



City of Santa Clara Parks and Recreation Department

Senior Center Guidelines for Use

Improve Your Mind, Body, & Spirit

Santa Clara Senior Center
1303 Fremont Street
Santa Clara, CA 95050
(408) 615-3170
CustServSrCenter@SantaClaraCA.gov
www.SantaClaraCA.gov/SeniorCenter



**City of
Santa Clara**

The Center of What's Possible

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Welcome to the Santa Clara Senior Center

Santa Clara Parks and Recreation Department aims to provide a safe, positive, and welcoming environment for all who visit the Senior Center. It is our intent to provide facilities, programs, and services that meet the needs of the adult community ages 50 and up at various stages and functioning levels of life. Not all activities, services, and programs are suitable for every senior age group or functioning level. Please read the program criteria for each activity in which you plan to participate. The Santa Clara Senior Center requires a membership for most programs and activities, and some programs require pre-registration to participate. See information details described in the following pages.

Americans with Disabilities Act (ADA)

In accordance with the Americans with Disabilities Act of 1990, the City of Santa Clara Parks and Recreation Department will ensure that all existing facilities will be made accessible to individuals with disabilities. Reasonable modifications in policies, procedures, and/or practices will be made as necessary to ensure full and equal access and enjoyment of all programs and activities for all individuals with a disability. In order to allow participation by individuals with severe allergies, environmental illnesses, multiple chemical sensitivity, or related disabilities, please DO NOT wear scented products to programs/activities at City facilities. Contact the Santa Clara Senior Center at (408) 615-3170 with accessibility concerns specific to this facility, and the Parks and Recreation office at (408) 615-2260 for accessibility concerns regarding other parks and recreation facilities/ programs. For all other ADA questions, contact the City Clerk's office at (408) 615-2220.

Accessibility and Accommodations

The Senior Center is designed to meet the needs of seniors and individuals with qualifying disabilities and medical conditions. If you require special accommodation to access or participate in Senior Center activities and programs, submit your written request to Senior Center staff at the front desk. Your request will be reviewed and reasonable accommodations or accessibility options will be discussed with you by supervisory staff. Additional documentation may be required for some accommodations. Staff reserves the right to require a personal care attendant when an individual's safety is in question.

ID Fit (Individuals with Disabilities Fitness)

Some Santa Clara residents under the age of 50 who have a qualifying disability or medical condition may utilize the **Fitness Center and Natatorium** during open use times. Refer to the Fitness Center and Natatorium section for additional information and participation guidelines. Completed registration forms are reviewed by the Health & Wellness Nurses for appropriateness. Individuals will be contacted for further assessment/evaluation. A Premium Membership is required and are valid for one calendar year and may require review by Supervisor prior to renewal. Staff may reassess a participant's eligibility periodically to ensure safe practices are being met.

Eligibility Requirements for ID Fit:

- Is at least 18 years of age.
- Resides in the City of Santa Clara

- Has a diagnosis for a qualifying disability or permanent medical condition which includes cognitive or physical impairments that substantially affect two (2) or more major Life Areas. Life Areas include: walking, moving, seeing, hearing, and performing activities of daily living or cognitive functions such as problem solving, remembering, and learning.
- Completes a registration form and liability release prior to participation.
- Functions and interacts appropriately and independently in an open use program/setting following the Guidelines for Use and utilizing the facility and equipment as determined by Santa Clara Senior Center staff.
- Manages oral intake in a manner that does not produce disruptive behaviors (i.e., coughing, spitting, choking).
- Provides Personal Care Attendant (PCA) if needed to manage above criteria. Staff reserves the right to require a PCA for any participant as deemed necessary. (See criteria under PCA)

Personal Care Attendants (PCA)

The role of a Personal Care Attendant is to support those who require assistance to participate in Senior Center programs and activities. PCAs are provided by the participant. Staff may require that a participant be accompanied by a PCA when a participant's safety is in question. Should this situation occur, a supervisor will contact the individual to discuss specific needs.

Criteria for Personal Care Attendants:

- Minimum 18 years of age (21 years of age for casino trips).
- Have completed a Senior Center registration and release of liability form prior to assisting.
- Are capable of performing all necessary tasks/activities in order to meet the needs of the participant.
- Must remain in immediate proximity to the participant.
- Present a Senior Center issued Fitness Center and Natatorium card to gain entrance into the Fitness Center and Natatorium. May enter Fitness Center and Natatorium only when assisting and accompanied by designated participant.
- No fee is required to assist in programs (except Adventures to Go trip fee).
- In most instances, participants are limited to one PCA per visit.

Proof of Age and Santa Clara Residency

In programs with an age or residency requirement, it is a senior's responsibility to provide proof. Staff reserves the right to request proof of residency from any patron at any time.

Proof of age can be established with any one of these items:

1. Valid driver license or state issued ID card
2. Valid Government issued passport
3. Valid Military issued ID card
4. Birth Certificate with photo ID

Who is a Santa Clara Resident?

- A Santa Clara resident resides in the city of Santa Clara, in an annexed area of Santa Clara, within the boundaries of the Santa Clara Unified School District, or owns property in the city of Santa Clara.
- Proof of current residency is required to participate in programs that are limited to Santa Clara residents.

Proof of City of Santa Clara residency can be established with any one of these items:

1. Recently issued California driver license or state issued ID card (either one must be issued within the last year).
2. Current utility bill (dated within last 30 days) containing your name and Santa Clara residential address
3. Current year's property tax bill
4. Business mail with your name and Santa Clara residential address dated within the last 30 days.
5. Current, valid automobile registration with your name and Santa Clara residential address.

**** Post Office boxes are not proof of City of Santa Clara residency ****

Memberships

Class/Program Registration

- Individuals who wish to participate in a Senior Center class/program **where registration is required** must complete a registration and release of liability form obtained from the Senior Center front desk or online at www.SantaClaraCA.gov/SeniorCenter.
- Based on the information provided by the registrant, some registration forms may require supervisory review prior to registration being processed.
- Proof of age and residency (to receive resident rate) are required.

Memberships

- Memberships are available at two benefit levels
 - Basic and Premium (see Membership Brochure)
- New Memberships and Renewals are processed at the Senior Center front desk.
- Bring your current Senior Center card or Membership card.
- Proof of residency is required for new cards or renewals.
- Review and update your personal information.
- Any new information provided by the registrant may require supervisory review prior to a card being renewed.
- **Fee for a replacement Senior Center Membership card is \$1.**

Day Passes

- Day Passes are available for both Residents and Non-residents for a nominal fee. (see Membership Brochure)

Senior Center Program Overview

Programs	Membership Required	City of Santa Clara Residency required?	Registration Required?	Min. Age
Ballroom Dances — To Get Acquainted (TGA)	No	No	Sign in required	50
Classes (Fee based)	No	No	Yes	50
Computer Lab	Yes	No	Santa Clara City Library Card Required Sign-in Required	50
Dining Out	No	No	Sign in required	60
Drop in Activities: Bean Bag Toss Billiards / Game Room Bingo Board Games Bridge Cribbage Croquet Darts Domino Games Ladder Ball Poker Shuffleboard Table Tennis	Yes	No	Sign in required	50
Drop-in Educational Programs, Workshops/Trainings, and Seminars	Yes	No	Varies	50
Fitness Center/Natatorium	Yes	Yes	Sign in required	50
Health & Wellness Appointments	No	Yes	No	50
ID Fit	Yes	Yes	Sign in required	18
Open Studio— Ceramics Lapidary Woodshop	No	No	Yes Orientation Required for Lapidary & Woodshop	50
Support Groups	No	No	Yes	50

Ballroom Dances—To Get Acquainted (TGA)

Admission is \$1.00 but may vary based on the music provided. Individuals who possess a Senior Center Basic or Premium Membership or current Senior Center Card can present their card at check-in. Those who don't possess a Senior Center Card will need to sign the liability form prior to the program. Please see current Senior Center Newsletter for dance schedule.

Computer Lab

Check in/out

- Users need to sign in at the Front Desk using your Membership Card
- Computer Lab users need to log-in on their computer using their Santa Clara Library Card.
- When finished, please log out.
- Report any problems with equipment to Lab Attendant volunteer or to the Front Desk staff.

Equipment Use

- The lab is intended for independent use by seniors.
- Participants must have a Santa Clara City Library card in order to use the computers.
- Do not download files or programs to the computer hard drive or desk top.
- Participants are limited to 2 hours of computer time per day.
- Participants may print at the computer lab. Individuals wishing to print can visit the front desk and scan their Senior Center membership card to receive 10, 8.5 x 11 sheets of paper at no charge. Anything more than 10 pages are the responsibility of the user.
- One accessible computer station is available and reserved for use by those with a disability.
- Save all files to your flash drive, memory stick, or zip drive, not the computer. Files saved to the computer will be deleted at the end of the day.
- At the end of each session, log off the computer.

While online:

- When shopping or banking, ensure the web address begins with **https**.
- (Websites beginning with https are encrypted and secure.)
- Keep your password(s) to yourself.
- Don't click on links sent to you in emails from someone you do not know.
- Don't go to websites that are unfamiliar to you.
- Don't share personal information (address, phone, date of birth, etc.) unless you made the initial contact.

For additional tips on using a computer safely visit the website of the Office of California Attorney General at <http://oag.ca.gov> and search "computer safety".

Privacy Statement

THIS NETWORK IS FOR THE USE OF AUTHORIZED USERS ONLY!

Individuals using this computer system are subject to having all of their activities on the system monitored and recorded. Anyone using this system expressly consents to such monitoring and shall have no expectation of privacy in the data sent and received. By continuing to use the system, the user also agrees to abide by all the organization's applicable rules, policies, and directives, which are available on request from the system administrator.

Conduct

- Please enjoy your food and beverages outside the lab.
- Please visit appropriate websites. The Senior Center's Code of Conduct governs behavior in the Lab.
- Please leave the Lab to make or receive a phone call.
- Please do not leave your belongings in the Lab unattended.
- Users who are known to damage computers in the lab by introducing viruses, worms and other malicious software face suspension.

Fitness Center and Natatorium

The 3,000 square foot Fitness Center is equipped with cardio equipment, weight machines, free weights, core conditioning equipment and a stretch area. Many pieces of equipment are wheelchair accessible.

The Natatorium has three indoor pools that provide opportunities for aquatic exercise, stretching, and low impact/slow muscle movement. The water temperatures are set to allow seniors to exercise safely, while maintaining optimal ambient temperatures and humidity levels for the equipment to function properly.

All pools are wheelchair accessible. The lap pool has a zero-entry ramp and a low-level stairwell. The warm water pool is equipped with a powered chair lift, a low-level stairwell, and a transfer wall.

Please consult your physician or health care provider before beginning any type of fitness and/or aquatic exercise program. This is especially important for those with heart disease, diabetes, high/low blood pressure, or who are taking prescribed and/or over-the-counter medications.

Checking in & out

- Present your Santa Clara Senior Center Premium Membership card allowing the volunteer to see the picture on your card upon entry.
- Please check out upon completion of your workout.
- Participants who forget their cards are to obtain a day pass from the front desk. Please present the day pass to the volunteer.

Use of Locker Rooms

- Lockers are available for day use only. Bring your own lock.
- Four lockers are accessible and reserved, as needed, for use by those with a physical disability.
- Locks are cut off at the end of each day and items are placed in Lost & Found located at the front desk. Unclaimed items are donated to charitable organizations.
- Showers are to be used to rinse off or wash. Please use the changing area to change clothes.
- Be considerate of others waiting and be mindful of the drought by taking a quick shower.
- Leave the area as clean, if not cleaner, than when you arrived by picking up after yourself.
- For health and safety, it is recommended that rubber sandals be worn in the locker rooms.
- One shower stall is accessible for use by those with a disability, as needed. Persons with a disability have priority of use in the accessible shower stall.

Fitness Center Etiquette

- Food or glass containers are not allowed in the Fitness Room.
- Please do not use cell phones in the Fitness Center. Please leave the Fitness Center to make or receive calls. Use of exercise machines is forfeited when you leave.
- Staff recommend that you wash your hands before and after working out.
- If you have any questions about how to use a machine safely, please ask the volunteer or staff person at the check-in desk.

Dining Out Program

The Santa Clara Senior Center serves as a congregate meal site for Santa Clara County's Senior Nutrition Program. Dining Out is intended to help people continue living independently by providing a balanced meal as well as a place to socialize with peers. Spouses of Dining Out participants may participate in the Program, regardless of age.

- Services available to Santa Clara County seniors age 60+.
- Dining Out is partially supported through voluntary contributions of \$3.00 per person per day.
- Fee for guests ages 50 to 59 is \$8.00/day.
- Advance reservations are required as there are a limited number of meals each day.
- If you would like to eat regularly at the Senior Center, please request a monthly menu from staff or volunteers. If you need assistance in completing a reservation form please ask a staff member or volunteer.
- Menus are constructed by a registered dietician with input from seniors and change throughout the seasons.
- Each day, the menu details options to the hot meal including meat or vegetarian salads and sandwiches.
- Participants without a confirmed reservation may check for the availability of stand-by meals.
- Meals not claimed by 11:45 a.m. will be made available to stand-by diners.
- Please contact our Dining Out staff for additional information at 408-615-3181.

Drop-in Activities

Older adults age 50+ that possess a Senior Center Basic or Premium Membership or current Senior Center Card, can sign in at the Front Desk using their Senior Center Card and receive necessary equipment to take part in the activities below:

Mon./Wed., from 7 am - 7 pm Tues./Thurs./Fri., 7 am - 3 pm Sat., 8 am - 12 pm	Mon./Wed./Fri., from 1—2:45 pm	Fri. from 12:45—2:30 pm
<ul style="list-style-type: none"> • Bean Bag Toss (Patio) • Billiards Room • Computer Lab (opens 8 am) • Croquet (Fremont Park) • Darts (Billiards Room) • Ladder Ball (Patio) • Shuffleboard (Billiards Room) • Table Tennis (Patio) 	<ul style="list-style-type: none"> • Board games (Auditorium) • Bridge (Auditorium) • Cribbage (Auditorium) • Domino Games (Auditorium) • Poker (Auditorium) 	<ul style="list-style-type: none"> • BINGO (Auditorium)

- Participants who need to use the restroom while on a cardio machine can inform the Fitness Center volunteer so that their machine is not given away. Do not leave without notifying a volunteer.
- Participants are asked to wipe down equipment after each use.
- Inform Fitness Center volunteers or staff of any concerns with Fitness equipment.
- The Santa Clara Senior Center reserves the right to restrict use of specific equipment.

Attire for Fitness Center

- Participants must wear appropriate clothing while in the Fitness Center. Shirts, shorts and/or pants are required.
- Participants must wear appropriate athletic shoes with a closed toe, rubber soles, and a solid back.
- Casual dress shoes and dance shoes are not considered athletic shoes. Shoes that do not have the traditional look of an athletic shoe may be subject to approval from staff.
- Any person needing to wear an alternative shoe for medical purposes is to provide written confirmation from their health care provider.
- Staff reserves the right to determine appropriateness of clothing.
- Staff may restrict use of certain fitness equipment.

Natatorium Etiquette

- To use the lap pool, you must be able to swim one length of the pool without stopping (subject to lifeguards' discretion).
- No food or glass containers are allowed on the pool deck.
- Participants on medication should consult their health care provider prior to using the Warm-up pool or warm water pool.
- Do not tamper with any City equipment.
- Except during designated times, swimmers have priority of use in the lap pool.
- During designated times, non-swimmers in Lane #1 have priority of use as described by signage in the Natatorium (schedule is available in the monthly newsletter).
- Swim with those of similar speed. Always swim in a circle pattern.
- No spitting, spouting, or nose blowing in the pool. Substances from our bodies can be passed in microscopic amounts from swimmer to swimmer, even in well-maintained pools.
- Follow lifeguard's and staff/instructor direction.

Attire for Natatorium

- Appropriate swimwear is required. (Staff reserves the right to determine appropriateness of swimwear).
- Aquatic shoes are allowed in the pool if they do not leave scuff marks or disintegrate in water.
- Street clothes and street shoes are not permitted in the pools.

Natorium Equipment Use

- Swimming apparatus such as kickboards, pull buoys, paddles, water exercise belts, and noodles may be used to assist you in your exercise program. Exercise aids may not be used as safety flotation devices. Use of any apparatus is subject to approval by staff.
- No swimming apparatus is allowed in the warm-up pool.

Natorium Hygiene

- The health and safety of participants and staff is our top priority. Included in that effort is to keep the facility and equipment in proper working condition. Please observe pool and warm-up pool guidelines to ensure that all may enjoy their time at the Senior Center.
- The Centers for Disease Control strongly recommends that all pool users shower with soap before suiting up to enter the pool. Nude showering removes bacteria from the skin and washes away body oils, lotions, hair products, etc. that can quickly use up the disinfectant in the pool.
- Do not swim with skin, ear, genital or other body infections, open sores, or wounds. Germs that cause illness can be spread from broken skin, even just microscopic amounts, in well-maintained pools. Pool water can dry out covered wounds and damage newly forming skin cells.
- Do not swim when ill with diarrhea. The microscopic germs that cause diarrhea can be spread when other swimmers swallow contaminated water. Swimmers with diarrhea shall not use the pool while they're ill, and for two weeks after symptoms subside.
- Waterproof swim pants must be worn by incontinent swimmers.
- Please take a break from swimming if you've recently had a contagious illness or have open sores.

The **Centers for Disease Control (CDC)** recommends that you:

- Do not use the warm-up pool while under the influence of alcohol, tranquilizers, or other drugs that cause drowsiness or that raise/lower blood pressure.
- Pregnant women, elderly persons, and persons with heart disease should not enter the warm-up pool without prior medical consultation and permission from a health care provider.
- If a participant experiences nausea, dizziness, or feels faint while in the warm-up pool they should immediately get out of the water. These are signs of hyperthermia which can have serious health implications if ignored.
- Enter the warm-up pool slowly and cautiously. Be careful of your footing and allow your body to gradually get used to the water temperature. Leave slowly as well, because your leg muscles may be sufficiently relaxed to make you a bit unsteady, and you may become lightheaded.

Water Temperature

Water temperatures vary with each pool. The Warm Water Exercise Pool is set at 90-94°; the Lap Pool 80-84°, and the Warm-up Pool (formerly Hot Tub) is set at 90 - 94°.

So that pool users may make an informed decision whether water temperature is suitable for their needs, there is one (1) thermometer in each pool. See locations below.

Please consult your primary health care provider before participating in warm water activities.

Pool	Pool Dimensions & Depth	Temperature Range	Thermometer location
Lap Pool	27' x 60' in length 3 ½' to 5 ½' deep	80-84 degrees F	Right handrail, near end of wet ramp
Warm Water Pool	21' x 21' in length 3' to 4' deep	90-94 degrees F	Outside handrail, near end of dry ramp
Warm-up Pool	3' deep	90-94 degrees F	Left handrail as you enter

Open Studio

Ceramics, Lapidary and Woodshop Open Studio Hours are available at the Senior Center. Open to adults (ages 50+) who are interested in completing small projects with minimal supervision. No formal instruction is given, but an attendant is available to provide basic information and assistance as needed. Individuals are encouraged to stop by and say hello, and see what the Open Studio has to offer.

Studio Passes are available at the Senior Center Front Desk in multiples of 4, up to 20 classes:

- Passes do not expire and are non-transferrable.
- Passes are valid only for Open Studio at the Senior Center.

Single Drop-in is available for those that want to try out Open Studio Hours without committing to a multi-pass. Price is slightly higher for non-residents.

Patrons need to sign in at the front desk and will receive a Studio Pass to be given to the Studio Attendant when they enter the Woodshop, Lapidary or Ceramics Studio.

See current Senior Center Newsletter for days, times, & current pricing.

Ceramics Open Studio

Space is limited to 8—10 users at a time. Fee includes access to clay, glazes and firings. For larger projects, a separate bag of clay may be recommended for purchase at \$25.00 per bag.

Lapidary Open Studio

Space is limited to 6 users at a time. Fee includes access to equipment. A safety assessment may be administered to Open Studio patrons before use of equipment is authorized.

Woodshop Open Studio

Space is limited to 6 users at a time. Fee includes access to equipment and some consumables. A safety assessment may be administered to Open Studio patrons before use of equipment is authorized.

Code of Conduct

The Santa Clara Senior Center is a community recreation facility designed to meet the needs of Santa Clara seniors. We offer a variety of programs and services that help foster the well-being of our senior population, including, but not limited to, recreation, nutrition, life-long learning, health and wellness. The Santa Clara Senior Center provides citizens with information and resources on essential services in the community. Through participation and volunteerism, the Santa Clara Senior Center strives to create a place where seniors can socialize and feel a sense of pride in their community.

Staff and volunteers are not available to provide one-on-one supervision or assistance to seniors or other individuals who are unable to care for themselves. Participants must be able to function independently or with the assistance of their personal care attendant.

Participant Behavior Guidelines

The following guidelines promote healthy and safe interactions for all participants to enjoy their experience when involved at the Senior Center:

1. Treat everyone with respect and courtesy.
2. Maintain appropriate hygiene.
3. Attend any required program orientations, including specific guidelines and use of safety equipment.
4. Refrain from use of abusive language, inappropriate physical contact and/or harassment of Santa Clara Senior Center participants, staff and volunteers.

Failure to comply with the Senior Center Guidelines for Use may result in a temporary or permanent suspension from further participation in Senior Center programs and services. Behavior that harms the health and safety of self, other participants, staff or volunteers will result in an immediate suspension from the facility.

Discipline Guidelines

1st Offense: Verbal warning

Participant will receive a verbal warning from a staff person. Staff will document this occurrence on an "Incident Report."

2nd Offense: Written warning

Staff will record the second offense on an "Incident Report." Participant will meet with the Senior Center Site Supervisor. A written warning will be given to the participant and indicate that a future incident will result in a 30-day suspension from Santa Clara Senior Center programs and services.

3rd Offense: 30-day suspension

Staff will record the occurrence on an "Incident Report." Participant will be asked to meet with the Senior Center Site Supervisor. A written suspension of 30 days (one month) will be given to the participant outlining the incidents and the specific violation(s) of the Senior Center's Guidelines for Use. Failure to meet with the Senior Center Site Supervisor will be grounds for a continued and/or indefinite suspension of more than 30 days.

4th Offense: Six-month suspension

Staff will record the occurrence on an "Incident Report." Participant will meet with the Senior Center Site Supervisor and Recreation Superintendent. A written six-month suspension will be given to the participant explaining the incidents and the violation of Senior Center Guidelines for Use, and include the beginning and end dates of the six-month suspension. Failure to meet with the Senior Center Supervisor and Recreation Superintendent will be grounds for a continued and/or indefinite suspension of more than six months.

5th Offense: Permanent Suspension.

Appeal Process

Participants have the right to appeal the Senior Center site Supervisor's decision by requesting a meeting with the Recreation Manager within 90 days of a reported incident. To request a meeting, the participant must provide a written request to the Recreation Manager's office:

Santa Clara Community Recreation Center
969 Kiely Boulevard
Santa Clara, CA 95051

After thorough review an appointment will be made to discuss the situation. The participant will not be allowed to return to the Senior Center until the appeal process is concluded.