



YOU HAVE MORE FRIENDS THAN YOU KNOW

Explore More. Have Fun. Live Well.



Membership Manual



Accredited by
National Institute of
Senior Centers



A Note From the Director

Welcome to the Portage Zhang Senior Center!

We are thrilled you are here and hope that you will immerse yourself in all the PZSC has to offer. Your membership at Michigan's first nationally accredited senior center gives you access to health and wellness classes, interest groups, hobbies and recreation, performing arts, travel opportunities, and so much more.

Stay up to date on all things happening at the PZSC. Members receive a bi-monthly newsletter with current activities and important information. The most recent issue is enclosed in this packet along with additional information about the PZSC. Keep an eye on the display board in the lobby and follow us on Facebook [@PortageSeniorCenterMI](#).

A quarterly *New Member Breakfast* offers the opportunity for new members to meet other members, both new and not-so-new, as well as PZSC staff. Check the newsletter for the date and time.

If you have questions about any of the information enclosed, please call me or any member of our staff. We are happy to answer your questions.

Sincerely,

A handwritten signature in black ink that reads "Kim Phillips".

Kim Phillips

Senior Citizen Services Director

phillipk@portagemi.gov | (269) 329-4555



About the Portage Zhang Senior Center

Mission

The Portage Zhang 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

The Portage Zhang 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 aged 50 and older.

History

Established in 1979, the Portage Senior Center opened its doors at its previous location at 320 Library Lane in 1982. In 2022, the center moved to the new 32,000-square-foot Charles & Lynn Zhang Portage Community Senior Center. The Portage Zhang Senior Center is operated by the City of Portage.

Funding

City of Portage Department of Senior Citizen Services operates the Portage Zhang Senior Center. The city provides an annual subsidy towards the total expense required to operate the PZSC. The remaining funds are generated through membership fees, program fees, travel programming, grants, special fundraising events, memorial gifts, and the Friends of the Portage Senior Center. Contributions are welcome and appreciated.

The Friends of the Portage Senior Center

The Friends of the Portage Senior Center, commonly called "Friends," is a 501(c)3 non-profit organization. Their purpose is to support the Portage Zhang Senior Center by encouraging donations, sponsorships, bequest, and grants, and by stimulating public interest and support for the PZSC (see p. 7). Their goal is to encourage both short-term and long-term funding for the services provided to older adults by the PZSC.



Senior Citizens Advisory Board

The Senior Citizens Advisory Board advises the Portage City Council and the Portage Zhang Senior Center (PZSC) 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 PZSC.

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 2:30 PM, at the Portage Zhang 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 portagemi.gov/151.



OUR HOURS



HOLIDAY CLOSURES

Office Hours: Monday - Friday, 8 AM - 5 PM

Kindly be aware of the closing times and ensure your departure from the premises occurs either at or before the designated closing time.

We appreciate your cooperation!



Find Us At ...

203 East Centre Avenue

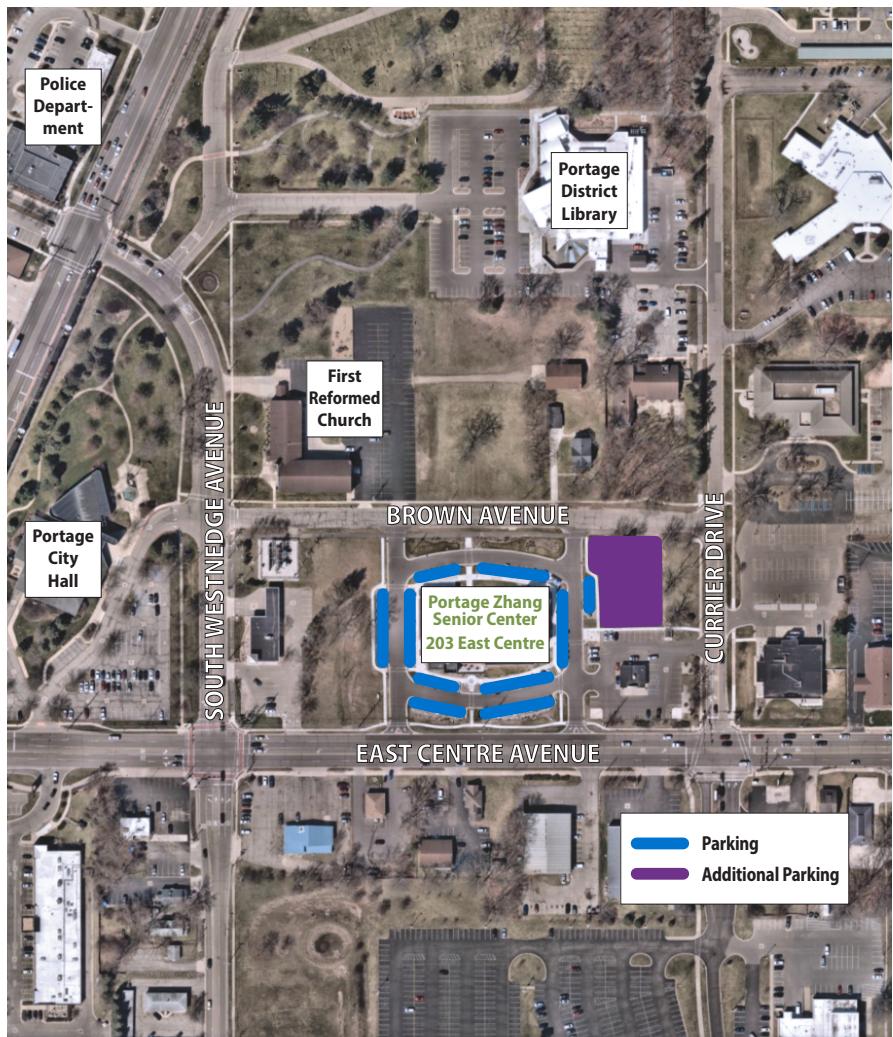
205 East Centre Avenue
in the heart of the City Centre!



Parking

 We are grateful to have such a lively and engaged membership at the PZSC! As our membership grows, so do our activities and events, which only adds to the excitement. Please note that parking is available on a first-come, first-served basis.

Additional parking is available near the east entrance, just behind Dairy Queen and is accessible from Brown Avenue. During special events, additional parking is available along both sides of Brown Street. We kindly ask that you avoid parking at the First Reformed Church or Dairy Queen unless there is signage directing you to do so. This shows respect to our neighbors.





Inclement Weather Closures

Ensuring the safety and well-being of our participants is our top priority. In the event of weather-related class cancellations by Portage Public Schools, all instructor-led programs and special events will be called off, and transportation services will be temporarily suspended. Notably, the PZSC will remain staffed and open during its regular hours.

However, in the unlikely circumstance that the City

of Portage declares closure due to severe weather conditions, the PZSC will either not open or close early, resulting in the cancellation of all scheduled activities. Participants are strongly advised to stay informed by checking for closure announcements on WWMT Newschannel 3, WKZO radio, and our official Facebook page. Your safety is of utmost importance to us, and we appreciate your cooperation in staying updated on any changes to our schedule.



WiFi

Free WiFi is available to all members and guests. No password is required. Select the [PCSC-PublicWiFi](#) network.



Visitors and Guests

Visitors and guests are always welcome at the PZSC! Please visit the reception counter, along with your guest to receive a visitor pass. A visitor or guest is a person who is 50+ and who:

- » is visiting before deciding about membership
- » is observing a class or activity before deciding about enrolling
- » is accompanying a member for a temporary purpose, e.g., assisting with a wheelchair
- » is serving another specific, but temporary, purpose



Lost & Found

Storage of private property and personal belongings is not permitted after the individual leaves the building. The PZSC is not responsible for lost or stolen items. Found or unclaimed items may be turned into the Reception Desk. The items will be held for a period of 30 days. After that period, the items will be considered abandoned property and disposed of accordingly.



Suggestion Box

We value your opinion and would love to hear your thoughts and suggestions on how we can improve our services. Whether you have feedback on our programming or fitness classes, or have ideas for new programs and events you would like to see, we welcome your input. You can find the suggestion box inside the vestibule at the west entrance of the center. Just fill out a card and drop it in the box. We check the box every month, so your feedback won't go unnoticed. Thank you for helping us serve you better!



Privacy and Confidentiality

The City of Portage Department of Senior Citizen Services operates the Portage Zhang Senior Center and is committed to maintaining the privacy and confidentiality of the personal information that is provided by participants. The PZSC is compliant with all applicable laws and regulations relating to such information.

All participant information is for use by PZSC staff

only. Contact information provided by members will not be shared outside of the Department of Senior Citizen Services or with other members, except with your permission for each occasion. However, information may be shared with emergency personnel in case of a medical emergency. Personal data is stored in a secure environment and only accessible by authorized personnel.

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



Membership & Eligibility

Membership at the Portage Zhang Senior Center is open to everyone 50 and older. City of Portage residency is not required to become a member at the PZSC. Membership applications are available at the Reception Desk, or online at mvpzsc.portagemi.gov.

Lost membership cards/key tags are replaced once at no charge. Thereafter, a \$5 replacement fee will apply.

Reasons to Join Portage Zhang Senior Center

You can be proud of your membership in Michigan's first nationally accredited senior center. The PZSC is a center for active aging, allowing members opportunities for social interaction and meeting new people with diverse backgrounds and shared interests. Whether through volunteering, recreation, health and fitness, dining out, arts, group travel, culinary interest, or entertainment, we have something for everyone. We hope you will become fully engaged in the wide range of programs and activities available.

Benefits of Membership

- » Discounts on classes, activities, day trips, and events
- » Participation in members-only groups and activities
- » Ability to purchase add-on memberships for the Fitness Center and Pickleball
- » Invitations to special events and presentations
- » Receipt of the bi-monthly newsletter

Membership at the Portage Zhang Senior Center

Our goal is to provide the best services available while promoting personal growth, health, friendship, and independence for adults aged 50 and older. Membership must be renewed on an annual basis.

Annual Base Membership: \$30 for Portage residents | \$40 for non-residents

A Base Membership entitles an individual age 50 and older to participate in all educational, social/recreational, volunteer, and other regularly scheduled activities and special events. A Base Membership is good for one year from the date of registration and renewal notices are mailed to the member before expiration.

Lifetime Membership: \$300

A Lifetime Membership, like a Base Membership, entitles an individual to participate in all educational, social/recreational, volunteer, and other regularly scheduled activities and special events. A Lifetime Membership is good for the lifetime of that member. A Lifetime Membership does not include membership add-ons.

Annual Virtual Membership: \$20

A Virtual Membership allows individuals 50 and older access to all PZSC virtually scheduled activities only. This membership option is ideal for those who may be unable or do not wish to leave their home, or those who live out of state.

Not interested in a PZSC membership but occasionally want to participate in activities?

Participation in regular activities is available to non-members age 50 and older at a daily drop-in rate of \$5 per day (\$7 per day for drop-in pickleball). Activities with an associated fee are available at the non-member rates.

Add-on Memberships

To accommodate PZSC members who wish to use specialized facility amenities in the, add-on levels of membership are available. The add-on membership levels include fitness center use and/or pickleball-related activities. To purchase a Fitness or Pickleball Membership, a Base Membership is required.

Annual Fitness Center Membership: \$40 (plus Base Membership)

A Fitness Center Membership is required to use the weight machines and equipment in the fitness center. Upon purchase of a Fitness Center Membership, members must participate in a 45-minute orientation with our personal trainer. Once an orientation to the fitness center is complete and a waiver is signed, members can get started on their PZSC fitness journey!

Annual Pickleball Membership: \$50 (plus Base Membership)

Consider an Annual Pickleball Membership as an add-on to your Base Membership eliminating all open play fees.



Scholarships

The PZSC is fortunate to be able to offer the Ruth Ann Meyer Scholarship Fund through the Friends of the Portage Senior Center. Members of the PZSC or the community at large who are experiencing financial hardship and wish to participate at the PZSC are encouraged to call (269) 329-4554 for additional information regarding scholarships. All information is kept confidential.

Participation

The PZSC staff reserves the right to assess the ability of potential members to use the center safely and appropriately. This is to ensure the health and well-being of all attendees. Members must be independent and oriented; senior center staff and volunteers are not allowed to provide hands-on assistance.

At the discretion of the Director of Senior Citizen Services, a member may be required to have a home health aide, companion, escort, or family member accompany them for participation in PZSC activities and or transportation services.

Out of concern for safety and well-being, participants requiring an aide or companion must always be accompanied by the aide/companion while at the PZSC. In the event the aide or companion does not provide adequate assistance or leaves the member at the center unassisted, PZSC staff will immediately contact the emergency contact person on file. If the contact person is unavailable, the Portage Department of Public Safety may be called.

Individuals with challenges that cannot be managed by their aide or companion will be excluded from participation. These challenges include, but are not limited to:

- » Wandering
- » Prescription drug monitoring
- » Drug or alcohol abuse
- » Regularly occurring seizures
- » Poor personal hygiene
- » Inability to feed oneself
- » Chronic unmanageable incontinence
- » Chronic contagious disease
- » Abusive or harmful behavior
- » Cognitive impairment
- » Behavioral health problems
- » Inability to toilet independently

Before exclusion for any of the prior reasons, PZSC administrators will meet with the individual and/or their family to discuss concerns and possible solutions. A plan of action will be agreed to by all parties. Failure to comply will result in exclusion from the Portage Zhang Senior Center and cancellation of member privileges.



Supporting the Portage Zhang Senior Center

The Portage Senior Center (PZSC) relies on the kindness of individuals like you to fulfill the needs of older adults in our community. Whether you choose to donate financially or in-kind, every bit of your support makes a huge difference. If you wish to make a financial contribution, you can do so by visiting the Friends of the Portage Senior Center website at friendpsc.org. Donation envelopes are

also available at the PZSC for your convenience.

Donations in the form of goods and services are greatly appreciated to help support the various programs and services we offer. We publish wish lists throughout the year to provide guidance on the items that are needed. If you have questions about donating specific items, please feel free to speak with a member of the PZSC team.



Check-In and Registration

Automated technology is used to streamline member registration, maintain accurate contact information, and efficiently schedule programs and activities. The technology serves as a comprehensive tool, enabling PZSC staff to access vital insights into attendance trends, monitor the influx of new members, and gather valuable data for strategic planning. By leveraging this technology, PZSC ensures the continuous delivery of relevant, enjoyable, and accessible programs, classes, and activities that cater to the diverse preferences and needs of our participants.

MySeniorCenter

MySeniorCenter is the tool employed by PZSC for tracking of membership, programs, and service statistics. To facilitate seamless engagement, PZSC members are asked to sign in at one of the two conveniently located welcome kiosks before partaking in any activities. The sign-in process is user-friendly, involving the selection of specific programs or activities the member intends to participate in on that particular day. For those uncertain about their plans, a flexible "Café or Lounge" option is available as a general attendance choice. When members exit the premises, there's no need for a formal check-out procedure.



MyActiveCenter

Experience the convenience of streamlined online registration through MyActiveCenter, where PZSC

members can effortlessly enroll in and make payments for classes and activities.

First-time users must create an account at myactivecenter.com, using their PZSC key tag number and phone number. Returning users must log in using their PZSC tag number and phone number provided at account activation. If your contact details need updating, call the reception desk at 329-4555 for assistance.

MyActiveCenter accommodates only one account per email address. If you share an email address with your spouse or partner, you can easily add the second user by accessing the "My Account" page at any time. For a secure transaction, users are advised to log out once a purchase is successfully completed, ensuring the confidentiality and integrity of your account information.

"Sold Out" and "Full" Events

Our events are attracting an overwhelming response, often reaching maximum capacity. We're overjoyed to witness such enthusiastic interest in our offerings! Nevertheless, we empathize with the potential disappointment for those who may not secure a spot.

For registered attendees, if your plans take an unexpected turn, please inform us promptly. This way, we can offer the opportunity to someone else eagerly waiting to participate. Please note that if you haven't preregistered for a full event, there's a possibility you may be unable to attend.

Your enthusiasm is truly appreciated, and we look forward to welcoming you to upcoming PZSC events. Thank you for being a part of our vibrant community!



Facility Amenities & Information

Welcome to the PZSC! We offer complimentary coffee and tea at our Café, and we kindly accept donations to help us cover the cost of supplies. If you're looking for more beverage and snack options, we invite you to check out our Lounge on the first floor, where you can find convenient vending machines. You're also welcome to bring food or beverages into our building. If you need refrigeration, there are two small refrigerators located in the Café. Our goal is to make your visit as enjoyable as possible, so please let us know if there's anything we can do to assist you.

Amidst the vibrant atmosphere of our bustling facility, members and guests can engage in a myriad of activities, from participating in scheduled events to purchasing greeting cards or collecting informative flyers for upcoming happenings. A dedicated receptionist is readily available to address queries and assist with seamless activity registration. Whether you're seeking details on ongoing programs or exploring upcoming events, our displays keep you well-informed.

Beyond its functional aspects, the PZSC also offers a delightful ambiance for relaxation and socialization. It's the perfect haven to savor a cup of coffee, engage in friendly conversations, or simply unwind. In the midst of our dynamic community, the PZSC stands as a multifaceted space catering to diverse interests and fostering a welcoming environment for all.

Room Scheduling

Rooms are scheduled for activities by the Senior Citizen Services Director and Program Managers. The PZSC staff reserves the right to make adjustments to the building schedule or room assignments as needed.

Determining Factors for Room Scheduling

- » Facility requirements for the intended use (e.g., food preparation or service, adequate lighting, tables, and sound equipment)
- » Privacy needs
- » Group size and legal capacity of the room
- » Availability of space

Guidelines and Priorities for Room Assignment

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

When rescheduling an activity becomes necessary, the PZSC 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 entrance area.

Room Setup and Use

We are delighted to provide programming spaces and are committed to fulfilling all scheduling and set-up requests. Your assistance in setting up and cleaning up activities would be highly valued. After the conclusion of your activities, please help us by returning the spaces to their original condition, which involves disposing of any leftover trash and food items. We sincerely thank you for your cooperation and enthusiasm in fostering a positive and welcoming environment for everyone.



Room use rules prohibit the following:

- » Use of any tape on painted walls
- » Storing personal items
- » Opening exterior doors to adjust the temperature
- » Blocking air vents or inhibiting airflow
- » Crowding out or rushing the preceding activity participants
- » Refusing to adhere to the starting and end 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° in conformity with other city facilities. Please dress for your personal comfort, considering that based on room size and location, temperatures may vary from one room to another.

Staff Offices & Equipment

To maintain the efficiency necessary for the PZSC 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, to make the best use of limited resources, office equipment such as the printer and copier are for the use of staff and designated personnel only.

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 permission.

Storage

PZSC-owned supplies dedicated to exercise, wellness programs, and select recreation activities are stored in the facility. However, members and guests are not permitted to store personal items at the PZSC. To

maintain a well-organized environment, misuse of physical storage units or storage privileges will prompt a written notice and a subsequent consultation with our staff. The final determination regarding permission for future storage privileges rests with the staff.

For the convenience of our members, daily use lockers are available. You are welcome to use a personal lock or a PZSC lending lock, which can be found in the Administrative Suite, conveniently located near the east entrance of the PZSC. To borrow a lock, individuals are asked to leave their car keys or ID with a staff member. These items will be promptly returned upon checking back the lock and key into the Administrative Suite.

Maintaining a Clean Center

We feel incredibly grateful to be granted access to the splendid Portage Zhang Senior Center, featuring a plethora of delightful spaces. In order to maintain the pristine condition of this facility, we kindly request your cooperation in cleaning up after yourself. Please be mindful of the equipment, courts, and floors, ensuring their protection. For those intending to utilize the Fitness Center, engage in Pickleball Courts activities, or participate in fitness classes, it is imperative to bring along a pair of clean, dry shoes exclusively designated for indoor use.



Policies on Conduct and Personal Behavior

At the Portage Zhang Senior Center, our aim is to create an inclusive and respectful environment where everyone feels welcome. Each individual at the PZSC contributes to fostering this positive atmosphere. Thank you for playing your part!

Non-Discrimination Statement

The Portage Zhang Senior Center offers activities and services to persons aged 50 and older 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. View the City of Portage

Non-Discrimination Statement at portagemi.gov/853.

Your Responsibilities

- » Complete a liability waiver, which will remain on file at PZSC.
- » Check in at the welcome kiosk each time you visit the PZSC.
- » Act and speak in a manner that 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 Zhang Senior Center.

Portage Zhang Senior Center Policies

These policies help to maintain a safe and welcoming atmosphere:

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 PZSC.

Political Neutrality

PZSC 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 PZSC is exceptional service. The staff values the comments and concerns expressed by members and guests utilizing services and programs at the PZSC. 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 PZSC staff member.
- » Speak with a Senior Citizens Advisory Board member.
- » Submit a letter to the Chair of the Senior Citizen Services Advisory Board or the Director of Senior Citizens Services
- » Submit a written complaint to the City of Portage using one of the "How are we doing?" Customer Service Comment Cards, which are available in every City of Portage facility. A suggestion box is located inside the west entrance of the PZSC. These cards may also be used for compliments!

Follow-up to complaints:

» A PZSC staff member who receives a complaint shall investigate promptly to resolve the issue and take corrective action, if possible. The Director of Senior Citizen Services will also be informed of the

complaint.

- » Complaints received by Senior Citizens Advisory Board members shall be promptly brought to the attention of the Director of Senior Citizen Services investigation and resolution.
- » All complaints received via City of Portage comment cards will be directed to the Director of Senior Citizen Services.
- » The Director of Senior Citizen Services has the responsibility to monitor the resolution of all complaints received. A response will 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 Director of Senior Citizen Services 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 by email to the Office of the City Manager by calling (269) 329-4400.

Prohibited Behaviors

- » 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 in the building or within 20 feet of any entrance
- » Criminal behavior of any kind
- » Bullying, intimidation, and disrespect
- » Use of open fire or incendiary devices
- » Loud air horns, bullhorn or extra loud music not associated with an event
- » Animals, except for service animals



Disciplinary Measures for Code of Conduct Violations

The Portage Zhang Senior Center maintains the right to implement disciplinary measures when members knowingly engage in prohibited behaviors outlined in the Conduct Policy & Personal Conduct section of this Membership Manual (pp. 9-10). These measures may include, but are not limited to:

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

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

Step 3 – Suspension from membership privileges if verbal and written warnings prove insufficient. The suspension will be in effect for 30 days.

Step 4 – Termination of Membership if none of the aforementioned measures yield satisfactory corrective results, and no other acceptable solution can be identified. Membership termination will be for a minimum of one year.

Disciplinary Procedure

Because some rule violations are more disruptive and/or dangerous than others, the progressive discipline policy will begin with PZSC management initiating differing steps depending on the severity of the rule violation, as follows:

Rule	Initial Step
Aggressive, disruptive, or disrespectful 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 – Call to authorities / Termination of Membership

Please note that the above steps are not absolute, and discipline may be modified depending on the circumstances and the severity of the infraction.



Health & Safety

The Portage Zhang Senior Center takes the health, safety, and well-being of our participants very seriously. Senior Center staff are not responsible for any member entering or leaving the Center with other members or alone. Staff is also not responsible for any belongings or items that a patron brings into our Center.

In the interest of maintaining the health, safety, and well-being of members, visitors, and staff, please remember the following:

» **Weapons:** Under Michigan law, it is legal to openly carry firearms in municipal buildings (except courts) and it is legal to carry a concealed pistol anywhere. The PZSC is a municipal building so a member of the public, with or without a concealed pistol license, may open carry in the building. While it is legal to carry a gun in the PZSC, we discourage the practice. Additionally, under state law, brandishing a firearm in public is a misdemeanor, subject to a fine and will result in suspension of membership.

» **Tobacco:** The PZSC is a tobacco-free facility. No tobacco use is allowed inside the facility, or within 20 feet of any entrance. This includes the use of cigarettes, chewing tobacco, cigars, or any other tobacco product. Smoking is permitted at a designated smoking area on the north side of the facility. To maintain a litter-free campus, we ask that cigarettes and cigar butts be properly disposed of in provided containers.

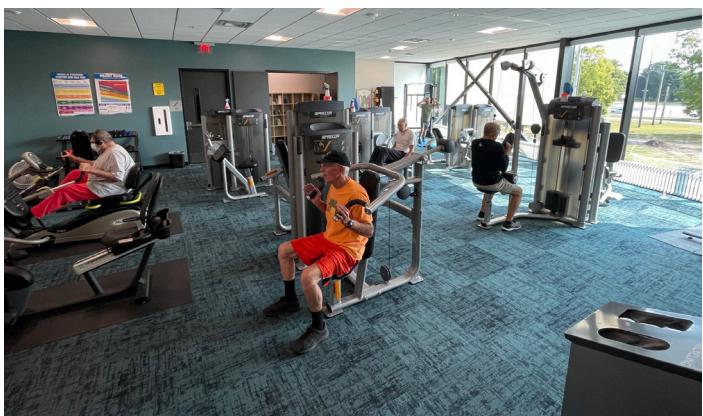
» **Alcohol:** Possession and/or use of alcohol or illegal substances is not allowed, except when alcohol is permitted for a scheduled event.

» **Hand Sanitizer:** Participants are encouraged to use the hand sanitizer stations located throughout the facility. If you are ill or have a fever, seek medical attention, and please remain at home.

» **Pets:** Members and guests shall not bring pets or animals into the PZSC, other than service animals, as defined by the Americans with Disabilities Act (ADA), that are trained to perform tasks or do work for the benefit of a person with a disability. Per the ADA, "service animals must be harnessed, leashed, or tethered, unless these devices interfere

with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls." Therapy dogs used to support PZSC programming are allowed with prior approval from the administration.

» **Attire:** All individuals entering the PZSC must wear proper attire, including safe footwear, while in the building or on the property (unless specific program calls for the removal of shoes).



» **Fitness:** Individuals participating in any exercise programs/classes held at the PZSC do so at their own risk. Those individuals who participate in any exercise classes assume full responsibility for their own safety and whether their own personal health and medical conditions permit performing such exercises. It is recommended that participants consult with their physician before beginning any new exercise routine.



Frequently Asked Questions

Topic	Question	Answer
Public Postings	May I post my organization's flyer at the PZSC?	Staff approval must be received prior to posting information. Please see the receptionist for assistance.
Copier	Can PZSC members use the copier?	The City of Portage provides the copier for administrative use. Staff and designated volunteers use the copier for conducting PZSC business.
Emergency contact	Why do I need to list an emergency contact on my membership application?	When an emergency arises at the PZSC, the Director of Senior Citizen Services (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 PZSC). Every member is asked to list an emergency contact person.
Social Media	Can we follow PZSC on Facebook or X (Twitter)?	Yes, follow us on facebook at facebook.com/portageseniorcentermi . The PZSC does not employ X (Twitter). You can access Senior Citizens Services through the City of Portage website at mypypsc.portagemi.gov .
Guests	What is the definition of a guest at PZSC?	Guests are welcome at PZSC. A guest is a person age 50 and older 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.
Idea for activity	To whom should I speak if I have an idea for a new activity?	Please speak with a member of the Program Team. The PZSC is always open to ideas for new activities.
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 \$5 each.
Lost & Found	Is there a Lost and Found at PZSC?	Yes. Lost and found items may be retrieved at the reception desk. Items are retained for 30 days.
Membership Manual	Is the Membership Manual available in electronic form?	Yes, you can download the Membership Manual, as well as the PZSC Calendar and the PZSC Newsletter, from the City of Portage website. Please visit the membership section of mypypsc.portagemi.gov .

Parking	Where can we park when we are at PZSC?	Free parking is available in the PZSC parking lot. Parking is also available in an overflow lot behind Dairy Queen and along Brown Street.
Residency	Is residence in Portage required for membership?	Residence in Portage is not required for membership. Our members reside in Portage as well as elsewhere in Kalamazoo County, other counties in Michigan and out-of-state.
Room rental	Are rooms at the PZSC available for rent?	Yes. See the PZSC Administrative Assistant for rental rates and availability.
Travel	Do I have to be a PZSC member to travel?	No. Membership is not required to travel with the PZSC. A non-member waiver of liability is required. The price of a day trip is \$10 more than the member fee for a non-member participant.
Volunteering	How can I become a volunteer at the Senior Center?	The PZSC relies heavily on volunteers to provide information and a range of services, activities, and volunteer opportunities which promote personal growth, health, friendship and independence for older persons in the area. Visit mypzsc.portagemi.gov to apply online or see a PZSC staff person for additional information.
Minors	Can I bring my grandchildren to the Center?	If necessary, minor age children may accompany an individual to the PZSC on occasion, upon approval from the Director of Senior Citizen Services. Minors must be adequately supervised at all times and not be disruptive to activities.
Daily Meals	Does the PZSC offer daily meals?	The PZSC does not offer daily meals. Special luncheons and other events are offered throughout the year. Lunchtime congregate meals are offered by Milestone Senior Services at a variety of locations in Kalamazoo County. Contact Milestone Senior Services at milestoneseniorservices.org for more information.



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