VOLUME 2: COMMUNITY & BENEFITS GUIDE

Senior Member Handbook

Member perks, health screenings, loan closet, skills exchange, and town services

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. Member Perks & Local Discounts

Your membership at Quinebaug Valley Senior Center connects you with special savings at dozens of local restaurants, grocery stores, automotive shops, and service providers across the Quiet Corner.

Member Perks Directory
Scan with your phone to view discounts and deals.
Perks & Map: qvscc.org/my-center/perks
Point your smartphone camera at this square. This is not your member card.

How to Find Deals in Your Town

1. Sign in to **qvscc.org/my-center** and tap the **Care & Community** tab.
2. Tap **See member perks** (or visit **qvscc.org/my-center/perks**).
3. Filter by category (Dining, Groceries, Automotive, Personal Care, Home Services) or by town (Brooklyn, Killingly, Plainfield, Danielson).
4. Tap the **Interactive Map** to see deals close to you or on your driving route.
5. Tap **Save to My Center** on any deal you use frequently. It will now appear on your Care & Community dashboard whenever you sign in!

Using Your Discount at the Store

Simply show your digital Center card on your phone or your plastic Center keychain tag to the cashier when paying.

Community partners: Know a friendly local business that wants to offer a senior discount? Tell the front desk or encourage them to register on our website at qvscc.org/merchants/register.

2. Medical Equipment Loan Closet

If you or a loved one are recovering from surgery, an illness, or an injury, you do not need to buy expensive mobility equipment out of pocket. The Center maintains a community **Loan Closet** of sanitized, durable medical equipment.

Loan Closet Inventory
Scan to see currently available equipment.
Loan Closet: qvscc.org/loan-closet
Point your smartphone camera at this square. This is not your member card.

Available Equipment

Standard Walkers & Rollators	Folding 2-wheel walkers and 4-wheel rollators equipped with hand brakes and padded seats.
Manual Wheelchairs & Transport Chairs	Lightweight folding wheelchairs and caregiver transport chairs for outings and appointments.
Canes & Crutches	Adjustable aluminum standard canes, 4-prong quad canes, and forearm or underarm crutches.
Bath Safety Items	Sanitized transfer shower benches, adjustable bath chairs, and toilet safety riser frames.

Smart QR Tags on Every Item

Every piece of borrowed equipment has a small, permanent QR code sticker. Scan the sticker with your phone camera anytime to see safe-use guidelines or to tap **Request Extension** if you need to keep the equipment longer.

No cost to members: All equipment is loaned 100% free of charge. No doctor's prescription or insurance paperwork is needed.

3. Confidential Benefits Check-Up

Thousands of dollars in federal, state, and municipal assistance go unclaimed each year because the paperwork seems complicated. The Center provides a private, 5-minute online benefits screener to see what you qualify for.

Confidential Benefits Check-Up
Scan to see programs you may qualify for.
Benefits Screener: qvscc.org/benefits
Point your smartphone camera at this square. This is not your member card.

Key Programs Checked

Connecticut Energy Assistance (CEAP)	Helps low- and middle-income seniors pay winter heating and fuel delivery costs.
Medicare Savings Programs (MSP)	State program that pays your monthly Medicare Part B premium ($185+ / month saved) and reduces prescription copays.
SNAP Nutrition Assistance	Monthly grocery assistance loaded directly onto an electronic EBT card for food purchases.
Municipal Renters' Rebate	Annual state grant paid directly to elderly renters with qualifying income levels.

Your Personalized 'What to Bring' Checklist

At the end of the check-up, tap **Save to my account**. A custom checklist of required documents (tax return, electric bill, ID) saves directly to your **Consents & Safety** tab. You can print it out and bring it to the Center, where our staff will help you complete the official application.

Privacy guarantee: The check-up is completely confidential. You never enter your Social Security number or banking information.

4. Falls Prevention & Health Screenings

Remaining independent and active in your own home starts with preventing accidental falls and staying on top of wellness markers.

Online Fall Risk Check

On the Center website under **Services > Falls Check** (qvscc.org/services), you can take a brief 2-minute assessment based on the CDC STEADI mobility framework. It asks a few simple questions about your balance, footwear, and home lighting.

Personalized Doctor Talking Points

When you save your results, the website creates a clear summary in your **Consents & Safety** tab titled **My falls check**. You can print this out and take it to your next primary care appointment to discuss medication side effects, footwear, or physical therapy.

Evidence-Based Center Classes

A Matter of Balance	An award-winning 8-week structured program that teaches balance exercises, home hazard removal, and confidence building.
Live Well / CDSMP	Chronic Disease Self-Management program helping seniors manage arthritis, high blood pressure, and fatigue through gentle lifestyle tools.
Blood Pressure Clinics	Free weekly drop-in blood pressure screenings conducted by visiting nurses in the Center health room.

Healthcare partners: All health classes and screenings are offered in partnership with Day Kimball Healthcare and regional health agencies at no cost to members.

5. Skill Share & Micro-Volunteering

Retirement doesn't mean leaving your talents behind. The Center's **Skill Share & Gigs** platform allows members to share their life experiences and help others on their own terms.

Skill Share & Gigs Exchange
Scan to view current micro-volunteer projects.
Skill Share: qvscc.org/my-center/exchange
Point your smartphone camera at this square. This is not your member card.

Two Ways to Get Involved

1. Share Your Skills & Passions	Tell the Center what you enjoy doing! Whether it is gardening, baking, mending, local genealogy, chess, woodworking, or storytelling, staff can match you with fellow members or youth wanting to learn.
2. Pick Up Purposeful 'Micro-Gigs'	Browse short, bite-sized tasks posted by staff (e.g. decorating for lunch, tending the raised garden beds, assembling welcome folders, or calling a neighbor). No fixed weekly commitment is required.

How to Join in My Center

1. Sign in to **qvscc.org/my-center** and open the **Care & Community** tab.
2. Tap **See gigs & share my skills**.
3. Check off the skills you enjoy sharing, or tap **Sign up** on any open volunteer gig.
4. Center staff will connect you with project details and materials.

Town impact: Every hour you contribute is automatically credited to your home town's annual volunteer impact report, helping the Center secure municipal grant funding.

6. High School Youth Corps & Senior Tax Work-Off

The Center bridges generations and offers unique financial savings through two innovative community programs.

Intergenerational Youth Corps (Tech Help)

What it is	High school student volunteers from Killingly High, Woodstock Academy, Plainfield High, and Tourtellotte who earn certified community service hours by assisting seniors.
Free 1-on-1 Tech Help	Need help sending photos of grandchildren, connecting to Wi-Fi, using FaceTime, or deleting unwanted apps? Students provide patient, 1-on-1 assistance with smartphones, tablets, and laptops.
Story & Memoir Recording	Students also pair with seniors to record and transcribe oral history stories and family memoirs.
How to sign up	Ask at the front desk or check the monthly calendar for scheduled Youth Corps Tech Table hours.

Senior Property Tax Work-Off Program

If you are a senior homeowner residing in a participating member town, you can earn credit directly off your local real estate property tax bill by volunteering at the Center.

How shifts work	Volunteers clock in on the lobby iPad in 'Volunteer Shift' mode. Approved tasks include greeting at the desk, kitchen support, and gardening.
Certification	Hours are tracked automatically in our secure ledger. At year end, the Center Director, Supervisor, and Town Assessor sign off on your tax credit voucher.

Tax relief eligibility: Inquire at the front desk or call (860) 774-1243 to check eligibility guidelines and tax work-off caps for your town.

7. Online Shop, Paying Dues & Giving

You can easily handle annual dues, dinner tickets, and donations online from the comfort of your home.

Center Online Shop
Scan to pay membership dues or purchase tickets.
Online Shop: qvscc.org/shop
Point your smartphone camera at this square. This is not your member card.

What You Can Pay for Online

Annual Membership ($15/year)	Pay your yearly dues with any debit or credit card. Your membership is renewed instantly.
Monthly Catered Dinner Tickets	Reserve and purchase tickets ($15 members / $20 guests) for our themed monthly evening dinners.
Suggested Lunch Donations ($3.50)	Make your suggested TVCCA lunch donations ahead of time or in convenient multi-meal bundles.
Official Center Apparel	Purchase Center t-shirts, sweatshirts, and tote bags with pick-up at the front desk.

Friends of the Center: Memorials & Giving

Quinebaug Valley Senior Center is an independent, recognized 501(c)(3) non-profit charity. Gifts, memorial tributes, and designated donations support our kitchen, transportation, and health programs.

Secure payments: All online transactions are securely encrypted by Stripe. You immediately receive a tax-deductible receipt by email.

8. Town Emergency Storm List & Annual Consent

Two important safety and funding forms can be signed quickly and securely right on your screen without any paperwork.

First Responder Emergency Storm Registry

During major blizzards, hurricanes, or extended winter power outages, local town Emergency Management Directors (EMDs) and first responders conduct welfare checks on at-risk seniors.

1. Sign in to **qvscc.org/my-center** and open the **Consents & Safety** tab.
2. Look for the **Emergency Registry** card. Read the simple release form.
3. Sign your name on screen with your finger or mouse, and tap **Submit**.
4. Your town's emergency director can now see your address and emergency contact on their storm manifest during severe weather.

Annual Older Americans Act (OAA) Consent

Federal and state grants under the Older Americans Act help fund our daily lunch, wellness classes, and transportation. Grant rules require each member to sign an annual consent form confirming their participation.

Sign on your phone	In the **Consents & Safety** tab, read the annual release and sign with your finger. It renews your consent for 12 months.
Sign on paper	Prefer paper? Just ask at the front desk. Staff will print out a paper copy for you to sign in person.

Member autonomy: You can withdraw your emergency registry release at any time directly from My Center or by calling the front desk.

9. Managing Your Profile, Privacy & Security

Your personal information belongs to you. Here is how to keep your contact details updated and understand how the Center protects your privacy.

Updating Your Contact Information

1. Sign in to **qvscc.org/my-center** and tap the **Profile & Security** tab.
2. Tap **Edit my profile & reminders**.
3. Update your legal name, preferred nickname, mailing address, primary phone number, and emergency contact details.
4. Select your preferred reminder channels (email, text, or automated phone call) and tap **Save Changes**.

Optional Two-Step Account Security

While members normally sign in using quick email codes, members who desire extra security can activate an authenticator app code under **Profile & Security**.

Our Ironclad Privacy Commitments

No Third-Party Sharing	The Center will never sell, rent, or share your contact info with advertisers, commercial vendors, or mailing lists.
Municipal De-Identification	When reports are given to Town Selectmen and grant agencies, all data is de-identified totals (e.g. 'Brooklyn: 84 active members'), never individual names or medical details.
Granular Family Access	Family helpers in your Care Circle only see what you explicitly turn on, and you can revoke access at any time.

One update keeps all in sync: If your phone number or home address changes, updating it in My Center automatically updates the front desk check-in system.

10. Directory of Member Services & Quick Links

Keep this page handy on your refrigerator or next to your telephone. It lists every key service, web address, and phone number for Quinebaug Valley Senior Center.

Center Front Desk & Main Office	**(860) 774-1243** · Mon–Fri 9:00 AM – 2:00 PM 69 South Main Street, Brooklyn, CT 06234
Executive Director	Sophie Charron · director@qvscc.org
Center Main Website	**qvscc.org** · News, calendar, announcements & weather closures
My Center Member Portal	**qvscc.org/my-center** · Your digital card, reservations & messages
Member Sign-In Screen	**qvscc.org/auth** · Password-free sign in with email code
Member Perks & Discounts Map	**qvscc.org/my-center/perks** · Local business deals
Medical Equipment Loan Closet	**qvscc.org/loan-closet** · Free walkers, wheelchairs & shower chairs
Confidential Benefits Check-Up	**qvscc.org/benefits** · Heating (CEAP), Medicare Savings (MSP), SNAP
Skill Share & Volunteer Gigs	**qvscc.org/my-center/exchange** · Share skills & micro-projects
Daily TVCCA Hot Lunch	Served Mon–Fri at 11:30 AM · Reserve 48 hours ahead: (860) 774-1243
Center Online Shop & Giving	**qvscc.org/shop** & **qvscc.org/give** · Dues, dinners & gifts
Community Emergency Info	dial 911 for emergencies · dial 211 for statewide social services

Member-driven center: Have an idea for a new program, trip, or class? Share your feedback with Sophie or drop a note in the suggestion box at the front desk!