VOLUME 1: QUICK-START GUIDE

Senior Member Handbook

A senior-friendly guide to checking in at the Center and connecting from home

Center Location	Quinebaug Valley Senior Center 69 South Main Street, Brooklyn, CT
Phone Number	(860) 774-1243 (Friendly staff answer during open hours)
Hours of Operation	Monday through Friday, 9:00 AM to 2:00 PM
Executive Director	Sophie Charron
Website Address	qvscc.org (Sign in anytime from home or mobile)
Annual Membership	$15 per year (Covers full membership access & programs)

A note about technology: You do not need a computer or smartphone to enjoy the Center. Everything described here can be done in person at the front desk or over the phone. The website is an optional convenience.

Welcome to Your Center

This booklet explains how to check in and make the most of the Center and website. Read only what you need today. Staff and volunteers are always ready to help you in person.

Open the Center Website
Scan with your phone camera to visit the homepage.
Homepage: qvscc.org
Point your smartphone camera at this square. This is not your member card.

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1. Two Ways to Connect

Pick the side that matches where you are right now. Both connect directly to your Center record, your lunch sign-ups, and your activity reservations.

AT THE CENTER (Lobby iPad)	1. Walk up to the touch screen in the lobby entrance. 2. Type your phone number or scan your keytag / phone card. 3. See 'Welcome!' with your name on screen. 4. Tap what you are here for today (Lunch, Cards, Exercise, Visiting). 5. You're all checked in! It takes about 10 seconds.
FROM HOME (Phone or Computer)	1. Go to **qvscc.org/auth** on any smartphone, tablet, or computer. 2. Type your email address. No password to memorize! 3. The site sends a fresh 6-digit number to your email. 4. Type the number on screen. 5. You're in **My Center**! See your messages, lunch sign-ups, and rides.

Remember: Whichever way you connect, you are always welcome to check in or sign up by talking directly with staff at the front desk or calling (860) 774-1243.

2. Checking In at the Center

Every time you visit the Center, please check in on the lobby iPad. It takes just a few seconds, and it is how the Center shows our towns and grant partners how many seniors are being served.

Four Simple Ways to Check In

A. Your 10-Digit Phone Number	Touch the screen and tap your phone number on the large number pad. Your name will appear on screen.
B. Digital Phone Card	Hold the QR code on your smartphone screen (Apple Wallet or photo) 4 inches in front of the iPad camera.
C. Keytag Barcode	Hold the plastic barcode keytag up to the camera or handheld scanner until it beeps.
D. Pick Your Activity	Tap what you're attending today (Lunch, Exercise, Bingo, Billiards, Social). This records your attendance exactly.

Curbside Check-In

If you are picking up lunch or staying in your vehicle, a staff member can come out with a handheld device and check you in without you needing to walk inside.

Good to know: Scanning a keytag or phone number only counts your visit—it never creates a duplicate account or charges you anything.

3. Signing In from Home

You can access **My Center** from any smartphone, tablet, laptop, or desktop computer. You never have to create or remember a password.

Sign-In Shortcut
Scan to open the member sign-in screen on your phone.
Sign-In Screen: qvscc.org/auth
Point your smartphone camera at this square. This is not your member card.

Four Steps to Sign In

1. Open your web browser (Safari on iPhone/iPad, Chrome, or Edge) and go to **qvscc.org/auth**.
2. Type your email address in the box and tap **Send sign-in code**.
3. Open your email inbox. You will see a new email from **Quinebaug Valley Senior Center** with a 6-digit code.
4. Type the 6-digit code into the website. You are now securely signed in to **My Center**!

Helpful tip: Be sure to use the same email address you gave the Center when you registered. That way, the site automatically links your membership, attendance history, and activity sign-ups.

4. Your Digital Member Card

You don't need to carry a plastic keychain tag if you have a smartphone. You can save your digital Center card directly to your phone.

How to Put Your Card on Your Phone

iPhone Users (Apple Wallet)	1. On your iPhone, open Safari and sign in to **qvscc.org/my-center**. 2. Open the **Messages & Card** tab. 3. Tap **Add to Apple Wallet**. 4. A preview appears showing the Center logo and your name. Tap **Add** in the top right corner. 5. Your card is now saved in your Apple Wallet app!
Android Users (Google Wallet / Photos)	1. On your Android phone, sign in to **qvscc.org/my-center**. 2. Open the **Messages & Card** tab. 3. Tap **Save my card picture**. The site downloads a crisp image of your QR check-in code. 4. Open Google Wallet, tap **Add to Wallet > Photo**, and select the saved card picture, or save it to your Favorites in Photos.

How to Use It When You Visit

When you arrive in the lobby, open your card on your phone and hold it in front of the iPad camera. The iPad beeps and says 'Welcome!' with your name.

Convenient feature: The card displays the Center's phone number (860) 774-1243 so you always have the front desk number in your phone's wallet.

5. Daily Hot Lunch & Activity Reservations

The Center provides hot, nutritious meals and a bustling calendar of classes, games, and entertainment every week.

Daily TVCCA Café Lunch

When it is served	Monday through Friday at 11:30 AM in the Center dining room.
What is served	A hot, balanced meal prepared by TVCCA Nutrition Services, including entrée, vegetables, milk, and dessert.
Suggested donation	$3.50 suggested donation for seniors age 60 and older. No one is ever turned away for inability to donate.
How to reserve	State regulations require reservations **48 hours in advance** so the kitchen orders the right amount of food.

Reserving Online in My Center

1. Sign in at **qvscc.org/my-center** and tap the **Activities & Visits** tab.
2. Tap **Sign-ups** to see upcoming lunches and classes.
3. Select the date you wish to eat lunch and tap **Reserve a seat**.
4. Your reservation appears immediately under **My Reservations**.

Monthly Catered Dinner

Once a month, the Center hosts a special evening dinner with live entertainment ($15 for members / $20 for non-members). Tickets are purchased in advance at sign-up.

Phone option: Prefer to call? You can always reserve your lunch or dinner by calling (860) 774-1243 during open hours.

6. Requesting Rides & Storm Weather Alerts

Getting to the Center and staying safe during winter weather are top priorities. The site makes both simple.

Requesting a Ride to the Center

If you need transportation to the Center for lunch or activities, or a ride to a medical appointment or grocery stop in our service area:

1. Sign in to **qvscc.org/my-center** and open the **Activities & Visits** tab.
2. Tap **Sign-ups** and choose **Request a Ride**.
3. Fill in the date, pickup time, and destination address.
4. Tap **Send Request**. Center staff review the request and contact you to confirm pickup arrangements.

Winter Weather & Emergency Closures

When snowstorms, ice, or power outages close the Center, you can receive an automated alert so you don't travel unnecessarily.

How to turn it on	Stop by the front desk or call (860) 774-1243. Ask staff to enable weather notifications for your record.
Choose text or call	You can choose a text message on your mobile phone, an automated voice call to your home phone, or both.
Center practice	Staff control this list carefully so you only receive genuine emergency closure notices.

Television notices: You can also check Channel 3 (WFSB) and NBC Connecticut for 'Quinebaug Valley Senior Center' school/senior center closure updates.

7. Care Circle: Letting Family Help

If you have an adult daughter, son, or trusted family caregiver who helps you coordinate appointments, rides, or lunch orders, you can connect them to your Center account through **Care Circle**.

You Stay in Complete Control

Unlike traditional systems where family members take over an entire account, Care Circle lets you decide exactly what your family helper can see and do.

1. Sign in to **qvscc.org/my-center** and tap the **Care & Community** tab.
2. Tap **Manage my family helpers** (Care Circle).
3. Tap **Add a helper** and type your family member's name and email address.
4. Toggle ON only the specific items they can assist with (Rides, Lunch reservations, or Annual paperwork).
5. Tap **Save helper**. The website sends them an invitation to connect.

Removing or Changing a Helper

You can turn off individual permissions or remove a helper entirely at any time with a single tap. If circumstances change, your account stays yours.

Legal protections: If a helper holds Power of Attorney (DPOA) and needs to sign official documents on your behalf, staff verify legal documentation before granting full signing access.

8. Frequently Asked Questions & Phone Support

Here are answers to the questions seniors and family members ask most often. When in doubt, we are always just a phone call away.

Do I have to use the website?	No. The website is strictly an optional convenience. You can do everything in person at the front desk or by calling (860) 774-1243.
What if I lose my keytag?	Don't worry! You can check in at the iPad using your 10-digit phone number, or ask staff at the desk for a replacement tag. It takes 30 seconds.
I didn't receive the email sign-in code.	Wait 60 seconds and check your Spam or Junk folder. Sign-in codes expire after 10 minutes. If it hasn't arrived, tap 'Send again' or call the desk.
Can my spouse and I use the same email?	Yes. If you share an email address, tell staff so both of your Center records can be linked to your household sign-in.
Is my personal information secure?	Yes. The Center does not sell, share, or display your personal information. Only authorized Center staff have access to roster details.
How do I contact the Center?	Call **(860) 774-1243** Monday through Friday from 9:00 AM to 2:00 PM. We are always happy to help you.

Front desk promise: Never hesitate to ask for help. Nobody is ever expected to figure out the website or tablet alone!