



PATRON HANDBOOK

BASCC
Buchanan Area Senior Center
Seniors Embracing Life

Dear BASC Patron,

Welcome to The Buchanan Area Senior Center. It is our **mission to promote physical, social, and mental well-being** of our patrons. This booklet will help acquaint you with the leisure and recreational activities, health services, social activities, and informational services available through the BASC.

The center is a very engaging and active place that offers a multitude of supports, activities, and programs. The needs and desires of our patrons determine the programs we offer. Please let us know if you wish to do something that is not currently listed on the Activity/Classes schedule; others may have the same interest.

Please let us know what we can do to make your experience a very enjoyable one.

Sincerely,

The Staff & Board of the Buchanan Area Senior Center
Happy, Active Living – Our Commitment to Life.

Quality Community Services for
The City of Buchanan, Buchanan Township, Bertrand
Township, Niles Township west of US 31, and Galien
Township east of Cleveland Avenue

TABLE OF CONTENTS

General Information	1
History	
Governance and Chain of Command	
Compliments & Concerns	2-3
Patron Information.....	3-4
Eligibility	
New Patron Registration	
Sign-In/Out Procedure	
Keeping You Informed	
Monthly Newsletters	
Facebook	
Website	
Postings	
Center Closings.....	6
Holiday	
Weather/Buchanan Community Schools Related	
Safety	7-8
Accident & Injuries	
911 Information Cards	
Fire Drills & Alarms	
Tornado Drills & Alarms	
Parking & Curbside Drop- offs	
Lost and Found	8
Facility Usage by Outside Groups	9
Code of Conduct	9
What You can Expect from BASC	
What BASC Expects from You	9-12
Health & Hygiene	

Smoking	
General Expectations	
Supports/Activities Programs.....	13-14
Health/Screenings/Services	
Fitness & Exercise	
Exercise Room	
Special Programs	15-20
AARP Taxes	
Commodities	
Compassionate Callers Club	
Dial-A-Ride Token Program	
Library	
Loan Closet	
MMAP (Medicare Medicaid Assistance Program)	
Senior Nutrition Services	
Support Groups	
Transportation	
Veterans' Assistance	
Veterans' Transportation	
Other Programs.....	20
Charitable Giving	21-22
Memorials & Honorariums	
Fundraisers	
Planned Giving	
Volunteering Opportunities.....	22-23
Options	
Volunteer Dinner	

GENERAL INFORMATION

History of Buchanan Area Senior Center

Buchanan Senior Services (now known as Buchanan Area Senior Center) provided services to area seniors from 1979 to 1984, funded by the city of Buchanan, Buchanan Township, and donations. In March of 1982 the building funded by HUD money at 131 South Oak Street, was completed and dedicated by the city to be used for senior programming and community activities. Greater Niles-Buchanan Committee on Aging funded services and programs in Buchanan as a satellite program from 1984 to 2002. In October 2002 Buchanan Senior Services became a non-profit group that operated with private donations and Buchanan City support. In 2006 Buchanan Area Senior Center, a non-profit corporation, started receiving county millage tax support. In March 2010 we broke ground for the construction of our new building at 810 Rynearson Street in Buchanan. December 2010 saw us moving into our new location. The Center continues operating with county millage monies, donations, grants, fundraisers, and many wonderful volunteers. Senior Nutrition Services continues to provide the daily nutrition program at the center. Today, BASC remains a vibrant community focal point on aging, where area senior citizens come together for services, programs, and activities that reflect their experiences and skills. The BASC responds to the diverse needs and interests of the senior population,

enhances dignity, supports independence, and encourages involvement with the community as well as the center. Membership is free and most services are provided at no cost. However, contributions are greatly appreciated. Operational hours are 9:00 am to 4:00 pm Monday through Friday.

Governance and Chain of Command

Buchanan Area Senior Center is operated under the leadership and supervision of the Executive Director. The Executive Director also serves as head of staff, is responsible for all functions of the center, and manages the staff using the policies approved by the Board. The Board employs the Executive Director.

The BASC Board is a panel of volunteer members elected by patrons of Buchanan, and is responsible for setting policies and procedures for employees and the center. Board members serve on various sub-committees and workgroups that recommend policy, chair fiscal fundraisers, and other functions.

Compliments and Concerns

We enjoy hearing feedback from our patrons. Every patron is encouraged to vocalize their enjoyment of the center and their concerns. Comments help us understand what programs are most beneficial and which ones are not. Your experiences can be expressed by leaving comments in the suggestion box or by attending a monthly Board meeting. Every reasonable effort is made to accommodate the needs, likes, and wishes of our patrons. These means of communication allow us the best opportunity to provide the best services possible.

PATRON INFORMATION

Eligibility

All seniors the age of 55 years and over are eligible to attend the BASC. Seniors who reside in our service area and/or are the age of 60 years or older have priority for our center and services. Patrons 60+ years old are also eligible for transportation to medical appointments. Our service area is generally defined as the City of Buchanan, Buchanan Township, Niles Township for those living west of the US 31 Bypass, Bertrand Township and Galien Township east of Cleveland Avenue.

Eligible patrons must be able to do the following:

- Use the restroom facilities unassisted by staff
- Be able to feed themselves
- Be oriented to their surroundings
- Behave in a non-aggressive and non-disruptive manner

NOTE: Anyone needing further assistance is welcome to attend if they are accompanied by someone who can assist them.

New Patron Registration

There is no cost to be a member/patron of BASC, but we ask you to do the following:

- If you would like to receive The BASC Monthly Newsletter, come to the front desk and complete a form to be added to our mailing list.
- We also ask you to fill out a 911 Emergency Contact Card. This information will help us care for you if an emergency were to occur.
- If you would like to use our fitness equipment, you must fill out an Exercise Equipment Use Liability Waiver prior to using the exercise room.

Sign In Procedure

Please make sure you are always signing in when you enter the building. We have an automated check-in system that is simple to use and, when you register, a staff person will issue you a key fob and demonstrate how to use the check-in kiosk. Check-in kiosks are in two locations; one at the main entrance and one at the back door nearest the library. Please do not forget to check-in. It is important that we monitor attendance at our programs. Attendance numbers help us assess program effectiveness, monitor building usage, plan for future endeavors and demonstrate outcomes to funders.

Keeping You Informed

1. The BASC monthly newsletter is available to be mailed to you, emailed to you, or can be picked up at the center. This gives you the full scope of each month's planned activities.
2. Check out our Facebook Page by typing in "Buchanan Area Senior Center"
3. Our website is www.thebasc.org
4. You can find additional postings of information on the bulletin board near our entrance or on the sign in tables.

Center Closings

HOLIDAYS

BASC is closed on the following holidays:

New Year's Day

Labor Day

Good Friday

Thanksgiving Day

Memorial Day

Christmas Eve

4th of July

Christmas Day

WEATHER

Whenever the Buchanan Community Schools are closed due to inclement weather, the BASC is also closed. If Buchanan Schools are on break, the center will close if Senior Nutrition closes. The closing will be made known through television postings and a notice on our Facebook page. A recording about the closing is also left on our answering machine if you do not see any news updates on Facebook or television.

Safety

ACCIDENTS & INJURIES

All accidents and injuries must be reported to staff. Staff or other responsible persons will call 911 for any individual deemed in need of emergency treatment.

911 EMERGENCY INFORMATION CARDS

We ask all patrons to complete a 911 emergency information card in the event that while at BASC or in the company of BASC staff on an outing, a medical emergency occurs. Your data is kept secure in the Elder Services Facilitator's office, available only for use in case of emergency.

FIRE DRILLS & ALARMS

Periodically, mandated fire drills will be implemented. The drills will be facilitated by staff and they will direct patrons to the exits and the designated gathering site. All individuals are required to participate. Exit routes and fire extinguishers are located throughout the facility.

TORNADO DRILLS & ALARMS

Periodically, mandated tornado drills will be held. Staff will direct patrons to seek shelter inside in small interior rooms. Patrons shall use their arms to protect their head and neck, and remain sheltered until the tornado threat is announced

to be over. All individuals are required to participate, asked to be quiet, cooperative, and orderly.

PARKING & CURBSIDE DROP-OFFS

Please honor the spaces reserved for the handicapped. You must have a state-issued placard or a handicapped license plate to park in these designated areas. Use caution when parking or leaving the premises, and crossing through the parking areas. Those vehicles dropping off patrons and/or materials should use good judgement and not allow the vehicle to remain in the area any longer than is necessary, as it could disrupt traffic flow.

Lost and Found

Found items are placed in a “Lost and Found” box near the front door for three months. Items not claimed will be donated to a local charity or discarded. Items of significant value will be held by the Office Manager for safe keeping.

Facility Usage by Outside Groups

Our facility is available to rent for evening or weekend functions. BASC functions take precedence, but if space is available, it may be rented to outside groups. For more information, contact the Office Manager.

CODE OF CONDUCT

What you Can Expect from BASC

These principles are extended to all patrons and guests of the Buchanan Area Senior Center:

- To be treated with respect and dignity
- Interesting and relevant programming
- All persons to be regarded equally
- A pleasant and safe atmosphere

What BASC Expects from You

All patrons, visitors, and volunteers are expected to adhere to these guidelines to ensure the very best experience for everyone.

HEALTH AND HYGIENE

1. Persons with a fever, cold, sore throat, flu, or other communicable disease should stay home until the illness is no longer contagious.
2. Participants are encouraged to practice good handwashing. The single most effective way to kill germs is to wash hands. Hand sanitizer is amply available.
3. Personal protection should be worn for anyone experiencing incontinence of bladder or bowel. In case of an accident, a patron may need to be asked to remove themselves from the center
4. Restroom areas should be kept sanitary. Please alert staff if a restroom or other public area needs attention.
5. Attire should be appropriate for being in public.
6. Maintain acceptable personal hygiene.
7. As soon as a patron suspects that they might have bed bugs, they should schedule an inspection. Until the inspection has been done and the insects exterminated, the patron is respectfully asked to not visit the center. BASC is committed to providing a safe and healthy environment for all patrons and asks for documentation stating that the bed bugs have been exterminated before the patron returns to the center. This policy is also applied to BASC transportation. See *pg. 19*

WEAPONS

All visitors are prohibited from possessing openly carried or concealed firearms, air guns, knives, and other weapons on the property of the Buchanan Area Senior Center, regardless of whether a Federal or State license to possess weapons has been issued to a visitor.

SMOKING

There is no smoking or tobacco use of any kind in our facility. Smoking is permitted outside in designated areas only, and must be 25 feet from the entrance doors where a receptacle for cigarette butts is placed.

GENERAL EXPECTATIONS

In order for everyone to enjoy activities and services in safety and comfort, you are required to abide by the following rules:

- Do not engage in an activity that may present a danger to yourself or others
- Do not consume, possess, or be under the influence of alcohol or illegal drugs on BASC property.
- When free items are provided from BASC donations, please be courteous and take one item per household—this ensures an equal opportunity for patrons to be served.
- Do not engage in any activity which is disruptive to the use of the BASC premises by others or staff, including using speakerphone while talking on your mobile phone.

- Follow the BASC's policy on non-discrimination stating that we "will not discriminate against any patron or visitor because of race, sexual orientation or identity, disability, handicap, color, creed, religion, sex or gender, age, marital status, height, weight, national origin, ancestry, citizenship or veteran status".
- Do not panhandle.
- Do not use inappropriate language (obscene, offensive, rude, or loud), threaten or demean others on BASC property. Understand that abusive language, written or verbal harassment toward patrons or staff could result in temporary or permanent suspension from the BASC.
- Do not abuse, misuse or steal center or personal property or money.
- Understand your responsibility and be able to abide by all BASC Guidelines.
- Refrain from starting or spreading gossip or rumors.
- Understand any physical violence toward staff, patrons or visitors will immediately result in temporary or permanent suspension from the center.
- Do not leave pets or children unattended in your vehicle while attending the center.
- Solicitation of any kind is not permitted, unless approved by the Executive Director.
- Service animals are permitted; owners must carry and present valid documentation each time they attend the BASC.

SUPPORTS/ACTIVITIES/PROGRAMS

HEALTH/SCREENINGS/SERVICES

Throughout the year we offer many health benefit opportunities for patrons to take advantage of which include; blood pressure screenings, blood sugar checks, eye glass repairs, hearing aid checks, flu shots and other vaccination clinics, foot care clinic, and many more. *Refer to the BASC monthly newsletter for availability.*

FITNESS & EXERCISE

Each fitness class offers different benefits depending on the focus of the patron. Some of these classes include; chair exercise, Osteo Fit, chair yoga, cardio drumming (Powerbeats), trail walking, Qigong and Zumba. Some of these fitness classes are seasonal, so please be sure to check the newsletter for dates and times.

EXERCISE ROOM

The exercise room is available as a free service to our BASC patrons during our business hours of 9:00 am – 4:00 pm. Periodically, professional trainers are brought in from our local YMCA to give an orientation to the equipment. Please see the BASC monthly newsletter for dates and times. Those who wish to use the equipment must do the following:

1. Read and sign an Exercise Equipment Use Liability Waiver prior to any use of equipment. This form states that the user understands they are using the equipment at their own risk, and further hold the BASC harmless from any and all liability connected with the patron's use of the exercise equipment.
2. Patrons must sign in and out on the log sheet in the exercise room each time they use the space.
3. Each patron is expected to use a clean paper towel and the provided sanitation spray to wipe down all surfaces of the equipment ensuring it is clean and ready for the next user.
4. For the comfort of our patrons, this room is kept slightly cooler; door shall be kept closed at all times.
5. Patrons should wear proper attire and no-skid shoes. Shorts must be mid-length and shirts are required.
6. No food or drink is allowed except individual bottles of water.

Special Programs

AARP TAXES

AARP Volunteers Income Tax Assistance, (VITA)/Tax Counseling for the Elderly and Low-Income individuals is offered at the BASC from the beginning of February until mid-April each year. Certified volunteers are available to assist you in filing your income taxes during the tax season. Heating & Property Tax preparation and assistance is available from February until September of each year.

COMMODITIES

1. CSFP Commodities – a state program run by the Southwest Michigan Community Action Agency of Benton Harbor. This program is designed for low-income seniors who are 60+. New eligible patrons may be certified by appointment. Food boxes are delivered and distributed every month on the second Thursday of the month.

2. TEFAP Commodities – a quarterly Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. This too is run by the Southwest Michigan Community Action Agency of Benton Harbor. Food boxes are delivered and distributed on the third Wednesday of the month.

COMPASSIONATE CALLERS CLUB

A well-check call program for seniors in Buchanan who are the age of 55 years or older. A phone call is placed to homebound seniors once a day, Monday through Friday between the times of 9:00 am and 3:30 pm. The calls are made at the same time so the member gets into the routine of expecting the call. This program is designed to check on seniors who are widowed, live alone, have a medical condition, and have little or no contact with others. The BASC is in partnership with the Buchanan Police Department and the Berrien County Sherriff's Department in case the member is unreachable by staff and their emergency contacts. First Responders will then be contacted to do a wellness check. This program ensures the safety of vulnerable seniors, gives them an outlet to the community, and gives them a companion.

DIAL-A-RIDE TOKEN PROGRAM

The center offers Dial-A-Ride tokens to our Buchanan patrons who do not have their own means of transportation. The tokens can be used for trips such as grocery shopping, hair salon appointments, local banks and restaurants, as well as rides to the center for programming or lunch. Our transportation program is free to any of our seniors who are 60 years old and above who live in our transportation area.

LIBRARY

A separate library with a gas fireplace and comfortable seating is accessible to BASC patrons. This space is used for support group meetings, book club meetings, card games, and other activities. There is a collection of CDs, books, and puzzles to loan, a television, and a public computer with WiFi.

LOAN CLOSET

This facility has a loan closet with a small selection of wheelchairs, canes, walkers, and other home items are obtainable based on availability. The equipment is loaned out on a term basis to people recovering from surgery or accidents.

MMAP (Medicare Medicaid Assistance Program)

MMAP counselors, with the guidance of the Area Agency on Aging Region IV, are specialists trained in Medicare and Medicaid law and regulations, health insurance counseling and relevant insurance products. BASC helps seniors navigate and fill out forms such as Medicare Part D, Advantage Plans, Supplemental insurance, Social Security forms, Medicaid, and much more.

SENIOR NUTRITION SERVICES

Congregative lunches are served Monday through Friday at noon at BASC. Meals are funded in part by Region IV Area Agency on Aging as well as United Way and participant donations, and are provided by Senior Nutrition Services. In order to participate, please call our center @ 269-695-7119 and speak to the Senior Nutrition Manager to enroll. **Once enrolled, you must call the center prior to 10:00 a.m. the day before to make your reservation.** There is a sliding scale donation recommended for persons 60 and above for the meals. Others may enjoy a meal for \$5.00. Monthly menu selections are printed in the BASC Newsletter. Vegetarian meals are also available. Menus are subject to change without advance notice. For information on Senior Nutrition or their home delivery program, Meals on Wheels, please call the Senior Nutrition Services office @ 269-925-0137.

TRANSPORTATION

The BASC offers free transportation to medical appointments, which includes transporting wheelchair bound individuals ages 60+ within our service area. Our service area covers the City of Buchanan, Bertrand Township, Buchanan Township, Niles Township west of US 31 and Galien Township east of Cleveland Avenue.

Transportation is available from 9:00 am to 4:00 pm. **The last medical appointment pick-up is 1:00 p.m.** to accommodate

the centers' hours of operation. Days of operation are Monday through Friday. All medical appointments must be reserved by calling the center at 269-695-7119 at least 2-3 business days in advance, 72 hours is preferred in order to provide time to secure a driver.

VETERANS' ASSISTANCE

The Berrien County Veteran's Services Office is at BASC once per quarter to answer Veteran related questions and assist in filling out forms. Contact us for more details.

VETERANS' TRANSPORTATION

BASC serves as a pick up and drop off location for veterans that need transportation to the St. Joseph County VA Clinic in Mishawaka. Transportation is offered Monday through Friday to veterans who have a morning medical appointment (before noon). To schedule transportation, contact Ken Ward, DAV State Transportation Director at 800-360-8387 Ext. 73509. Transportation must be scheduled a week in advance and the cut-off deadline is the Thursday prior to a Monday morning appointment.

Other Programs

Occasionally outings and trips are available for our patrons. Individuals wanting to attend must register in advance of the event. Registration can be done at the office, and if payment is required, it is expected at the time of registration.

Programs and activities include but are not limited to:

Arts & Crafts	Birthday Bingo
Blood Pressure Checks	Book Club
Cash Bingo	Chair Exercise
Chair Yoga	Coffee Chat
Computer Tablet Lending	Conversations with Friends
Cribbage	Cyber Seniors
Euchre	Eye Glass Repair
Fasting Blood Sugar Testing	Fiber Friends
Field Trips	Foot Clinic
Game Day	Hand & Foot Cards
Hearing Aid Checks	Ice Cream Social
Lunch Bunch	Mah Jongg
Movie Matinee	Osteo Fit
Pinochle	Potluck Bingo
Powerbeats	Qigong
Quilting & Sewing	Root Beer Floats
Tai Chi	Walk Day

CHARITABLE GIVING

There are many reasons to give a charitable gift.

- Your charitable contribution to the BASC has a lasting effect on our seniors and the community in which they live.
- For your donation to BASC, a non-profit 501©3, you are eligible to receive a tax advantage.
- You can directly benefit from your contribution by taking part in the BASC activities, services and programs.
- You can honor or acknowledge the life or memory of a loved one.
- Most BASC programs and services are offered free of charge. This is possible because of the generous donations we receive from our supporters.

MEMORIALS & HONORARIUMS

These gifts are a lovely way to acknowledge friends, associates, family, and loved ones. Memorials recognize a deceased individual; honorariums are appropriate to give recognition to an individual for a special event; a birthday, anniversary, graduation, promotion, retirement, etc. Speak to the Office Manager about the Memorial and Honorarium options, including the Memorial Leaf and the Tribute Tree Program.

FUNDRAISERS

There are many fundraisers throughout the year done through a variety of fun events. These opportunities allow our patrons to enjoy special events, all while generating additional revenue for our center. No donation is too small and are always accepted for the many services and provisions offered freely to our patrons.

PLANNED GIVING

Consider speaking to your financial advisor so you can help ensure a sound future for the Buchanan Area Senior Center by arranging a gift called Planned Giving. This is a contribution that is arranged in the present and awarded at a future date. These gifts are usually donated through a trust, will, or bequest.

VOLUNTEERING OPPORTUNITES

Volunteers are an essential part of the operations at the Buchanan Area Senior Center. Through the generosity of our volunteers, we are able to offer far more services and activities. Volunteerism is a marvelous way to give back to your community, to make new friends, to feel needed, to feel proud, to challenge yourself, stay sharp, learn new skills, and simply to have fun. Opportunities are available on a regular or intermittent basis, for long term, or only a day event.

Volunteer Options:

Baker

Compassionate Caller

Decorating Club

Event Catering Help

Kitchen Help

Newsletter Help

Sales Helper

Special Event Help

Trip Chaperone

Bingo Caller

Craft Class Instructor

Driver

Greeter

Library Help

Program Instructor

Senior Garden

Technology Help

VOLUNTEER DINNER

Every year in April a volunteer dinner is held at the BASC to show appreciation for the individuals who give their time to help the center thrive. Invitations are awarded to eligible volunteers who are actively volunteering with a minimum of 15 hours per year.



Buchanan Area Senior Center is funded by:

County Millage, Senior Nutrition/Region IV Area Agency on Aging, Public and Private Groups, Individual Donations, Fund Raising Activities, Area Grants, and very dedicated volunteers.

**Our Mission
is to promote physical, social, and mental well being.**



BASC
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Seniors Embracing Life

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Buchanan, MI 49107
Tel: 269-695-7119**