



**CITY OF SOUTH PASADENA
COMMUNITY SERVICES COMMISSION**

**A G E N D A
REGULAR MEETING
MONDAY, FEBRUARY 12, 2024, AT 6:30 P.M.**

**AMEDEE O. "DICK" RICHARDS JR. COUNCIL CHAMBERS
1424 MISSION, SOUTH PASADENA, CA 91030**

South Pasadena Commission Statement of Civility

As your appointed governing board, we will treat each other, members of the public, and city employees with patience, civility and courtesy as a model of the same behavior we wish to reflect in South Pasadena for the conduct of all city business and community participation. The decisions made today will be for the benefit of the South Pasadena community and not for personal gain.

NOTICE ON PUBLIC PARTICIPATION & ACCESSIBILITY

The South Pasadena Community Services Commission Meeting will be conducted in-person from the Amedee O. "Dick" Richards, Jr. Council Chambers, located at 1424 Mission Street, South Pasadena.

Public participation may be made as follows:

- In Person – Council Chambers, 1424 Mission Street, South Pasadena, CA 91030
- Via Zoom – **Webinar ID: 811 7715 2833 Passcode 923927**
- Written Public Comment – written comment must be submitted by 12:00 p.m. the day of the meeting by emailing to Spautsch@southpasadenaca.gov.
- Via Phone – +1-669-900-6833 and entering the Zoom Meeting ID listed above.

Meeting may be viewed at:

1. Go to the Zoom website, <https://zoom.us/join> and enter the Zoom Meeting information; or
2. Click on the following unique Zoom meeting link: <https://us06web.zoom.us/j/81177152833>

CALL TO ORDER: Vice Chair Bryan Samuels

ROLL CALL:

Vice Chair	Bryan Samuels
Commissioner	Lela Bissner
Commissioner	Leslie Albe Field
Commissioner	Anthony W. Lai
Commissioner	Mackenzie Z. Moore
Commissioner	Stephen L. Plotkin
Commissioner	Gabriel Vogel

PLEDGE OF ALLEGIANCE: Commissioner Gabriel Vogel

PUBLIC COMMENT GUIDELINES *(Public Comments are limited to 3 minutes)*

The City welcomes public input. Members of the public can comment on a non-agenda subject under the jurisdiction of the Community Services Commission or on an agenda item, you may participate **by one of the following options:**

Option 1:

Participate in-person at the Council Chambers.

Option 2:

Public Comment speakers have three minutes to address the Commission, however, the Chair and Commission can adjust time allotted as needed. Participants will be able to “raise their hand” using the Zoom icon during the meeting, and they will have their microphone un-muted during comment portions of the agenda to speak.

Option 3:

Email public comment(s) to spautsch@southpasadenaca.gov

Public Comments received in writing will not be read aloud at the meeting, but will be part of the meeting record. Written public comments will be uploaded online for public viewing under Additional Documents. There is no word limit on emailed Public Comment(s). Please make sure to indicate:

- 1) Name (optional), and
- 2) Agenda item you are submitting public comment on.
- 3) Submit by no later than **12:00 p.m.**, on the day of the Commission meeting.

PLEASE NOTE: The Chair may exercise the Chair's discretion, subject to the approval of the majority of the Commission to adjust public comment(s) to less than three minutes.

NOTE: Pursuant to State law, the Commission may not discuss or take action on issues not on the meeting agenda, except that members of the Commission or staff may briefly respond to statements made or questions posed by persons exercising public testimony rights (Government Code Section 54954.2). Staff may be asked to follow up on such items.

PUBLIC COMMENT**1. PUBLIC COMMENT – GENERAL (NON-AGENDA ITEMS)**

General Public Comment will be limited to 30 minutes at the beginning of the agenda. If there are speakers remaining in the queue, they will be heard at the end of the meeting.

Only Speakers who sign up in the first 30 minutes of public comment will be queued up to speak.

ACTION/DISCUSSION**2. INTRODUCTION OF NEW COMMISSIONERS****3. APPROVAL OF MINUTES OF DECEMBER 11, 2023, COMMUNITY SERVICES COMMISSION MEETING**

Recommendation

It is recommended that the Commission review and consider approval of the December 11, 2023, Meeting Minutes.

4. REVIEW AND CONSIDER APPROVAL OF FIELD CLOSURE OF ARROYO SOUTH FOR MAINTENANCERecommendation

It is recommended that the Commission review and consider approval of field closure of Arroyo South for maintenance.

5. REVIEW AND CONSIDER APPROVAL OF FIELD USE REQUEST FOR LOS ANGELES KUBB CLUBRecommendation

It is recommended that the Commission review and consider approval of field permit request for Los Angeles Kubb Club.

6. REVIEW AND CONSIDER APPROVAL OF SPRING/SUMMER 2024 FIELD USE REQUESTS FOR SOUTH PASADENA LITTLE LEAGUERecommendation

It is recommended that the Commission review and consider approval of field permit request for South Pasadena Little League.

7. CONCERT/MOVIES IN THE PARK SUBCOMMITTEERecommendation

It is recommended that the Commission select a subcommittee to include two Commissioners to assist staff with Summer 2024 event planning.

8. REVIEW AND CONSIDER APPROVAL OF THE SOUTH PASADENA SENIOR CENTER POLICIES AND PROCEDURESRecommendation

It is recommended that the Commission review and consider approval of the South Pasadena Senior Center Policies and Procedures.

9. RECEIVE AND FILE SAN PASCUAL STABLES ANNUAL REPORTRecommendation

It is recommended that the Commission receive and file the San Pascual Stables Annual Report.

10. SELECTION OF CHAIR AND VICE-CHAIRRecommendation

It is recommended that the Commission select and appoint a Chair and Vice-Chair.

PUBLIC HEARING**COMMUNICATIONS****11. CITY COUNCIL LIAISON COMMUNICATIONS****12. COMMISSIONER COMMUNICATIONS****13. STAFF LIAISON COMMUNICATIONS**

- Golf Course Comprehensive Plan Request for Proposal (RFP)
- Golf Course Grab-and-Go Request for Information (RFI)
- Pocket Park Award of Contract
- Library / Community Center Ad Hoc Committee
- Transit Assessment

PUBLIC COMMENT – CONTINUED**14. CONTINUED PUBLIC COMMENT – GENERAL**

This time is reserved for speakers in the public comment queue not heard during the first 30 minutes of Item 1. No new speakers will be accepted at this time.

ADJOURNMENT***FOR YOUR INFORMATION*****FUTURE COMMUNITY SERVICES COMMISSION MEETINGS**

March 11, 2024	Regular Meeting	6:30 p.m.
April 8, 2024	Regular Meeting	6:30 p.m.

PUBLIC ACCESS TO AGENDA DOCUMENTS AND BROADCASTING OF MEETINGS

Commission meeting agenda packets, any agenda related documents, and additional documents are available online for public inspection on the City's website:

<https://www.southpasadenaca.gov/government/boards-commissions>

AGENDA NOTIFICATION SUBSCRIPTION

If you wish to receive an agenda email notification, please contact the City Clerk's Division via email at CityClerk@southpasadenaca.gov or call (626) 403-7230.

ACCOMMODATIONS

The City of South Pasadena wishes to make all of its public meetings accessible to the public. If special assistance is needed to participate in this meeting, please contact the City Clerk's Division at (626) 403-7230 or CityClerk@southpasadenaca.gov. Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities. Notification at least 48 hours prior to the meeting will assist staff in assuring that reasonable

arrangements can be made to provide accessibility to the meeting (28 CFR 35.102-35.104 ADA Title II).

CERTIFICATION OF POSTING

*I declare under penalty of perjury that I posted this notice of agenda for the meeting to be held on **February 12, 2024**, on the bulletin board in the courtyard of City Hall at 1414 Mission Street, South Pasadena, CA 91030, and on the City's, website as required by law, on the date listed below.*

2/8/2024

/S/

Date

Sheila Pautsch, Community Services Director



**CITY OF SOUTH PASADENA
COMMUNITY SERVICES COMMISSION SPECIAL MEETING**

MINUTES
MONDAY, DECEMBER 11, 2023, AT 6:30 P.M.

CALL TO ORDER:

The Special Meeting of the South Pasadena Community Services Commission was called to order by Chair Rocha on Monday, December 11, 2023, at 6:38 P.M. The South Pasadena Senior Center is located at 1102 Oxley Street, South Pasadena, California.

ROLL CALL:

PRESENT

Chair	Victoria Rocha
Commissioner	Kristine Kwong
Commissioner	Alberto Ocon
Commissioner	Gabriel Vogel
Commissioner	Margaret Yi
Council Liaison	Jack Donovan

ABSENT

Commissioners Samuels and Bissner

Lucy Hakobian, Deputy Community Services Director, announced a quorum.

CITY STAFF PRESENT:

Sheila Pautsch, Community Services Director; Lucy Hakobian, Deputy Community Services Director were present at Roll Call.

PLEDGE OF ALLEGIANCE:

The Flag Salute was led by Chair Rocha.

PUBLIC COMMENT

1. PUBLIC COMMENT – GENERAL (NON-AGENDA ITEMS)

John Pilznienski- Due to technical difficulties, staff were unable to hear him on Zoom.

ACTION/DISCUSSION

2. APPROVAL OF COMMUNITY SERVICES COMMISSION MEETING MINUTES FOR NOVEMBER 13, 2023

Recommendation

It is recommended that the Community Services Commission approve the minutes for the November 13, 2023, Special Community Services Commission Meeting.

COMMISSION ACTION AND MOTION

A motion was made by Commissioner Kwong, seconded by Commissioner Ocon and approved by roll call vote to approve Item No. 2. The motion carried 5-0-0, by the following vote:

AYES: Rocha, Kwong, Ocon, Vogel, Yi

NOES: None.

ABSENT: Samuels, Bissner.

ABSTAINED: None.

COMMUNICATIONS**3. CITY COUNCIL LIAISON COMMUNICATIONS**

Councilmember Donovan provided a brief update on the following: Council authorized City Manager to accept a grant from Air Quality Management District.

4. COMMISSIONER COMMUNICATIONS

Commissioner Ocon thanked staff for the graffiti removal at the Skate Park.

Vice Chair Samuels reported on the misuse of facilities and the state of our parks, and disregard for rules. He added that fields should be locked up, have additional fencing to restrict access, and address dogs destroying fields. With respect to the Skate Park, park murals may deter graffiti.

5. STAFF LIAISON COMMUNICATIONS

Community Services Director Pautsch reported on the following: Breakfast with Santa event was successful; Dr. Beatriz Solis Memorial Park Groundbreaking scheduled for December 13; Senior Center hosted the holiday luncheon on December 12; Mayoral transition on December 20; she thanked outgoing Commissioner Kwong for all her efforts; Commissioners Ocon, Rocha and Yi are eligible for re-appointment. Due to the holidays, Director Pautsch requested to cancel the January meeting and regroup in February 2024. Motion was made by Chair Rocha and seconded by Commissioner Vogel to cancel the January 2024 meeting.

6. CONTINUED PUBLIC COMMENT-GENERAL

John Pilznienski- Unable to provide comment through Zoom, staff made a call to Mr. Pilznienski. He inquired about making improvements at Orange Grove tennis courts to convert the tennis courts to pickleball courts only. Director Pautsch informed the Commission that a community meeting would need to take place to get feedback from the community. Motion was made by Chair Rocha and seconded by Commissioner Yi to bring this item back to the Commission for further review.

ADJOURNMENT

There being no further matters, Chair Rocha adjourned the meeting of the Community Services Commission at 7:12 P.M. to the next Regular Community Services Commission meeting scheduled for February 12, 2024.

Respectfully submitted:

Lucy Hakobian
Deputy Community Services Director

APPROVED:

Bryan Samuels
Vice Chair

ATTEST:

Lucy Hakobian
Deputy Community Services Director

Approved at Community Services Commission Meeting: February 12, 2024



Community Services Commission Agenda Report

ITEM NO. _ 4 _

DATE: February 12, 2024

FROM: Sheila Pautsch, Community Services Director

SUBJECT: **Approval of Field Closure of Arroyo South for Maintenance**

Recommendation

It is recommended that the Commission review and approve the proposed field closure schedule at Arroyo South for maintenance from June 19, 2024, through August 31, 2024

Discussion/Analysis

South Pasadena Little League and American Youth Soccer Organization are aware of this closure date. The closure of the field is necessary to conduct much needed maintenance and allow for the field to rest.

Next Steps

1. Approve the proposed field closure schedule

Background

To streamline the approval process, the Community Services Commission reviews the field closure schedules, and this process is necessary in order to approve field permits.

Fiscal Impact

The fiscal impact would be funds allocated for field maintenance through a contract that the City pays for.



Community Services Commission Agenda Report

ITEM NO. _ 5 _

DATE: February 12, 2024

FROM: Sheila Pautsch, Community Services Director

SUBJECT: **Approval of a One Day Field Use Request for Los Angeles Kubbb Club**

Recommendation

It is recommended that the Commission review and approve the one-day field use request for Los Angeles Kubbb Club (Kubbb Club).

Discussion/Analysis

Kubbb Club is a regular user who utilizes the space for a one-day tournament. They are requesting the use of the Orange Grove field only on April 28, 2024 from 8:00 a.m.- 4:00 p.m.

Next Steps

1. Provide Kubbb Club its 2024 Field Permit

Background

In order to streamline the approval process, the Community Services Commission reviews the field permit allocation.

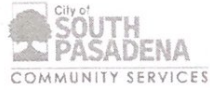
Fiscal Impact

For this one-day use, \$480 in revenues will be generated. The field will not be available to other users during this time.

Public Notification of Agenda Item

The public was made aware that this item was to be considered this evening by virtue of its inclusion on the legally publicly noticed agenda, posting of the same agenda and reports on the City's website and/or notice in the *South Pasadena Review* and/or the *Pasadena Star-News*.

Attachment: Kubbb Club Field Use Request From



Recreation Division
815 Mission St., South Pasadena, CA 91030
Phone: (626) 403-7380

FIELD USE REQUEST FORM

CONTACT INFORMATION

Organization Name:	Los Angeles Kubb Club				
Contact Person Name:	Marshall Dostal				
Street Address:	1920 Lemon St.	City:	South Pasadena	Zip Code:	91030
Home Phone:	323-839-1246	Work Phone:		Fax:	
Email:	MLDOSTAL@ADL.COM				

FIELD USE

PARK	<input checked="" type="checkbox"/> Orange Grove	<input type="checkbox"/> Arroyo North	<input type="checkbox"/> Arroyo South	
SPORT/ACTIVITY	<input type="checkbox"/> Baseball	<input type="checkbox"/> Soccer	<input checked="" type="checkbox"/> Other <u>KUBB</u>	
FIELD/BASEBALL	<input type="checkbox"/> Clarich	<input type="checkbox"/> Burke	<input type="checkbox"/> Nelson	<input type="checkbox"/> Arroyo South (T-Ball)
FIELD/SOCCER	<input type="checkbox"/> Arroyo North	<input type="checkbox"/> Field (1)	<input type="checkbox"/> Field (2)	<input type="checkbox"/> Arroyo South
REASON FOR REQUEST				
Will spectator be present?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Will picnic area be required?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Will admission be charged?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	▲ If Yes, a separate reservation is required. Please fill out a Park Reservation Application form.		

INSURANCE INFORMATION

Insurance Policy:	TBD / FARMERS
Policy Holder:	
Policy Number:	

Required endorsement language to be listed as additional insured: "City of South Pasadena, its officials, employees and agents."

OFFICE USE ONLY

Approved by: _____	Date: _____	<input type="checkbox"/> Coordinator	<input type="checkbox"/> Supervisor	<input type="checkbox"/> Director
Sportsman: _____	Insurance: _____	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied	
Notes: _____				

DATES OF USE

WINTER

	DECEMBER	JANUARY	FEBRUARY
DATES			

SPRING

	MARCH	APRIL	MAY
DATES		April 28, 2024	

SUMMER

	JUNE	JULY	AUGUST
DATES			

FALL

	SEPTEMBER	OCTOBER	NOVEMBER
DATES			

DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
TIME							8AM-4PM

FEES

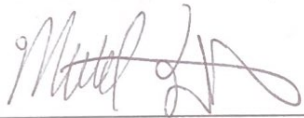
FIELD USE		LIGHT USE	
HOURS PER DAY	8	HOURS PER DAY	
	x		x
TOTAL DAYS	1	TOTAL DAYS	
	x		x
NUMBER OF FIELDS REQUESTED	1	NUMBER OF FIELDS REQUESTED	
	+		+
FIELD USE FEES (\$)	0	LIGHT USE FEES (\$)	
	=		=
FIELD USE SUBTOTAL (\$)	0	LIGHT USE SUBTOTAL (\$)	
		TOTAL DUE (\$)	0

Note: As of Monday, April 6, 2020, we are only able to accept credit cards (subject to a credit card fee per transaction) or checks for payment.

DISCLAIMER AND RELEASE OF LIABILITY

Please be sure that the schedule reflects actual use. The Community Services Department has the authority to cancel or reduce use due to inclement weather or field conditions. Due to limited space, we recommend applications be submitted at least two (2) months prior to use. **Also, any permanent structure must be pre-approved via a formal approval process with the Parks & Recreation Commission.**

I agree to assume all risk and hazards incidental to such participation including transportation to said activity; and I do hereby waive, release, absolve, indemnify, and agree to hold harmless the City of South Pasadena, its employees, volunteers, and participants involved in such activity, for any such claim arising out of injury or property loss.

Signature of User: 

Date: 1/29/24

OFFICE USE ONLY

Balance Paid: \$ _____ Date: _____

Cash Check Credit Card Receipt # _____ Till # _____ Initials _____



Community Services Commission Agenda Report

ITEM NO. _ 6 _

DATE: February 12, 2024

FROM: Sheila Pautsch, Community Services Director

SUBJECT: **Approval of Spring/Summer 2024 Field Use Requests for South Pasadena Little League**

Recommendation

It is recommended that the Commission review and approve the Spring and Summer 2024 Field Use Requests for South Pasadena Little League (SPLL) as requested with the following exceptions:

- Arroyo South closed for maintenance June 19-August 31, 2024
- Orange Grove not available on April 28, 2024, from 8:00 a.m.-4:00 p.m.

Discussion/Analysis

SPLL is a regular user who utilizes the space for softball. They are requesting the use of the Orange Grove, Arroyo South, and Arroyo North fields.

Next Steps

1. Provide SPLL its 2024 Field Permit

Background

In order to streamline the approval process, the Community Services Commission reviews the field permit allocation.

Fiscal Impact

The fiscal impact would be funds allocated for field maintenance through a contract that the City pays for. Staff is requesting a fee waiver for SPLL.

Public Notification of Agenda Item

The public was made aware that this item was to be considered this evening by virtue of its inclusion on the legally publicly noticed agenda, posting of the same agenda and reports on the City's website and/or notice in the *South Pasadena Review* and/or the *Pasadena Star-News*.

Attachment: South Pasadena Little League Field Use Request From

FIELD USE REQUEST FORM

CONTACT INFORMATION

Organization Name:	South Pasadena Little League		
Contact Person Name:	Alberto O Ocon		
Street Address:	925 Lyndon Street	City:	South Pasadena
		Zip Code:	91030
Home Phone:	818-468-6649	Work Phone:	818-507-9705
		Fax:	818-484-2650
Email:	president@spll.com		

FIELD USE

PARK	<input checked="" type="checkbox"/> Orange Grove	<input checked="" type="checkbox"/> Arroyo North	<input checked="" type="checkbox"/> Arroyo South
SPORT/ACTIVITY	<input checked="" type="checkbox"/> Baseball	<input type="checkbox"/> Soccer	<input checked="" type="checkbox"/> Other <u>Softball</u>
FIELD/BASEBALL	<input checked="" type="checkbox"/> Clarich	<input checked="" type="checkbox"/> Burke	<input checked="" type="checkbox"/> Nelson
	<input checked="" type="checkbox"/> Arroyo South (T-Ball)		
FIELD/SOCCER	<input type="checkbox"/> Arroyo North	<input type="checkbox"/> Field (1)	<input type="checkbox"/> Field (2)
	<input type="checkbox"/> Arroyo South		
REASON FOR REQUEST	Use of the fields for the Spring and Summer Baseball, Softball and Challenger Season		
Will spectator be present?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Will picnic area be required?
			<input type="checkbox"/> Yes
			<input checked="" type="checkbox"/> No
Will admission be charged?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	▲ If Yes, a separate reservation is required. Please fill out a Park Reservation Application form.

INSURANCE INFORMATION

Insurance Policy:	Lexington Insurance Company
Policy Holder:	South Pasadena Little League
Policy Number:	011405744

Required endorsement language to be listed as additional insured: ***"City of South Pasadena, its officials, employees and agents."***

OFFICE USE ONLY

Approved by: _____ Date: _____ Coordinator Supervisor Director
 Sportsman: _____ Insurance: _____ Approved Denied
 Notes: _____

DATES OF USE

WINTER

	DECEMBER	JANUARY	FEBRUARY
DATES			

SPRING

	MARCH	APRIL	MAY
DATES	03/01-31/2024	04/01-30/2024	05/01-31/2024

SUMMER

	JUNE	JULY	AUGUST
DATES	06/01-30/2024	07/01-31/2024	08/01-31/2024

FALL

	SEPTEMBER	OCTOBER	NOVEMBER
DATES			

DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
TIME	4pm-1030pm	4pm-1030pm	4pm-1030pm	4pm-1030pm	4pm-1030pm	7am-1030pm	7am-1030pm

FEES

FIELD USE		LIGHT USE	
HOURS PER DAY	M-F 20/ Sat-Sun 24	HOURS PER DAY	M-F 12.5/ Sat-Sun 54
×		×	
TOTAL DAYS	M-F 135/Sat-Sun 54	TOTAL DAYS	M-F 135/ Sat-Sun 54
×		×	
NUMBER OF FIELDS REQUESTED	6	NUMBER OF FIELDS REQUESTED	6
+		+	
FIELD USE FEES (\$)	0	LIGHT USE FEES (\$)	
=		=	
FIELD USE SUBTOTAL (\$)	0	LIGHT USE SUBTOTAL (\$)	
		TOTAL DUE (\$)	0

Note: As of Monday, April 6, 2020, we are only able to accept credit cards (subject to a [credit card fee](#) per transaction) or checks for payment.

DISCLAIMER AND RELEASE OF LIABILITY

Please be sure that the schedule reflects actual use. The Community Services Department has the authority to cancel or reduce use due to inclement weather or field conditions. Due to limited space, we recommend applications be submitted at least two (2) months prior to use. **Also, any permanent structure must be pre-approved via a formal approval process with the Parks & Recreation Commission.**

I agree to assume all risk and hazards incidental to such participation including transportation to said activity; and I do hereby waive, release, absolve, indemnify, and agree to hold harmless the City of South Pasadena, its employees, volunteers, and participants involved in such activity, for any such claim arising out of injury or property loss.

Signature of User: _____

Date: 11/28/2023 _____

OFFICE USE ONLY

Balance Paid: \$ _____ **Date:** _____

Cash Check Credit Card **Receipt #** _____ **Till #** _____ **Initials** _____



Community Services Commission Agenda Report

ITEM NO. 8

DATE: February 12, 2024

FROM: Sheila Pautsch, Community Services Director

PREPARED BY: Melissa Snyder, Community Services Supervisor

SUBJECT: **Review and Approval of the South Pasadena Senior Center Policies and Procedures**

Recommendation

It is recommended that the Commission review and approve the South Pasadena Senior Center Policies and Procedures (Policies and Procedures).

Background

The City of South Pasadena Senior Center coordinates senior services and programming for the city. The Senior Services Division originally used a general policies and procedures document, cooling center policy, and computer lab policy to provide necessary framework for the operations and implementation of the Senior Center.

The documents were last review on September 13, 2017 by the Senior Citizens Commission.

Analysis

The Commission and Community Services Department evaluates the effectiveness of the Policies and Procedures periodically and makes recommendations for changes. Community Services staff reviewed the document and provided edits for the Commission approval.

Per staff recommendation all policies and guidance were combined into one cohesive document. The general policies and procedures were revised to include information regarding payments, coffee service, and supplementary clarifications to Senior Center Memberships.

Additional changes included adding guidance for donations to the Senior Center, excursions, nutrition program, and special luncheons.

Fiscal Impact

There will be no impact to the General Fund through the proposed recommended action.

Public Notification of Agenda Item

The Public was made aware that this item was to be considered this evening by virtue of its inclusion on the legally publicly noticed agenda, posting of the same agenda and reports on the City's website.

Attachment:

1. South Pasadena Senior Center Policies and Procedures (REVISED)
2. South Pasadena Senior Center Policies (ORIGINAL DOCUMENTS)



CITY OF SOUTH PASADENA

Senior Center Policies & Procedures

Adopted:

February 12, 2024

TABLE OF CONTENTS

INTRODUCTION TO THE COMMUNITY SERVICES DEPARTMENT.....	3
SENIOR CENTER OVERVIEW.....	4
SENIOR CENTER CODE OF CONDUCT.....	6
SENIOR CENTER COOLING CENTER POLICY.....	7
SENIOR CENTER COMPUTER USER AGREEMENT.....	8
SENIOR CENTER DONATION POLICY.....	8
SENIOR CENTER EXCURSIONS.....	9
SENIOR CENTER NUTRITION PROGRAM.....	9
SENIOR CENTER SPECIAL LUNCHEONS.....	11

SOUTH PASADENA SENIOR CENTER POLICIES & PROCEDURES

The South Pasadena Senior Center Policies and Procedures was developed by the Senior Services Division and the Community Services Department. This guide was developed to provide the necessary framework for events, facilities and programs management within the Senior Center.

COMMUNITY SERVICES DEPARTMENT

Community Services Department staff is responsible to City Management for the administration of the City's community services programs and facilities. The Community Services Director, as the Liaison to the Commission, provides staff recommendations for direction through the City Manager to the Commission and City Council.

COMMUNITY SERVICES COMMISSION

The Community Services Commission (Commission) was established by Ordinance No. 2366. The Commission is a seven-member body that act in an advisory capacity to the City Council in all matters pertaining to activities promoting the health, interests, and well-being of the City's residents and all members of the population, and all matters pertaining to parks and public recreation; recommends policies for the control, management, and use of Community Services facilities; recommends the acquisition, use, and relinquishment of Community Services facilities; advise the City Council on development of recreation areas, facilities, programs, and improved recreation services; recommends the adoption of standards on organizations, personnel, areas and facilities, program and financial support; and takes periodic inventories of recreation services that exist or may be needed and interprets the need of the public to the City Council and Community Services Director. Qualification for serving on the Commission consists of the resident elector (registered voter) of the city. Members are appointed to a three-year term, with a maximum length of service of two full consecutive terms, plus one partial term (if applicable).

GENERAL STATEMENT

The City of South Pasadena Community Services Department coordinates the use of all City park and community facilities available to organizations and the general public for leisure, recreational, social, and cultural activities and programs. The Community Services Director, on behalf of the City, reserves the right to revoke or terminate a facility use permit; park reservation; field use permit; or class registration of any individual or organization in violation of this guide. This termination shall be in writing and reviewed by the Community Services Director.

The City may also charge a fee to offset public expenses to operate, maintain, supervise and administer the use of the park and community facilities. The increased demand for the use of limited park and community facilities makes it necessary to emphasize sharing in the use of facilities. In the event there is a need to make administrative changes or modify requirements to address facility use needs, the Community Services Director shall have such authority.

The Commission and the Community Services Department will evaluate the effectiveness of this guide periodically and make recommendations for changes to the City Council, as needed.

I. SENIOR CENTER OVERVIEW

1. FACILITY LOCATION

The Senior Center opened in 1982. The Senior Services Supervisor is responsible for the day-to-day operations of the Senior Center. The facility serves as a Senior Center during the day and is available for other uses in the late afternoons, evening and weekends.

2. HOURS OF OPERATION

The Senior Center is open 8:00 a.m. to 5:00 p.m., Monday through Friday. The activity room and multipurpose room are used for leisure classes or other activities after 4:30 p.m. as long as it does not interfere with the operations. Older adults have exclusive use of the facility through 4:30 p.m. After 4:30 p.m. older adults continue to have use of the multi-purpose room, computer lab, library, and lobby area, as well as walk in for requests and information. Programmed activities have a priority of those wishing to lounge and socialize.

3. MEMBERSHIP

Membership to the Senior Center is offered to adults ages 55 and older, as well as disabled persons. For purposes of this Policy, disabled shall have the same meaning as in section 54 of the California Civil Code and 12926 of the California Government Code. Membership is encouraged but not required.

3.1. Membership fee is available per individual or per couple and is established by the City Council adopted Fee Schedule. Couple memberships are available to two (2) individuals of the same household.

3.2. All participants must be entered into the Senior Center's registration software including name, date of birth, address, phone number, and email address (if applicable).

3.3. Membership benefits include bi-monthly Newsletter mailed to household, use of computer lab, Wii equipment, parking permit, and free classes or lectures (sponsored by the Senior Center or Senior Citizens' Foundation of South Pasadena, Inc.)

4. PAYMENTS

To safeguard the City's assets, the Senior Center follows cash handling control systems. Management is responsible for installing and maintaining cash handling control systems that will prevent, detect, and deter fraud and losses.

4.1. All staff members are responsible for issuing payments and receipts through the Senior Center's registration software.

4.1.1. Staff are responsible for issuing a receipt for every transaction. Receipts can be printed or emailed to the customer.

4.2. The Senior Center accepts cash, checks, and credit card payments from 8:00 a.m. to 4:30 p.m.

4.3. After 4:30 p.m. the Senior Center will only accept credit card payments. Cash or check payments may not be left to process to the next business day.

4.4. Credit card payments are subject to a credit card processing fee.

4.5. Staff are responsible for issuing a receipt for every transaction. Receipts can be printed or emailed to the customer.

5. ELIGIBLE USER

Senior Center services, activities, and recreational classes are available to any adult age 55 and over, or disabled person, without regard to race, creed, or religion.

6. AGE REQUIREMENT FOR ACTIVITIES/SERVICES

Some services require different age restrictions determined by outside funding sources or agencies (i.e. Los Angeles County sponsored flu and pneumonia shots, classes sponsored by Pasadena City College Adult Education, MTA bus passes).

7. SMOKING

Smoking is prohibited in City facilities and in any unenclosed area within a distance of 25 feet from city-owned facilities, building and vehicles (SMPC Section 17.53-17.56).

8. TELEPHONES

The office telephones are for Senior Center and Community Services related business only. The office telephone is available to others only during an emergency.

9. SCHEDULING USE OF ROOMS

The Community Services Supervisor or designee is responsible for scheduling the use of all rooms. Community groups are welcome to use the facility with prior approval from the Community Services Supervisor, if the scheduling does not conflict with any Senior Center activity or function. Priority is given to South Pasadena community organizations or groups that benefit older adults. Exceptions can be made by the Community Services Supervisor to use the facility during the hours of operation if the event is to benefit older adults.

10. CLASSES

Non-fee based older adult classes are offered to Senior Center Members. Classes are led by volunteers or paid instructors from the community and scheduled within the regular hours of operation. All instructors must complete a Volunteer Application.

Fee-based older adult classes are open to all adults over 55 years of age, regardless of membership. The City offers classes to the public via Independent Contract Instructors. Classes are provided on a fee-based system with some classes offered free of charge. The City produces a quarterly Activity Guide and class schedule. For more information, refer to the [Guidelines for Community Services Department Events, Facilities, and Programs Management](#).

11. SENIOR ACTIVITIES

The Senior Center offers activities such as, but not limited to, Senior Cinema Program, language classes, bridge, crafts, computer lab, lectures, Wii games, table tennis, and others with little or no supervision is provided for the recreational or educational purpose. Fees are not charged, but membership to the Senior Center is required.

12. RENTAL OF THE SENIOR CENTER

The Senior Center is available for private rentals on Friday evenings, Saturdays, and Sundays. For more information, refer to the [Guidelines for Community Services Department Events, Facilities, and Programs Management](#).

13. POSTING INFORMATIONAL FLYERS & MATERIALS AT THE SENIOR CENTER

On a case-by-case basis, permission is granted by the Community Services Supervisor for materials posted on the bulletin boards at the Senior Center. Placement of posters and any other advertising material is at the discretion of the Community Services Supervisor. Community groups and organizations will be permitted to display flyers/brochures at the counter of the facility if they are benefiting older adults. Promotional materials are not endorsed or vetted by the City of South Pasadena.

14. LOUNGING & SOCIALIZING AT THE SENIOR CENTER

The public is welcome to lounge and socialize in the library reading area, lunch area, and lobby so long as the conversations do not interfere with the daily programming. Signs are posted during lectures and classes asking the public to keep their voices down during programmed activities. Those not abiding are subject to a verbal warning and possible suspension from the Senior Center.

15. USE OF SENIOR CENTER EQUIPMENT

The Senior Center copier, fax, computers, telephones, and equipment are not for general public use. Copies can be made for volunteers instructing classes or activities and general public for a fee established by current Fee Schedule. Loaning of equipment to community groups or organizations is not allowed unless authorized by the Community Services Director.

16. GAMBLING IN THE SENIOR CENTER

Exchange of money for any game is considered gambling and is prohibited in the Senior Center.

17. DISPLAY CASES & DISPLAY BOARDS

Display cases are used strictly at the sole discretion of the Community Services Supervisor to promote upcoming classes, activities, and services.

18. COFFEE SERVICE

A hot and cold water dispenser is available to the public for use. Patrons are encouraged to bring refillable water bottles or cups. Coffee, tea, and condiments are available for purchase. Fees are established by the current Fee Schedule. Coffee service ends at 4:30 p.m.

19. ANIMALS IN THE SENIOR CENTER

Animals are not permitted in the facility, except guide and service animals. A person with a disability cannot be asked to remove their service animal from the premises unless: the animal is not in control and the owner does not take effective action to control it or the animal poses a direct threat to the health and safety of others. For more information, refer to www.ada.gov.

20. VOLUNTEERS

Staff continually recruit, develop and train volunteers to assist at the Senior Center. Volunteers must complete a Volunteer Application. The City of South Pasadena requires some Volunteers to submit to fingerprinting and Department of Justice (DOJ) criminal background screening prior to any teaching activities with the City. Additionally volunteers that will be driving are required to submit a copy of DMV printout and proof of automobile insurance. Volunteers are divided into the following categories:

- a) Front Desk/Reception;
- b) Nutrition Program (Home Delivery Program or on-site daily service);
- c) Special Events;
- d) Classes;
- e) Social Services;
- f) Excursions; and
- g) Monthly Newsletters.

20. SENIOR CITIZENS' FOUNDATION OF SOUTH PASADENA, INC.

The Foundation was formed in 2006 to serve as a fundraising mechanism for the South Pasadena Senior Center. Each year the Foundation solicits donations on behalf of the Senior Center to support services and programs. On occasion the Foundation holds events at the Senior Center for fundraising purposes and holds bi-monthly board meetings.

II. SENIOR CENTER CODE OF CONDUCT

Inappropriate and unacceptable behavior is not tolerated in the Senior Center. Improper behavior is defined, but not limited to:

- a) Physical violence;
- b) Threats of physical violence;
- c) Language and conduct that is obscene, abusive or rude;
- d) Intoxication;
- e) Comments/statements which are deemed racial and/or discriminating;
- f) Bullying – to include, emotional, verbal and/or physical. Such as, subtle methods of intimidation, verbal harassment and/or physical assault perhaps on grounds of race, religion, gender sexuality, political persuasion, ability and or social class.
- g) No possessing, being under the influence of, or using alcohol or controlled substances on the premises;
- h) Refusal to obey the Senior Center's rules;
- i) Interference with Senior Center's operations;
- j) Tampering with Senior Center's property;
- k) Theft or destruction of Senior Center's property; and
- l) Smoking where prohibited;

- m) Skateboards, roller skates, and scooters must be in a backpack or sack and left at the front desk;
- n) Verbal, physical abuse or sexual harassment of Center users or staff is prohibited;
- o) No person may sit or lie upon Center furniture or carpeting while wearing clothing that is soiled in a manner that is likely to stain or soil the property or flooring;
- p) A person whose personal hygiene is offensive, including odors, so as to disturb a reasonable person and/or interfere with or impair the ability of other visitors will be asked to leave the premises;
- q) A person having a medical condition that can be contagious and affect those using the facility will be asked to leave the facility and can return with proof of clearance from physician, (An example can be scabies).
- r) Public restrooms are not be used as bathing facilities; and
- s) Sleeping bags, bedrolls, blankets, shopping carts are not permitted in the Senior Center or patio area.

The following will transpire should any of the violations take place:

1. Staff will first speak to the individual(s) violating the code of conduct, and a verbal warning is issued.
2. If violations continue the person(s) will be suspended from using the Center anywhere from 30-60 days (depending on the violation). Suspension will be detailed in writing with date(s) and time violations took place. At this point the Community Services Director, City Manager and City Attorney will be informed.
3. In the event the behavior continues after the suspension, the person(s) will no longer be permitted to use the Center.
4. Those not abiding by the above Code of Conduct may be asked to leave the facility. Under certain circumstances individuals can be removed immediately should violations be severe enough, particularly in the case where the safety and/or welfare of the public and/or staff is concerned.
5. *The staff has the right to contact the Police Department at any time they are concerned for the safety of the public and staff.*

III. SENIOR CENTER COOLING CENTER POLICY

The South Pasadena Senior Center and South Pasadena Public Library are listed as a location for refuge when temperatures reach 96° or higher. The Senior Center will be a place to keep cool from 8:00 a.m. to 5:00 p.m., Monday through Friday, and the South Pasadena Public Library will be a second location based on their hours of operation.

21. COOLING CENTER OPERATIONS

- 21.1. Staff will check the week's forecast and post notices on Monday mornings to notify the public if the Cooling Center Policy is to be activated.
- 21.2. The National Weather Service, www.wrh.noaa.gov will be monitored to determine the forecasted temperatures.
- 21.3. Notices will be placed at the Senior Center and the South Pasadena Public Library entrances, as well as via email.
- 21.4. The Senior Center and the South Pasadena Public Library shall provide cold water and comfortable seating to the public.
- 21.5. Regular programming will not be cancelled or changed due to the Cooling Center being activated.
- 21.6. Throughout the summer months, the Cooling Center policy will be included in the Senior Center newsletter, on the City's website, and social media in order to notice the public.
- 21.7. Telephone calls will be made to the home-bound older adults to issue warnings.
- 21.8. Staff will publish safety tips in the newsletter and in press releases throughout the summer months.

IV. SENIOR CENTER COMPUTER LAB USER AGREEMENT

Computers are available for Senior Center Members. Staff are only available to provide brief help on basic computer use. It is recommended that new users inquire about technological help if they need additional assistance.

22. GENERAL COMPUTER LAB USE INFORMATION

- 22.1.** Internet access is provided for educational and informational purposes. Misuse of the computer or internet access procedures will result in loss of computer usage privileges.
- 22.2.** Users must understand and agree that the Senior Center does not condone, authorize, or permit any person to send or receive materials over the internet that may be classified as indecent or obscene or which have otherwise been declared unlawful or unconstitutional by any local, state or federal court of law.
- 22.3.** The Senior Center is not responsible for any damage done to any files stored, transmitted, or received to its computers or sent to any other computer from its computers. Computers are used at the users own risk.
- 22.4.** Time on a computer is limited to a total of two (2), 30-minute sessions per day (depending on availability). One session must be completed before signing up for the next session. Users may only sign up for the current day. If a user arrives 5 minutes after reserved time, the reservation will be automatically cancelled. If there is not a high demand for computers, staff can permit multiple sessions of use.
- 22.5.** A valid Senior Center Membership is required to sign up for computer use. Use of the computer lab is not available when classes, activities, or lectures are scheduled.
- 22.6.** Authorized Uses of Computer Lab
 - 22.6.1.** Users may download information to a personal flash drive.
 - 22.6.2.** Users may print for a fee established by the City Council adopted Fee Schedule.
- 22.7.** Unauthorized Uses of Computer Lab
 - 22.7.1.** Users may not send, receive or display text or graphics that may be obscene or pornographic.
 - 22.7.2.** Users cannot access adult forums, pornography, chat rooms, online gambling, or similar websites.
 - 22.7.3.** Users may not make any deliberate attempts to damage the computers or software and knowingly introduce a virus.
 - 22.7.4.** Computers may not be used to operate a business.
 - 22.7.5.** Users cannot solicit funds or sell products or services.
 - 22.7.6.** Users cannot bring in their own software, paper products, ink, or similar products.
 - 22.7.7.** Users may not attempt to alter, change or modify computer configurations.
 - 22.7.8.** Users may not copy software that is protect by copyright.
 - 22.7.9.** Food or drinks cannot be consumed in the computer lab.
 - 22.7.10.** Users may not download software or install streaming software.
 - 22.7.11.** Users agree to not use their own software programs on Senior Center computers to prevent possible computer virus contamination.
- 22.8.** Users are responsible for damage to computers or other equipment caused by negligence or a failure to follow guidelines.

V. SENIOR CENTER DONATION POLICY

The Senior Center accepts donations that are consistent with its mission and that support its core programs, as well as special projects. Donations and other forms of support will generally be accepted from individuals, partnerships, corporations, foundations, government agencies, or other entities, subject to limitations. Financial donations can be made to the Senior Citizens' Foundation of South Pasadena Inc. or to the Senior Center. Donations can be applied directly to programs or services of the donor's choice. Donations of goods or services are subject to approval from the Community Services Supervisor.

VI. SENIOR CENTER EXCURSIONS

The South Pasadena Senior Center offers travel opportunities at a low cost due to funding from Proposition A. All excursions depart from the South Pasadena Senior Center unless otherwise stated. Prior to each excursion, the Senior Center will mail participants an information letter containing bus departure times, seating information, assigned volunteers, and parking permit.

23. PARTICIPANT REGISTRATION PROCESS

- 23.1.** All excursions offered by the Senior Center have two registration dates. The first date of registration is open to residents and Senior Center members. The second date of registration is open to general reservations regardless of residency or membership status.
- 23.2.** All excursions require full payment at the time of registration. Registration is accepted over the phone or in-person. Registration is not accepted via email. The Community Services Department accepts exact cash, checks, and credit cards (subject to a credit card processing fee).
- 23.3.** Participants may not make reservations for individuals outside of their household. All participants must be entered into the Senior Center's registration software including name, date of birth, address, phone number, and email address (if applicable).
- 23.4. Excursion Refunds, Credits, and Transfers**
 - 23.4.1.** Refunds, credits, and transfers must be requested in writing 30 calendar days prior to excursion date. Refunds, credits, or transfers will not be issued for cancellations requested within 30 calendar days of the excursion date. No refunds, credits, or transfers will be issued after the excursion. Refunds will be issued less an administrative fee, for each excursion a refund is requested. Refunds take four to six weeks to process and receive.

24. PARTICIPANT BOARDING PROCEDURE

- 24.1.** The first rows on the left and right side of the charter bus are reserved for staff and excursion volunteers.
- 24.2.** Individuals with mobility devices will board the charter bus first, followed by all other individuals in the order of when payment was received.
- 24.3.** Participants should ride in the same seat to and from the excursion location.
- 24.4.** Failure to comply with the boarding procedure will result in the participant being unable to attend the next scheduled excursion.
 - 24.4.1.** If the participant is registered for the next excursion date and it is 30 calendar days prior to the excursion date, a refund will be issued less an administrative fee. If the participant is registered for the next excursion and the excursion date is within 30 calendar days, the participant will not be issued a refund, credit, or transfer.

VII. SENIOR CENTER NUTRITION PROGRAM

The following guidelines are for the Nutrition Program offered at the South Pasadena Senior Center. These guidelines are reviewed periodically for changes or updates.

25. PROGRAM DESCRIPTION

- 25.1.** The Nutrition Program is located at 1102 Oxley Street, South Pasadena, CA 91030.
- 25.2.** The South Pasadena Senior Center is open to the public Monday through Friday, from 8:00 a.m. to 5:00 p.m.
- 25.3.** The Community Development Block Grant (CDBG) Fund, a portion of the City's General Fund, as well as fees paid by participants fund the Nutrition Program.
- 25.4.** The Nutrition Program serves adults 55 years and older residing within Los Angeles County.
- 25.5.** Community Services Supervisor oversees the registration process and verifies the necessary information from participants to ensure qualification into the Nutrition Program.
- 25.6.** The South Pasadena Senior Center provides a host of recreational activities around the Nutrition Program to promote participation.

- 25.7. Expenditures for the Nutrition Program are limited to contract for the vendor who supplies the meals. CDBG funds pay the approved vendor. The City's General Fund covers any other expenditures.
- 25.8. A Site Manager and volunteers assist the Community Services Supervisor oversee the Nutrition Program.

26. ONSITE PROGRAM

- 26.1. Program serves adults 55 years and older.
- 26.2. Meal service begins at 11:45 a.m. with reservation held until 12:00 p.m.
- 26.3. Meal fees are established by the current Fee Schedule.
- 26.4. Reservations are required and must be made 24 hours in advance.
- 26.5. Cancellations must be made by 10:00 a.m. For late cancellations, payment is required for meal, unless reasonable accommodations can be made (i.e. meal sold to participant on waitlist).
- 26.6. A waitlist will be maintained for walk-ins. Walk-ins must wait until 12:00 p.m. to be served.
- 26.7. Special event and holiday luncheons will offer first day of reservations to South Pasadena residents and Members. Reservations will open on the second business day for all other participants.
- 26.8. Completion of a CDBG Registration Form must be completed and turned into the Senior Center. Due to funding source requirements, the CDBG Registration Form must be updated annually.
- 26.9. Menu is subject to change without notice.

27. HOME DELIVERY PROGRAM

Volunteers deliver meals to residents of South Pasadena. The Home Delivery Program is intended for participants who are frail, disabled, unable to leave their home, or are recovering from an illness or injury.

- 27.1. Program serves adults 55 years and older who are frail, disabled, unable to leave their home, or are recovering from an illness or injury.
- 27.2. Meal fees are established by the current Fee Schedule.
- 27.3. Meal reservations must be made two weeks in advance.
- 27.4. Request for Home-Delivered Meals and CDBG Registration Form must be completed and turned into the Senior Center.
 - 27.4.1. Applicants must submit a letter from a physician stating the need and length of time meals will be requested.
 - 27.4.2. Applicants must be 55 years and older or be a person with a disability.
 - 27.4.3. The Senior Center evaluates all requests for Home Delivery Program
- 27.5. Scholarships are available for those who qualify. A Scholarship Application must be submitted and indicate a financial hardship. Funds are allocated by the Senior Citizens' Foundation of South Pasadena.

28. SERVICE AREA

The Nutrition Program serves residents of Los Angeles County that are 55 years of age or older.

29. TARGET POPULATION

The Nutrition Program is targeted to extremely low, to moderate income older adults (55 years and older) that reside within Los Angeles County.

30. MARKETING AND OUTREACH

City of South Pasadena staff shall make every effort to market the Nutrition Program to residents of Los Angeles County through various sources including, but not limited to press releases, South Pasadena Senior Citizens' newsletter, at various community events through distribution of brochures and flyers. In addition, the Community Services Supervisor will advertise the Nutrition Program on the City's website and social media outlets.

31. CLIENT TRACKING

The Nutrition Program is federally funded through the Community Development Block Grant. The City of South Pasadena staff will maintain the following information for reporting and monitoring purposes: the participant's name; address, ethnicity, head of household status, and census tract residency for all clients.

In addition, the City of South Pasadena staff will collect information verifying the participant's age and list type of identification provided for verification. Clients will be authorized by signature of staff.

A participant intake form will be completed for each adult that participates in the program and be updated at the start of each fiscal year.

Program and project managers are required to submit a Quarterly Report documenting the progress and program information, to include the number of adults being served, any program accomplishments, and a narrative.

32. PERSONNEL AND NON-PERSONNEL TRACKING

City of South Pasadena staff will maintain payroll, time, and attendance records signed by the employee and approved by the Community Services Supervisor. Time distribution records will also be kept by program and shall account for total work time on a daily basis for all employees. Staff for the program are not paid from the CDBG fund.

Staff is also required to maintain an up-to-date inventory list of all non-expendable property items for which they are responsible. All expenditures charged to this project must be supported with documentation including, but not limited to invoices, receipts, consultant contracts, bills, purchase orders, and cancelled checks for non-personnel expenses. The only expenditure charged to CDBG is the cost of the meal contractor.

The City may use CDBG funds to cover personnel cost, should the need arise in the future.

33. PROCUREMENT

City of South Pasadena staff will comply with procurement standards outlines in 24 CFR, Part 85, entitled Procurement Procedures, for the purchase of all goods and contracted services using CDBG funds.

City South Pasadena staff must secure at least three bids for all goods and services. In addition to securing these bids, the operating agency shall use the lowest most responsive bidder. Should less than three bidders respond to the invitation, staff is to contact CDBG to receive direction.

VIII. SENIOR CENTER SPECIAL LUNCHEONS

The South Pasadena Senior Center offers a variety of special or holiday luncheons throughout the year.

34. PARTICIPANT REGISTRATION PROCESS

- 34.1.** All special luncheons offered by the Senior Center have two registration dates. The first date of registration is open to residents and Senior Center members. The second date of registration is open to general reservations regardless of residency or membership status.
- 34.2.** Participants may not make reservations for individuals outside of their household. All participants must entered into the Senior Center's registration software including name, date of birth, address, phone number, and email address (if applicable).
- 34.3.** Registration is accepted over the phone or in-person. Registration is not accepted via email or voicemail. Payment (if applicable) is required at check-in on the day of the event. The Community Services Department accepts exact cash, checks, and credit cards (subject to a credit card processing fee).

City of South Pasadena
South Pasadena Senior Citizens' Center
1102 Oxley Street, South Pasadena, California 91030
Adopted by Senior Commission on February 15, 2012
Amended September 13, 2017

Policies & Procedures

1. FACILITY LOCATION

The Senior Center opened in 1982. The Senior Services Supervisor is responsible for the day-to-day operations of the Senior Center. The facility serves as a Senior Center during the day and is available for other uses in the late afternoons, evenings and weekends.

2. HOURS OF OPERATION

The Senior Center is open 8 a.m. to 5 p.m. Monday through Friday. The two classrooms and multipurpose room are used for leisure classes or other activities after 4:30 p.m. as long as it does not interfere with the operations. Seniors have exclusive use of the facility through 4:30 p.m. However, after 4:30 p.m. seniors continue to have use of the multi-purpose room, computer lab, library and lobby area, as well as walk in for requests and information. Programmed activities have a priority of those wishing to lounge and socialize.

3. MEMBERSHIP

Membership to the Senior Center is offered to adults age 55 and older, as well as disabled persons. For purposes of this policy, disabled shall have the same meaning as in section 54 of the California Civil Code and 12926 of the California Government Code. Membership benefits include a bi-monthly newsletter which is mailed to the individual's residence and enables members to participate in free classes. The membership fee is either per individual or per couple and set via the City Council adopted fee schedule. Membership is encouraged but not required.

Membership benefits include: Newsletter, use of computer lab, Wii equipment, parking permit, and free classes or lectures (sponsored by Senior Center or Senior Citizens Foundation of South Pasadena, Inc.).

4. ELIGIBLE USER

Senior Center services, activities and recreational classes are available to any adult age 55 and over, or disabled persons, without regard to race, creed, or religion.

5. AGE REQUIREMENT FOR ACTIVITIES/SERVICES

Some special services have different age restrictions determined by outside funding sources or agencies (i.e., Los Angeles County sponsored flu & pneumonia shots, classes sponsored by Pasadena City College Adult Education, MTA bus pass).

6. SMOKING

Smoking is not permitted inside the facility, in the entryway or in the patios to the Senior Center. Ordinance adopted by City Council 2010.

7. TELEPHONES

The office telephones are for Senior Center and Community Services related business, only. The office telephone is available only during an emergency.

8. FACILITY KEYS

Key staff members have keys to the facility. Any community organization will need to make prior arrangements with the Supervisor or designee to arrange availability and return.

9. SCHEDULING USE OF ROOMS

The Senior Services Supervisor or designee is responsible for scheduling the use of all rooms. Community groups are welcome to use the facility with prior approval from Senior Services Supervisor, as long as the scheduling does not conflict with any Senior Center activity or function. Priority is given to South Pasadena community organizations/groups benefiting seniors. Exceptions can be made by the Supervisor to use facility during the hours of operation if the event is to benefit older adults.

10. CONTRACT CLASSES AND FEES

Non-fee senior classes are offered to Senior Center members. Classes are led by volunteers or paid instructors from the community and scheduled within the regular hours of operation. All instructors must complete instructor agreement form.

Fee-based senior classes are open to all adults over 55 years of age, regardless of membership. Revenue sharing percentages follow the City Council approved schedule.

11. SENIOR ACTIVITY

The Senior Center offers activities such as, but not limited to, Senior Cinema, language classes, Bridge, Computer lab, WII games and others where little or no supervision is provided for the recreational or educational purpose. Fees are not charged, but membership is required to the Senior Center.

12. RENTAL OF THE SENIOR CENTER

The Senior Center is available for private parties on Friday evenings, Saturdays & Sundays. Guidelines and fees are stipulated in the fee schedule adopted by South Pasadena City Council.

13. POSTING INFORMATIONAL FLYERS & MATERIALS AT THE SENIOR CENTER

On a case-by-case basis permission is granted by the Senior Services Supervisor for materials posted on the bulletin boards at the Senior Center. Placement of posters and any other advertising materials is at the discretion of the Senior Services Supervisor. Community groups and organizations will be permitted to display flyers/brochures at the counter of the facility if they are benefiting older adults. The City and its staff do not endorse or screen any posted information.

14. LOUNGING AND SOCIALIZING AT THE SENIOR CENTER

The public is welcome to lounge and socialize in the library reading area, and lunch tables so long as the conversations do not interfere with the daily programming. Signs are posted during lectures/classes asking the public to keep their voices down during programmed activities. Those not abiding by the Center Rules and Regulations are subject to verbal warning and possible suspension from the Center.

15. USE OF SENIOR CENTER EQUIPMENT/FURNISHINGS

The Senior Center copier, fax, computers and telephones are not for general public use. Copies can be made for volunteers instructing senior classes/activities.

Loaning of equipment (i.e. tables and chairs) to community groups or organizations is not allowed unless authorized by the Community Services Director.

16. GAMBLING IN THE FACILITY

Exchange of money for any game is considered gambling and is prohibited in the Senior Center.

17. PUBLIC CONDUCT IN THE SENIOR CENTER (amended 2017)

Inappropriate and unacceptable behavior is not tolerated in the Senior Center. Improper behavior is defined, but not limited to:

- a) Physical violence;
- b) Threats of physical violence;
- c) Language and conduct that is obscene, abusive or rude;
- d) Intoxication;
- e) Comments/statements which are deemed racial and/or discriminating;
- f) Bullying – to include, emotional, verbal and/or physical. Such as, subtle methods of intimidation, verbal harassment and/or physical assault perhaps on grounds of race, religion, gender sexuality, political persuasion, ability and or social class.
- g) *No possessing, being under the influence of, or using alcohol or controlled substances on the premises;*
- h) Refusal to obey the Senior Center's rules;
- i) Interference with Senior Center's operations;
- j) Tampering with Senior Center's property;
- k) Theft or destruction of Senior Center's property; and
- l) Smoking where prohibited;
- m) *Skateboards, roller skates, and scooters must be in a backpack or sack and left at the front desk;*
- n) *Verbal, physical abuse or sexual harassment of Center users or staff is prohibited;*
- o) *No person may sit or lie upon Center furniture or carpeting while wearing clothing that is soiled in a manner that is likely to stain or soil the property or flooring;*
- p) *A person whose personal hygiene is offensive, including odors, so as to disturb a reasonable person and/or interfere with or impair the ability of other visitors will be asked to leave the premises;*
- q) *A person having a medical condition that can be contagious and affect those using the facility will be asked to leave the facility and can return with proof of clearance from physician, (An example can be scabies).*
- r) *Public restrooms are not be used as bathing facilities;*
- s) *Sleeping bags, bedrolls, blankets, shopping carts are not permitted in the Senior Center or patio area;*

The following will transpire should any of the violations take place:

1. The Supervisor will first speak to the individual/s violating the code of conduct, and a written warning is issued. *However, persons violating items g), or m) through s) can be asked to leave immediately.*
2. If violations continue the person/s will be suspended from using the Center anywhere from 30-60 days (depending on the violation/s). Suspension will be detailed in writing with date/s and time violations took place. At this point the Community Services Director, City Manager and City Attorney will be informed of what is transpiring.
3. In the event the behavior continues after the suspension, the person/s will no longer be permitted to use the Center.
4. Those not abiding with the above mentioned "Code of Conduct" may be asked to leave the facility. Under certain circumstances individuals can be removed immediately should violations be severe enough, particularly in the case where the safety and/or welfare of the public and/or staff is concerned.
5. *The staff has the right to contact the Police Department at any time they are concerned for the safety of the public and or staff.*

Display cases are used strictly at the sole discretion of the Senior Center staff to promote upcoming classes, activities, services, etc.

19. COFFEE AREA

A stainless cabinet is made available by the Senior Citizens Foundation as well as the hot/cold Water dispenser for the use of the participants. The supplies are stocked and maintained by the Center. Coffee and tea and condiments are available for a fee adopted by the City Council. Staff has the discretion to raise fees if the supply costs become excessive. However, the majority of the cost is absorbed through Senior Center budget.

20. ANIMALS/PETS IN THE FACILITY

Animals are not permitted in the facility, except guide and service dogs.

A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it (example, a dog barks repeatedly during a movie) or (2) the animal poses a direct threat to the health or safety of others. More information is available from www.ada.gov or call (800)514-0301.

21. VOLUNTEERS

Staff continually recruits, develops and trains a cadre of volunteers to assist staff. Volunteer component will be divided into the following categories, but is not limited to the following:

- a. Front Desk/Reception
- b. Nutrition Program – on-site and home delivery
- c. Special Events
- d. Classes
- e. Social Services
- f. Trips & Tours
- g. Monthly newsletter

Note that some volunteer positions require fingerprinting, a copy of DMV printout and proof of automobile insurance.

22. GENERAL RESPONSIBILITIES OF ALL STAFF

It is expected that all employees (paid & volunteer) of the City of South Pasadena/Community Services Department represent South Pasadena in a courteous, effective and efficient manner. Senior Services Division staff is expected to:

- a. Serve/assist all persons coming into the Senior Center;
- b. Respond to all requests in a polite, concise, accurate manner;
- c. Respond as a “team player”;
- d. Have complete knowledge of all Senior Center programs;
- e. Be aware of and adhere to City of South Pasadena and Senior Center policies and procedures;
- f. Be clean and professionally attired; and
- g. Refer customers to other departments or agencies as appropriate.

23. ELDER ABUSE

If any staff member has a reasonable belief that an elderly or disabled person is the victim of physical, mental or financial abuse, then they are to advise the Senior Services Supervisor or Community Services Director, immediately. Staff will notify the appropriate agency for assistance and follow-up, including the South Pasadena Police Department. If physical abuse is occurring in presence of staff, the abuse shall be reported immediately to the Police Department.

- a. There are four types of abuse, including:
 - Physical Abuse

- Financial Exploitation
 - Mental Abuse
 - Neglect
- b. Key signs:
- Physical appearance (burns, bruises, or signs of malnutrition)
 - Behavior changes (apparent fear, withdrawn, depression, or confusion)
 - Misuse of finances/assets
 - Isolation

24. DONATIONS TO THE SENIOR CENTER

Any donations made by local merchants or individuals of food, magazines, books, baked goods, plants, etc., are available to seniors who patronize the South Pasadena Senior Center. Staff is discouraged from taking items until the end of day when all seniors have had an opportunity to enjoy the donations.

25. SENIOR CITIZENS' FOUNDATION OF SOUTH PASADENA, INC.

The foundation was founded in December of 2006 and its sole purpose is to serve as a fundraising arm for the Senior Center. On occasion the Foundation will hold events at the Center for fundraising purposes, as well as use the facility to hold quarterly board meetings. Participants of the Senior Center are welcomed to make donations payable to the Foundation when they express interest in making a donation.

26. PROPOSED SPECIAL AND HOLIDAY SENIOR LUNCHEONS POLICY:

Special and or holiday luncheons offered by the South Pasadena Senior Center will have two dates for accepting reservations. The first date will be for residents only. The second date will be for all other senior citizens regardless of residency. All participants will have to be registered with the Center's database in order to verify residence. Reservations will be accepted via telephone and walk-in. Reservations left via voicemail or email will not be accepted.

27. Proposed Excursions Policy:

Excursions offered by the South Pasadena Senior Center will have three days for accepting registrations on specified date, all others will be able on the fourth business day regardless of residency. Participants need to be registered with the Center's database in order to verify residence. Reservations accepted via walk-in with payment made at that time.



City of South Pasadena
Senior Citizens' Center

Cooling Center Policy
Revised July 10, 2013 by Senior Commission

Purpose

The purpose of this policy is to educate the public on preventive measures to take when heat becomes excessive. This policy is not intended to override any policy set by the State of California, County of Los Angeles, or our local fire department. The intention is to take additional steps to safeguard the older adults of the community.

Background

The impact of heat comes from the cumulative effects of multiple hot days, possibly combined with high nighttime temperatures. Heat waves have claimed more lives in California over the last 20+ years than all other declared disasters combined. Heat waves do not strike victims immediately, but rather, their cumulative effects slowly take the lives of vulnerable populations. The July-August 2006 heat emergency was a 1 in 50 year event. About 138 people died over a 13 day period. Of those who died, nearly half them were 70 years of age or older.

The National Weather Service initiates its Heat Index Program Alert procedures when the high is expected to exceed 105° - 110° (depending on local climate) for at least two consecutive days.

In 2007 the Senior Commission adopted a policy which triggered extending hours of operation when the temperature reaches 96°. However, each year since the inception of the policy, very few took advantage of the extended hours. Typically the Center had 3-10 members of the public take advantage of the Center when staying open until 7:30 pm. Moreover, the Center is challenged with staff and can no longer pay for overtime hours to have a staff person man the facility on these days.

City Guidelines for Cooling Center

The revised policy proposes that the Center and the South Pasadena Public Library be listed as locations for refuge when the temperatures reaches 96° or higher. The Center will be a place to keep cool from 8 am to 5 pm, Monday through Friday, and the South Pasadena Public Library will be a second place of refuge based on the following schedule: Mon-Weds: 11 am - 9 pm; Thurs. – Fri. 10 am - 6 pm; Sat. 10 am-5 pm; Sun. 1 pm- 5 pm

1. Staff will check the week's forecast and post notices Monday mornings to notify the public if the Cooling Center Policy is to be triggered.
2. The National Weather Service, www.wrh.noaa.gov will be monitored to determine the forecasted temperatures.
3. Notices will be placed at the Senior Center, and the South Pasadena Public Library entrances, as well as via email blast..
4. The Center and the Library shall provide cold water and comfortable seating to the public.

5. Regular programming will not be cancelled or changed due to the Cooling Center being triggered.
6. Throughout the summer months, the “Cooling Center” policy will be placed in the Senior Center newsletter, on the City’s website, Facebook and in order to notice the public.
7. Telephone calls will be made to the home-bound older adults, (shut-ins) to issue warnings.
8. Staff will publish safety tips in the newsletter and in press releases throughout the summer months.

/lf 7-10-13 revised



**Community Services Department
SOUTH PASADENA SENIOR CENTER
1102 Oxley Street, South Pasadena, CA 91030
(626) 403-7360
COMPUTER & INTERNET USER'S AGREEMENT**

The South Pasadena Senior Center does not monitor and has no control over the information found through the internet and cannot be held responsible for its content.

General Information

Computers are available for Senior Center members age 55 and over. Senior Center staff will only be able to provide brief help on basic computer use. It is recommended that new users inquire about internet & computer software classes.

Internet access is provided for educational and informational purposes. Misuse (determined by the Supervisor in charge) of the computers or internet access procedures will result in loss of computer usage and Center privileges.

The user understands/agrees that the South Pasadena Senior Center does not condone, authorize or permit any person to send or receive materials over the Internet that may be classified as indecent or obscene or which have otherwise been declared unlawful or unconstitutional by any local, state or federal court of law. The South Pasadena Senior Center is not responsible for any damage done to any files stored (temporary or otherwise), transmitted, or received to its computers or sent to any other computer from its computers. Users use the computers at their own risk accordingly.

Time on the computer is limited to total of two, 30-minute sessions per day (depending on availability). One session must be completed before signing up for the next. Users may only sign-up for the current day. If user arrives 5 minutes after reserved time, the reservation will be automatically cancelled. Keep in mind that if there is not a high demand the Center staff can permit multiple sessions of use.

A valid South Pasadena Senior Center membership card is required to sign-up for computer use. **Use of the computer lab is not available when classes/lectures/activities are scheduled.**

What users can do:

Internet password is required to use the WIFI, which is made available to members. The Center reserves the right to change the password as needed.

Information may be downloaded to flash drive or disk from all of the terminals;

Users may print on paper that is purchased from the center;

Users may use the computers as long as they are 55 years of age and older;

Users may not;

1. Users may not send, receive or display text or graphics that may be reasonably construed as obscene or pornographic;
2. No access of adult forums, pornography, "chat rooms", online gambling, and similar or related websites;
3. Users may not make any deliberate attempt to damage the computer hardware or software, and knowingly introduce a virus;
4. Computers may not be used to operate a business;

5. Users can not solicit funds or sell products or services;
6. Users cannot bring in their own software, paper products, ink, etc.;
7. Users may not attempt to alter, change or modify computer configurations;
8. The user understands that it is illegal to copy software that is protected by copyright;
9. No more than one person at a terminal, due to space constraints.
10. Food cannot be consumed in the lab;
11. No downloading of software or installing of streaming software installations;
12. The user agrees **not** to use their own software programs on Center computers and not to download any information onto the hard drive of the computer. This helps to prevent possible computer virus contamination.
13. Flyers from the Center cannot be used for printing, those doing so will lose privileges of computers.

Other Information

- Users are required to pay a fee for paper to print.
 - Users can bring their own flash drive.
 - The user agrees to report any hardware or software malfunctions immediately.
 - Agreements will be renewed on annual basis.
 - From time to time photographs and videos of the program will be taken. These may be used for promotional purposes. If you wish to not be included, please inform the staff.
 - Users may not violate any state, federal, or local laws including local commercial activity, political opinions, endorsements, advertising, solicitations or any inappropriate activities.
 - Users responsible for damage to computers or other equipment may be held responsible.
-

All users are expected to abide this agreement and expected to abide the following:

1. Attempts to violate another user's privacy by accessing their files without permission is not acceptable;
2. Deliberate attempts to break into, deny service to, and cause to crash a computer system is not acceptable;
3. Use of a computer system to harass another individual is not acceptable.

This list should not be considered as exhaustive, but merely representative of the types of behavior deemed inconsistent with the expected ethical conduct of users

The user agrees to comply with all of the terms of this agreement by signing below.

Date: _____

User's Name: _____

User's Signature: _____

Address: _____

Phone #: _____ **Membership#:** _____



Community Services Commission Agenda Report

ITEM NO. _ 9 _

DATE: February 12, 2024

FROM: Sheila Pautsch, Community Services Director

SUBJECT: **Receive and File the San Pascual Stables Annual Report**

Recommendation

It is recommended that the Commission receive and file the San Pascual Stables Annual Report for the calendar year 2023.

Discussion/Analysis

San Pascual Stables is a city-owned facility that is leased to SPS, LLC.

Next Steps

1. Receive and file the annual report

Background

Staff brings to the Commission on an annual basis pertinent reports for the Commission's review. The lease with SPS, LLC. began in 2019. Per their agreement, a written annual report to the Community Services Commission is due on November 15th of each year. This is a detailed report regarding programs and services offered by SPS, LLC.

Fiscal Impact

Though this report does not demonstrate a fiscal impact, the lease with SPS, LLC. has provided an annual revenue source of about \$200,000 per year.

Public Notification of Agenda Item

The public was made aware that this item was to be considered this evening by virtue of its inclusion on the legally publicly noticed agenda, posting of the same agenda and reports on the City's website and/or notice in the *South Pasadena Review* and/or the *Pasadena Star-News*.

Attachment: San Pascual Stables Annual Report



EQUESTRIAN

FACILITY -

BOARDING - TRAINING

221 San Pascual Ave. South Pasadena, Ca. 91030

DECEMBER 22, 2023 ANNUAL REPORT
PRESENTED TO SOUTH PASADENA PARKS AND RECREATION COMMISSION
BY: SPS LLC

In accordance with Section 9, part (A) with respect to the mandatory list of actions required by the City of South Pasadena:

(9) i: San Pascual Stables works with many local organizations offering our facilities to bring horseback riding into the lives of young people. Our youngest rider program, Les Petits Cavaliers, offers children as young as 3 years old an opportunity to come to the stables, learn about horse care, help groom a horse and ride a horse under the strict supervision of a qualified instructor and the rider's parent. San Pascual Stables has additionally worked with the City of South Pasadena to offer discounted Summer Camp sessions to residents of South Pasadena.

San Pascual Stables Riding Camps continue to be a successful opportunity for young riders to learn horsemanship and riding skills year round. Our camps coincide with South Pasadena School vacations so we are able to have Spring, Summer, Thanksgiving, and Holiday Camps. Each camp runs from 8:30am - 2:30pm while occasionally hosting some afternoon camps in the summer time. Our sessions are advertised through our website, flyers around town, as well through manning booths at local schools in order to promote this fun experience for children.

(9) iii. In regard to establishing annual scholarship opportunities for economically disadvantaged youth and seniors:

Our most successful endeavor in this area has been the very popular "working student" program. The program requires students (under staff supervision) to assist around the barn with tasks they are most capable of doing. This can include brushing horses, walking injured horses, helping new students tack and untack their horses, putting horses in their stalls for the night, etc. In return these students receive horseback riding instruction free of charge. Many of these students have gone on to show competitively and have proven to be hard working,, appreciative people willing

to work for the chance to be around these wonderful horses. It is a genuinely fulfilling program for both students and instructors. Some of our working students have gone on to become full-time, salaried employees of San Pascual Stables.

In addition, San Pascual Stables donates our horses and facility to Mustard Seed Ranch to conduct their program every Monday afternoon. Through their community partnership with Hillside Academy, Mustard Seed Ranch is serving youth referred to in-patient- programs at the Stables to initiate healing and build healthy, social relationship skills to assist them in being successful in their future endeavors. In 2023, 25 youth participated in the 16-week program at San Pascual Stables. This organization founded in 1999 as a charitable nonprofit dedicated to providing hippotherapy and life-experience programs to abused and neglected youth in Southern California. www.mustardseedranch.org.

(9) iv: Due to Safety and insurance issues, the trail program has not been able to be implemented. We will continue to monitor any change in insurance coverage that would allow such programs.

(9) v: San Pascual Stables rents the facility and horses almost every weekend for birthday parties, events, and photoshoots.

(9) vi: This was covered above in regards to our weekly work with Mustard Seed Ranch.

(9) vii: San Pascual Stables has always been and remains fully open to any programs that the City of South Pasadena would like to suggest be held at San Pascual Stables, with proceeds benefitting park improvement projects. San Pascual Stables continues to donate to local events, such as the annual SPEF event in the Arroyo, and the Halloween Spooktacular. We also sponsor school events.

(9) viii: We have created an email marketing program using marketing software to send out regular community announcements about our events and programs. San Pascual Stables also works with a web/SEO manager to maximize search function. This is done in addition to our community outreach at local schools and events. Additionally, riders from San Pascual Stables have been featured in international media outlets (The Chronicle of the Horse) and local outlets (including the South Pasadena Review) for our success at the American National Pony Finals. One riders continually take home awards, including most recently, the individual jumper championship. The Zone 10 (comprised of California and Nevada riders) team has taken home gold medals in 2023, and 2017- 2021 and a silver finish in 2022, and our very own Caroline Sterckx acts as chef d'equipe each year. This repeated success is unheard of and impressive on a national scale. San Pascual Stables also brings a team of 15-20 riders to each local Interscholastic Equestrian League show each school year. David and Caroline coach the majority of South Pasadena's Residents.

(9) ix: Office Managers Ivy Kaplan and Yanei Ochoa regularly meet with boarders, students and instructors to solicit feedback regarding anything on the minds of our clients. Any concern they

cannot solve is then taken to David Sterckx, managing member of the partnership, to handle it in a timely manner.

In regards to other general operations of the Stables, we have written up a brief summary of operations below regarding our staff, who have all worked together to execute the tasks above.

As to maintaining a qualified staff, San Pascual is very proud to have exemplary people associated with the Stables. Below is the information for the lease sections noted:

DAVID STERCKX is the managing partner of SPS LLC and the on-site business manager for the entire stables. David has been the head trainer at San Pascual Stables for 15 years and is hands-on with every aspect of barn maintenance. David supervises feed/feed ordering, horse well-being, training programs, grounds keeping/ maintenance, insurance, billing and staff/ independent contractor administration. He also regularly meets with clients and boarders alike to discuss feedback, improvements, and changes at San Pascual Stables.

Office Manager REBECCA RING transferred responsibilities over to IVY KAPLAN and YANEI OCHOA this past year, who share office manager duties.

IVY KAPLAN has been co-managing San Pascual Stables since September 15th 2023. She handles deposits and billing for San Pascual Stables, and assists our accountant in client payments and accounts receivables for the barn. She handles the payroll of the staff as well as ordering supplies for the barn. In addition, Ivy maintains regular office hours on from Tuesday through Friday from Noon to 5pm and on Saturday from 8am-Noon. She handles client and community communications through our email marketing program. Ivy is the first point of contact, either in person or via email or phone, when inquiring for lessons at San Pascual Stables.

In regard to item (h) iii, Ivy is in charge of handling any written or verbal complaints or requests made by clients and they are all immediately reported to managing partner of SPS LLC, David Sterckx. This includes setting up meetings with the client and David Sterckx, and coming to a mutually agreeable solution. This policy insures that all reasonable requests and/or complaints are handled in a fair and timely manner.

YANEI OCHOA took over responsibilities as the Riding School Director as well as co-managing the office with Ivy Kaplan. Yanei manages the riding school and ensures that each student is with the appropriate instructor and horse, and is achieving their riding goals. She also oversees the training grooms for those horses in training. Yanei organizes our Annual Schooling Horse Show and Clinic, which is open to all riders at San Pascual Stables starting from leadline through 1.20m Jumpers.

In regard to item (h) iii, Yanei is the point person for all requests and/or complaints with regard to riding students (beginner to advanced), training clients, and/or parents. The process of insuring customer satisfaction is the same process as followed by

Ivy Kaplan, and noted above. Ivy and Yanei together manage all aspects of the Summer Camps, including assisting in hiring camp instructors, creating activities, and organizing registration. Yanei also responds to all requests for information by the general public with regard to riding lessons and training.

JETTE DAVIS and has been responsible for supervising stalls and well-being of the horses. Jette is responsible for daily checks to ensure every horse's stall is clean, has water, is appropriately fed according to their diet, and that the horse is in good health. Jette normal work schedule is 6 days a week from 3:00 p.m. to 5:30 p.m. although she is often seen at the barn outside of those hours as well. Jette oversees a team of capable stall grooms as well as maintenance staff.

JOEY HANNIBAL took over from Rhea Ruggeri in April 2023 and works under Yanei Ochoa to assist with preparing school horses for lessons. Joey comes on weekday mornings to check stalls and waters of all school horses, as well as to perform general care/maintenance. She returns on weekday afternoons, since that is the time most students are taking lessons. On Saturdays Joey works during the busy lesson hours, 7AM-12PM. Joey has been an exceptionally friendly and helpful person at San Pascual Stables since starting here and is well-liked by staff and riders.

MARIE SULLIVAN shares responsibilities with Joey and works on Sundays to help with our packed lesson schedule as well as take care of our school horses. Marie has been with us for many years taking lessons and doing working student activities. She has since continued her riding with weekly lessons and working with us part-time to ensure the riding school is running smoothly.

STALL GROOMS work 8 hours a day for 6 days a week, with pay of time-and-a-half for the 6th day. The stables employs 6 stall grooms who are in charge of cleaning all horse stalls each day, feeding daily at scheduled times (6:00a.m. and 3:00p.m.), making routine checks of watering devices in each stall each morning, and other basic horse care. In addition to helping maintain clean restrooms, they also clean the wash rack areas twice a day and water, prune, and maintain the lush flower gardens and grass areas. Stall Grooms and time with San Pascual are:

Benigno Felix (36 years)
Felipe Ramirez (7 years)
Carlos Ramirez (5 years)
Jonathan Hernandez (2 years)
Adolfo Miguel (1 year)
Hector Peralta (1 year)

TRAINING GROOMS care for and personally groom horses that are, for the most part, in the training program. These grooms work full time with their hours determined by the needs of the clients. Training Grooms and time with San Pascual are:

Alberto Moreno (5 years)
Samuel Montes (6 years)
Silvestre Navarro (1 year)
Roberto Navarro (3 years)
Pedro Navarro (1 year)
Carlos-Daniel Gonzalez Colin (3 years)
Eduardo Gutierrez Navarro (1 year)
Martin Gonzales (10 years)

GROUND MAINTENANCE is done by Juan Escobar, and has worked at San Pascual Stables for 3 years. Juan works approximately 8 hours per day to accomplish the tasks of dragging the arenas by tractor, watering arenas, daily maintenance of barns and barn equipment, and general repairs.

TRAINERS AND INSTRUCTORS have the responsibility to schedule and give lessons, train horses, and interface with students and parents to ensure that students' riding goals are being achieved in a safe and proper manner. Their hours are dependent upon the needs of the individual clients. All instructors have liability coverage with the City of South Pasadena named as additionally insured. The names of the instructors and time associated with San Pascual Stables are:

David Sterckx (Head Trainer) (15 years)
Caroline Sterckx (16 years)
Natalie Klibanow (15 years)
Yanei Ochoa (9 years)
Ivy Kaplan (2 years)
Sophie St Clair (3 years)
Jessica Jacobsson (3 years)
Sean Robinson (4 years)
Mariana Martins (7 years)
Ellie Kao (1 year)
Lisa Caskey (1 year)
Beth Sloke (1 year)
Christina Arrobio (1 year)
Nathalia Wantuil (1 year)
Stephanie Haak (2 years)

(9) iv: In addition to the stall and grounds maintenance noted above, San Pascual Stables does the following:

Manure is deposited into shipping containers at the back of the property. Manure is picked up an average of 2 times per week by Earthworks, Inc. Arenas are watered twice a day to control dust.

All stall grooms and ground maintenance personnel are in charge of litter control on the grounds. Fly and rodent control are handled by ground maintenance on an on-going basis.

Some new upgrades done to San Pascual Stables this year include ten trees planted on the property, three of which went inside the arena to provide shade. New footing in our main front arena has significantly improved our horses welfare as well as eliminated the dust and improved the drying time when it rains allows us to continue our riding endeavors well into the rainy season. A new roof has been welded and covers our hay to keep it protected from the elements. Solar powered lights have been put in by the back arena on the pathway to be used at night time. New brighter arena lights have been put into our main front arena to provide illumination to continue riding through the darker hours. In addition, shade covers have been attached to the outside pipe crossies to provide more shade during the summer months.

We are thrilled to continue to provide a professional, well-maintained service to the community of South Pasadena and welcome any opportunities and suggestions to continue our community outreach.



David Sterckx
Managing Partner; SPS LLC