

# Membership Handbook



**Vision:** *The Monroe Center for Healthy Aging is committed to improving the quality of life for older adults in Monroe County.*

**Mission:** *The Monroe Center will continue to offer and expand services and assistance that promote positive aging, enhance quality of life and independence for older adults in Monroe County, and serve as a leader in older adult services, information, and education.*

*The Monroe Center will always be a place for fun, fellowship, and support.*

15275 South Dixie Hwy. Monroe, MI 48161

734.241.0404 [www.monroectr.org](http://www.monroectr.org)



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# Welcome

We want to extend our warmest welcome greetings to you!

Welcome to the Monroe Center *for Healthy Aging*. We are extremely glad to have you as a new member and look forward to having a great association with you.

We certainly hope that you will enjoy the many activities and events the Center has to offer, along with the comradeship of fellow members.

Again, welcome to the Center. We are truly pleased to have you.

Sincerely,  
Your staff

Executive Director:  
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sandie@monroectr.org

Operational Manager:  
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MichelleGessner@monroectr.org

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Delanie Guyor

Bingo Coordinator  
Lisa Brown

Membership Liaisons to the Board

Kevin Henry  
Hobby Nels

## History of the Monroe Senior Center

At an Executive Board Meeting of the Monroe County AFL-CIO Central Labor Council on February 24, 1960, President Gastambide brought out for discussion the subject of a "Drop-in Center" for senior citizens of Monroe County. The delegates of the labor council realized the need for the social interaction of its retired members. This was the beginning of the Monroe Area Retired Citizens Center, which met in a basement recreation room at the AFL CIO Hall at 41 West Front Street. Within five months, the attendance grew until the space was no longer able to accommodate all the senior citizens wanting to visit the Center. To provide additional space for the rapidly growing membership, the location of the Center was moved in April of 1961 to 103 West Front Street.

By 1965, the Center had a well established daily hot meal program serving 8,821 meals that year. The membership numbered 389 seniors and attendance for the year was 11,680. Funding now included the Unions, United Way Funding and the City Recreation Commission.

In 1966, larger quarters again had to be found, and the Center relocated to 411 East Front Street. By 1968 membership had climbed to 877 and in 1970 added funding was requested from the City Council and the County Board of Supervisors.

In 1970, the Center was incorporated and federal and state grants were obtained to expand services over the years.

The Center moved again in 1972 to the basement of the United Way Building, formerly used by Michigan Gas Utilities Company, at 6 South Monroe Street. The name of the Center was changed to the Monroe Senior Citizens Center.

In 1976 plans began to find larger quarters as programs and activities had begun to outgrow the available space. With the assistance of then State Representative Ray Kehres, who was also a delegate to the labor council from the Paper Workers Union at Consolidated Paper Company, and the late Jack Champion, Monroe Township Supervisor, plans were finalized with Forest City Dillon Development Corporation to build the current Mable H. Kehres Apartments and Monroe Senior Citizens Center. The Center moved into the location at 15275 S. Dixie Highway in the fall of 1978 and a Dedication Celebration was held on January 15, 1979.



41 West Front Street



103 West Front Street



411 East Front Street



Back of building—Monroe Senior Citizens Center entrance.



6 South Monroe Street



15275 S. Dixie Highway

*Visit the Labor Museum. Downtown Monroe. 41 West Front Street  
(Phillip Murray Building) <http://www.monroelabor.org>*

## Why—How—What



### Why we are here ....

**Vision:** *The Monroe Center for Healthy Aging is committed to improving*

The philosophy of the Monroe Center is that aging is a normal developmental process; that human beings need peers with whom they can interact and who are available as a source of encouragement and support; and that older adults have the right to a voice in determining matters in which they have a vital interest.

The Monroe Center prides itself on leadership in services to older adults and the community. The staff is committed to providing a place for older adults to socialize and activities that provide the ingredients to maintain a productive and meaningful life.

**Mission:** *The Monroe Center will continue to offer and expand services and assistance that promote positive aging, enhance quality of life and independence for older adults in Monroe County, and serve as a leader in older adult services, information, and education.*  
*The Monroe Center will always be a place for fun, fellowship, and support.*

### How we got here ....

In 1970, the Center was incorporated and federal and state grants were obtained to expand services over the years. The Monroe Center had been housed near the old Coca-Cola plant on Front Street, the United Way building on S. Monroe Street, and then in 1978 moved to the Mable Kehres building.

In 1980, a county senior millage was passed which helps to support the Monroe Center, along with member dues, donations, fund raising, corporate support, and in-kind services.

### What we do ....

The Monroe Center is open seven days a week, including holidays and offers a wide variety of services and activities, which include fitness classes, health education events, meal program, support groups, cards and bingo, and music and dance lessons. Our commitment to Monroe County is to be a leader in services and supports that provide opportunities for quality lifestyles and healthy aging!



**CAFÉ** Open 7 days a week

Public Welcome

Eating at the Cafe' is easy as 1, 2, 3 !

1. First scan your key card at the front desk, place your order and pay.
2. Walk around the corner and give your slip to the fabulous kitchen staff. (On special events, dinners are served at your table).
3. You can either wait at the counter or be served at your table. Salad bar customers can help themselves to the salad bar.

**Weekdays (Monday - Friday)**

**Breakfast 8 am to 10 am**

Breakfast is on a per item basis with costs ranging from \$2.00 to \$5.00.

**Lunch 11 am to 1:00 pm**

Meals include the day's main choice, OR you can buy a hamburger, tuna sandwich, or soup.

Prices average \$3.00. Coffee, tea, and ice tea are included.

**Saturday Breakfast, Brunch, Lunch**

**8 am to 1:00 pm**

Breakfast is served from 8 am to 12:30 pm. Lunch starts at 11 am and is served on a per item basis, with additional sides available.

**Sunday Dinners:** Dinner is served from 11 am to 1 pm and include home-cooked meals. Prices (with tax) are \$4.00 for members and \$5.00 for guests.

**Evening Meals:** Evening meals are available from 4:15 to 6:00 p.m. on Monday through Thursdays. The meal is \$3.00. Milk Shakes are also available.

The Cafe's meals are not subsidized by state or federal tax dollars. We operate our own kitchen, and therefore charge according to our real expenses. We do this so we are able to have all the great events, lots of choices, and remain open to all!

# Scan Cards

## To scan or not to scan – Is that the question?

Beginning in 2012, we've asked that you sign in and select the activities in which you were participating. We're continuing to ask that you sign in and select your activities. ~~Now,~~ **we also need you to scan out.**

Selecting the activities helps us know how many units of service that we provide, and it is a good measure to help us track growth. Units have continued to grow since 2009.

| <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> | <u>2015</u> | <u>2016</u> |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 34,837      | 40,862      | 45,371      | 48,470      | 52,160      | 53,422      | 53,930      | 56,742      |
| +17.2%      | +11%        | +6.8%       | +2.4%       | +2.4%       | + 1%        | +5.2%       |             |

The new process of scanning out gives us another tool to help us measure our effectiveness, and it will give the Commission on Aging a way to compare utilization rates among senior centers in the County. The Monroe Center is open over 60 hours each week. For us, knowing the usage rate will help in planning for the future – especially as we contemplate a building expansion. (Because of our growth, we need more space – watch for more information on this!)

Additionally, the number of hours that people are here each month is now being used as the way that our senior millage is allocated. In the past, we received 1/12<sup>th</sup> of our allocation each month. Starting in 2012, the Commission on Aging switched to a “fee for service” method. That means that we currently receive \$3.69 for each hour that Monroe County residents who are 60 years of age or older are using the Center. Thus, it is **very important** for us to know what time you get here and what time you leave.

We appreciate your help with this. If you ever have questions about why we do things or about how we budget our money, please stop in to see us. This is **your** Center, and we want you to feel confident in our operation. Please know that we are accountable and that we use our money wisely.



*The Monroe Center is a Federal 501(c)3 nonprofit corporation.*



**Activities**

- ◆ Cards
- ◆ Singing
- ◆ Pool
- ◆ Dances
- ◆ Bingo
- ◆ Travel
- ◆ Internet Access
- ◆ Library in Motion
- ◆ Exercise Classes

- ◆ Exercise Equipment
- ◆ Monthly Movie
- ◆ Weight Loss Support Group
- ◆ Special Events
- ◆ Chair Yoga
- ◆ Line Dancing
- ◆ Volunteer Opportunities
- ◆ Dinner Shows
- ◆ Knitting Group

**Support Services**

- Medicare D Assistance
- Blood Pressure Checks
- Flu Shots
- Food Commodities
- Educational Programs
- Legal Services
- Notary Public
- Information and Referrals
- Notary Public, Tues. & Thurs
- Property Tax Assistance
- Information and Referrals

**Center Hours**

Weekdays  
(Monday thru Thursday)  
8 am to 7 pm

Friday): 8 am to 4 pm

Saturday : 8 am to 2:00 pm

Sunday: 10 am to 2 pm



**Come Join The Fun**



## **Becoming a Volunteer ...**

The volunteer intake process is intended to place each volunteer in a personally satisfying volunteer experience at the Monroe Center.

Volunteer opportunities are available at the Monroe Center as listed on the Volunteer Opportunities list. Some of the opportunities apply to Center jobs and some apply to RSVP.

Volunteers are asked to contact the Center's Volunteer Coordinator, Tommie Kruse, for assignment to volunteer opportunities.

Volunteers are asked to submit to a background check and to participate in orientation.

Each volunteer opportunity (job) has a maximum number of hours allowed per shift (day). Time recorded on the time sheet should not exceed the maximum number per type of job.

Please note that the time it takes to get to the Center from home and back again does not count toward volunteer time.

### **Volunteer Incentive Policy**

The purpose of the policy is to outline incentives that Monroe Center volunteers receive from donating hours to the Center.

- Volunteers are invited to the Annual Volunteer Dinner each year. A complimentary meal is provided and volunteer awards are presented.
- Special Events. Volunteers who work at least four consecutive hours for special events at the Center do not need to purchase a ticket to the event and will receive a complimentary meal.
- Volunteers will receive a \$3 meal voucher for every four hour shift worked, as long as the volunteer is not receiving a meal as part of that shift. For each 12 hours that volunteers work at the Center during the month, a meal voucher is provided for those hours that a meal is not provided.
- For all-day fundraisers and assigned volunteers on birthday dinners and one complimentary meal (up to a \$3 value) is provided for the volunteers on the day of the event.

| <b>Monroe Center Volunteer Opportunities:</b>  |  | <b>Maximum Allow-able Hours Per Shift / Day</b> |
|--|--|---|
| <b>Greeters:</b>                               | Welcome individuals to the Center  | 4 hours   |
| <b>Fundraising</b>                             |  |   |
|  | Assist with planning fundraising events – meetings, etc.                         | 2 hours   |
|  | Assist with promoting the events – distributing flyers, etc.                     | 2 hours   |
|  | Assist with set-up, serving, and cleanup of fundraising events                   | 6 hours   |
|  | Cook for special meals, as identified (Duck Burger, Italian, etc.)               | 6 hours   |
|  | Selling raffle tickets   | 3 hours   |
| <b>Kitchen and Dining Room Assistance</b>      |  |   |
|  | Setting up and taking down tables  | 2 hours   |
|  | Waiting on customers, serving, clearing tables, cleaning                         | 2 hours   |
|  | Wrapping Silverware  | 3 hours   |
| <b>Quarterly Rummage Sales</b>                 |  |   |
|  | Set up and pricing of rummage sale items   | 10 hours  |
|  | Work the day(s) of sale – collecting money, sorting, packing, etc.               | 10 hours  |
|  | <b>Travel</b> – planning, organizing, implementing, escorting                    | 10 hours per day                                |
|  | <b>Bible Classes</b> – preparation and facilitation of Bible study               | 2 hours   |
|  | <b>Watering Plants</b>   | 1 hour  |
|  | <b>Staffing Booths at community fairs and events</b>                             | 4 hours   |
|  | <b>Front Desk Receptionists</b> – (typically four hour shift working Front Desk) | 9 hours   |
|  | <b>Newsletter</b> – Monthly Collating and Labeling of Newsletter                 | 3 hours   |
| <b>Member Operated Programs and Activities</b> |  |   |
|  | Bingo – Calling, Card Sales, Bingo Verification and Payouts                      | 4 hours   |
|  | Computer Training – teaching, class preparation, set-up                          | 3 hours   |
|  | Exercise – teaching classes or providing clerical assistance                     | 2 hours   |
|  | Sing-a-Long – playing piano and leading the singing                              | 2 hours   |
|  | Teaching – organ lessons, piano lessons, special programs, etc.                  | 3 hours   |
|  | Week-Day Cards: Lead Coordinator   | 3 hours   |
|  | Week-Day Cards: Assistant Coordinator  | 2 hours   |
|  | Saturday Cards: Lead Coordinator   | 5 hours   |
|  | Saturday Cards: Assistant Coordinator  | 3 hours   |
| <b>Friendly Visits</b>                         |  |   |
|  | Socialization with older adults in their homes or apartments                     | 4 hours   |
|  | “Food Friends” – encouraging individuals to have a meal with you                 | 4 hours   |
|  | <b>Home Delivered Meals</b> – delivery   | 4 hours   |
|  | <b>Transportation Service</b> -driving to medical appointments / meal program    | 8 hours   |
|  | <b>Friendly Visits at nursing homes</b>  | 4 hours   |
|  | <b>Photography</b> – taking pictures at Center events                            | 4 hours   |
|  | <b>Medicaid / Medicare / Insurance Counseling</b>                                | 8 hours   |



## Electronic Use Policy for Members and Visitors

Electronic mail, Internet access, and other electronic media and equipment are business tools that are owned by the Monroe Center *for Healthy Aging*. Several computers are made available as a convenience for members and visitors.

***Acceptable Use.*** The use of the electronic mail, Internet/LAN (Local Area Network) systems is not to be used to create or distribute any offensive or disruptive messages. Among those that are considered offensive are messages or material that contains sexual implications, racial or ethnic slurs, or other comments that offensively address someone's age, sex, sexual orientation, religion, national origin, ancestry or disability. In addition, the system must not be used to communicate other improper messages, for example, messages or material that is defamatory, derogatory, obscene or otherwise inappropriate. The electronic mail and Internet/LAN systems must not be used to commit any crime, including but not limited to sending obscene emails over the Internet with the intent to annoy, abuse, threaten, or harass another person.

***Compliance with the Law.*** The Center's system shall not be used to commit any crime and shall comply with all state, federal and local laws and regulations.

***No Sexually Explicit Sites.*** The Center's Internet system must not be used to visit sexually explicit or otherwise offensive or inappropriate Web sites, or to send, display, download or print offensive material, pornographic or sexually explicit pictures or any other materials which would be found offensive by most reasonable people.

***Solicitation Prohibited and/or Restricted.*** The electronic mail and Internet/LAN systems may not be used to solicit for outside or personal commercial ventures, religious or political causes, outside organizations, or other solicitations that are not job-related.

***Right to Monitor.*** The Monroe Center reserves the right to review, audit, intercept, access and/or disclose any and all traffic in the system, including messages or material, including attachments created, received or sent, web sites visited and/or files downloaded over the electronic mail or Internet/LAN systems.

***Confidentiality.*** The confidentiality of any message or material should not be assumed.

***Internet Site/Identification Originator.*** Members and visitors should be aware that Internet sites accessed from the Center's computer network might identify the Monroe Center as the originator of each visit. If individuals participate in "chat sessions" or post messages on the Internet, they may be regarded as representing the Monroe Center. Thus, all communications must be professional, appropriate to the Monroe Center, and not adversely reflect upon its reputation.

***Non-Removal.*** Members or visitors may not remove from the premises any hardware or software.

Approved April 18, 2013

## Denial of Service / Inability to Serve Policy

The Monroe Center *for Healthy Aging* will make every attempt to provide service to older adults who visit the Monroe Center.

- ◆ The Monroe Center *for Healthy Aging* does not discriminate based on race, gender, marital status, parental status, religion, sexual orientation, or age (except that eligibility for services funded by the Monroe County senior millage is 60 years of age or older).
- ◆ If funding is restricted, participation in available programs may be limited to Monroe County residents who are 60 years of age or older.
- ◆ Requests for service may be denied if the request is outside the scope of the services provided by the Monroe Center. Examples, may include requests for legal services, home delivered meals outside of our service area, or service requests from Mable Kehres residents that require excessive manpower or hours.
- ◆ No one will be denied service based on an inability to pay (except that travel opportunities and bingo games will require full payment in order to participate).
- ◆ Referrals to other services will be made when the Center does not provide the requested service.
- ◆ Individuals who demonstrate inappropriate behavior (primarily threatening or aggressive behavior) will be asked to meet with the Executive Director. The Executive Director will make every effort to help the individual adapt his or her behavior so that continued participation can be allowed.
- ◆ Reasonable accommodations will be made for individuals needing accommodations. The Board of Directors will determine if the accommodation is within reason; the individual may be asked to cost share.
- ◆ Tracking of individuals denied service and service requests that were not met will be recorded by date of service, service type, reason, and zip code. This information will be provided to the Monroe County Commission on Aging and other funding sources, as requested.



## Scent Free Workplace

Thanks to everyone for honoring the Center's policy on maintaining a "scent-free" workplace. Perfumes, lotions, even bug spray can cause breathing difficulties.



## **Procedure for Contacting Family Members of Individuals Experiencing Disorientation or Declining Health**

The following steps will be followed when an individual participating at the Monroe Center is:

- Disoriented (unable to provide name, address, date of birth; is experiencing extreme dizziness; or there is a onset of a new, aggressive behavior) and/or
  - When the Executive Director believes that the individual is a danger to himself or others.
1. Center staff will bring the issue to the Executive Director. If an emergency condition exists, the staff will immediately call 9-1-1, as well as contact the emergency contact.
  2. The Executive Director will observe the individual to assess the situation / behavior.
  3. The Executive Director will talk with the individual to gather the individual's perspective and to ascertain the individual's living situation and types of supports that he / she has in place.
  4. The Executive Director will ask the person if they've talked to his or her children or other supports (doctor, counselor, in-home workers) about the concerns. The Executive Director will offer a referral to a counselor or therapist.
  5. If the individual is demonstrating a real threat to himself or others, a referral will be made to Adult Protective Services. A 9-1-1 call may be made if there is imminent threat of harm.

Monroe Senior Citizens Center, Inc.  
Complaint Resolution / Grievance Procedure

Members of / individuals seeking service from the Monroe Center *for Healthy Aging* have the right to file a grievance and to complaint resolution, utilizing the following steps:

1. The member / individual shall submit a written grievance to the Executive Director or other full-time staff. The grievance should be signed and dated.
2. Within three business days, the Executive Director or full-time staff shall discuss the grievance with the member / individual in an attempt to arrive at an amicable solution. The staff shall discuss the solution with the Executive Director for agreement. A written disposition will be issued within two business days following the meeting.
3. If the member / individual feels that the solution is unsatisfactory, he/she may request a meeting with the Executive Committee. This should be done within ten days of receipt of the written disposition. The request should be made to the President of the Board, along with a copy of both the written grievance and written disposition.
4. The President of the Board shall call a special meeting of the Executive Committee within seven business days from receipt of the request.
5. The Executive Committee will meet with the member / individual to discuss the complaint and to attempt to arrive at an amicable solution. The Executive Committee may ask that the Executive Director and staff not be present.
6. The Executive Committee will make a final decision and will communicate the decision in writing within three business days of the meeting.
7. If the decision of the Executive Committee is not unanimous or there is a conflict with any of the Committee members, the matter will be referred to the full Board at the next regularly scheduled meeting for a decision. The decision will be communicated in writing within three business days following the meeting.
8. The member / individual retains the right to seek further legal action.
9. The member / individual may also present his/her complaint or grievance in writing to the Monroe County Commission on Aging within ten business days from the final step in this procedure (Item 7).

This policy also applies to Monroe County residents who are 60 years of age or older who have been denied services from the Monroe Senior Citizens Center, Inc. / Monroe Center *for Healthy Aging*.



15275 South Dixie Highway · Monroe, MI 48161 · 734.241.0404 · FAX 734.241.5302

## Privacy Statement

**Our Commitment to You:** We appreciate the trust that you have in the Monroe Center. We protect that trust by respecting your privacy, even if our relationship with you ends.

**Types of Information We Collect.** As a participant of the Center, we collect basic information – name, address, telephone numbers, date of birth, emergency contact information, and email address. For volunteers, we also conduct a background check, as well as a driving record check if you are driving on behalf of the Center. **This information is deemed confidential by us and is securely kept.**

For members of specific groups, such as the 20 / 20 weight loss support group, individuals' weight and basic health status is shared within the group. This information is also confidential and kept within the group. Specific permission will be requested from you if we share the information outside the group or in reports.

**What Information is Shared:** We are required to provide information about you to our funders, including the Monroe County Commission on Aging, to verify that services were indeed provided to you. This information includes your name, address, date of birth, service date, and number of hours at the Center. Information may also be shared if there is a clear and immediate danger to you.

**Photographs:** Photos are often taken at Center events and activities, which are used in the Center's newsletter and other publications. Please let us know if you do not wish for your photo to be taken and/or used.

**How Else Information May be Shared:** If you request assistance from us to obtain services from another service provider, we will ask you to sign a consent form that specifically lists what information may be shared with the other organization on your behalf.

### **Breach of Personally Identifiable Information**

The Monroe Center *for Healthy Aging* collects and maintains a limited amount of personally identifiable information from applications, members, and staff. This information is used to process the application and subsequently manage and support service participants and staff. The Monroe Center *for Healthy Aging* values the safeguarding of personally identifiable information and has adopted a policy in accordance with the Identity Theft Protection Act (452) of 2004. If a security breach occurs that is determined to cause substantial loss or injury or result in identify theft, notice of the security breach must be provided to each person included in the affected data base.

**Questions?** Please contact the Center at 734.241.0404 if you have any questions.

Approved October 25, 2012

# Safety and Emergencies

It is the policy of the Monroe Center to make every effort to safeguard members, staff, volunteers and visitors from hazards to their health and safety. Please report any unsafe conditions or defective equipment you observe to a staff member.

Standard procedure for all emergency injuries is to **CALL 911** and let authorities handle the incident.

If you or someone else is injured while at the Center, please report the incident to a staff member immediately. Accident forms must be completed.

## **First Aid, Fire Extinguishers, and Fire Alarm Locations:**

First Aid Kits are located in the office area and in the kitchen near the service counter.

There are five fire extinguishers in the building:

1. In the hallway outside the Fiscal office
2. In the lobby area next to the fire hose
3. Next to the maintenance room door
4. Next to the south dining area exit
5. Next to the first aid kit in the kitchen

Fire alarm pulls are located by each exit.



**Building Emergency Plans for evacuation can be obtained at the front desk or from the maintenance room door basket. The standard evacuation assembly location is the front parking lot near the marquee sign by the road.**

*Safety and Emergency Contact: Michelle Gessner*

