

## TOWN OF COLCHESTER

Commission on Aging  
95 Norwich Ave., Colchester, Connecticut 06415  
(860) 537-3911

*Where Tradition Meets Tomorrow*

**Colchester Commission on Aging**  
**Meeting Minutes**  
**Monday May 11, 2015 - Colchester Senior Center**

**Members Present:** Chair Gary Siddell, Rose Levine, Rob Gustafson, Goldie Liverant, Marion Stanavage, Wayne Mohrlein, Susan Choma

**Members Absent:** Jean Stawicki

**Others Present:** Patty Watts, Art Shilosky, Mary Tomasi, Laura Falt, other citizens

1. **Call Meeting to Order:** Chair G. Siddell called the meeting to order at 8:35 a.m.
2. **Possible Seating of Alternate:** G. Siddell seated S. Choma as a voting member in the absence of a committee member.
3. **Minutes:** R. Levine motioned to accept the April 13, 2015 meeting minutes. S. Choma seconded. Liverant, R. Gustafson and W. Mohrlein abstained. All other members present voted in favor. MOTION CARRIED.
4. **Financial Report:** P. Watts reported the daily transportation collection in April was \$219.00 and out of town trips collection was \$232.75 for a monthly total of \$451.75, bringing the fiscal YTD total to \$3,067.25. The Commission on Aging donation account started the month at \$142, added a donation from Marlborough Health & Rehab of \$75, spent \$12.30 on supplies for the Lunch and Learn, and \$210.00 to TVCCA for the Lunch, received a donation of \$20 from G. Siddell which brings the balance to \$14.70.
5. **Chairman's Report:** G. Siddell reported that the Lunch & Learn was well attended and received and thanked Laura Falt, P. Watts and her staff for their work to get it all put together.
6. **Senior Center Director's Report:** P. Watts reported on recent and upcoming programming: 5/4 was part 2 of the Mindfulness for Seniors series, 5/6 was Medicaid 101 and today, 5/11 is the Mother's Day Brunch. The golf league begins on 5/12 and runs for 16 weeks, 5/13 is the Wii Bowling State Championship at the Bristol Senior Center, 5/15 is the Bahamas No-Fly Cruise presentation, 5/15 is the Bingo Celebration, 5/18 is the trip to the Mark Twain House, 5/26 is the Memorial Day Picnic, and 5/28 is the Military Whist Card Party Fundraiser at St. Andrews. P. Watts stated that the budget did not pass and departments were told that it may impact new initiatives they had requested. The only new item in the senior center budget was the MySeniorCenter program. She has spoken to the First Selectman and will discuss its importance and her plan of action to the Board of Selectmen. She was hoping to roll out the program along with the new Policies & Procedures on July 1<sup>st</sup>. The center will be closed on 5/25 for Memorial Day. This month the center is celebrating Older American's Month as well as the 50<sup>th</sup> anniversary of Medicare/Medicaid and the Older American's Act which championed the model of multi-purposed senior centers in the community. The senior center also has a new FaceBook page which you can like to follow the centers activities and view photos. New classes include Cribbage, Fridays at 12:30 and Zumba Gold Toning Class, Tuesdays at 11. Patty was pleased to announce the hiring of Liz Shilosky as the Making Memories Coordinator. Liz started on 4/27 and

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is off to a great start. The Volunteer Luncheon held on 4/27 was a big success. Patty also thanked the Commission and Laura Falt for their work on the Lunch & Learn. It was a sold out crowd and well received. The Board of Selectmen approved the proposed Policies & Procedures with a couple of minor changes. Patty thanked Gary, Susan and Jean for their help in putting it together. It includes wording allowing the Commission on Aging to hear member complaints, excluding personnel issues. Patty submitted the Section 5310A grant to the CT DOT to replace the 2007 bus. The grant would cover 80% of the cost and the town's Vehicle Replacement Fund would cover the remaining 20%. Patty and Gary will participate in a webinar on 5/21 sponsored by the State Department on Aging for municipalities interested in building new senior centers. April statistics: Attendance: 1,396 over 21 days with 1,193 transports. 167 Bistro and special meals served, 104 Community Café meals served and 454 Meals-on-Wheels delivered. 16 new members registered in April for a YTD total of 38 new members. These increasing numbers show the demand for senior services in our community. W. Mohrlein left the meeting.

7. **Review Revised Mission Statement Wording:** S. Choma presented new wording options. There was discussion regarding length and content of statement. G. Siddell asked members to think about options and be prepared to discuss further at the June meeting.
8. **Review Hearing Meeting Language for Bylaws:** G. Siddell stated that the bylaws won't need to be changed as the adopted Policies and Procedures do not provide for the Commission to conduct formal hearings.
9. **Status of NCOA Accreditation as a Goal for an Organizing Strategy:** P. Watts will reach out to the accredited Wallingford Senior Center on how best to proceed toward this goal. First steps include a self-assessment and creation of a "steering committee" comprised of a diversified cross section of the community. The self-assessment is an 18-24 month process that helps to organize in preparation for the application. The steering committee also serves as a way to get people in the community involved and become ambassadors to the rest of the town.
  - a. **Status of Community Outreach Initiative:** G. Siddell spoke about the need for volunteers to help with upcoming legwork involved with the self-assessment. There was discussion surrounding how to get seniors out to vote for both budget referendums and the upcoming election.
10. **Officer Nomination Committee:** G. Siddell asked for volunteers to nominate officers for the June meeting vote. S. Choma, R. Gustafson and G. Siddell volunteered. Nominations need to be made available to Commission members by May 26<sup>th</sup>. Positions are Chair, Vice-Chair, Treasurer and Corresponding Secretary.
11. **Old Business:** No items were reported.
12. **New Business:** No items were reported.
13. **Adjournment:** G. Liverant motioned to adjourn the meeting at 9:55 a.m. S. Choma seconded the motion. All members present voted in favor. MOTION CARRIED.

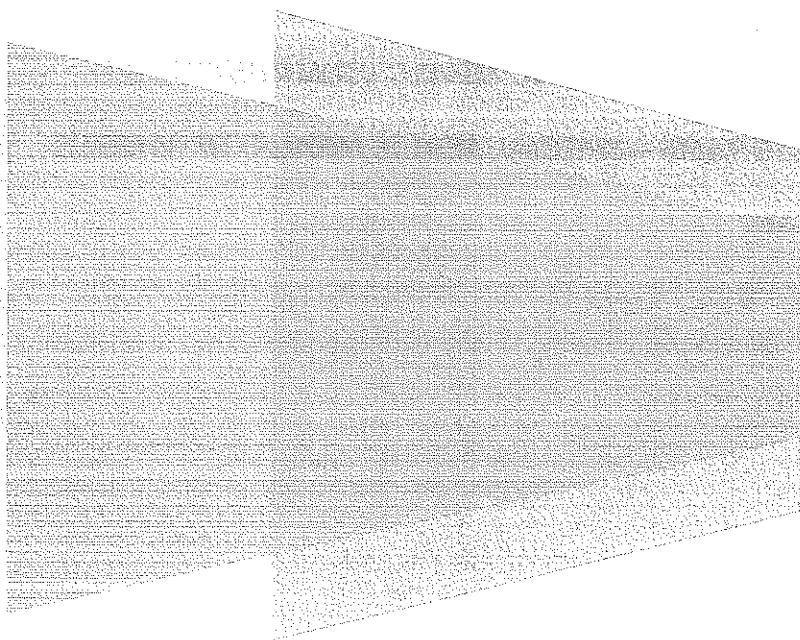
Respectfully submitted,

Michelle Komoroski



# **COLCHESTER SENIOR CENTER**

**POLICIES & PROCEDURES**



## C.S.C. POLICIES & PROCEDURES

### TABLE OF CONTENTS

<i>HOURS OF OPERATION</i>	3
<i>HOLIDAYS</i>	3
<i>INCLEMENT WEATHER</i>	3
<i>PRIVACY POLICY</i>	3
<i>ELIGIBILITY</i>	4
<i>MEMBERSHIP</i>	4
<i>ATTENDANCE</i>	5
<i>HEALTH &amp; SAFETY</i>	5
<i>PERSONAL CONDUCT</i>	6
<i>RIGHT TO APPEAL FOLLOWING EXCLUSION</i>	6
<i>COMPLAINT PROCESS</i>	7
<i>TRANSPORTATION SERVICES—ELIGIBILITY</i>	8
<i>TRANSPORTATION SERVICES—DESTINATIONS &amp; RESERVATIONS</i>	9
<i>TRANSPORTATION SERVICES—SAFETY &amp; SERVICE CHARGES</i>	10
<i>SENIOR NUTRITION PROGRAMS—BISTRO MEALS, COMMUNITY CAFE</i>	11
<i>SENIOR NUTRITION PROGRAMS—SPECIAL MEALS, MEALS ON WHEELS</i>	12
<i>COMPUTER LAB POLICIES</i>	13
<i>FAX &amp; COPY SERVICES</i>	13

## C.S.C. POLICIES & PROCEDURES

### HOURS OF OPERATION

The Colchester Senior Center is open during the following hours:

<b>Monday</b>	<b>8:00 a.m.-4:00 p.m.</b>
<b>Tuesday</b>	<b>8:00 a.m.-4:00 p.m.</b>
<b>Wednesday</b>	<b>8:00 a.m.-6:00 p.m.</b>
<b>Thursday</b>	<b>8:00 a.m.-4:00 p.m.</b>
<b>Friday</b>	<b>8:00 a.m.-4:00 p.m.</b>

Occasional programs may be scheduled during evening and/or weekend hours and will be advertised in the monthly newsletter, Colchester Senior Center News.

### HOLIDAYS

The Town of Colchester observes the following recognized holidays. On these days, the Colchester Senior Center will be closed:

<b>New Year's Day</b>	<b>Labor Day</b>
<b>Martin Luther King Jr. Day</b>	<b>Columbus Day</b>
<b>Presidents' Day</b>	<b>Veterans Day</b>
<b>Good Friday</b>	<b>Thanksgiving</b>
<b>Memorial Day</b>	<b>Day after Thanksgiving</b>
<b>Independence Day</b>	<b>Christmas</b>

Town offices will close at **12:00 Noon** on the following days:

<b>Christmas Eve</b>	<b>New Year's Eve</b>
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### INCLEMENT WEATHER

At the Colchester Senior Center, it is our policy to follow the Town schedule. This means if Town Hall is closed by the First Selectman, the Senior Center will also be closed for the day. If Town offices are open, the Colchester Senior Center will remain open. Programs, activities, meals and/or transportation services may be delayed, postponed or cancelled, even if the Senior Center is open. To see if the Colchester Senior Center has been impacted by weather-related closures, check for announcements on WFSB Channel 3 (TV) and WICH, WCTY, WNLC and WKNL (Radio).

### PRIVACY POLICY

The Colchester Senior Center is compliant with Federal and State laws and Town of Colchester policies and best practices regarding confidentiality. To that end, the Center and its staff have defined procedures to protect members' privacy. Member records are confidential and maintained accordingly. Member information is not released without prior written consent or verbal authorization.

## C.S.C. POLICIES & PROCEDURES

### ELIGIBILITY

1. The Colchester Senior Center is designed for the independently functioning older adult, aged 55+, and includes accessibility for those with physical limitations. The Director of Senior Services reserves the right to assess participants as to their ability to safely and appropriately use the Senior Center, to insure the well being of all attendees.
2. Participants must be independent and oriented. Participants who are not independent or oriented may be required, at the discretion of the Director of Senior Services, to have a home-health aide, companion, escort or family member accompany them while they participate in activities or utilization of services, including transportation. Staff members are not allowed to provide hands-on assistance.
3. Participants who require an aide/companion must be accompanied by them at all times while visiting the center or using Senior Center services. In the event the aide/companion does not provide adequate assistance or leaves the participant unassisted; staff members will immediately contact the emergency contact person on file. On-going failure to provide necessary caregiver assistance may result in the cancellation of participant's privileges.
4. Individuals with assistance needs that cannot be managed by their aide/companion will be excluded from participation. These include but are not limited to:

Wandering	Unmanageable incontinence, ongoing
Prescription drug monitoring	Contagious disease
Drug/Alcohol abuse	Abusive/harmful behavior
Regularly occurring seizures	Cognitive impairment
Poor personal hygiene	Behavioral health problems
Inability to feed oneself	Inability to toilet independently
5. Prior to exclusion for any of the above reasons, the Director of Senior Services shall meet with the individual and/or their family to identify the assistance need and offer potential solutions. A plan of action will be established by the Director of Senior Services. Failure to comply with the recommended action plan will result in the member's exclusion from participation and cancellation of participation privileges.

### MEMBERSHIP

1. Membership is open to men and women aged 55 and over. Members' spouses/committed partners under age 55 may participate in activities as guests.
2. Resident membership is available to anyone living in the Town of Colchester, who meets the age criteria. There is no fee for in-town residents.



## C.S.C. POLICIES & PROCEDURES

3. Non-Resident membership is available for those who live in towns other than Colchester and meet the age criteria, for an annual fee of \$10.00.
4. Membership registration is available on an on-going basis through our office, during normal business hours. Members will receive a **My Senior Center** key card with their registration. The first card is free-of-charge; any additional key cards required will be assessed a replacement fee of \$2.00 per occurrence.
5. Membership must be renewed annually during the month of the original member registration. Members will be notified with a courtesy call during the month, as a reminder.

### ATTENDANCE

1. Activities, classes and services are available for adults, aged 55 and over, who have registered for membership.
2. Guests of registered members are welcome to visit the center as long as it does not interfere with member use of the facility. Children may accompany a member to the senior center on an occasional basis, but minors must be adequately supervised at all times.
3. All participants (members and guests) are required to sign-in using the **My Senior Center** system to document attendance.

### HEALTH & SAFETY

1. Participants utilizing Senior Center facilities must wear proper attire, including safe footwear, while on premises.
2. Colchester Senior Center is a NO SMOKING facility. Smoking is permitted in the designated area outside of the building, by the back ramp. Cigarette and/or cigar butts must be properly disposed of in designated containers.
3. Alcoholic beverages are not permitted in the building or on the grounds.
4. Pets are not permitted inside of the facility except during approved programs, with the prior consent of the Director of Senior Services. Service pets are allowed.
5. Colchester Senior Center is licensed as a food service establishment. For the safety of all and to comply with federal and local health codes, only staff members and registered food service volunteers are allowed in the kitchen. A staff member with QFO (Qualified Food Operator) licensure oversees all food service operations and enforcement of regulations.

## C.S.C. POLICIES & PROCEDURES

6. Members must have current emergency contact information in the office. In the event of an emergency, it is the policy of the Town of Colchester to have a staff member contact 911. The members' emergency contact on file will be notified. Members who are fully conscious may refuse medical assistance only after the emergency medical responders have arrived and evaluated their medical condition. If further medical treatment is recommended by the emergency medical responders and the member refuses to comply, they will be asked to sign a waiver. Members who refuse medical attention must vacate the premises but cannot be transported by the senior center bus, car or any member of the staff.
7. Fire drills are conducted on a quarterly basis. All occupants (members, guests and staff) are required to participate. In the event of an emergency, all occupants may be required to vacate the building, until it is deemed safe to return by appropriate personnel.

### PERSONAL CONDUCT

1. Persons creating a serious disruption may be asked to leave the Senior Center for the remainder of the day by a member of the staff. If the person does not leave voluntarily, a staff member shall take appropriate measures to have the person removed, which may include contacting the police.
2. The Director of Senior Services may permanently exclude any person who does not follow the policies established for the well-being of all participants and staff of the Colchester Senior Center. Actions which may lead to exclusion are as follows:
  - Repeatedly and intentionally disobeying the rules and regulations, as outlined in these policies.
  - Intentionally causing or attempting to cause physical injury to another person.
  - Using obscene/profane language or gestures, or engaging in bullying, verbal abuse or harassment of others.
  - Carrying a dangerous object, firearm, knife or other weapon.
  - Possession of, use of or evidence of impairment caused by illegal drugs and/or alcoholic beverages, while visiting the Senior Center or taking part in Senior Center activities.
  - Vandalism, intentional destruction or theft of Town of Colchester, staff and/or members' property.
  - Sexual harassment of a verbal, written or physical nature.

### RIGHT OF APPEAL FOLLOWING EXCLUSION FROM THE SENIOR CENTER

1. A person who has received notification of their exclusion from Colchester Senior Center programs and/or services has the right to request a hearing with the First Selectman of the Town of Colchester to review the exclusion. The request must be forwarded within 10 working days of the exclusion. The First Selectman will have no more than 30 days after receiving the appeal to schedule a date for the hearing.

## **C.S.C. POLICIES & PROCEDURES**

2. A written notice of the hearing date, time and place shall be sent to the petitioner at least five working days prior to the hearing.
3. The Director of Senior Services shall notify the First Selectman of the circumstances and rule violations which resulted in the exclusion. Details will be reported in a written narrative of the events which lead to exclusion, the names of any witnesses and copies of any statements or affidavits made by the witnesses.
4. The excluded person will have the right to testify and produce witnesses and other evidence in his/her defense at the hearing.
5. The excluded person may be represented by any third party of his/her choice, including an attorney. The Town may choose to have an attorney present, at their discretion.
6. Any witnesses may be asked to appear in person to testify at the hearing.
7. The First Selectman will notify the excluded person of the decision by certified mail, return receipt requested, within five working days of the hearing. The notification will detail the reasons by which the decision was made. The decision of the First Selectman will be final.

### **COMPLAINT PROCESS**

1. Member's input is welcomed by all staff members.
2. Members who have concerns about programming, policies or who have a dispute at the Senior Center are encouraged to first discuss the issue in private with the Director of Senior Services or a staff member who will bring it to the attention of the Director.
3. If a member's concern has not been satisfactorily addressed by the Director of Senior Services, the complainant has the right to contact the Commission on Aging. The COA meets monthly at the Colchester Senior Center, with meeting dates and times listed on the Town of Colchester website as well as in the monthly newsletter.
4. If the member's concern is not satisfactorily addressed by the COA, the complainant has the right to schedule a meeting with the First Selectman of the Town of Colchester.
5. The Commission on Aging will not hear any complaints that refer to personnel. All personnel matters are handled by the Director of Senior Services in cooperation with the Human Resources Department and the First Selectman of the Town of Colchester.

## C.S.C. POLICIES & PROCEDURES

### TRANSPORTATION SERVICES

#### ***ELIGIBILITY***

1. Transportation services are available to residents of the Town of Colchester who are aged 60 or over, or residents of the Town of Colchester who are aged 18 or over who have been determined to be disabled through the Social Security Administration. For disabled individuals under the age of 60, proof of disability (SSA documentation) must be provided to the Director of Senior Services before approval is granted to utilize transportation services.
2. All passengers must be registered as members, with current emergency contact information on file.
3. Passengers must be able to safely enter and exit the vehicle. Passengers may use assistive devices, such as canes or walkers when entering or exiting the vehicle. The Director of Senior Services reserves the right to assess the ability of members to safely and appropriately use transportation services.
4. Passengers in need of wheelchair transportation may be accommodated. In such cases, the bus driver will assist the passenger with the wheelchair lift and secure the wheelchair in the bus. Electric wheelchairs/scooters will be evaluated by the bus driver to determine whether or not it can be secured for transport.
5. All transportation services are curb-to-curb, with the exception of some senior/congregate housing communities which have a designated pick-up/drop-off area. Passengers must be able to safely and independently get themselves to/from the bus to their destinations. Drivers are not permitted to provide hands-on assistance or bring passengers into their homes, stores, appointments, Senior Center, etc.
6. Passengers who are not able to independently ride the bus may ride with a caregiver/aide who can manage their individualized needs.
7. Shoppers are limited to five bags each. Drivers can assist in carrying bags and do have the right to refuse to carry heavy packages, at their discretion. Drivers will load bags on/off the vehicle. Drivers are not allowed to carry items into an individual's home.

#### ***DESTINATIONS***

1. The Colchester Senior Center busses/vehicles provide transportation to/from "essential services" in the following order of priority:
  - The Colchester Senior Center for daily activities, trips and special events
  - Medical appointments

## C.S.C. POLICIES & PROCEDURES

- Necessary errands including grocery shopping, pharmacy or banking errands and hairdresser/barber appointments
  - Other requested destinations are granted at the discretion of the Director of Senior Services, as resources and scheduling permit.
2. In-town bus services provide transport to destinations within Colchester only.
  3. Out-of-town bus services provide medical transportation to destinations within a 45 mile radius of the Colchester Senior Center.

### **RESERVATIONS**

1. Transportation services can be scheduled Monday through Friday, 8:30 a.m. to 3:30 p.m. by calling 860-537-3911. All appointments should be scheduled between 10:30 a.m. and 2:00 p.m.
2. All reservations must be made by 12:00 p.m. (Noon) the previous day. Any reservations made after that time may not be scheduled for the following day without the approval of the Director of Senior Services.
3. Reservations may be made for a maximum of three designated stops, per person per day. All stops must be noted at the time of reservation, so the drivers can arrange their routes appropriately.
4. Reservation requests for out-of-town medical transportation should be made as early as an appointment time is known. Every effort will be made to accommodate an individual's medical appointment; however, there is limited capacity for medical transportation. Service may be denied if the schedule is filled, the appointment is not within our operating hours or service area or if the individual requires hands-on assistance.
5. Transportation requests are granted on a first-come-first-served basis.
6. To maintain our daily schedule, it is very important that passengers be on time. Please be ready for pickup at least 10 minutes before your scheduled ride. The ride will be forfeited if an individual is not ready at their designated time. Drivers will sound the horn upon arrival and wait for no more than 3 minutes before leaving for the next pick-up. They will not be permitted to return again that day, if pick-up was attempted for a passenger who was not ready.
7. If it becomes necessary to cancel a reservation, please call as soon as possible. After our hours of operation, the Colchester Senior Center has a voicemail system to leave a message, which will be retrieved when staff arrives the following business day.

## C.S.C. POLICIES & PROCEDURES

8. The Director of Senior Services reserves the right to suspend a member's transportation privileges for up to three months for the following reasons, including but not limited to:
  - Failure to show up on time for a scheduled ride for a total of three offenses.
  - Failure to give timely notice of at least 30 minutes for cancelled appointments for a total of three offenses.
  - Non-compliance with Colchester Senior Center policies, as outlined in this manual.
9. Notification of transportation privilege suspension will be mailed to an individual's home address, with additional copies sent to the Chairperson of the Commission on Aging and the First Selectman of the Town of Colchester.
10. Members returning after a period of suspension from transportation services will be subject to a probationary period. If additional occurrences are experienced, a member may be permanently suspended from transportation services, at the discretion of the Director of Senior Services.

### ***SAFETY***

1. All passengers are required to wear seat belts while riding in vehicles. The driver will assist passengers with their seatbelts, as needed.
2. The Colchester Senior Center cannot provide emergency medical transportation. In the event of a medical emergency, please call 911.
3. The driver may refuse to transport a passenger, after contacting the Director of Senior Services, for the following situations:
  - The individual appears too ill/weak to be safely transported.
  - The individual is exhibiting loud, disruptive and/or distracting behaviors.
  - Sidewalks or driveways are unsafe for walking due to ice and/or snow accumulation.
  - The individual requires hands-on assistance.
  - The individual refuses to wear a seat belt.

### ***SERVICE CHARGES***

1. The Colchester Senior Center does not charge a fee for transportation services.
2. Donations are gratefully accepted and are used to help defray the cost of gasoline and vehicle maintenance. Donations are accepted in the office of the Colchester Senior Center. They may be placed in the designated drop box or mailed to: Colchester Senior Center, 95 Norwich Ave., Colchester, CT 06415.
3. Drivers are not permitted to accept gratuities.

## C.S.C. POLICIES & PROCEDURES

### SENIOR NUTRITION PROGRAMS

- The Colchester Senior Center is a Senior Nutrition Site for TVCCA, (Thames Valley Council for Community Action) which prepares and provides the meals.
- Lunch is served daily at 12:00 Noon in the Dining Room of the Colchester Senior Center. Meals include Bistro Meals served on Monday; Community Café Meals served Tuesday-Friday; and occasional Special Meals as advertised in the Senior Center newsletter. Additionally, Meals on Wheels home-delivered meals are available for eligible recipients who have registered to receive meals.
- Any food-related allergies should be made known to the TVCCA Site Server.
- Cancellation of the meal program due to storms or emergency will be announced on WFSB under "Colchester Senior Center." Weather closures for meals are determined by TVCCA.
- Any meals scheduled to be served on a snow/storm day will be served on the following day.

### ***BISTRO MEALS***

1. Lunches are available to members and guests at a cost of \$5.00 on most Mondays.
2. Menus change and are published monthly in the Senior Center newsletter.
3. Reservation with payment is required by the previous Monday for Bistro Meals, which will be accepted on a first-come-first-served basis.
4. There are no age restrictions for these meals.

### ***COMMUNITY CAFÉ MEALS***

1. Community Café Meals are available Tuesday through Friday.
2. Menus change and are published monthly in the Senior Center newsletter.
3. The Community Café lunch is available to members and guests aged 60 and over.
4. Persons under the age of 60 may reserve a Community Café meal, but will be required to pay the full cost of the meal, at the rate posted in the Dining Room.
5. A once-per-year registration form must be filled out by any members or guests wanting to receive Community Café meals.

## **C.S.C. POLICIES & PROCEDURES**

6. Reservations are taken on a first-come-first-served basis. Reservations may be made in person or by calling the Senior Center at 860-537-3911 by 10:00 a.m. the day before the meal is served.
7. Cancellation of a reservation must be made as soon as possible by calling 860-537-3911.
8. Members who want to receive a meal without a reservation will be placed on a waiting list and will be accommodated if a cancellation should occur.
9. A suggested donation of \$3.00 is requested. Each participant may deposit his/her donation anonymously in a lockbox located in the Dining Room. No person will be refused a meal based on their ability to pay.
10. There is no reserved seating available. Participants should be seated by 11:45 a.m. The lunch meal is served promptly at 12:00 noon.
11. Food from the Community Café lunch is not allowed to be removed from the Senior Center, per TVCCA guidelines. No exceptions will be allowed.

### ***SPECIAL MEALS***

1. Occasionally throughout the month, there are special events where a meal is served. This generally includes a lunch with entertainment and/or special activities.
2. Menus for these events are advertised in the Senior Center newsletter.
3. Tickets are pre-sold in the office at the published price, until they are sold out.
4. Members who want to purchase a ticket to an event which has sold out will be placed on a wait list and will be notified in the event of a cancellation.
5. Tickets are non-refundable once purchased.

### ***MEALS ON WHEELS (HOME DELIVERED MEALS)***

1. In order to be eligible to receive Meals on Wheels, a person must be age 60 or over and determined to be home-bound.
2. A suggested donation of \$3.00 is requested per delivered meal.
3. Any eligible person wishing to receive home delivered meals should register with TVCCA by calling 860-886-1720 ext.11.



## C.S.C. POLICIES & PROCEDURES

### COMPUTER LAB POLICIES

1. The Computer Lab offers a variety of computer classes and computer workshops to members aged 55 and over.
2. Volunteers support the Computer Lab by planning and teaching classes and workshops on a variety of topics. Computer classes are available to teach beginners through advanced participants. Class prerequisites will be listed in the Senior Center newsletter, as applicable.
3. Computers are available for members' use in 30 minute increments, at times when classes are not scheduled. Availability may be limited based on demand, and will be honored in the order of preregistration, in the office. Priority for Computer Lab use is given to scheduled classes.
4. Violation of any Federal or State law, including copyright laws, is prohibited.
5. Vandalism or hacking of any hardware, software, computer or communications system is prohibited.
6. Private information should not be saved to the computer hard drives, including photos, written work and/or other communications. Flash drives or disks provided by the user are suggested for use in storing information. All messages sent over the Town computer/communication systems are the property of the Town of Colchester.
7. No software shall be installed on the computer by anyone other than members of the Town of Colchester's IT Department personnel.
8. Viewing offensive or pornographic material, photos or websites is prohibited.
9. Food/beverages are not allowed at the Computer Lab workstations.
10. Violation of Computer Lab policies may result in loss of privileges. At the discretion of the Director of Senior Services, a first offense may result in a 30 day suspension from Computer Lab use or in the permanent exclusion from use. Depending on the severity of the situation, violations may lead to legal action.

### FAX & COPY SERVICES

1. Copies and/or prints from the Computer Lab may be made for members in the Colchester Senior office at a charge of 15 cents per black and white copy and 50 cents per color copy.
2. Faxes can be sent for members at a charge of \$2.00 for the first page and 50 cents per page, thereafter.
3. Payment for copies or faxes is required at the time of service.
4. Receiving faxes on behalf of a member is not permitted.

