



City of Phoenix
HUMAN SERVICES DEPARTMENT



SENIOR PROGRAMS

Handbook



200 W. Washington Street, 18th
Floor
Phoenix, Arizona 85003
(602) 262-7379 or 7-1-1
phoenix.gov/humanservices



CITY OF PHOENIX HUMAN SERVICES DEPARTMENT

MISSION STATEMENT

To improve the quality of life for Phoenix residents through innovative social services, educational and victim advocacy programs, collaborations and partnerships.

ABOUT US

The Human Services Department (HSD) Senior Programs operates 15 senior centers throughout the city of Phoenix for adults ages 18 and older. Each center is dedicated to providing participants with a variety of leisure and recreational activities in a safe and supportive environment.

Seven of the 15 senior centers are co-located with the Parks and Recreation Department. In these sites, members may participate in Parks and Recreation programs in addition to the services available through the Human Services Department senior centers.



HOURS OF OPERATION

Seniors centers are open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Centers are closed on all observed City holidays.

MEMBERSHIP AND REGISTRATION

Membership is open to adults ages 18 and older who are independent in the following areas: toileting, eating and mobility. City of Phoenix senior centers and staff are not licensed to provide one-on-one care.

Senior Center staff reserve the right to assess participant's health and behavior for appropriateness in participation in programs, activities and trips.

Individuals needing assistance with self-care due to a cognitive impairment may be eligible to attend senior center programs and activities with the aid of a one-on-one personal care attendant.

The personal care attendant must remain with the member for the duration of their visit to the senior center.

PERSONAL INFORMATION

All prospective members must have a completed registration packet on file with the senior center in order to participate in senior center sponsored

activities. Registration information is to be updated annually or as changes occur.

It is the policy of the HSD Senior Programs not to disclose any personal information obtained from participants.

MEMBERSHIP AND REGISTRATION

Annual membership is \$20.00 for Phoenix residents and \$40.00 for non-residents. Payment is due at the time of registration. There are no refunds on memberships. Once registered as a member, participants have access to a variety of activities, classes and programs.



- Membership cards are accepted at all senior center and recreation center locations in the city of Phoenix only.
- Members must present their card when checking in at the senior center in order to participate in any facility activities.
- Membership cards must be scanned through the

Kiosk to make activity and lunch reservations.

- Replacement cards are subject to a \$5.00 replacement fee.
- Some classes may have separate fees associated with them.

SENIOR CENTER SHUTTLE TRANSPORTATION PROGRAM

The City of Phoenix provides a transportation program for eligible participants who wish to travel from their home to the nearest senior center within Phoenix city limits. Senior Center Shuttle Program participants schedule service directly with an approved taxi provider.

- Participants must be 60 years or older or have a disability in order to qualify for the program.
- Only active paid members may use the Senior Center Shuttle Program.
- Participants receive a fare card and **must** present this fare card to get a ride.
- There is a \$1 cost per trip, \$2 for a round trip.
- Participants must cancel prescheduled trips in advance, if plans change.
- Replacement cards are subject to a \$5.00 replacement fee and may take up to two weeks to receive.

SENIOR CENTER SPONSORED FIELD TRIPS

Senior centers offer a variety of trips each month including grocery and general shopping, local restaurants, museums and various theaters.

- Participants must register in advance for all trips.
- Some center trips may have additional required fees or deposits.
- Participants must follow all senior center policies and procedures while participating on a senior center trip.
- Participants must not leave the field trip site without informing senior center staff.
- Repeatedly signing up for a trip and not attending may result in loss of trip privileges.

CONGREGATE MEAL PROGRAM

Senior centers serve a hot lunch daily in a congregate room setting. Cold meals may be provided occasionally for variety. All meals Conform to recommendations in the 2015-2020 US Dept. of Health and Human Services Dietary Guidelines and the Older Americans Act Nutrition Program.

A suggested contribution of \$2.50 is requested of qualifying members per meal. The cost of a meal for all others is \$5.00.

Qualifying members are those 60 years or older. All other guests/visitors are required to pay the

established guest meal price for a congregate meal.

- Participants must reserve one of the two entrees noted on the monthly lunch menu for the days of the week they plan to have lunch at the center. Lunch reservations and/or cancellations must be made at least three business days in advance.
- Participants with meal reservations are served first followed by “stand-by” participants, as first come, first served. A meal is not guaranteed for stand-by participants.
- Congregate meals must be served and eaten in the senior center; no food may be taken out of the senior center, including milk. Exceptions include only intact fresh fruit, cookies, and cakes.
- Participants with strict or limited dietary requirements may bring their own meal.
- Personal meals may not be stored in the senior center refrigerator or shared with other members.

** Actual serving time varies from center to center.*

HOME DELIVERED MEAL PROGRAM

Home delivered meal services are available to individuals who are 60 years of age or older, and disabled individuals who are homebound by reason of illness, incapacitation, or disability. Funding for the Home Delivered Meals Program is provided by the Area Agency on Aging, Region One.

Eligibility for the home delivered meals service is established through a case management system operated by the Area Agency on Aging. Please call the Senior *HELPLINE* at **(602) 264-HELP (4357)** to find a Home Delivered Meals program in your area or for information about other programs and services available to you.

CASE MANAGEMENT SERVICES

Case Management services promote independence by providing an assessment for financial assistance for utilities/rent, case management, as well as information and referral resources for other possible services.

Case management services are available at all senior centers on a first come, first serve basis. In order to secure an appointment with a caseworker to apply for services, you must be an active member of a senior center. All members can schedule an appointment through senior center staff. Appointment times and days vary by center. Individuals may be rescheduled at the discretion of the caseworker.

Services include, but are not limited to:

- Case management (employment services, budgeting, social and life-skills development, counseling)
- Eviction prevention/move-in assistance
- Emergency utility, rental and mortgage assistance.

PROGRAMS AND ACTIVITIES



Recreational Games

Social Activities

Fitness Programs

Fine Arts Programs



Nutritional Programs

Supplemental Food Programs

Day Trips



Medicare Assistance

Transportation Options

Volunteer Opportunities

Health Presentations



Special Events

Tax Assistance

Arts and Crafts

Memory Cafés

VOLUNTEER OPPORTUNITIES

Senior Centers offer a wide variety of opportunities for individuals to share their time and talents, learn new skills, and socialize with others.

Volunteers contribute their time and talents in many ways:

- Meal service assistance
- Greeters and clerical support
- Shopping assistance
- Helping with daily activities and holiday programs
- Tax assistance
- Special events.

SENIOR CENTER SITE ADVISORY COMMITTEE

Senior Center volunteers serve in a leadership capacity for the senior center community by serving on the center's Site Advisory Committee. The advisory committee assists staff by offering suggested advice on various center issues, and by helping centers meet the department goals and program requirements.

Duties of the Committee may include:

- Identifying center needs
- Suggesting solutions
- Providing community outreach

- Advocating for older adults
- Representing or encouraging representation on community groups/boards/committees
- Fundraising for programs and activities
- Providing feedback on food services
- Assisting with volunteer recruitment.

SENIOR CENTER FACILITY GUIDELINES

City of Phoenix senior centers provide a fun, safe and welcoming environment for all participants, guest and visitors who wish to engage in recreational and other learning activities. It is the responsibility of each individual to be familiar with emergency policies and procedures. The following facility guidelines serve to help familiarize individuals with the requirements for program participation.

1. Members are expected to follow good safety practices and are encouraged to notify senior center staff immediately of any safety issue.
2. Members must always be properly clothed: shirt/top, pants/skirt, shoes.
3. Members and visitors to the senior centers agree to hold the city harmless from all damages, costs and expenses associated with claims, actions or causes of action from injury, death or property

damages arising from participation in senior center activities.

4. Members are required to evacuate the building immediately when an emergency alarm is sounded. No one may re-enter the building unless specifically authorized by staff. Members are responsible for reviewing emergency evacuation procedures.

5. The city is not responsible for damage, theft, or security of any personal vehicles, articles or equipment left unattended.

6. The circulation of political petitions and surveys within the center is prohibited.

7. Members or visitors who utilize service animals must always control the animal. The animal must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability. The individual must maintain control of the animal through voice, signal, or other effective controls. A service animal that is out of control or not housebroken will be asked to leave the center. Emotional support and therapy animals must be pre-approved. Pets are not allowed in senior centers.

8. Taking photographs or video of the center, its members and/or staff for commercial use is prohibited.

9. Use or threat of use of any weapon, including all firearms and other objects that could be used as a weapon is prohibited in the senior center.

Registered firearms must be submitted to a staff member only upon entry and stored in an appointed safe until the member leaves the center.

10. Smoking is prohibited in or near any City of Phoenix facility. Smoking is only allowed outside, in designated smoking areas. If there is no designated smoking area, smoking must be done no less than 20 feet from any entry, exit, or air intake vent. Proper disposal of discarded cigarettes is required. E-cigarette users must comply with smoking regulations.

11. Solicitation, selling items or products or outside fundraising for personal gain is not allowed at senior centers.

12. Motorized wheelchairs, scooters, and other medical equipment brought to the senior center must be in good, clean, working condition, and operated in a safe and courteous manner.

13. Bicycles ridden to the center must be locked in the bike rack or a location that does not block the center entrance or exit. Bicycles are not permitted inside the senior center.

SENIOR CENTER CODE OF CONDUCT

The Human Services Department, Senior Programs supports and believes in the premise that all persons deserve to be treated with respect and courtesy. In accordance with those beliefs, conduct

that disrupts the friendly and safe environment offered in a senior center will not be allowed.

All participants and visitors are expected to be courteous, respectful and communicate pleasantly and respectfully with other participants and staff at all times.

Senior center staff have the right to exclude any person who repeatedly and intentionally does not follow the guidelines set forth in this manual. Members engaging in any of the actions below will result in disciplinary action or restriction of privileges up to and including immediate suspension from senior center:

1. Offensive conduct toward staff or other individuals, using obscene or profane language, gestures or verbal abuse.
2. Fighting or verbal/physical/mental abuse.
3. Slurs or disparaging comments toward staff or others regarding age, gender, race sexual orientation, religion, national origin or disability.
4. Dishonest, insubordinate, or disgraceful conduct.
5. Malicious gossip, spreading rumors, or engaging in behavior designed to create conflict.
6. Unclean clothing or personal effects or unpleasant body odor, which may offend other

individuals at the center.

7. Harassment or intimidation by words, gestures, body language or menacing behavior.

8. Possession, use or being under the influence of illegal drugs or alcoholic beverages, including intoxication or having alcohol on one's breath.

9. Making unauthorized physical contact with another member or staff member.

10. Conduct that jeopardizes the safety of any member or staff or causes physical harm or property damage.

11. Carrying or concealing a weapon, object, or device that is intended for use as a weapon.

12. Unauthorized removal of food from the center that is not uncut fresh fruit or baked goods.

13. Laying down or sleeping on the furniture or floor.

14. Repeated and/or intentional disregard for adhering to rules and regulations set forth in the Senior Programs Handbook.

15. Violation of any federal, state, county or city laws or ordinances.

16. Any other action that reflects negatively upon the City of Phoenix or is deemed inappropriate by senior center staff.

SENIOR CENTER MEMBER RIGHTS

- Receive social services provided at the senior center and receive appropriate referral information for services not provided.
- Ask questions, express grievances and report emergencies to center staff.
- Be treated with consideration, respect and recognition of dignity and individuality.
- Voice concerns and seek protection from mental abuse, physical abuse and financial exploitation.
- Receive all the services they are eligible for without regard to race, age, religious creed, color, gender, sexual orientation, marital status, nationality, disability, native language or political affiliation.
- Be informed of the Division's complaint procedures, and to seek the assistance of outside representatives of their choice to resolve complaints.
- Be free from interference, coercion, discrimination or reprisal as a result of filing a complaint.
- If subjected to suspension from the program, to be informed in writing of the reason(s) for the

proposed action prior to the suspension being implemented.

- All personal information and files to be maintained in a confidential manner.

SUSPENSION FROM THE SENIOR CENTER

Individuals who create serious disruptions or act inappropriately may be asked to leave a program or activity by a senior center staff member. If the individual does not leave voluntarily, senior center staff have the authority to take appropriate measures to have the individual removed.

Depending on the nature and severity of the offense, senior center staff reserves the right to enforce immediate suspension or take appropriate measure(s) (e.g., contact police).

Senior center members who return to the center before the suspension is fulfilled will be asked to leave. If this approach is unsuccessful, the local police may be called to protect the safety and welfare of others.

Violations of any of the rules or Code of Conduct described earlier in this Handbook may be grounds for a verbal or written warning or suspension depending upon the seriousness of the offense.

The following procedures may be used to address such issues:

First Incident: Verbal warning and/or request to leave the premises by senior center staff, and documentation in the member's file.

Second Incident: Written warning and/or request to leave the premises by senior center staff, with a copy to be placed in member's file.

Third Incident: Suspension (time frame varies depending on severity) and/or dismissal from center programs and activities, depending upon severity of the offense, documented by a letter to the member and placed in the file.

RIGHT OF APPEAL

The Senior Programs Supervisor at his/her discretion or upon the recommendation of other senior center staff may suspend a participant. Suspensions will vary depending upon the severity of the circumstance. The Senior Programs Supervisor will notify the member in writing before the suspension is made effective.

1. If suspended, a member may meet to discuss the issue with senior center staff.
2. For recommended suspensions greater than 30 days, a member has the right to seek an appeal to

the HSD Director or designee with 10 days of the suspension start date.

3. During the appeal process, the suspension of a member will be enforced.

4. A copy of the complete Appeal Process may be requested.

If an appeal is successful, the suspension will be cancelled, and the member will be allowed to return to the facility. For more information about the appeal process please see senior center staff.

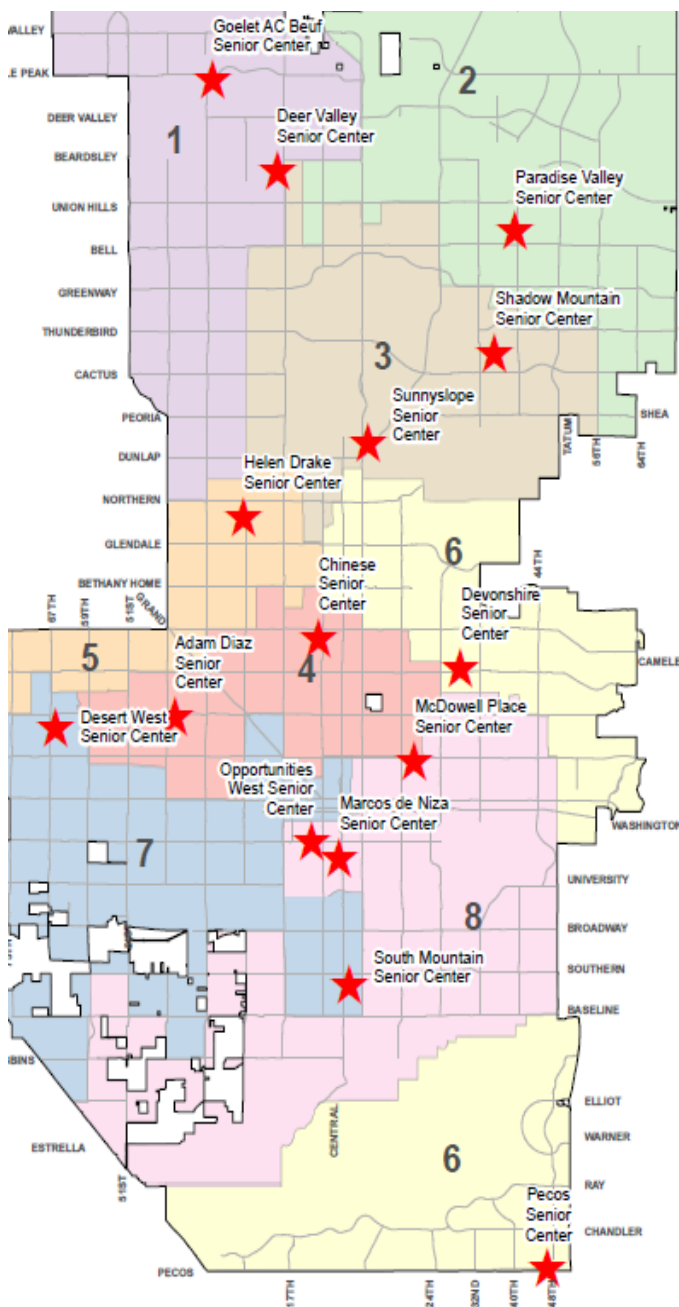
HEALTH AND SAFETY

All members, visitors, and staff are required to comply with all established health and safety protocols.

PARKS AND RECREATION DEPARTMENT STATEMENT OF SUPPORT

The city of Phoenix Parks and Recreation Department supports the implementation of the Senior Center facility guidelines, code of conduct, and member rights in centers where services are co-located.

This publication is available
in alternative format upon request.
Call 602-262-4520/voice and TTY relay trained.



SENIOR CENTER LOCATION

Adam Diaz Senior Center

4115 W. Thomas Road
Phoenix, AZ 85019-4332
adamdiaz.sc.hsd@phoenix.gov
602-262-1609

Chinese Senior Center

734 W. Elm Street
Phoenix, AZ 85013-2416
chinese.sc.hsd@phoenix.gov
602-262-6411

Deer Valley Community Center

2001 W. Wahalla Lane
Phoenix, AZ 85027-4200
deervalley.cc.hsd@phoenix.gov
602-495-3714

Desert West Community Center

6501 W. Virginia Avenue
Phoenix, AZ 85035-1500
desertwest.cc.hsd@phoenix.gov
602-495-3711

Devonshire Senior Center

2802 E. Devonshire Avenue
Phoenix, AZ 85016-8505
devonshire.srvcs.hsd@phoenix.gov
602-262-7807

Goelet A. C. Beuf Community Center

3435 W. Pinnacle Peak Road
Phoenix, AZ 85027-1021
goelet.beuf.sc@phoenix.gov
602-534-9743

Helen Drake Senior Center

7600 N. 27th Avenue
Phoenix, AZ 85051-6602
helen.drake.sc@phoenix.gov
602-262-4949

Marcos de Niza Senior Center

305 W. Pima Road
Phoenix, AZ 85003-2748
marcos.sc.hsd@phoenix.gov
602-262-7249

McDowell Place Senior Center

1845 E. McDowell Road
Phoenix, AZ 85006-3052
mcdowell.place.sc.hsd@phoenix.gov
602-262-1842

Paradise Valley Community Center

17402 N. 40th Street
Phoenix, AZ 85032-2200
paradise.valley.cc.hsd@phoenix.gov
602-495-3785

Pecos Community Center

17010 S. 48th Street
Phoenix, AZ 85048-1201
pecos.cc.hsd@phoenix.gov
602-534-5366

Senior Opportunities West Senior Center

1220 S. 7th Avenue
Phoenix, AZ 85007-3612
sow.sc.hsd@phoenix.gov
602-262-6610

Shadow Mountain Senior Center

3546 E. Sweetwater Avenue
Phoenix, AZ 85032-6100
shadow.mountain.sc.hsd@phoenix.gov
602-534-2303

South Mountain Community Center

212 E. Alta Vista Road
Phoenix, AZ 85042-4219
south.mountain.sc.hsd@phoenix.gov
602-262-4093

Sunnyslope Senior Center

802 E. Vogel Avenue
Phoenix, AZ 85020-2131
sunnyslope.sc.hsd@phoenix.gov
602-262-7572

Visit: www.phoenix.gov

Click on the **MAP IT** link to find a
senior center near you.



Human Services Department Senior
Programs

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ACKNOWLEDGMENT ACKNOWLEDGEMENT OF CODE OF CONDUCT

THE UNDERSIGNED HEREBY ACKNOWLEDGES RECEIPT of the City of Phoenix Senior Programs Code of Conduct and do hereby acknowledge that I have read or have had read to me the foregoing, and that I am aware of the consequences of this agreement. I agree to abide by this Code of Conduct as indicated by my signature below. I am aware that failure to comply with these guidelines may result in my suspension from all City of Phoenix Senior Centers, the Senior Center Shuttle Program, and City of Phoenix Parks and Recreation facilities. I further acknowledge that no oral representations, statements or inducements have been made to me.

Print Name:

Signature Required:

Date:

OFFICE USE ONLY:

New Member:

Renewing Member:

Staff Receiving Signature: _____

Received Date: ____/____/____

Updated in CMS Date:

____/____/____