

Milford Senior Center Members' Handbook



This handbook is available on the Milford Senior
Center website in the “About” section.

www.MilfordCTSeniorCenter.com

Main Telephone Number: (203) 877-5131

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Welcome

Welcome to the Milford Senior Center! We are delighted that you have chosen to become a member. The “Center” offers many diverse programs and activities for the enjoyment of our membership. Many of the activities have been implemented as a result of membership input. The Center plays host to several community groups and offers opportunities for members of the community to engage as volunteers. Our Center boasts a large staff of employees and volunteers who eagerly await to support our members and the aging community at large. We encourage open dialogue and invite members to voice their opinions as we work together to promote healthy aging.

The Member’s Handbook represents the input of the staff, membership and the Milford Council on Aging Board of Directors.

Questions regarding these policies and procedures may be directed to the executive director.

The handbook is subject to periodic review and revision.

Mission Statement

The Milford Senior Center’s Mission is,

“To Serve the Specialized Needs of Milford’s Senior Population”

Vision

The Milford Senior Center vision is to act as a community hub to support the biopsychosocial aspects of aging by offering community-dwelling older adults opportunities for fitness, creativity, lifelong learning, social services and to act as a referral source.

Hours of Operation

The Milford Senior Center is open Sunday through Friday Hours are as follows:

Sunday: 11:30 a.m. to 2:30 p.m.

Monday: 9:00 a.m. to 8:00 p.m.

Tuesday through Friday: 9:00 a.m. to 4:30 p.m.

Extended Hours: During special events - may occur periodically.

Inclement Weather and Unforeseen Closures

The Center may be closed for inclement weather or other emergencies. A closing message will be on the Center's main phone number during planned closings at 203-877-5131. It will also be communicated through social media (Facebook), email communication, telephonically via Schedules Plus, and on TV Stations: WTNH (online), WNBC and WFSB.

Inclement Weather:

The Milford Senior Center closings follow Milford Public School's inclement weather protocol. If Milford Public Schools are closed for inclement weather, the Center is also closed.

When the Center is closed, there are no programs or transportation.

Late Opening/ Early closing:

If the Center has a late opening, there is no transportation provided. It will be communicated via social media (Facebook), email communication, telephonically via Schedule Plus, and on TV Stations WTNH (online), WNBC and WFSB..

If the Center closes early, it will be announced at the Center, through social media, email communication, telephonically via Schedules Plus, and TV Stations WTNH (online), WNBC and WFSB.

Holiday Closures

The Center is closed on the following Holidays:

New Year's Day

Dr. Martin Luther King, Jr. Day

Presidents' Day

Good Friday

Easter

Memorial Day

Juneteenth

Independence Day/ Fourth of July

Labor Day

Columbus Day

Veterans Day

Thanksgiving (Thursday and Friday)

Christmas Day

Membership

Membership Guidelines

1. Membership is available to disabled adults and individuals age 55 and older who are residents of Milford, CT.
2. Non-residents who are interested in joining must ask to have their information added to the non-resident waiting list. The non-resident waiting list is updated when availability occurs.
3. Annual dues per person is \$25.00 for Milford residents and \$45.00 for non-residents.
4. Membership can start at any time and must be renewed annually. *Cash or Check only.*
5. Members are required to complete a registration card which should be updated with any changes to address, phone number and emergency contact(s).
6. Members are required to sign in daily to document their program attendance on the touch screen computer located at the main entrance desk. If a member forgets his/her key card, they can still sign in using their phone number (7 digits). Replacement cards are available at the front desk.

It is important to document your daily attendance as program statistics are critical for obtaining funding for Center programs.

Members' Guest Rules

Members are welcome to bring a guest to the Center for the day. Members are allowed one (1) guest per month. Members requesting a day pass for a guest to attend Center activities are required to register their guest at the front desk. The guest will receive a single-use day guest pass. Guests can enjoy programs and activities that do not require pre-registration. **Bolded** font in the newsletter) as those class sizes are limited. Members interested in having their guest join them for lunch should contact the lunch reservation desk before 10:00 AM.

Members are responsible for their guest. Members' Rules of Behavior will apply to guests. Any guest acting in an unruly or disruptive behavior will be asked to leave the premises.

Milford Senior Center Rules of Behavior

1. **Purpose:** The purpose of these rules is to ensure that members of the Milford Senior Center (the "Center") have access to and use the facilities in an orderly, peaceful and safe atmosphere, unhindered and undisturbed by disruptive actions and behaviors of others. These rules are further intended to protect the rights and safety of Center staff members, to preserve and protect the Center's property and facilities, to ensure the orderly management of the Center, to ensure the facility and property are available for the use for which they are intended, and to preserve the property under the control of the Center for the use to which it was lawfully dedicated.

2. **Scope:** These rules shall be applied in a neutral and nondiscriminatory manner. These rules shall apply to the building's interior and exterior, and to all grounds and curtilage of the Milford Senior

Center (referred to in this Policy as the "Premises") and to all persons entering into or on the Premises. On the Premises, violation of any Federal, State or local law or ordinance will be regarded as a violation of Senior Center rules. Persons who violate these rules may be excluded from the Premises.

3. **Appeal:** A person whose Center privileges have been denied for a period of time longer than 30 consecutive days may appeal that denial in writing to the Council on Aging by making a written request to the Executive Director to appeal the decision to deny Center privileges. The written request must be filed at the Center or sent by certified or registered mail to the Executive Director within fourteen (14) days of the denial of Center privileges. The written request shall identify the appellant's name and current mailing address, the time and date of the denial of the privilege, and the basis for the appeal. The hearing shall be set for a time within thirty (30) days of receipt of the notice and shall be before a committee designated by the Chairman of the Council on Aging or the Executive Director's designee as the Hearing Officer. Any committee designated by the Chairman shall consist of five (5) members at least two (2) of who shall be Milford Senior Center members. The Milford Senior Center members shall select two (2) members and three (3) alternates for the committee and shall provide the Chairman of the Council with their names. The appellant shall have the opportunity to offer evidence and testimony that may establish that the denial of privileges was in violation of policies, rules or regulations of the Center. The Hearing Officer or the committee may consider any competent and reliable evidence including any written reports prepared by employees or agents of the Center. The Hearing Officer or the committee shall render a decision in writing within (15) business days of the final date of the hearing. Until written decision is sent by the Hearing Officer or the committee to the Executive Director and the appellant, the appellant's Center privileges will remain in effect.

4. **Grounds for immediate expulsion** from the Premises: Whenever there is reasonable cause to believe an individual has committed any of the following acts on the Premises (A through G below), the appropriate law enforcement authorities will be summoned. The violator shall be asked to leave the Premises and may have Center privileges revoked for a period of up to one year.

- A. Committing or attempting to commit any felony.
- B. Committing or attempting to commit an assault.
- C. Committing or attempting to commit a theft.
- D. Destroying, damaging, or defacing Center property.
- E. Engaging in sexual harassment and/or indecent exposure.
- F. Using, giving away or selling, any controlled substance or alcoholic beverages.
- G. Bringing any dangerous weapons on to the Premises.

5. **Other grounds which may merit loss of Center privileges:** Whenever there is reasonable cause to believe that an individual has committed any of the following acts (H through V below) on the Premises, he or she will be warned to cease the behavior, and in certain circumstances, at the discretion of the Executive Director, the person could be told to leave the premises for the remainder of the day, and a written warning may be issued. Any subsequent violations may result in the loss of Center privileges for a period of time up to one year.
- H. Engaging in disorderly conduct, harassment, or behavior that causes or creates an actual or Imminent material interference with the reasonable and orderly use and management of the Center by members and employees.
 - I. The audible use of audio equipment, cell phones and pagers. Audible ringers must be turned off inside the building. Cellular telephone users are asked to be considerate of others and confine their calls to the hallways.
 - J. Engaging in boisterous behavior, such as throwing things, pushing or shoving, all in a manner that causes or creates an actual or imminent interference with the reasonable and orderly use and management of the Center by members and employees.
 - K. Engaging in behavior that creates an unsafe environment for members or employees.
 - L. Smoking or any other use of tobacco in the building.
 - M. Making use of the restrooms for purpose for which the restrooms were not intended, including but not limited to, bathing, shaving, washing hair, or washing clothing.
 - N. Using furniture, materials, or equipment in a manner inconsistent with their proper and intended use.
 - O. Interfering with, obstructing, or blocking free passage on the Premises.
 - P. Soliciting, petitioning, or distributing written materials, or canvassing for business, political, charitable, or religious purposes without the express written approval of the Executive Director. Any such request must be in writing and submitted twenty-four (24) hours in advance to the Executive Director.
 - Q. Entering the building barefooted, without a shirt, with offensive body odor or unacceptable personal hygiene, being otherwise attired so as to be disruptive to the Center environment, or speaking at an unreasonable voice level. R. Bringing in animals, other than certified assistive animals.
 - S. Use of any unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, hateful, racially, ethnically or otherwise objectionable language toward any person.
 - T. Being under the influence of alcohol and or illegal drugs.
 - U. Verbally or physically threatening or harassing other members, volunteers, or staff including stalking, offensive touching and obscene acts.
 - V. Engaging in unsafe use of motorized wheelchair and/or scooter that creates an unsafe environment for members or employees.

Schedules Plus

The Milford Senior Center uses a computerized system for member sign-in and for class registration. Members may access the Center's Schedules Plus systems by going to www.schedulesplus.com/Milford/Kiosk to check the monthly calendar or to register for classes needing pre-registration. Alternatively, members can come into the Center to register for classes with pre-registration requirements. Unfortunately, we are unable to register members for classes with pre-registration by phone.

Member Sign-in

Members must sign in upon entering the Center using one of the two computers equipped with card scanners. Members needing assistance can request help from a front office staff member or office volunteer. Members with current membership will need to scan the barcode located on their membership card then use the touch screen, press the corresponding box for the activities or programs they are attending, and press the green SAVE button. You only need to do this once for each activity or program for the day. There is no need to "sign out." If you receive a message on the screen stating, "See the front desk" or nothing appears on screen, please visit a front desk staff, you may likely need to renew your membership. **You are responsible for renewing your membership annually. The renewal date is printed on the backside of your membership card.** Due to the number of members, the Center is unable to send reminder calls to members regarding their membership.

Program and Activity Refund

All trips and special events with a cost must be pre-paid. Pre-paid refunds/credits can only be used for trips or programs, not for membership dues, newsletters or lunch.

In the event a paid activity is canceled, you will receive a system credit for the exact amount that can be used for future use. If you prefer a refund, please reach out to the program director. Checks are issued within 12 business days.

Programming

General Information

The programming department at the Milford Senior Center operates programs and activities six days a week. With the exception of the annual 'Summer Celebration' which takes place at the Rotary Pavilion, Fowler Field at 1 Shipyard Lane, Milford, CT and offered trips, all daily programs and activities take place on location at 9 Jepson Drive, Milford, CT. The programming department employs Milford Senior Center staff, independent contractors and volunteers to conduct classes, activities and programs. Programming at the Milford Senior Center seeks to enrich the lives of its members by providing opportunities for varied types of activities. More about our offered programs can be located in the monthly newsletter.

Newsletter & E-Communication

The Milford Senior Center Newsletter is produced monthly and contains dates, times, and locations of programs and activities. As a benefit to our membership, the newsletter is available in both print and digital formats. Newsletters can also be mailed to the member for an annual fee of \$9.00. An electronic version can be found on our website at www.MilfordCTSeniorCenter.com and on our weekly eblasts, delivered via email.

Eblasts are weekly announcements made especially to our members. It often will contain reminders of events and opportunities. Members who provide an email during membership registration will be added to the eblast distribution list.

We're on social media! You may find us on www.facebook.com/MilfordSC, where we share photos and more.

Program Registration

Members have two options to register for popular classes and special events: in-person registration and online registration. Classes that require a pre-registration will appear **bolded** in the monthly newsletter. Members wanting to register online should follow the instructions listed in the monthly newsletter. You will need to follow the instructions to completion before exiting the screen. Any activity with a fee must register and pay in-person, in advance.

Some classes are offered online via Zoom. Registration for these classes is provided by the program director. Please contact the Center for more information. We do not take registration by phone due to the high volume of calls we receive.

Waitlist

If a class becomes full, a waitlist for that class will be available. Please ask the front desk staff to place you on the waitlist. We ask that if you signed up for a class and are unable to attend you contact the front desk staff by phone or in person so we can contact a waitlisted member. Membership must be current to register for classes.

Non-Member: Guests, Aides

Some activities and programs may be open to non-members to attend. Generally, this is during special events (i.e. dances, dinner fundraisers, parties) and occasionally for trips. Non-members must also register when required and pay in advance. Aides to members must register with the member to attend and pay if there is a fee for the activity. Aides to members must stay with the person they provide services to at all times.

Trips & Travel

Local trips and travel opportunities are offered to members of the Center on a weekly basis.

Trips are advertised in the monthly newsletter, via eblast, on flyers at the Center, on our Facebook page and website. Members interested in a trip should contact the trips & travel program assistant at the Center. Each trip is priced individually. Seating is limited.

S.T.A.Y. Program

The Center offers its members free computer and technology learning opportunities through in-person or one-to-one sessions with a qualified technology staff member. Sessions last up to 45 minutes. Members can contact the front desk for more information. The S.T.A.Y. program assistant can help with a variety of personal technology needs such as setting up a new laptop or tablet, walk you through apps, and offer support to learn a new tech device. This is a Center-based service. The S.T.A.Y program assistant cannot come to your home or other location.

Computer Kiosk & Internet Usage

The Center has a computer kiosk room available to members of the Center and to clients of the social services department. Members needing to use a computer may do so at any time during operating hours. If you need to have something printed, we ask members to save their document onto a USB thumb or jump drive and ask the front desk staff to print your document. Alternatively, members can save their files on their personal cloud-based drive (i.e. Google Drive) and print elsewhere. There is a maximum of 10 copies that can be printed daily. Each page costs \$0.05 to print.

The Center offers free WIFI to its members. To access the WIFI at the Center, please see a front desk staff member and they will provide you with the WIFI name and password.

Arts at the Center

The Center offers its members opportunities to engage in the arts. From playing in the Milford Senior Center Band, “SymPhony” to gospel choir and MSC choral group, music fills the halls of the Center. Visual arts, arts and crafts, beading, ceramics, knitting, and quilting offered weekly provide a creative outlet. Members do not need prior knowledge to partake in the Arts, only a desire to try something new. The Center hosts an annual art show and members have opportunities to display works of art throughout the City of Milford.

Sunday Program

Activities are offered on a limited basis from 11:30 AM to 2:30 PM on Sundays. Members are welcome to join self-led activities such as card games, reading, and puzzles as well as indoor pickleball and music practice. Music performances are occasionally offered.

Second Glance Shop

The Second Glance Shop is the Center’s thrift shop. It is run by volunteer staff, Monday through Friday from 9:00 AM to 1:00 PM. We are happy to open the store after hours – please see a front desk staff to open the store if you wish to enter after 1:00 PM. Donations of gently used men’s and women’s clothing, jewelry and small household items are always appreciated.

Transportation

Services

The Milford Senior Center offers transportation to members. Members in need of transportation should contact the transportation supervisor to schedule rides. The

Transportation Direct Line: (203) 876-6143. Transportation is available for medical rides (within a 7-mile radius of the Center), daily grocery runs, and rides to/from the Center. Members must provide two-day advance notice of their transportation needs to the supervisor. Transportation operates five days a week. However, contact the transportation supervisor for specific days and times for medical and grocery availabilities. Rides are on a first-come, first-serve basis with limited seating and appointment times. Transportation is a curb-to-curb service. Drivers may not enter driveways. Members needing assistance in stores or at medical appointments must provide their own aide or assistant. Members using wheelchairs or in need of a lift vehicle should call in advance to indicate their need. Our fleet of vehicles includes both accessible passenger buses and step-on minivans. A step stool is available for those in need. Members using walkers or canes may choose to use either the lift vehicle or step on minivan. For accommodations, please reach out to the transportation supervisor in advance to discuss.

Vehicle Safety

All transportation drivers are DMV background checked and are subject to random Drug and Alcohol tests. Drivers are required to complete in-services on a variety of subjects regarding vehicle safety. Additionally, transportation drivers are mandated reporters of elder abuse. Vehicles are serviced through certified mechanics and are scheduled for regular maintenance. Questions regarding our transportation department should be directed to the transportation supervisor. All incidents are reported to the transportation supervisor by drivers.

Senior Center Parking / Lot

For the safety of your vehicle, please ensure that you secure your car by locking your doors and closing your windows. Never leave your vehicle running “on” or with the keys in it.

Curb-to-Curb Service

Transportation service is available to passengers at curbside. Drivers are not able to enter passengers' homes. Passengers must be able to self-ambulate or receive assistance from someone other than the driver (i.e., personal aide, family member) from the curbside into their home and from their home to the curbside. Drivers will assist the individual into the vehicle including using the lift. Only the driver of the vehicle can operate the lift. Drivers will not enter stores, medical offices or other establishments.

Please be ready to be picked up at the designated time and location. Drivers will wait no more than 5 minutes. *If you miss your ride: Contact the transportation supervisor.*

The Supervisor will attempt to locate another available driver in your area. You may have to wait for the next available driver.

Handicapped Parking

There are a limited number of handicapped accessible parking (20 spaces). They are located near the front and left side facing the building. Please remember to display your handicapped parking placard on your rearview mirror.

Orange Cones

Orange cones are placed in spots in the parking lot that are NOT available for parking at that time. Generally, these are marked for safety reasons.

Parking Lot Accidents

If you are involved in an accident in the lot, please contact the front desk immediately. If you are injured, CODE 1 will be announced by Center staff and emergency personnel and Milford police will be called. If no injuries, Milford police will still be called to report the accident.

NO parking under the front portico

The front portico is for drop off and pick up of members and those conducting business within the Milford Senior Center only. Vehicles cannot be left unattended at any time under or directly before or after the portico. Do not block the front doors. This is a member access area. Vehicles left unattended and parked under the portico or adjacent fire lane will have the make, model, and license plate broadcasted over the PA to move their vehicle. Any vehicle left unattended and parked under the portico area for over 10 minutes will have their vehicle towed at the owner's expense. If you need assistance when dropping someone off, call the Center before you arrive or from the parking lot and we will be happy to assist.

Exclusive Use of Parking Lot

Although the parking lot is a public lot, the Milford Senior Center maintains exclusive use of the lot for the purpose of members and those conducting business with the Milford Senior Center during operating hours. Vehicles found to be utilizing the parking lot for use other uses will be towed at the owner's expense.

Food Services

Mini-Lunch Program

The Milford Senior Center Mini-Lunch program offers a lunch made on location for members and to members' personal care aides. Lunch is offered five days a week, Monday through Friday. Lunches cost \$3.00 per meal with a *limit of two (2) meals per member*. A choice of a daily hot lunch or sandwich lunch is offered. The menu can be located in the monthly newsletter.

Placing an Order

To-go or in-house meal orders must be placed no later than 10:00 AM or the day before. If you leave a voice message in the lunch reservation phone extension before operating hours, please check back during operating hours to verify that your message was received. Sometimes a particular lunch is popular and may become unavailable, please call as early as possible.

In-House Dining

Members are welcome to enjoy lunch in the Center's dining room. Seating is available by reservation to ensure everyone can be accommodated. The lunch reservationist will let you know your table number upon placing your in-house reservation for lunch or for those bringing their own lunch.

On occasion, our suppliers run out, forget or we encounter other unforeseen circumstances beyond our control. Meals are subject to change.

Milford Food Bank

"Connecting Food to Folks!"

The Milford Food Bank is housed within the Milford Senior Center and is available to the public 18 years old and above. The bank operates Monday through Friday, 9:00 AM to 2:00 PM. The bank offers clients a monthly allotment of shelf stable foods based on family size. The bank also offers frozen items, meats, dairy, and fresh items on a first-come, first-serve basis. Those needing food support on an emergency basis may call or come to the Center and ask for a pre-made emergency bag. Those who choose to become a client are able to schedule an appointment and select their own food items. Those using the bank must be a CT resident. The Milford Food Bank Direct Line is: (203) 876-6142

Milford Food Bank

Note: TFAP and CTNAP clients:

For TFAP and CTNAP clients must self-certify status during each visit.

Entering the food bank:

For the privacy of each food bank client, we ask you not to walk into the food bank unattended.

All Clients must enter through the Milford Senior Center and speak to the front desk staff member, who will contact the food bank coordinator. Alternatively, if no one is at the front desk when you arrive, please press the food bank doorbell located to the right of the front desk window and wait in the lounge located to your left as you enter.

Meals on Wheels

The Meals on Wheels program, in partnership with Life Bridge Community Services of New Haven, CT., delivers prepared and packaged hot and cold meals to Milford residents.

Qualifications for Eligibility:

- Senior citizens who are 60 years of age or older.
- Medically and/or physically homebound.
- Unable to prepare meals themselves.
- Unable to drive.

The cost of one hot meal and one cold meal is \$4.50. Checks can be made payable to MCOA.

Special diet restrictions will be provided when authorized by a physician. Contact must be made with the participant or caregiver upon delivery. Meals cannot be left in a cooler, with a neighbor, or hung on a door. A 24-hour notice is required if you will not be home to accept meals. The Senior Center follows the Milford School System for inclement weather. When the Center is closed there will be no meals delivered. Emergency food boxes are delivered to participants when there are no meals due to predicted inclement weather. During holidays, double meals will be delivered the day before to clients. To learn more about the Meals-OnWheels program, please contact the MOW Coordinator.

Social Services

Client Services

The Milford Senior Center Social Service Department offers a myriad of services to benefit members of the Center and the Milford public age 55 and above. Services provided include referring clients to local agencies and organizations and application assistance. Social Services operates Monday through Friday from 9:00 AM to 3:00 PM. Social Services staff engage with members initially by making an introduction call to inform new members of available services.

Some of the support our social services staff assist with are:

- Senior Benefits counseling
- Assistance with completing paperwork
- Local referrals to assisted living facilities, CCRCs, LTC, STC nursing homes, home health agencies, elder law attorneys
- Support groups
- Memory screening, Annual Flu, and COVID-19 clinics
- Referrals to Senior and Disabled Housing
- In-house referrals to available services
- Friendly calls/ Check-ins

Social Services Appointments

Individuals needing to speak to a member of the social services staff should make an appointment in advance when possible by calling the Center during operating hours. Walk-ins are also welcome. Social Services Direct Line is: (203) 876-6145

Note: Information provided is not a substitute for legal advice and we recommend seeking an attorney for any legal issues.

Medical Equipment

Medical equipment is available on a first come, first serve basis and is free of cost. There is no time limit on the length of use. Available medical equipment varies but often includes, wheelchairs, walkers, rollators, canes, toilet seat boosters and shower chairs. The Center does not carry larger medical equipment such as Hoyer lifts or hospital beds. For other medical equipment loaning locations, please contact 2-1-1. Donations of medical equipment are gladly received Monday through Friday from 9:00 am to 4:00 pm.

Ahrens Respite Program

About the Program

The Ahrens Respite Program provides a safe and supportive environment for individuals with mild to moderate Alzheimer's Disease or Related Dementia (ADRD). The program offers a range of activities including animal therapy, fitness, art, recreation therapy, music therapy, and respite care services. These activities have been found to provide significant benefits to individuals with Alzheimer's Disease or Related Dementia (ADRD), including reducing symptoms of depression and anxiety and maintaining cognitive function and overall quality of life. In addition, the program provides respite care services to caregivers, giving them the opportunity to take a break from their caregiving responsibilities while their loved one participates in the program. The program operates Monday through Friday, 9:00 AM to 1:30 PM. The program is open to both Milford residents and those residing out of town. The program charges a nominal participant fee per day/use. All participants must be current members of the Center. To learn more about the program and qualifications, please contact the Ahrens program coordinator or the social services coordinator.

Ahrens Client Intake

Referrals may come from physicians, hospitals, family members or friends. Staff will screen potential participants.

The Ahrens program coordinator will interview potential participants deemed eligible with a family member in attendance.

One (1) trial visit will be offered to potential participants.

The determination of whether it is necessary to have someone supervise the departure or arrival of a participant to and from their home will be made at the time of enrollment and periodically based on the participant level of function.

Applicants and their families will be notified if they are accepted into the program.

Membership and Staff Health & Safety

We care for the safety and well-being of all members and staff of the Center and it is of the utmost importance. Due to the high volume of people who enter and engage in activities at the Center, members who are feeling unwell due to colds, flu or COVID-19 are asked not to enter the Center until they are feeling better. If you are unsure if you should come into the Center while sick, contact the Center first. Members who become sick while at the Center and are unable to ambulate or drive will have their emergency contact called first, and emergency personnel contacted if the member needs further evaluation.

Smoking policy

The Milford Senior Center is a non-smoking facility. Further, we ask members to refrain from smoking at or near the entrance of the Center.

Reporting of Incidents

Any member, staff, teacher, independent contractor, or volunteer should immediately report any incidents at the Center involving themselves or a member to management.

Safety Committee

The Milford Senior Center safety committee meets monthly to improve safety for the members and staff of the Center by reviewing and updating safety plans, engaging with emergency personnel in the community, and seeking methods to ensure safe practices are conducted. To learn more about the safety committee, please reach out to the Milford Senior Center Human Resources Manager.

CODE 1

CODE 1 is called when a person is experiencing a medical emergency. The staff at the Center are not emergency personnel and are unable to diagnose. If someone is experiencing an emergency, CODE 1 is announced over the intercom by dialing #960 on the nearest phone located near you in the Center. Speak clearly into the phone, "CODE 1 (and location of emergency) CODE 1 (and location emergency), CODE 1 (and location emergency)". This will trigger key Center staff to act and go to the location. A call to 9-1-1 will be made by staff, along with noting information for the emergency personnel and calling the person's emergency contact.

CODE 2

CODE 2 is called when a participant of the Ahrens Respite Program is reported missing from the program. When this is called key staff report to the location and begin a coordinated search for the person.

CODE 3 - Evacuation Plan

CODE 3 is called in the event that an evacuation of the Center is necessary, information on what to do and where to go will be announced over the PA system and staff will assist to the nearest exits. Listen closely to the instructions that follow. Remain calm and only assist other members when appropriate and when it will not jeopardize your safety.



Map: Numbered exits and meeting locations

Anti-Discrimination

The Milford Senior Center is committed to providing an environment free from discrimination, harassment, and any form of prejudice. This policy applies to all staff, volunteers, members, and visitors, and seeks to uphold the principles of equality, diversity, and inclusion. The Center aims to create a safe, and respectful environment for all individuals involved.

Age Discrimination: The senior center prohibits any discrimination based on age, ensuring that all individuals are treated fairly and equally, regardless of their age or seniority.

Gender Discrimination: The senior center fosters an environment that respects and values individuals regardless of their gender identity, ensuring no one is subjected to discrimination or harassment based on their gender.

Racial and Ethnic Discrimination: Discrimination based on race, ethnicity, nationality, or cultural background is strictly prohibited within the Center. All individuals will be treated with respect and dignity, irrespective of their racial or ethnic background.

Religious Discrimination: The Center recognizes and respects the diversity of religious beliefs and practices. Discrimination based on religion or religious affiliation will not be tolerated.

Sexual Orientation and Gender Identity Discrimination: The senior center embraces diversity in sexual orientation and gender identity, fostering an inclusive environment that welcomes and supports individuals regardless of their sexual orientation or gender identity.

Disability Discrimination: The senior center is committed to ensuring equal access and opportunities for individuals with disabilities. Discrimination against individuals with disabilities, including physical, sensory, intellectual, or mental disabilities, is prohibited.

Management: The Center's management is responsible for implementing and enforcing the anti-discrimination policy, as well as providing necessary training to staff and volunteers.

Reporting Discrimination: Any individual who experiences or witnesses discrimination, harassment, or unfair treatment should promptly report the incident to the designated authority within the Center.

Investigation and Remedial Action: All reported incidents will be promptly and thoroughly investigated, ensuring confidentiality and a fair process. Appropriate remedial action will be taken, which may include disciplinary measures, counseling, or education.

Awareness and Training: The senior center will provide training programs and awareness campaigns to educate staff and volunteers about their responsibilities under the antidiscrimination policy.

Title VI Civil Rights Act of 1964

Title VI Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. The Center's Title IV Compliance Officer should be contacted to address any allegations of discrimination. Investigations will be conducted to address any violations of the Civil Rights Act. The Milford Senior Center Compliance Officer is: Paul Carroza, Human Resources

Manager and may be contacted in person at the Milford Senior Center at 9 Jepson Drive, Milford CT or by phone at (203) 877-5131

Religion and Political Neutrality

At our senior center, we strive to create an inclusive and welcoming environment for all members, regardless of their religious or political beliefs. To ensure that everyone feels respected and comfortable, we have implemented a religion and political neutrality policy. The policy can be summarized as follows:

Respect for Individual Beliefs: We respect the diversity of religious and political beliefs held by our members.

Neutrality in Programming: Our senior center will remain neutral when it comes to religious and political programming. **Non-Solicitation:** Members are prohibited from soliciting or promoting religious or political activities within the senior center premises.

Personal Discussions: While we encourage open dialogue and camaraderie among members, personal discussions on religious or political topics should be conducted with respect.

Display of Symbols: Members are welcome to wear religious or political symbols or attire as a personal expression of their beliefs. However, it is crucial to ensure that such displays do not infringe upon the rights or beliefs of others or create an unwelcome or hostile environment.

Complaint Resolution: If any member feels that the religion and political neutrality policy has been violated, they are encouraged to report their concerns to the senior center administration. All complaints will be handled promptly and discreetly, with appropriate measures taken to address any issues and maintain a harmonious environment.

Service Animals

Service animals are allowed on Milford Senior Center vehicles and throughout the Center with its handler/owner.

Connecticut law requires public accommodations to permit people who are blind, deaf, or mobility impaired to use service dogs to help them. The ADA has similar provisions but covers a wider range of disabilities, including mental and psychiatric disabilities. Connecticut law does not require a person using a service dog to prove that the dog is being used to help with disabilities in order to be afforded the protections allowed to people using service dogs.

The ADA likewise does not require such proof and limits the types of questions that people working in the private and public facilities it covers, can ask about the dog or its owner. Under the ADA regulations, staff at facilities subject to the ADA can ask only two questions: *(1) is the dog a service animal required because of a disability and (2) what work or task has the dog been trained to perform?* Staff cannot ask about the person's disability, require medical documentation, or ask that the dog demonstrate its ability to perform the work or task. Nor can they require documentation, such as proof that the dog has been certified, trained, or licensed as a service dog. For more information, please see this link <http://www.jud.ct.gov/lawlib/Law/serviceanimals.htm>

The ADA and Connecticut law prohibit public accommodations from charging a special admission fee or requiring you to pay any other extra cost to have your service animal with you. However, you may have to pay for any damage your animal causes.

The ADA allows a public accommodation to exclude your service animal if it poses a direct threat to health and safety (for example, if your dog is aggressively barking and snapping at other customers, the facility can force you to remove the dog). Your animal may also be excluded if it is not housebroken, or if it is out of control and you are unable or unwilling to effectively control it. You are still entitled to enter the public accommodation even if your service animal is not allowed in.

Suggestion Box and Compliment Cards

The Milford Senior Center management team values members' suggestions. A suggestion box is located on the hallway wall on the right-hand side between the dining room and the auditorium. There, members are able to complete a suggestion note anonymously or by providing their contact information if they wish. The suggestion box is checked regularly.

Want to compliment a staff, volunteer or instructor? Compliment cards are readily available at different locations throughout the Center and with the front desk staff. Complete the card with the complimented person's name, what they are being complimented on and your name. Leave the completed compliment card at the front desk. The complemented person will receive your card and will be entered into a monthly raffle for a gift card.

Lost & Found

The lost & found is located in the front office with the phone receptionist. If you have lost an item or have found an item, please check in with the front office staff. Items will be kept for a maximum of 30 days and will be discarded afterward, if unclaimed.

Cell Phone Usage

As described in the Rules of Behavior,

“The audible use of audio equipment, cell phones, and pagers. Audible ringers must be turned off inside the building.”

Cellular telephone users are asked to be considerate of others and confine their calls to the hallways.

Copier, Fax and Printer Usage

Members needing to use a copier, fax machine or printer should ask at the front desk. The cost for a print or copy is \$0.05 per sheet. To send a fax, contact the front desk and they will contact someone from social services. There is no cost to send a fax. If you wish to print an item from a Computer Kiosk computer, you must first save the document onto a USB drive and provide it to the front desk staff for printing services. We have the right to limit the number of documents faxed, printed or copied to a maximum of 10 sheets per day. We ask that you do not email your personal or private documents to staff.

Social Media

The Milford Senior Center is on Facebook (www.facebook.com/MilfordSC) and may potentially join other available/future social media sites that can highlight and showcase the many programs and activities members engage in. As a member, you have the right to accept or decline your image to be used and can change your preference at any time.

Photo Release

Upon membership, you will be asked if you want to have your image used for online publications and social media. Members will be asked to consent or decline to,

“give the Milford Senior Center, its successors or assigns, the right to reproduce in any of its printed and online publications (such as newsletters, annual reports, websites, social media posts and blog posts) all pictures that it has produced of myself in any or all poses, authorizing them to use all such pictures and duplicates thereof for its publicity purposes and dispose of them as they may see fit.”

Volunteering

Volunteers are the lifeblood of every organization. This is no different at the Milford Senior Center. Those interested in volunteering at the Center must first fill out a volunteer application, located with the front desk staff. Volunteers must be at least 16 years old. Those under the age of 16 needing to complete community service hours for school or for other purposes are asked to contact the human resources manager for more information. All volunteers will be asked to complete a background check.

Solicitation

The Milford Senior Center prohibits the solicitation, distribution, and posting of materials on or at the property by any employee or non-employee, except as permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by the

Center's management and organization-sponsored programs related to the Center's activities and services.

Members may not solicit or distribute literature of any kind on the Center's premises at any time. The posting of materials or electronic announcements is permitted with approval from the executive director. Violations of this policy should be reported to the Center's administrative staff.

Visitors

Visitors of the Milford Senior Center, similarly to guests of members, are required to adhere to the Rules of Behavior. Any visitor causing a disturbance to the reasonable function of the Center by its members, employees, or volunteers will be asked to leave. Individuals not conducting business with the Center will also be asked to leave. Anyone disrupting the enjoyment of the Center by its members or who are unruly, disruptive or exhibiting unwanted behaviors will be asked to leave and police will be notified.

Charitable Donations

The Milford Senior Center accepts monetary donations for general and specific programs. Donations can be made in cash, personal check or money order made payable to the: Milford Council on Aging (MCOA)

If you would like to have your donation directed to a specific program, please indicate which program on the memo line (on your check) or include the designation in an included note. Programs in the Milford Senior Center include:

- Milford Food Bank
- Ahrens Program
- Mini-Lunch Program
- Meals on Wheels Program

Memorial / In Honor

Donations in honor of someone should include in the memo line: Memorial / "In Honor of (the name of the person/member)" and if so requested, the designated program for the donation

The Milford Council on Aging is a 501(c)(3) organization.
EIN: 06-863519
Donations are tax-deductible

Other Donations

Donations for the following are accepted at an ongoing basis:

Clothing, jewelry, craft supplies, food items, medical equipment, unused personal care items. Please contact the Center before dropping items off. Items can be brought to the Center Monday – Friday between the hours of 9:00 AM and 4:00 PM.

Gifting

It is the policy of the Milford Senior Center that no tips are allowed. Small gifts of money or other goods with a dollar value of less than \$50 may be accepted on special occasions such as birthdays and holidays, but not for services recently rendered.

Research and Internships

Research

Social and scientific research is an important tool to support critical programs and initiatives which can benefit older adults and the community. The Milford Senior Center informs participants of any research study conducted at or through the Senior Center and they have a right to:

- Be provided specific information in writing about the study: why it is being conducted, what the eligibility requirements are, and what is expected of the participant.
- Expect that all information about the participant is kept confidential.
- Know that the participant's involvement is at no cost to them.
- Withdraw from the study at any time. Withdrawal or participation in the study will not affect the participant's access to Senior Center activities or services.
- Receive contact information for the study's project coordinator.
- Receive and sign a consent form specifically for each study.
- Researchers will only be allowed to recruit or conduct research here when a copy of their institution's IRB approval or exemption letter has been provided to and accepted by the Executive Director. The Senior Center will receive a copy of the final research findings.

Internships

Individuals seeking internship opportunities should schedule a time to discuss their interest with the human resources manager and must complete a volunteer application, including a background check form. The Center reserves the right to accept or decline internship requests based on factors including; alignment with the mission of the organization, need, and availability.

Milford Council on Aging

The Milford Council on Aging Board of Directors are appointed by the Milford Mayor and hold 2-year terms. The Board of Directors consists of nine members and two aldermanic liaisons.

Board of Directors

Lillian Holmes - Chairman of the Board
Philip A. Caporusso, DMD – Vice Chairman
Benjamin D. Gettinger, Secretary
Shirley A. Serrano, Treasurer
John C. Drapp III, Assistant Treasurer
MaryLou Bevvino
Mary Beth Stickley
Linda B. Stephenson
Dan German, Alderman Liaison
Ward Willis, Alderman Liaison

Meetings are held on the second Monday of the month at the Milford Senior Center at 5:30 pm

Members wishing to submit questions or concerns to the Board of Directors should contact the Center's human resources manager for additional contact information or may send a letter addressed to:

Milford Council on Aging
Board of Directors
9 Jepson Drive
Milford, CT. 06460

Attn: Chairman of the Board

Milford Senior Center Staff

The Milford Senior Center consists of a dedicated team of professionals who are passionate about making a positive impact on the lives of older adults. The staff members collectively work towards the organization's mission and strive to create meaningful change in their respective fields. Committed to their cause, they bring a wide range of skills, expertise, and experience to their roles.

The team is led by Executive Director, Leonora C. Rodriguez who provides strategic guidance and oversees the overall operations of the organization.

Within the staff, various departments and positions exist to support the non-profit's initiatives. These departments include programming, transportation, social services, Meals on Wheels, kitchen, food bank, accounting, human resources, and administration. Each department is staffed with professionals who specialize in their respective areas, working collaboratively to achieve the organization's goals.

Leonora C. Rodriguez, Executive Director

Amanda Berry, Program Director

Denise Arpino, Transportation Supervisor

Michelle Owens, Kitchen Supervisor

Marie W. Vaughn, Meals on Wheels Coordinator

Christine Lyas, Social Services Coordinator

Jill Taricani, Ahrens Respite Program Coordinator

Phillis Leggett, Accounting Coordinator

Paul Carroza, Human Resources Manager

Meghan Brooks, Milford Food Bank Coordinator

