For information on dementia-friendly services contact (508) 799-1232 X 48012.)

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.

If any inappropriate behavior is witnessed or reported, 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

11

participants, staff, volunteers, or co-locators is not permitted, will not be tolerated, and appropriate action will be taken.

3. Alcohol, marijuana 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**. Vaping is not allowed in the building.



6. No animals are allowed in the Senior Center except for service animals for disabled individuals.

7. Persons on the grounds of or inside the Worcester Senior Center are prohibited from carrying, possessing or using any firearm or dangerous weapon.

8. Disruptive behavior during programs, including behavior requiring the facilitator to repeatedly ask the participant to refrain from speaking unless invited, challenging the program content, having side conversations or otherwise making noise and disrupting the program shall be prohibited. Disruptive behavior that continues despite the facilitator or staff's request shall be referred to the Senior Center administrators to address.

9. Participants may not bring in bundles or personal belongings that will not fit under a chair, except for equipment needed for medical condition.

Repeated or serious violations may result in the participant being asked to leave and possible temporary or permanent suspension from participation at 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 program or the Fitness Center. Only Senior Center locks may be used on the lockers. These are available to be signed out at the reception desk or Fitness Center staff for daily use. Food storage is prohibited. "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

Persons seeking political office are allowed to visit the Senior Center at times and under circumstances specifically permitted by the Senior Center Operations Director and Director of Elder Affairs. However, under no circumstances will candidates for public office be allowed to leave any campaign materials, including nomination papers, petitions, campaign literature, brochures, political posters, sign or bumper stickers on the premises. In addition, political solicitation is strictly prohibited in public buildings. Campaign contributions shall not be solicited within the Senior Center by anyone including participants, staff or volunteers. Gathering nomination paper signatures and signatures on petitions may be permitted in the lobby of the senior center in a manner which does not disrupt ongoing activities or other conversations and must be respectful of people who do not wish to provide signatures. The Senior Center Operations Director as well as the Director of Elder Affairs must be notified in advance and approve of any visit by city, state, or federal officials or candidates. Elected officials may be permitted to hold "office hours" in the Senior Center in order to meet with constituents on a regular basis, but not 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 Senior Scoop newsletter calendar stating the time and name of the official. The Senior Center will not schedule appointments or maintain the sign-up sheets for the official. Elected officials may also sponsor and/or present educational programs at the Senior

13

Center. Programs will be scheduled by the Senior Center Program Manager depending upon availability of space and programming needs and non-solicitation regulations will be enforced.

PROGRAM REGISTRATION & FEES: CLASSES AND SPECIAL EVENTS

Registration for classes and special events usually takes place at the reception desk or by calling 508-799-1232. It is expected that all program instructors will conform to the highest ethical

standards and consumer safeguards to prevent abuse, coercion and/or misinformation. 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 on eligibility and availability of funds. 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.

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 &/or reimbursing participants for any missed classes. The inclement weather policy of the Senior Center will be implemented as necessary (see p.15). Classes will be promoted in the Senior SCOOP as space allows, as well as on posted flyers within the senior center and other media at the discretion of the Senior Center Program Coordinator &/or Operations Director. The instructor must seek their approval prior to self-publicizing programs. The continuation or repetition of a class is based on participation and interest, as evaluated by the Worcester Senior Center Program Coordinator &/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 Elder 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. 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 by the Center only.

SOLICITATIONS

Elected officials and all non-governmental organizations, private businesses, and individuals are prohibited from promoting or selling products, services and ideology at the Worcester Senior Center. When and if the Worcester Senior Center permits any group or representative of a private entity to present a program or supply items for an event, the presenter may be recognized for its contribution and provide verbal and written materials for informational purposes only but will not be allowed to solicit business or support for their cause. Speakers may distribute informational handouts on their topic which include their business stamp. However, the distribution of business cards and solicitation of attendees will not be allowed.

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 providers of services to seniors, 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 Manager 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

The outgoing message on 508-799-1232 will provide information about center closings or delays, as will Facebook and a robotic call to registered participants. When the Worcester Public Schools are closed because of storm or road conditions, the senior center building is closed and activities are cancelled. However, telephone and email messages (elderaffairs@worcesterma.gov) will be answered by staff. If the schools are delayed in opening for a specific number of hours, the senior center building will remain closed and activities which had been scheduled during the period starting from 9:00 a.m. to whenever the specific number of hours ends, will be canceled. During school vacations or if there is an essential deviation from this plan, information will be conveyed by telephone and Facebook.

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 service clients. Staff will refer participants and/or clients to other transportation resources. Call (508) 799-1232 for further information.

VOLUNTEERS

Volunteers are the life force of the Senior Center. They provide the hands, brains and heart of our efforts. All prospective volunteers must fill out a Volunteer Application and a CORI form. Volunteers are to keep accurate records of their volunteer hours via the Center's swipe card system.

WORCESTER SENIOR CENTER PHONE NUMBERS

Main Number 508-799-1232
(Listen for English & other language options; internal ext.4800)

Bobby M's Diner ext. 48001

Lunch Reservations: Between 9am & 1pm: 508-799-8070
-After 1pm: 508-852-3205 ext. 290

Senior Center/Elder Affairs Director ext. 48013

Senior Center Operations Director ext. 48012

Senior Center Program Manager ext. 48016

Manager of Education & Senior Services ext. 48011

Senior Services Assistant & Brazilian Social Group Coordinator ext. 48003

Senior Services Assistant & Chinese Social Group Coordinator ext. 48014

Senior Services Assistant & Latino Social Group Coordinator ext.48007

Senior Services Assistant & Vietnamese Social Group Coordinator ext. 48006

Administrative Assistant ext. 48004

Staff Assistant Fiscal/Contracts/Data ext. 48009

Technology Program Assistant ext. 48015

Friends Office ext. 48020

Email: elderaffairs@worcesterma.gov



The City of
WORCESTER

Support for the printing of this guidebook has been provided by the Massachusetts Executive Office of Aging & Independence



Revised April 2026