

Portage Senior Center

Membership Manual

Revised: August, 2021

320 Library Lane
Portage, MI 49002
(269) 329-4555



– Hours of Operation –
Weekdays from 8:00 a.m. to 5:00 p.m.

City Website: www.portagemi.gov

PSC Section: mypscc.portagemi.gov

This manual provides a helpful glimpse into the mission, management, programs, services, activities, and people who make up the Portage Senior Center (PSC).

It is designed primarily to *inform* members on all matters related to membership and to *invite* potential members to consider joining. The manual will help members and guests understand what the PSC is, and how it adds joy and meaning to the lives of thousands of seniors in West Michigan.

We invite you to join Michigan's *first nationally accredited senior center*.

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I. *Welcome to the Portage Senior Center!*

Mission

The Portage Senior Center provides programs and opportunities that promote personal growth, health, friendship and independence for adults aged 50 years and over.

Vision

We envision a community that understands and embraces the power of healthy aging to positively transform lives.

Equity Statement

Portage Senior Center believes that when we value one another as diverse individuals with unique backgrounds, abilities, and needs, we promote an inclusive environment of safety, respect, and dignity and achieve Equity for our community of persons age 50 and older.

History

The Portage Senior Center opened its doors in June 1979. The PSC is operated under the umbrella of the Parks, Recreation & Public Services department, and is run by a small number of paid staff. The PSC is able to offer a broad spectrum of programs because many members volunteer their talents and time to benefit others.

Reasons to Join Portage Senior Center

You can be proud of your membership in Michigan's first nationally accredited Senior Center. The PSC is an *activity* center, and members enjoy many opportunities for social interaction, meeting new people with diverse backgrounds and shared interests, volunteering, recreation, exercise, health programs, dining out, group travel, and much more. As a member, you are encouraged to become fully engaged in the programs and activities available.

II. Membership and Participation

Membership in the PSC is open to everyone over the age of 50 and City of Portage residency is not required. No one is turned away for inability to pay the membership fee, which can be waived in the case of hardship.

Anyone who needs assistance to participate must be accompanied by someone who can help them. Participants should meet the following criteria:

- a) be able to use restroom facilities
- b) be able to feed himself or herself
- c) be oriented to their current surroundings
- d) act in a non-disruptive manner

III. Information Security

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Contact information given by members is not shared outside of PSC or with other members, except with your permission for each occasion. Other personal data is stored in a secure environment and only accessed by authorized personnel. No personal information is made available outside of PSC.

IMPORTANT!

Please keep your records current by informing the receptionist of changes to your home or email address, phone number, emergency contact, or medical information.

IV. Staff

Senior Citizens Services Manager: Works under the general supervision of the Director of Parks, Recreation and Public Services. The PSC Manager administers, coordinates, and oversees the various components of Senior Citizens Services. This position also serves as a staff liaison to the Senior Citizens Advisory Board and to the Friends of the Portage Senior Center. This position requires extensive background in planning and program development, evaluation of programs and services, resource development, fiscal management and budgeting, training and management of staff, board development, volunteer management, grant writing and reviewing, and reporting to governing structures and others regarding program, operation, and facility, equipment and emergency arrangements.

Administrative Assistant: Works for the Senior Citizens Services Manager, supports the Program Coordinator, Travel Coordinator, Senior Citizens Advisory Board, and Friends of the PSC Board. This person reports all financial income and outflow with required documentation, oversees record retention, purchasing and room rentals, assists in the grant writing process and provides general secretarial services. From the database, the administrative assistant produces monthly reports for the City Manager and Portage Senior Citizens Advisory Board, and supplies information in support of grant applications as needed.

Trip and Program Coordinator: Coordinates plans for one-day and extended trips, works with venue personnel, travel committee volunteers, and travel vendors as well as processing payments, determining trip prices, and reporting travel office income. Also included in this position are developing marketing strategies and evaluation of the travel program's effectiveness. This position manages the PSC MySeniorCenter™ database, which confidentially stores data regarding membership, classes, programs, and activities.

Program and Volunteer Coordinator: Works a varied schedule researching and putting in place new programming as well as maintaining current offerings. This position also holds the responsibility of working with a pool of nearly 200 volunteers who make it possible for the organization to thrive.

Receptionist: This position is the initial point of contact for members at the PSC, guests, and telephone inquiries. The reception desk is where members sign up for classes and activities, and renew memberships. The receptionist assists with questions and facilitates communication with other staff as needed. The PSC has both a morning and afternoon staff receptionist.

Senior Citizens Advisory Board

The Senior Citizens Advisory Board advises the Portage City Council and the Portage Senior Center (PSC) management on the establishment and provision of services to persons aged 50 and over. The Board's role is to encourage, promote, and safeguard the rights and abilities of older people to maintain maximum health, well-being, and independence. The Board develops policies and procedures for approval by the City Council, provides input on issues important to senior citizens, and helps plan for the future of the Senior Center.

Senior Citizens Advisory Board members are appointed by the Portage City Council. Members must be at least 50 years of age and reside in Portage. The Board meets the 3rd Wednesday of each month at 2:30PM, at the Portage Senior Center. Agendas and minutes are posted on the City of Portage website. If you are interested in serving on this Board, please complete a City of Portage Citizen Participation Form, available at the office of the City Clerk, or online at <https://www.portagemi.gov/151/Boards-Commissions>.

V. Funding

The Portage Senior Center is a division of the Parks & Recreation Department, City of Portage. The City provides an annual subsidy towards the total expense required to operate the PSC. The remaining funds are generated through the efforts of the Friends of the Portage Senior Center, grants, special fund-raising events, membership fees, the PSC travel program, participant fees, memorial gifts, and other sources. Contributions are welcome and appreciated.

The Friends of the PSC

The Friends of the PSC, commonly called "Friends," is a volunteer nonprofit organization which sponsors fundraising events and activities to support the operations of the Portage Senior Center. This organization was formed to provide both short- and long-term funding for the PSC. You can find more information about the Friends at www.friendspsc.org.

VI. Activities and Services

The PSC offers a wide variety of ways to be involved, use your creativity, share your interests, enhance your life and have fun! Many activities are recurring and others are special events.

To see what's new and obtain current schedules, refer to the PSC Newsletter, PSC E-News (periodic emails) and PSC Facebook posts.

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Below is a sample list of some of the activities and services currently available:

- **Classes** – Art, computer, and writing classes (Note: fees may apply)
- **Computer use** – Free Wi-Fi is available throughout the building. Due to ever-changing technology, see the receptionist to inquire about other computer access.
- **Exercise** – Biking, social golf league, ping pong, chair volleyball, instructor-led exercise programs, walking club, Wii bowling, and yoga
- **Health initiatives** – Health screenings, Matter of Balance classes, memory discussion group, Personal Action Toward Health (PATH) classes on coping with chronic illnesses and changes relating to aging
- **Information referral** – Brochures are located in the lobby, or see the receptionist
- **Interest groups** – Art, book club, quilters, crafts, chimes and woodcarving
- **Intergenerational programs** – Partners and Pen Pals (in collaboration with Portage Public Schools)
- **Outreach to the Community** – Band, choir, special drives and PSC Needlers
- **Recreation** – Bridge, Canasta, Cribbage, Dominoes, Euchre, Mah Jongg, movies, golf, billiards and Scrabble
- **Social groups** – Dining out, Book Clubs and the Red Hat Society
- **Transportation** – For information on transportation services, please contact the PSC. There is a handout available for you to take with you, or it can be mailed to your home upon request.

For more information on particular activities or services at the PSC, please see the receptionist, who will direct you to the appropriate source for further details.

New programs are being added continuously. Stay up-to-date by visiting the PSC's Facebook page, or sign up to receive the regular email updates.

Have an idea for a new activity? With adequate space, volunteer leadership, and/or program support, new ideas can be implemented. See the PSC Program Coordinator.

VII. Travel Program

The PSC Travel Office is the perfect place to get a head start on your next great travel experience! PSC offers an extensive group travel program with trips ranging from one day to a week or more. Assisted by volunteers on the Trip Committee, the Travel Coordinator scans the global landscape to discover exciting destinations within Michigan, across the US, and abroad. Twice each year, the PSC publishes a Travel Guide that describes new travel opportunities and invites members to attend a Trip Preview where they can meet other travelers and get firsthand information. Always on the lookout for new venues, the

Travel Coordinator adds trips throughout the year. Upcoming trips are advertised on bulletin boards, in the lobby display rack, in the newsletter, and on the PSC website.

VIII. Volunteer Opportunities

Volunteers are the lifeblood of daily PSC operations, and the PSC offers an almost endless array of volunteer opportunities. Volunteering is an area of service that works for almost everyone. You can be the quiet presence behind the scenes or the booming voice directing a stage production. Volunteering is a great way to make a difference! Some examples of PSC volunteer positions are:

- Daily Operations – Greeters, lunch assistants
- Special Events – Cookie bakers, event planners, ticket takers
- Trip Committee – Research and plan trips, develop itineraries and promotional flyers, and escort trips
- Volunteer Leaders – Do you have good organizational skills and like to facilitate activities? Do you take pride in helping others have an enjoyable experience? This may be a good opportunity for you!
- Have a special skill or talent you'd like to share? Consider partnering with the PSC to offer a class or workshop.

See the PSC Program and Volunteer Coordinator if you are interested in being a volunteer for an existing or new activity.

IX. Your Role as a PSC Member

It is the goal at the PSC for everyone to feel welcome and respected. Every person at the PSC plays a role in providing this pleasant and positive atmosphere. Thanks for doing your part!

Your Responsibilities

- Complete a liability waiver, which will remain on file at PSC.
- Sign in at the welcome kiosk each time you visit the PSC.
- Act and speak in a manner which is respectful of other members, guests and staff.
- Silence your cell phone while participating in classes or attending events. If you must take a call, please leave the room quietly so others may fully enjoy the activity.
- Adhere to the policies and procedures of the Portage Senior Center.

X. PSC Policies

These policies help to maintain a safe and welcoming atmosphere:

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- **Gambling**

In accordance with State of Michigan laws, as well as City of Portage Policies, Procedures and Administrative Orders, gambling is not permitted at the PSC.

- **Political Neutrality**

The Portage Senior Center property shall not be used for political or religious purposes or activities except to the extent that the primary purpose is to educate participants concerning subjects of particular interest to older adults. Such activities shall not advocate for or against candidates, ballot questions or religious beliefs.

- **Solicitations**

Solicitation for personal gain by any individual, agency or company, is prohibited.

- **Complaint Resolution and Appeal Procedure**

The goal of the PSC is exceptional service. The staff values the comments and concerns expressed by members and guests utilizing services and programs at the Portage Senior Center. When something goes wrong, we ask that you tell us about it.

Submitting complaints – You may register a complaint about an ongoing issue or an instance that requires follow-up in any of the following ways:

- Submit a verbal complaint to any PSC staff member.
- Speak with a Senior Citizens Advisory Board member.
- Submit a letter to the Chair of the Senior Citizens Advisory Board or the Senior Citizens Services Manager of the PSC.
- Submit a written complaint to the City of Portage using one of the “How are we doing?” Customer Service Comment Cards, which are located on the right side of the entry doors as you exit the facility. *Please note that these cards may also be used for compliments.*

Follow-up to complaints:

- A PSC staff member who receives a complaint shall investigate promptly to resolve the issue and take corrective action, if possible. The PSC Senior Citizens Services Manager shall also be informed of the complaint.
- Complaints received by Senior Citizens Advisory Board members shall be promptly brought to the attention of the PSC Senior Citizens Services Manager for resolution.
- All complaints received via City of Portage comment cards will be directed to the PSC Senior Citizens Services Manager.
- The PSC Senior Citizens Services Manager has responsibility to monitor the resolution of all complaints received. A response should be provided to the person making the complaint explaining the corrective action or a clear reason that corrective action is not possible or is not necessary. Responses may initially be verbal.
- Complaints received shall be brought to the attention of the Senior Citizens Advisory Board at its monthly meeting. The Senior Citizens Services Manager and

the chair of the Senior Citizens Advisory Board will prepare a written response to the person who made the complaint.

- Should the person making the complaint not be satisfied with the response, he or she may appeal to the Director of Parks, Recreation and Senior Citizens Services or to the City Manager.

The Portage Senior Center offers activities and services to persons over the age of 50 without regard to race, color, creed, gender, sexual orientation, marital status, religion, political belief, national origin, veteran status, height, weight or protected disability. Complaints of discrimination may be filed with the State Office of Civil Rights or the Michigan Department of Civil Rights.

The following behaviors are prohibited at PSC:

- Derogatory, insulting, profane or obscene words in inappropriate circumstances
- Violent behavior or threats of violence
- Creating inappropriate disturbances or disruptions
- Harassment, sexual or otherwise, of another person
- Display of pornographic images and/or obscene material in violation of State law
- Possession and/or use of alcohol or illegal substances, except when alcohol is permitted by specific written approval for a scheduled event
- Smoking inside the building or within 20 feet of any entrance
- Criminal behavior of any kind
- Bullying or intimidation

Disciplinary Action

When it becomes necessary, the PSC reserves the right to take disciplinary measures when members knowingly engage in prohibited behaviors as stated in the Membership Manual. Disciplinary measures will include, but are not limited to:

Step 1 – Verbal Warning – (documented) for minor offenses. A PSC staff member may ask the individual to leave the premises for the balance of that day.

Step 2 – Written Warning – for more severe or repeated violations.

Step 3 – Suspension – from membership privileges, if verbal and written warnings do not prove to be sufficient. Suspensions will be for 30 days.

Step 4 – Termination of Membership – if none of the above measures achieve satisfactory corrective results, and no other acceptable solution can be found. Membership termination will be for no less than one year.

Disciplinary Procedure

Because some rules violations are more disruptive and/or dangerous than others, the progressive discipline policy will begin a differing steps depending on their severity, as follows:

<u>Rule</u>	<u>Initial Step</u>
Aggressive or disruptive behavior	Step 1 – Verbal Warning
Verbal assault, harassment of another person	Step 2 – Written Warning
Physical assault	Step 3 – Suspension
Display of pornographic images in any form	Step 2 – Written Warning
Intoxication	Step 1 – Verbal Warning
Smoking outside of designated areas	Step 1 – Verbal Warning
Theft of any kind	Step 3 – Suspension
Use of illicit drugs or substances	Step 3 – Suspension
Brandishing a weapon	Step 4 – Termination of Membership

Please note that the above steps are not absolute and the discipline may be increased or decreased depending other circumstance and the severity of the infraction.

XI. Facilities

Lobby

Welcome is the message conveyed by the ambiance of the PSC lobby. In this busy space, members and guests may log in at the MySeniorCenter™ kiosk, purchase a greeting card, or pick up flyers for an upcoming event. A receptionist is available to answer questions and facilitate activity registration. The bulletin boards, display cases, and reference brochures provide up-to-date, useful information. The PSC lobby is the perfect spot to sip a cup of coffee, chat with a friend, or just relax.

Room Scheduling

Rooms are scheduled by the PSC Manager and Program Coordinators. The PSC staff reserve the right to make adjustments to the building schedule or room assignments as needed.

A. Determining Factors for Room Scheduling:

- Facility requirements for the intended use. Some examples include: food preparation or service, adequate lighting, tables, and sound equipment
- Privacy needs
- Group size and legal capacity of the room
- Availability of space

B. Guidelines and Priorities for Room Assignment:

- Recurring activities - It is the intention for groups to regularly use the same room, but the PSC cannot guarantee the exclusive use of any room.
- Special events with date specific requirements may be given priority over routine activities. This includes use of PSC as a voting site, fundraisers, speakers or presentations.
- PSC activities are given scheduling priority over rentals when conflicts arise.

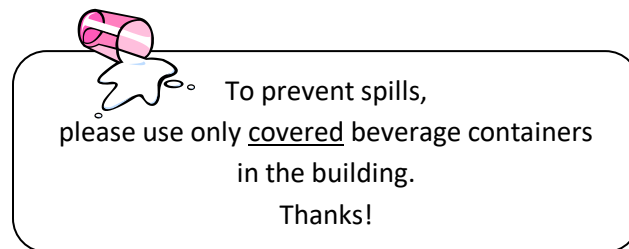
When rescheduling an activity becomes necessary, the PSC staff will make every effort to find an alternate time and location. The staff will also notify group leaders and post a notice in the lobby entrance area.

Room Setup and Use

There is no custodian on staff. Participants are asked to help set up tables and chairs for the activities in which they participate. Upon completion of an activity, rooms should be restored to the same condition in which they were found.

Room use rules prohibit the following:

- Use of any tape on painted walls
- Storing personal items
- Opening windows to adjust temperature to personal taste
- Blocking air vents or inhibiting air flow
- Crowding out or rushing the activity occurring prior
- Refusing to adhere to the closure times of the class or activity, and/or the facility
- Making rude comments or displaying disruptive behavior which detracts from the enjoyment of fellow participants. Disruptive behavior includes all actions that warrant the attention of staff.



Temperature Controls

The comfort of each member is of utmost importance. The building temperature is set between 71 and 74 degrees, in conformity with other facilities such as City Hall. Please dress for your personal comfort, taking into account that due to room size and location, temperatures may vary from one room to another.

Staff Offices and Equipment

To maintain the high production rate necessary for the PSC to function with limited staff, administrative areas are not open to the public. These areas house confidential records such

as invoices, expense data, personal information, and contracts. Likewise, in an effort to make the best use of limited resources, office equipment such as the printer and copier are for use by staff and designated personnel only.

Note: Some equipment used for member activities has been purchased for specific purposes, and will be labeled for that use only. Other use is allowed only with staff permission.

Storage

PSC-owned supplies for exercise and wellness programs and some recreation activities are stored in the building. We ask that members and guests not store personal items at the PSC. Abuse of physical storage units or storage privileges will result in a written notice and a consultation with the PSC Manager, who will make the final determination regarding permission for future privileges.

PSC Closings

Monday - Friday at 5PM

Participants are asked to vacate the premises 15 minutes before closing time, allowing staff time for site security, room and window checks, and alarm programming. Evening activities held after 5PM do not alter daily activity end times.

Weather

When Portage Public Schools are cancelled due to weather, the Portage Senior Center will be open regular posted hours. Please note the following exceptions:

- All instructor-led programs and special events will be cancelled.
- All van transportation provided by the PSC will be cancelled.

Please note that in the rare occasion that the City of Portage makes a decision to close, ALL Senior Center activities will automatically be cancelled. Participants are encouraged to monitor closing announcements on WWMT-TV Channel 3, WKZO-590 AM radio, social media, and Portage Alert notifications.

Holidays

- New Year's Day, January 1
- Martin Luther King 3rd Monday of January
- Good Friday Noon-5PM
- Memorial Day
- Independence Day, July 4
- Labor Day
- Thanksgiving Holiday (Thursday and Friday)
- Christmas Day, December 25
- Other observed holidays as determined by the City of Portage

Check the bi-monthly PSC newsletter for any changes in this schedule

XII. Frequently Asked Questions (FAQs)

Topic	Question	Answer
1. Bulletin boards	May I post my organization's flyer on the PSC bulletin boards?	Staff approval must be received prior to posting information on the PSC bulletin boards which display a wide range of community-oriented information. Please see the receptionist for assistance.
2. Copier	Can PSC members use the copier?	The City of Portage provides the copier for administrative use. Staff and designated volunteers use the copier for conducting PSC business.
3. Donations	Does the PSC accept donation?	Yes, the PSC welcomes and appreciates donations.
4. Emergency contact	Why do I need to list an emergency contact on my membership application?	When an emergency arises at the PSC that could affect members directly or indirectly, the PSC Manager (or designee) might need to contact you, or someone else on your behalf. Any number of scenarios could constitute an emergency, e.g., severe weather, fire, flooding, sudden illness, gas leak, or any incident that could jeopardize the safety of individuals at the PSC. Every member is asked to list an emergency contact person...just in case.
5. Facebook	Can we follow PSC on Facebook or Twitter?	Yes- the Facebook address: facebook.com/portageseniorcentermi The City of Portage does not yet employ Twitter. You can access Senior Citizens Services through the City of Portage website: mysc.portagemi.gov
6. Guests	What is the definition of a <i>guest</i> at PSC?	Guests are welcome at PSC. A <i>guest</i> is a person who: <ul style="list-style-type: none"> • is visiting prior to making a decision about membership • is observing a class or activity prior to making a decision about enrolling • is accompanying a member for a temporary purpose, e.g., assisting with a wheelchair, or • is serving another specific, but temporary, purpose.
7. Idea for activity	To whom should I speak if I have an idea for a new activity?	Please speak with the Program Coordinator. The PSC is always open to ideas for new activities.
8. Key Card	How do I replace a lost key card?	The receptionist can assist you with a one-time, key card replacement at no cost. Here's a tip: you may log in by entering your first name and complete telephone number. Replacement cards can be purchased for \$3 each.
9. Lost and Found	Is there a Lost and Found at PSC?	Yes. Lost and found items may be retrieved at the reception desk. Items are retained for 30 days.
10. Membership Manual	Is the Membership Manual available in electronic form?	Yes, you can download the Membership Manual, as well as the PSC Calendar and the PSC Newsletter, from the

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Topic	Question	Answer
		City of Portage website. Please visit the membership section of mysc.portagemi.gov
11. Parking	Where can we park when we are at PSC?	Free parking is available in the PSC parking lot and adjacent lot of the Portage District Library. Overflow parking is permitted on Currier Drive.
12. Residency	Is residence in Portage required for membership?	Residence in Portage is not required for membership. Members reside in Portage as well as elsewhere in Kalamazoo County, other counties in Michigan, and out-of-state.
13. Room rental	Are rooms at the PSC available for rent?	Yes. See the PSC administrative assistant for rental rates and availability.
14. Travel	Do I have to be a PSC member to travel?	No, membership is not required to travel with the PSC. A non-member waiver of liability is required. The price of a day trip is \$10 more for a non-member participant.
15. Volunteering	How can I become a volunteer at the Senior Center?	Check the PSC Newsletter and bulletin boards for volunteer needs. You may also speak to the Program / Volunteer Coordinator about your interest in volunteering.