

50+ Membership Guide

Cupertino Senior Center



Creating a positive, healthy,
and connected community.



CUPERTINO

21251 Stevens Creek Boulevard
Cupertino, CA 95014
(408) 777-3150

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www.cupertino.org/senior

www.cupertino.org/seniorcenterfacebook

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Membership Benefits

Your yearly senior center membership enables you to participate in classes, socials, trips, and other activities that are free only to members, and access case management services. Plus, you will receive a parking decal to be used in the senior center permit parking lot while you attend senior center activities.

Learn About Your Senior Center

Please join us for an inside look at senior center trips, classes, events, volunteer program, and tour the center on the second Thursday of each month at 2pm. Meet at the front desk.

Bi-Monthly Newsletter

Your membership will include six issues of our bi-monthly newsletter *The 50+ Scene*, mailed or emailed to your home. You can also view the newsletter online at www.cupertino.org/senior.

Follow Us on Facebook

Facebook is a fun and easy way to keep up on things and people that are important to you. If you are not a Facebook member, but would like to check out the Cupertino Senior Center Facebook page, visit our website at www.cupertino.org/senior and click on the Facebook link, which will connect you to the page! There you will see photos and information about daily events. If you are a Facebook member and click “like” on our page, you will automatically get senior center updates.

Parking Permit

The Cupertino Senior Center parking lot is only for use by members attending classes and programs held at the senior center. The parking permit is a static cling decal that changes shape and color every year. The Santa Clara County Sheriff's Department requires that the parking decal be placed inside the car's rear window, behind the back seat, in the lower right hand side corner. Decals placed in other locations in car windows may receive parking citations. If you replace your car during the year, be sure to place the decal in the proper location in your new car. **There is a \$10 replacement fee for lost decals.**

Media Library

Looking for a good book or magazine to borrow? Stop by our media library, located in the lounge, and help yourself. When you are done with your media item, please return it to the front desk. In the lounge, you can find copies of the San Jose Mercury News, World Journal, and Cupertino Courier newspapers.

Wireless Hotspot

Free Wi-Fi is available at the Cupertino Senior Center. Portable devices like laptops and smartphones with Wi-Fi capability are able to access the Internet from anywhere around the senior center.

To access Wi-Fi at the senior center, you need a Wi-Fi-enabled computer. Most laptops sold today already have built-in Wi-Fi capability. It is an easy and relatively inexpensive add-on for older computers, available at most computer-related retail stores. Simply open your internet browser and follow the on-screen prompts to connect to the Cupertino Senior Center Wi-Fi network.

Copier Services

Members are able to make black and white copies at the senior center for 10 cents a copy. We prefer that the pages be loose leaf and not in a book form. Because of copyright laws, we are unable to copy pages of a book. We appreciate your understanding.

Class Registration

The senior center offers its own classes and also hosts classes through Adult Community Education and DeAnza College. You may register for classes offered by the Cupertino Senior Center at the front desk or by calling 408.777.3150.

Adult Community Education classes are offered through the Fremont Union High School District. To register for one of their classes, please call 408.522.2700.

De Anza College classes can be registered for at the first class or by calling 408.864.5409.

Those enrolled in classes with Adult Community Education or De Anza College must also be a current Cupertino Senior Center member.

Class Pass

The Class Pass allows non-member seniors to register for a senior center class with an additional pass fee of \$10 for residents, \$15 for non-residents. The Class Pass is not applicable to Adult Community Education classes or De Anza College classes held at the Cupertino Senior Center.

Day Pass

Adults 50+ are welcome to spend the day at the center as a guest with a \$5 day pass. Guests may sign up for any social or luncheon for the day and will receive a temporary parking permit.

Gifts and Gratuities

As per city policy, all senior center staff are employees of the City of Cupertino, and city employees are not allowed to solicit or accept gratuities from any individual or companies. Incidental items, such as business luncheons, candy, and other items of nominal value do not fall within the scope of this policy. We appreciate your understanding.

Financial Donations

At this time we have suspended the practice at the senior center of accepting any financial donations until the city staff further reviews this policy and procedure. Once a revised financial donation policy has been approved and it is advertised in the senior center newsletter, financial donations will only be accepted based on the revised policy.

Fitness Program

Cupertino Senior Center members enjoy a discounted membership at the Cupertino Sports Center. These specials do not include the use of the tennis courts. Seniors will be asked to bring their senior center membership card to attain a sports center membership.

Gift Certificates

Gift certificates for trips, special events, membership, or any in-house classes, excluding De Anza College and/or Fremont Adult Education classes, may be purchased at the front desk.

Coffee, Tea, and Hot Cocoa Service

The coffee table, located in the lounge, is available daily for hot beverages. Coffee, tea, and hot chocolate are free for current members and 50 cents for senior guests. Members may bring a 16 ounce travel mug or pick-up a paper cup at the front desk. Filling a thermos with coffee is not permitted.

Caregivers

Participants who have caregivers may have the caregiver accompany them to programs at the senior center. A caregiver is defined as a qualified and physically-able companion to accompany a participant who needs such assistance, and must assume total responsibility for the participants' well-being. The only time there is a charge for a caregiver is for the cost of an activity or trip which require pre-registration. No pass is needed, however, we do ask caregivers to register at the front desk.

Children

Children are welcome at the senior center when we have advertised inter-generational or family events. However, children are not allowed to attend programs or classes offered for the senior age group. For the safety of the children and others, please never leave children unattended in our lobby or lounge, and please have children walk when inside the building.

Disabilities

If you have any disability that requires special accommodation in order to participate in a program, please let us know the accommodation required when you register.

Refund Policy

The Cupertino Senior Center staff is very interested in serving your needs while keeping overhead costs down, so please plan your activities carefully in order to keep cancellations to a minimum. The refund policy has been created to ensure that all customers enrolled, as well as those on the wait list, have an opportunity to participate.

- Refund of class/program fees will only be given if requested at least seven days before the first activity meeting, unless otherwise noted “no refund” on program flyer or receipt.
- Refund requests must be given to the volunteers at the senior center front desk.
- Refunds will be given automatically if a senior center program is cancelled.
- Full refunds are made only when a trip is cancelled by the senior center. For day trips, when individual cancellations are filled from the wait list, an administration fee of \$10 will be assessed, and the remaining balance will be refunded. For overnight/extended tours, please see the cancellation policy on the flyer.
- Membership and day passes are not refundable.

Volunteer and Senior Services

Senior volunteers are welcomed and vital to the Cupertino Senior Center. Volunteers provide leadership for many activities and contribute thousands of hours of support during the year. Senior center members can apply online at www.cupertino.org/volunteer, or you can use the

laptop at the front desk.

Blood Pressure Checks

Registered nurse volunteers are in weekly to check blood pressure. The schedule is 1st and 3rd Tuesday from 12:15- 1:15pm, and second and fourth Mondays from 1:30-2:30pm.

Senior Services Continued

Case Management Services

The case management program helps seniors living in Cupertino to find resources in the community that assist them to continue to remain independent and safe in their own homes. The case manager has drop-in consultation on Wednesdays, 10am-12pm to discuss issues such as public benefits and community resources. Cupertino Senior Center membership is required for this service. Case Management services are available in English, Mandarin, and Cantonese. Please call 408.777.3157 or 408.777.3155 for more information.

Please make an appointment, by calling 408.777.3150, for the following services:

Health Insurance Counseling and Advocacy Program (HICAP)

Counseling is available to assist with questions about Medicare, Medi-Cal, and supplementary insurances.

Senior Adult Legal Assistance (SALA)

SALA helps seniors handle cases in the areas of: Social Security, SSI, Medicare, Medi-Cal, etc., assists with the preparation of the Advance Healthcare Directive and simple wills for seniors with modest assets. No fee for service. Must be 60 years or older and a resident of Santa Clara County.

Housing

Cupertino Senior Center provides lists of housing as a resource. Due to limited staff resources, staff are not able to make calls, fill out applications, or deliver housing applications for you.

Caregiver Support Group

This mutual support group is designed for people who are providing care for a loved one at home, in an institution, or even at a distance. Group discusses difficult issues they encounter and share insights with each other.

Share Discovery Through Travel

The senior center offers wonderful local day trips and terrific extended tours. Our bi-monthly newsletter, *The 50+ Scene*, lists currently available trips.

Registration

New trip sign up for members typically begins at 8am on the first Wednesday of January, March, May, July, September, and November. The process is expedited by members each taking a number and waiting to be called. Members may sign up themselves and one other member, as long as that member is the person with whom they are traveling.

If you are unable to join us in person for a trip registration day, you may pick up a trip reservation form from the flyer rack. Fill it out in advance, and turn it in with your payment to the senior center front desk. Trip reservation forms will be processed on trip registration day in the order that they were received, after walk-in registration is completed.

A Day Trip Pass will permit a non-member senior to sign up for a day trip with an additional pass fee of \$20 for residents and \$25 for non-residents. Non-members will be eligible to register for a day trip one week after the member sign up date.

If minimum enrollment is not reached, a trip may be cancelled.

Wait List

If a trip is full, please ask the front desk to add your name to the wait list. When cancellations occur, we will fill from the wait list in the order that names were taken. No money is required to be on the wait list.

Trip Refund

Full refunds are made only when a trip is cancelled by the senior center staff. For day trips, when individual cancellations are filled from the wait list, an administration fee of \$10 will be assessed, and the remaining balance will be refunded. For overnight/extended tours, please see the cancellation policy on the flyer.

Trip Cancellation Insurance

Purchasing trip cancellation insurance for overnight/extended tours is highly recommended as the senior center cannot be responsible for refunding your money. Please request a travel insurance brochure when you sign up for a tour.

Health and Physical Considerations

Due to the strenuous nature of traveling and touring, it is vital to be realistic about your health and physical abilities. You must be able to carry your own luggage at all times. Travel staff and other tour participants cannot assist you with any physical activities. If you would like to have a family member or friend assist you on the trip, please contact the travel coordinator to register that person for the tour.

Please note on flyers the following guide for activity levels:

Minimal - includes on/off bus and a small amount of walking

Low - includes on/off bus, walking short distances, and some standing

Moderate - includes on/off bus, walking distances with stairs and uneven pavement, and periods of standing

High - includes on/off bus, more strenuous walking on possibly uneven ground or stairs, and standing for extended periods

General Information

Day Trips - Bus seats for day trips are assigned in the order of registration. Please leave your vehicle in the third parking lot for day trips. Smoking and alcoholic beverages are not allowed on the bus, including the restroom. Please be considerate of your fellow travelers and always be on time. Itineraries are subject to change.

Extended Tours - If you do not have a roommate, you must pay the single occupancy rate. If a roommate becomes available, the difference in cost will be refunded. The senior center is not responsible for securing a roommate for you. Only one suitcase per person and one carry-on bag is allowed. On long tours, please make arrangements to have someone drop you off and pick you up. Over-night parking is not allowed at the senior center. Please be considerate of your fellow travelers and always be on time. Itineraries are subject to change.

Resources for Seniors

Benefits Offices

Social Security Office

770 West Hamilton Avenue, Campbell
866.348.5832

700 East El Camino Real Suite 350, Mountain View
877.319.0161

280 South 1st Street, Room #244, San Jose
866.331.2235
General information 800.772.1213

Social Service Agency

For Medi-Cal, cash assistance, food stamps

1919 Senter Road, San Jose 408.793.8900
1330 W. Middlefield Road, Mountain View 408.278.2400

Crisis Services

Adult Protective Services

Investigates reports of elder abuse, neglect, financial exploitation, or self-neglect of those 60 years old and up.
408.975.4900

Suicide and Crisis Services

Trained volunteers provide crisis intervention and emotional support to individuals in crisis.
855.278.4204

Center for Elderly Suicide Prevention

800.971.0016

West Valley Community Services

Assists residents of Cupertino and West San Jose with emergency food, clothing, etc.
408.255.8033

Crisis Services - continued

CONTACT Cares

Trained volunteers offer emotional support to individuals experiencing critical situations.
408.850.6125

Day Programs for Seniors

Live Oak Senior Day Services

Offers social/recreational activities for older adults who have special needs.
20920 McClellan Road, Cupertino
408.973.0905

Saratoga Adult Day Care

19655 Allendale Avenue, Saratoga, CA
408.868.1262

Food / Nutrition Programs

Meals on Wheels, Sourcewise

Frozen dinners and breakfasts along with milk, juice, and other foods, delivered to homebound seniors weekly.
408.350.3200

Meals on Wheels, Health Trust

Home-delivered hot meals, Monday through Friday, to homebound seniors and disabled adults throughout Santa Clara County daily.
408.961.9870

Self-help for the Elderly

Santa Clara County nutrition site. Call for a reservation.
408.873.1183

Brown Bag, Second Harvest Food Bank

Provides weekly supplemental bag of groceries to seniors and disabled people.
408.266.8866 or 800.984.3663

Resources for Seniors

Caregiver Support Groups

El Camino Hospital

650.940.7137

Santa Clara Senior Center

408.615.3170

Alzheimer's Support Group

650.962.8111

Grief Support Groups

Center for Living with Dying

408.243.0222

Kara

650.321.5272

Mid-Peninsula Widows & Widowers Association

650.964.2612

Hospice of the Valley

408.559.5600

Resources for Seniors - continued

Transportation

Heart of the Valley

Volunteers provide escorted transportation for persons age 59+ to medical appointments and occasional grocery shopping. No wheelchair transport. At least two weeks notice. Suggested donation is \$2.50, plus 25 cents per mile. 408.241.1571

Love INC

Volunteers provide transportation to medical appointments, with 8 days notice, and occasional grocery shopping. Free services. 408.723.9223

Outreach

Transportation provided 7 days a week to persons who are unable to drive or access public transit. Call for application. 408.436.2865

Road Runner @ El Camino Hospital

Volunteers provide door-to-door ambulatory transportation. 24-48 hours notice. No wheelchair. Call for area eligibility and fee schedules. 650.940.7016

VTA Senior Discount Card

VTA clipper cards are available at your nearest Walgreens. Monthly BART tickets are on sale at the front desk. Must be 65+. 408.321.2300

Senior Center Hours

Monday through Thursday 8am - 7:30pm
Friday 8am - 5pm

Contact

phone: 408.777.3150

fax: 408.777.3156

email: seniorcntr@cupertino.org

www.cupertino.org/senior

Facebook: [www.cupertino.org/
seniorcenterfacebook](http://www.cupertino.org/seniorcenterfacebook)

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