



CITY OF SOUTH PASADENA

# Senior Center Policies & Procedures

**Adopted:**

**February 12, 2024**

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# **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.)
- 3.4.** 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.

## **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 in the next business day.
- 4.4.** Credit card payments are subject to subject to a credit card processing fee.

## **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](http://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 to 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](http://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 enter 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).