MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

9.16

During the oral communication section of the agenda for Tuesday, July 13, 2010, Rebecca Ludwig spoke requesting a stop to abusive behavior at Edie D. Smith Senior Center.

ATTACHMENTS FILED WITH CLERK OF THE BOARD

AGENDA NO. 9.16

FORM 11-D (8/92

Eddie Dee Smith Senior Center
5888 Mission Blvd.
Riverside, CA 92509
(951)275-9975 FAX (951)275-9745

For Pamela Walls

Economic Development Agency

Town Hall Meeting
April 29, 2010
Order of Discussion

1. Riverside County Housing Authority
2. Introduce Advisory Board
3. History of the Eddie Dee Smith Senior Center
4. Purpose of the Policies and Procedures
5. Code of Conduct
6. Age
7. Participant Information Form
8. Copy Machine Policy
9. Grievances and Complaints
10. Sale of Personal Items
11. Code of Conduct for Volunteers
12. Donation Policy
13. Guidelines for Computer Internet Use
14. Travel Activity Release Form
15. Bingo Guidelines

Submitted by Rebecca Hudnes
7/13/10 Item Oral
(date)

History of the Eddie Dee Smith Senior Center

It took eight months for the Riverside County Office on Aging and a citizens' committee to find a suitable location for a Rubidoux Senior Center. The committee members included Owrene Boarders, president of the North Rubidoux Women's Club, Eddie Dee Smith, chairman of the search committee, Ms. Alyene O'Brien, and the Rev. Bert All, pastor of Rubidoux Unified Methodist Church.

On April 18, 1977 the Office on Aging funded a Senior Citizen's Center at 3716 La Rue Street and the Eddie Dee Smith Senior Center was open for operation. A hot meal program was set up and served about 75 persons a day. Eddie Dee also started a "dime-a-dip" dinner program and bake sales to help raise funds to allow seniors to take tours. The goal was to reach a lot of older people and shut-ins. The senior center would become a second home for them.

December 1991 the Rubidoux Senior/Community Center opened at its new location, 5888 Mission Blvd., dedicated by County Supervisor, Melba Dunlap. August 5, 1995 the senior center's name was dedicated as the Eddie Dee Smith Senior Community Center.

The Eddie Dee Smith Senior Community Center now serves over 400 senior citizens. Many classes are offered daily, lunch is still served on a daily basis, two monthly food distribution programs are offered and much more.

EDDIE DEE SMITH SENIOR CENTER
POLICIES AND PROCEDURES

PURPOSE OF THE MANUAL

The operation of a senior center involves a wide variety of activities and services. This manual was created in order to clarify and define the Policies and Procedures of the Eddie Dee Smith Senior Center

The senior center is under the Riverside County Housing Authority. Complete records are kept by the Riverside County Housing Authority including annual evaluations.

This manual acts as a guide for center, staff, the center advisory board and senior participants.

MISSION STATEMENT

The primary mission of the Eddie Dee Smith Senior Center is to serve older adults of the community and provide services, information, meals and activities geared to the needs of an older adult. Our goal is to create a safe and healthy environment that will enhance the quality of life of these older adults through the collaborative efforts of the Senior Center leadership.

VISION

To advocate and stimulate older adults to improve life through relationships and celebrate aging.

GOALS AND OBJECTIVES

GOAL

I. To make the Eddie Dee Smith Senior Center the focal point in the Jurupa community and greater Riverside for the delivery of services to seniors.

OBJECTIVES

1. To make the Eddie Dee Senior Center more visible in the community.
   A. Conduct events periodically which will encourage members of the community at large to participate with the center.
   B. Encourage staff and seniors to participate in community affairs-public and private.
   C. Seek opportunities for publicity in the news media.
   D. Develop up to date marketing materials to promote the center and its role in the community.

2. Involve more agencies and individuals in constructive roles at the center.

GOAL

II. To work toward greater coordination of community agencies in meeting the needs of all seniors in the Jurupa Valley and greater Riverside.

OBJECTIVES

1. Establish close ties with other agencies most directly involved in providing services to the elderly.

GOAL

III. To provide an extensive program of activities and services to enhance and support independence, dignity, and enjoyment of seniors in this community without regard to race, sex, social or economic status. However, because the activities at the senior center are designed for active seniors who do not require special care or adult supervision, seniors who require special care or assistance are required to bring qualified adult supervision when visiting the center.

OBJECTIVES

1. Utilize senior volunteers to assist with various center operations in order to enhance feelings of worth.
2. Use community resources to support services and activities at the senior center.

3. Offer programs to enhance personal growth of seniors.
4. Provide opportunities for socialization along with education, entertainment and enjoyment.
5. Include services which enhance the independent living of seniors.
6. Listen and involve to the extent possible, the interests and desires of seniors when program planning.
7. Keep aware of changes in needs and interests of seniors due to social, economic or other developments.
8. Maintain enough variety in programming to have something of value and interest to all seniors.
9. Provide opportunities for senior citizens to help themselves economically.
10. Provide local transportation to participating seniors to local markets, retail stores and events to benefit seniors on a regular basis.

GOAL

IV. To promote the involvement of senior citizens in the affairs of the community.

OBJECTIVES

1. Encourage individual seniors to participate in service clubs and other community groups.

GOAL

V. To make the community in general aware of the needs of older people as well as their potential for contribution to community life. To foster understanding and respect of seniors in the community.

OBJECTIVES

1. Provide opportunities for non-senior segments of the community to participate in selected intergenerational projects or event along with seniors.
2. Invite the general public to special events at the senior center.
3. Arrange with younger people, including all school ages, to meet, visit with and entertain seniors.
4. Encourage senior participation on community committees and special events.
5. Make presentations to community and service organizations to bring awareness of needs and activities of the Eddie Dee Smith Senior Center and their participants.

GOAL

VI. To serve as a resource for the needs and interests of seniors in both the public and private sectors.

OBJECTIVES

1. Keep abreast of special needs and problems affecting older people and be aware of the principal concerns of seniors.
2. Be informed of senior views relating to current problems and issues.
3. Develop skills to represent the interest and concerns of seniors to public and/or private groups.
4. Encourage senior citizens to exercise their right to vote.
5. Promote senior participation in educational programs.

THE EDDIE DEE SMITH SENIOR CENTER
General Information

LOCATION
The Eddie Dee Smith Senior Center is located at 5888 Mission Blvd, Riverside, CA 92509. You may contact the senior center at (951) 275-9975. Visit the City's website at: www.edssc.org

HOURS OF OPERATION
The Eddie Dee Smith Senior Center is dedicated for senior programs Monday through Friday during the hours of 8:00 a.m. to 3:00 p.m. for conversation, coffee, pool, card and table games, special events, classes, services and lunch at 11:30 a.m. (by reservation one day before). The senior center is dedicated to providing programs and services to the senior population. An individual wishing to be a participant during dedicated senior program hours of operation must meet the criteria defined under "guidelines for Participation in Activities Held at the Eddie Dee Smith Senior Center." The Director(s) of the Center may from time to time for the benefit of the community, schedule community-sponsored activities at the facilities during dedicated senior program hours of operation as defined in this section.

The Eddie Dee Smith Senior Center may be used evenings and weekends by the citizens of Jurupa for special private events as indicated in the Rental Agreement. Non-profit and Riverside County organizations may be allowed to use the Center without charge by agreement of the management.

ASSISTANCE
The Eddie Dee Smith Senior Center provides information on a wide variety of special services available to seniors in Riverside County. Information is available concerning transportation, housing, help with utility bills, surplus food programs, home health care, Social Security and SSI, Adult Protective Services, adult and child sitters, ombudsman and long-term care facilities, home repairs, leisure opportunities, AARP and many other types of services.

The Center will try to provide food to individuals in dire need over the age of 60. The Center Director(s) will determine the need and amount of food that can be given. If there is no food available, the Director(s) will direct the individual to the Rubidoux Resource Center or the Department of Social Services.

EDDIE DEE SMITH SENIOR CENTER
CODE OF CONDUCT

Welcome to the Eddie Dee Smith Senior Center. The Eddie Dee Smith Senior Center is committed to serving the Jurupa community, as well as those of surrounding cities. We hope you will find our Center a friendly place where you can come to recreate, socialize with others, find intellectual stimulation and a number of helpful services. Staff and volunteers are always available to assist you at any time.

The following *Code of Conduct* has been adopted by the Eddie Dee Smith Senior Center to help create a warm and supportive environment for all who participate and work at the Center. We hope these rules will allow Center participants to feel at ease, create an enjoyable atmosphere for all, as well as protect the facility we all enjoy using.

Members and Guests are asked to:

1. Please be considerate of others by setting a positive example. Treat others with kindness, courtesy, and respect. Take a moment to say hello to others or introduce yourself to a "newcomer." The Eddie Dee Smith Senior Center's operation is dependent on volunteers and we encourage you to join our volunteer family. Volunteers should always be treated respectfully.
2. Please refrain from using abusive, threatening, insulting, or suggestive language and avoid making comments, slurs, or epithets. Should you at any time be made to feel uncomfortable by the language or behavior of others, please immediately notify the Director(s).
3. To protect and enhance the life of our facility and furnishings, food and drinks are not permitted on carpeted areas. Food and drink may only be taken into the Dining Room, Art Room or "Big Room".
4. Please be considerate of others in the use of equipment. Lying outstretched on the furniture is not acceptable.
5. Should you wish to circulate a petition or survey, sell tickets for an organization or event, or take photographs in the Center, please seek the approval of the Director(s). Some types of activities are prohibited in a public building.
6. The Eddie Dee Smith Senior Center is a recreational facility offering programming for individuals, 60 and older, with the ability to independently maneuver through the Center and participate in activities. Individuals must also be able to care for themselves while partaking in Center activities. Senior Center staff will determine if members are required to be accompanied by a care attendant when participating in programs at the Center. Individuals needing assistance (memory impairment, incontinence, wheelchair bound, etc.) may conditionally participate in Center activities with the aid of a care attendant. The care attendant is required to remain on the premises for the duration of the visit at the Center. Care attendants meeting the eligibility criteria (50 and older) are encouraged to participate in Center activities.
7. The Eddie Dee Smith Senior Center offers resources to provide information and outreach services to seniors, as well as family members. These resources are not available to provide case management services or services normally provided by a Geriatric Care Manager or social worker.
8. The Eddie Dee Smith Senior Center members using the equipment and services available in the computer lab and fitness room must adhere to the Eddie Dee Smith Senior Center Guidelines and sign a waiver before use.

9. Drinking of alcoholic beverages, which may include alcohol, spirits, liquor, wine, beer and every liquid or solid containing alcohol by volume and which is fit for beverage purposes either alone or when diluted, mixed or combined with other substances is prohibited at the Eddie Dee Smith Senior Center, except as authorized by Director(s).
10. Theft of any item of the senior center or a person will result in the disciplinary action as listed previously. All participants are reminded to watch their own personal items. The senior center cannot be responsible for items taken without permission.
11. Participants should dress appropriately when attending the Senior Center. Clothing that is determined too revealing, extremely soiled, or not covering underclothing or private body parts will be privately asked to address these issues before coming back to the Senior Center.
12. Participants should maintain good hygiene while attending the Senior Center. Any hygiene that is offensive to other older adults participating at the Senior Center will be privately asked to address these issues before coming back to the Senior Center

Behaviors described above will be addressed by the following procedures:

1st Incident: Counseling with Director(s), followed by letter to member.
Copy of letter to Housing Authority.

2nd Incident: Counseling with Director(s), followed by letter to member with a warning of suspension and/or permanent expulsion with next offense.
Copy of letter to Housing Authority.

3rd Incident: Suspension and/or permanent expulsion, depending upon severity of the offense from Center documented by letter to member.

Any of these steps may be skipped depending on the violation. At all times the safety of staff and seniors is a priority.

Senior Center members returning to the Center in violation of the suspension order will be asked to leave by Senior Center staff. Should this approach be unsuccessful, public safety personnel will be called to protect the safety and welfare of others.

Eddie Dee Smith Senior Center
PROCEDURES FOR PERSONS
WHO MAY BE PROHIBITED FROM THE SENIOR CENTER
FOR VIOLATING CENTER RULES OR REGULATIONS

1. PROHIBITING USE
   In situations where a verbal warning is not deemed sufficient to correct a violation of senior center rules, a person may be prohibited from entry or use of the center by the Director(s).

2. TEMPORARY SUSPENSION
   The person will be provided a "Letter Prohibiting Use" including, but not necessarily limited to the following:
   1. A statement of what the person has done wrong
   2. A statement of the policy or rule that has been violated
   3. A statement of the action needed to correct the problem
   4. A statement of the length of the prohibition
   5. The consequences of any repeated violation
   6. The effective date of the prohibition

3. PERMANENT SUSPENSION
   In situations where a temporary prohibition fails to correct a person's conduct, a person may be permanently prohibited from the center. The violator will be provided a "Letter of Prohibition", after concurrence but not necessarily limited to the following:

   1. A statement of what the person has done wrong
   2. A statement of the policy or rule that has been violated
   3. A statement that the person will be afforded an opportunity prior to the effective date of the permanent prohibition to appeal in writing to the Director(s).
   4. A statement that the person will be notified in writing of the Director(s)'s final decision
   5. The effective date of the proposed prohibition

4. VIOLATIONS
   Violations of prohibition of entry to the senior center may be enforced under the criminal ordinances of the Riverside County Sheriff's Department.

GENERAL OFFICE INFORMATION

FRONT DESK

Welcome to Eddie Dee Smith Senior Center. You are the first people that incoming members come in contact with at the center. Please treat them courteously and direct them to any area that they have an interest in.

Be a great ambassador for the Center, by greeting everyone by name, as you become familiar with him or her. Greet strangers to the Center with a "How can I help you?" and follow through with offering our newsletter and ask if they would like to walk through our Center. Greet each other with a smile and "how are you". Be kind to one another.

CLASSES

All classes are listed in newsletter.
Registration and details for all classes can be answered by the Office Manager, reception desk staff or designated greeters.
The Office Manager will distribute class sign up sheets which are given to the teachers daily.

COMPLAINTS

Complaints with detailed information should be referred to the Director(s).

RENTING OF ROOM FACILITIES

If you get calls about renting our rooms for evening or weekend activities have them leave a message and the Director(s) will return their call. We do not give out prices or schedules.

BULLETIN BOARDS

Keep current and neat.

COFFEE

Coffee is provided every morning at the Senior Center for all participating older adults. It is the policy of the Senior Center to offer this benefit every morning. Seniors will not be charged but there is a suggested donation of fifty (50) cents per cup. Coffee is provided by the generous donations of seniors and operating funds for the senior center.

GUIDELINES FOR PARTICIPATION IN ACTIVITIES HELD AT THE EDDIE DEE SMITH SENIOR CENTER

Individuals wishing to participate in programs and services held at the senior center should meet the following criteria in order to be considered appropriate for service provision:

Must toilet themselves
Feed themselves
Be oriented to their current surroundings
Behave in a non-aggressive or non-disruptive manner
Participate in a program or activity that is appropriate for them
Desire to participate in a program or activity
(Seniors who do not meet the aforementioned criteria need to be assisted by an adult whenever visiting the senior center)

The senior center and its facilities have been developed and maintained for the use of senior citizens, age sixty (60) and over.

Senior citizens from outside the community are welcome to participate in the Center activities and are subject to the rules and regulations of the center. All rentals of rooms within the center must be approved by the Director(s).

There are no dues required to participate in the activities of the Center. A fee may be charged for special events but seniors will be notified well in advance. Cost for these special events are not for the profit of the Center but to cover expenses.

All participants at the Center must fill out a Participant Information Form.

All seniors entering the Center must sign in at the front reception desk.

PARTICIPANT INFORMATION FORM

All participants are requested to complete a registration form prior to participating in any activity. The form includes:

1. Name, address, phone number and birth date. (Year optional)
2. Name, address, and phone number of participant's physician.
3. Name, address, and phone number of person to contact in case of emergency.
4. Medical condition which could limit participation.
5. Medications of importance to know in case of emergency.

All information included in the Registration Form is confidential and is available to Senior Center staff only, except what is required by law.

PROGRAM DEVELOPMENT

1. A program evolves from the needs of those being served.

2. Program development is primarily the responsibility of the Center Director. Suggestions from senior participants are also strongly encouraged.

3. All suggestions will be reviewed and evaluated. An attempt to implement a suggestion will be made whenever a sufficient number of participants indicate an interest in a particular activity or service. However, schedule of facilities and financial resources may be a factor.

4. New programs will be announced through the newsletter.

CURRENT ACTIVITIES
(Subject to change without notice)

SERVICES

Nutrition lunch program
Monthly newsletter
Senior seminars
Blood pressure
Income tax
Homeowners/Renters rebate
Food Distribution

CLASSES

Ceramics
Painting
Line dancing
Tai Chi
Pinochle
Sewing
Mature Driving
Fit After Fifty
Stretch and Flex
Bunco
Pottery
Crochet & Knitting
Bible Study
Water Color Painting
Spanish
Health

ACTIVITIES

Bingo
Art Show
Health Fair
Cinco de Mayo Dinner
Black History Dinner
Ladies Day
Volunteer Appreciation Day

VOLUNTEER OPPORTUNITIES

Kitchen help for nutrition program
Food Distribution Program
Reception Desk
Special Events Committee
Teachers
Facilities Set-Up
Bingo
Decorations

MONTHLY NEWSLETTER

1. The Eddie Dee Smith Senior Center Newsletter is printed monthly and available at the center and on our website. The policy is to have the bulletin available by the 1st day of the month.
2. The newsletter is prepared by the Director(s) of the Center or their designee.
3. Newsletters will be mailed or emailed to the news media, selected agencies dealing with the seniors, "Friends of the Eddie Dee Smith Senior Center, and is also posted on the Center website.
4. The intent of the newsletter is to provide a schedule of events and is subject to change or modification.
5. Anyone requesting information or articles to be published in the newsletter must be approved by the Director(s) and are due by the 15th of the month.

ADVERTISING POLICY

The Eddie Dee Smith Senior Center offers opportunities to market businesses. We send out a monthly newsletter that is distributed to over 700 people. We have also placed a *Electronic Sign* in front of our facility that can also be used for advertising space. The *Electric Sign* is located on Mission Blvd. between the Pyrite and Rubidoux Blvd. exits off the 60 freeway. During early morning and late afternoon hours the traffic volume has been recorded at approximately 700 autos per hour. If there is an accident on the freeway, that volume would be higher.

We have a website, www.edssc.org that anyone can access all the latest information about our senior center and also open our monthly newsletters. Due to the fact that the newsletter is posted on the website, participants would automatically have their businesses advertised in the newsletter.

Advertisements with payment are due prior to the newsletter's distribution. To be included in an upcoming newsletter, a picture-ready copy of the advertisement needs to be received through email to lynnedee56@hotmail.com by the 3rd Monday of the month.

Electronic Sign advertisements can not include graphics and must be received one week prior to the requested date. A form will be sent to the business to fill out upon request. A fax or email address is necessary to send the form.

The costs of advertisments are as follows:

Newsletter

Business Card Size - $20 per month
¼ Page (3"x4") - $30 per month
½ Page (5 ½" x 4") - $40 per month

Electronic Sign

Three Lines - $50 per week

5% Discount on advertisements of 3 or more consecutive months.

BULLETIN BOARD POLICY

The policy for use of a bulletin board located in the Eddie Dee Smith Senior Center is as follows:

1. Organizational notices and brochures by an organization promoting a program or service for seniors.
2. Information, education-writings, poems, newspaper clippings by or about seniors.
3. Any notices that center management considers urgent or important to the operation or purpose of the center.
4. Items to sell or rent.
5. Items wanted.
6. No political, business or religious advertising.
7. Bulletin cards will be on 3x5 cards and remain on the board for 2 months. Cards will be dated and removed after 2 months.
8. Any items to be placed on the bulletin board must be approved by the center Director(s).
9. Suitability of any material is subject to review and decision by the center Director(s).

COPY MACHINE

1. The copy machine is primarily for office use only.
2. The copy machine may be used only by staff personnel.
3. Copies can be made for the public upon request. A cost of $ .10 (10 cents) will be charged per page.

GRIEVANCES AND COMPLAINTS

1. There is an open door policy at the Eddie Dee Smith Senior Center. All grievances and complaints by any participant will be taken with the utmost seriousness.
2. Riverside County Housing Authority will adjudicate if the Senior Center Director(s) have been unable to resolve an issue.
3. Anonymous grievances or complaints will not be considered. People who feel they have a grievance must be willing to identify themselves and put their complaint in writing.

BUNCO GUIDELINES

Bunco is scheduled to be played twice per month. The ideal amount of players is twelve or any additional players in groups of four.

Each table will consist of 4 players. "Ghosts" are players that are not attending that day or there is less than 4 people per table. The "ghost's" score is not counted unless agreed by all players prior to the beginning of the game.

The game is played with 3 dice at each group of 4 players

The game is controlled by a head table. The head table controls the bell that begins and ends each game. The first person to reach 21 at the head table rings the bell and all rolling of dice stops.

The player across from each player is a team. Each team combines points based on the roll of the dice. When the bell rings from the head table, the winning team moves up one table and gets a new partner. Winners are the team of players that have the most points at that table. The losing team remains at the table they were playing at unless at the head table and those players that lost will move to the "bottom" table. If any player rolls a bunco! (all three dice on the number for that game), the game stops and that team moves in the same order as a winner.

Points are scored by rolling the dice in the following way. Three of the same number equals 5 points. The numbers added up from all three dice, per roll, equals the points earned. Each game is played in a series of numbers. The first game, one's would be the number desired. If a player rolls a one, they continue to roll as long as they are scoring a one on each roll. If a player rolls 3 one's, they score 21 and a "bunco!" If they are not at the head table, they continue to roll until the head table rings the bell. The person with the last "bunco!" that round gets the token. The person holding the token at the end of all rounds, wins as the last "bunco!" rolled.

Each player pays a designated amount to play the game. The Senior Center Director(s) change that money into gift/food cards. Prizes go to:

- Most bunco's
- Last bunco
- Most points
- Lowest score

ROOM GUIDELINES

BILLIARD ROOM

The billiard room is equipped with two pool tables.

1. Pool tables are open to all seniors utilizing the facility. Tables may only be reserved during tournament play.
2. Pool players are expected to alternate whenever there are people waiting. All tables are subject to challenges by singles or doubles at all times. Winners are limited to three games in a row at any one table, or one-hour time limit, whichever comes first. This courtesy is expected from all players in order to provide equal time for all players.
3. Code of Conduct applies to pool players also. Any offensive language or actions will result in loss of pool table privileges.
4. No gambling is permitted.

LIBRARY

1. The library consists of donated books and magazines.
2. Books and magazines may be borrowed. (honor system)

PUZZLE AREA

The Senior Center has a designated puzzle area for the enjoyment of the older adults. All the puzzles have been donated to the Senior Center for the use by any older adult that wishes to add to it. Anyone may work on the puzzle(s) that are placed on the table. Puzzles that have been brought in by individuals and placed on the table are also for public use. Those that wish to work on their own puzzles and not be open for public use are advised to work on them at home.

ROOMS

1. All rooms must be left in the order they are found.
2. A broad variety of classes will be offered in the center as resources and space permit.
3. Most instructors are volunteers. Community college classes may be offered.
4. Classes may be restricted in size by the instructor or by the center management on the basis of room size.
5. Roll will be taken by the instructor at each class meeting and turned into the office.
6. Storage of supplies and equipment is available on a limited basis.
7. Students under the age of 50 that is accompanying a senior may participate in a class upon the approval of the teacher of the class and the Director(s). A student under the age of 50 may not participate if the class size is limited. Priority for participation will go to the senior.
8. Some teachers may charge a class fee. That is an agreement between the students and the teacher
9. Students may be asked to provide their own supplies. Some supplies will be provided by the Cen

BINGO GUIDELINES

The Eddie Dee Smith Senior Center hosts Bingo at least two times per week. It is for the enjoyment of the seniors and not for monetary benefit. In order to play Bingo for money, the Senior Center is required to have a specific gambling license. The Eddie Dee Smith Senior Center and the Housing Authority have agreed that this will not take place.

In order to play Bingo, the player must be 60+ years of age or the care giver of a senior 60+ years old. Special exceptions may be made with the approval of the Director(s). Each player must purchase a Bingo card. There is no limit to the amount of cards purchased. Prizes will consist of goods and gifts purchased with the money paid to play Bingo.

One day per week the cost of Bingo will include a bag of groceries. These items are overflow from the food pantry. Only one bag will be given per player and player must be present.

The Code of Conduct will apply to playing Bingo. Anyone causing a disruption will be asked to leave and may lose the privilege of playing Bingo.

SALE OF PERSONAL ITEMS

Although the Senior Center encourages older adults to be self-sufficient, limitations are placed on the sale of personal items. Older adults may sell craft items or other items that they own personally, but under no circumstances may anyone solicit sales by approaching participants to purchase an item(s) that they are selling for personal use.

1. Any sales must be approved by the Director(s) first.
2. All sales are between the seller and the purchaser. The senior center is not liable for any conflicts due to unsatisfactory sales.
3. Selling of illegal products is prohibited.
4. Selling of alcoholic beverages or other illegal substances are prohibited.

EXERCISE EQUIPMENT GUIDELINES

1. Equipment is for the use of seniors only.

2. All seniors must sign a waiver (one time only) prior to using the equipment for the first time.

3. Senior Center staff will instruct all participants on the proper use of the equipment prior to their using it for the first time.

4. Seniors must sign in the Exercise Room Sign-In book when using the exercise room.

5. No participant is to exercise alone. An additional person needs to be in the room when someone is exercising.

GENERAL GUIDELINES FOR ALL ROOMS

PARTICIPANTS SHALL NOT:

1. Use abusive, obscene or obnoxious language, behavior or gestures.
2. Engage in any course of conduct that alarms or seriously annoys others and serves no legitimate purpose.
3. Any person violating any center rule or regulation will be excluded from the Center.
4. Any person disrupting a class, will be asked to leave and may be excluded for the Center.

VOLUNTEER HANDBOOK
FOR
EDDIE DEE SMITH SENIOR CENTER VOLUNTEERS

PURPOSE: The purpose of this policy is to establish guideline for volunteers who volunteer their time at the Eddie Dee Smith Senior Center.

PROGRAM GOALS: It is the goal of the Eddie Dee Smith Senior Center to have a senior volunteer program that benefits both the volunteer and the Senior Center. The volunteers benefit by contributing their skills, abilities, knowledge, and time for the betterment of the Senior Center and receive satisfaction, a sense of accomplishment, personal development, and allow the Senior Center to enhance its senior service levels at low cost.

PROGRAM OBJECTIVES: The objective is to increase the value of the volunteers serving at the Eddie Dee Smith Senior Center. This will be accomplished by providing opportunities for Jurupa and Greater Riverside seniors to participate in Senior Center programs and serve their community by augmenting senior programs.

DEFINITIONS:
Volunteer: A non-salaried individual who offers his/her services for a limited time, acting in a specified capacity, willingly by one's own accord.
Volunteer status with the Senior Center: A volunteer has no salary, benefits, or labor relations rights of a County employee and serves at will of the designated department head. A volunteer can be placed in or removed from volunteer duties by the respective operational department head with or without cause. One must be registered, fill out a volunteer application, to be considered an official Senior Center volunteer.

I. Senior Center Staff Responsibilities:
The Senior Center staff is responsible for the supervision and management of their assigned volunteers.
   A. Maintain accurate records of monthly time sheets and submit them each month to RSVP.
   B. Train and orient new volunteers.
   C. Determine and supervise the assignments and or projects that the volunteers are performing for the Senior Center.
   D. Report injuries/illnesses, which arise out of and in the course of, volunteer services.
   E. Report any accidents to Senior Center Director(s) on an Incident Form
   F. Recognize volunteers for their contributions and accomplishment.
   G. Counsel and discipline volunteers when required.
   H. Job Descriptions

II. Volunteer Qualifications:
   A. Volunteers requesting senior program assignments shall be qualified to conduct their assignment as determined by the Senior Center Director(s)
   B. Selection of the volunteer is based on his/her qualifications for a specific assignment or project as determined by the Senior Center Director(s)

C. The Senior Center Director(s) decision is final concerning those volunteers who are not qualified.
D. Volunteers do not receive any special employment preference for future Senior Center positions as regular employees.
E. A volunteer cannot serve in a capacity where a conflict of interest exists.

III. Standard of Conduct for Volunteers

In securing a mutually beneficial placement, both the Senior Center staff and the volunteer must work together cooperatively. When placed in a volunteer assignment or project with the Eddie Dee Smith Senior Center, a volunteer should:

A. Take responsibility for gaining a clear understanding of the assignment or project responsibilities through discussions with the senior center staff and the assigned supervisor.
B. Abide by the supervision, rules of conduct, and ethical standards of senior center full-time employees.
C. Fulfill time commitment agreements regularly and promptly.
D. Respect confidentiality requirements.
E. Notify the Director(s) or designated supervisor of time transfers, discontinued services, as well as any problems that might necessitate change.
F. Provide high quality customer service to the citizens.
G. Record time worked on volunteer time sheet.
H. Not carry any weapon on their person or possess weapons in their vehicle when on duty.

EDDIE DEE SMITH SENIOR CENTER
VOLUNTEERS
CONDUCT AND ETHICAL STANDARDS

The Eddie Dee Smith Senior Center depends on each volunteer to render service speedily, efficiently and courteously. The following guidelines express in part the expectations of how volunteers are to implement the customer service philosophy of the Senior Center:

5. Volunteers shall keep themselves informed in order to perform their jobs effectively.
6. Volunteers shall be concerned about the welfare of others.
7. Volunteers shall be considerate, tolerant, patient and fair with others.
8. Volunteers shall be as cheerful and as positive as possible.
9. Volunteers shall use their training and capabilities to provide participants and businesses with the best service possible. Every effort should be made to provide correct answers and positive results.

UNLAWFUL DISCRIMINATION:
Any volunteer who harasses or unlawfully discriminates against any other person on the basis of the other person's religion, age, sex, marital status, race, color, national origin, ancestry, medical condition, political affiliation, or physical handicap shall be subject to discipline in accordance with these Rules.

STANDARDS OF CONDUCT:
Volunteers are encouraged to excel in their work. Senior Center volunteers are prohibited from engaging in any conduct that could reflect unfavorably upon the Senior Center. The following standards are intended to govern the actions of all volunteers during their course of volunteer time with the Senior Center. Volunteers who violate these standards shall be subject to appropriate disciplinary actions.

1. Volunteers shall abide by and carry out the ordinances, resolutions, policies, procedures, and the rules and regulations of the Eddie Dee Smith Senior Center.
2. Volunteers shall always conduct themselves in a manner that reflects credit to the Senior Center and creates positive morale among Senior Center volunteers.
3. Volunteers shall operate all equipment safely and utilize safe means of carrying out their duties.
4. Volunteers shall follow instructions in a positive, cooperative manner.
5. Volunteers shall provide service with courtesy and a smile and avoid arguments with the public and other employees.
6. Volunteers shall dress appropriately.
7. The use or possession of alcoholic beverages, illegal drugs, or controlled substances while on duty time or working while under the influences thereof, will not be tolerated.

BROWN BAG/HOMEBOUND GUIDELINES

The Eddie Dee Smith Senior Center participates in the Brown Bag Program for homebound seniors. The criteria is as follows.

1. Must be 60 years of age.
2. This is a low income program as dictated by the state. You must meet the income guidelines to be eligible
3. An application must be completely filled out, including a doctor's signature. We must have a street address. Please include space or apartment number in the address.
4. Applicant must provide proof of income, social security statement or band statement (if direct deposited) and a picture ID (drivers license, CA state ID, passport).
5. Only one bag per household.
6. Can be on only one (1) senior program per household.
7. A $6.00 donation for the year is requested but not mandatory.
8. All food is donated and we therefore can send only what we have available at the time of delivery.
9. When a person has three (3) consecutive absences they are removed from the program unless the coordinator has been notified as to the reason. The person will not be allowed back on the program until there is room for them and a new application is completed.
10. There are income guidelines for this program.
11. Lack of transportation is not a cause for eligibility.
12. The Eddie Dee Smith Senior Center or staff representing the Center has the right to request updated information if deemed necessary.

Income guidelines change periodically based on the State's definition of low income. Check with the office of the Food Program Coordinator on the current rate.

Food Distribution Program – Food Share

Food Box Distribution Program

SPONSORSHIP

The Eddie Dee Smith Senior Center shall be used by a business for information/educational purposes only. This information would benefit the well-being of a senior.

All business ventures or presentations must be approved by Center Director(s)

The intent of this policy is to protect senior citizens from exploitation.

The criteria set for entry by a business into the EDSSC would be the following:

- Inquire cards may be distributed to the seniors. No enrollment on site.
- No distribution of business cards, brochures, or flyers. A booth/table may be set up and senior participants may contact the business on their own.
- Information on senior needs/education may be distributed with business letterhead.
- Sponsorship fees are under the determination of the Senior Center Director(s)

The Eddie Dee Smith Senior Center will also receive donations in the name of "Friends of the Eddie Dee Smith Senior Center". Donations of $25 will entitle the donor be mentioned in the newsletter and a newsletter mailed directly to their home, both for 1 (one) year. Those that donate $100 or more will receive the same as above and also have their name engraved on the donors plaque located in the Senior Center lobby. All donors will receive a thank you letter.

EDDIE DEE SMITH SENIOR CENTER SPONSORSHIP POLICY

To be Used by Activity Sponsors

The County of Riverside Housing Authority and Eddie Dee Smith Senior Center does not endorse products or service providers, nor do we assume any responsibility for the quality of any products. Our aim is to protect the elderly. We neither approve nor condone solicitation of business within our facilities. Programs are offered for seniors' enjoyment, education or information only.

- I agree that I will not leave or distribute any business cards.
- I agree not to enroll participants on site. Participants may fill out enrollment cards; to be contacted off site at a later date.
- I agree that there will be no exchange of money or goods on the center premises.
- I may distribute informational information with my firm's letterhead.
- I agree to immediately cease any business transactions at the center if participants complain of annoyance.
- I understand the Eddie Dee Smith Senior Center has a set distribution center whereas I may leave business cards, brochures, flyers, etc. for view by senior participants.

I have read the above and agree to abide by these guidelines.

_____	_____	_____
Signature	Business Affiliation	Date

ELECTIONEERING & POLITICAL CAMPAIGNING

The Eddie Dee Smith Senior Center is funded through a Community Development Block Grant (CDBG). Due to this funding source, limitations have been set by the Economic Development Agency of Riverside County.

1. Political campaigning by or on behalf of individuals or groups may be allowed under CDBG guidelines as it applies to a candidate forum. These guidelines are as follows:
    a. CDBG funds shall not be used to finance the use of facilities or equipment for political purposes or to engage in other partisan political activities. The Eddie Dee Smith Senior Center may be used on an incidental basis to hold political meetings, candidate forums, or voter registration campaigns, provided that all parties and organizations have access to the facility on an equal basis, and are assessed equal rent or use charges, if any.

2. Other incidental facility uses may include political meetings, voter registration, census and polling place for elections. No campaign literature may be left at the senior center.

3. Under no circumstances will individuals be permitted to come into the center to campaign at their own discretion.

SOLICITING FOR CAMPAIGN PURPOSES

Some basic guidelines which are based on state law and which will enable the County to maintain a neutral position are set forth as follows:

1. No City or County official or employee shall use the senior center, directly or indirectly, for the purpose of assisting a campaign for election of any person to any office or for the promotion of or opposition to any ballot proposition.
2. No person shall use the senior center property for the purpose of assisting a campaign for the election of any person to any office or for the promotion of or opposition to any ballot proposition, unless it takes place under the rental guidelines of the senior center.

EDDIE DEE SMITH SENIOR CENTER
DONATION POLICY

PURPOSE: To establish policy and procedures for the solicitation and/or acceptance of donations made to or for the senior center. A uniform set of procedures shall be followed in the acceptance of all donations. Proper approval shall be obtained prior to acceptance. All cash and capital goods donated to the senior center shall be accounted for in accordance with the procedures set forth within this policy.

I. Definitions:

A. Gifts: For purposes of this policy, the terms gift and donation shall be synonymous. Gifts may be a monetary contribution or a personal and real property item which the Senior Center has accepted. Included within the scope of this policy are donations whereby a private business sponsors or co-sponsors an event on behalf of or in partnership with the Senior Center.

B. Examples of Gifts Accepted: Books, Magazines, Puzzles, Medical supplies, Craft supplies, white elephant prizes, games, playing card.

II. Donations to the Senior Center

A. Responsibility: Responsibility for management of donations shall be the responsibility of the Director(s). The Director(s) shall be responsible for receiving and accounting for all donations of cash. The Director(s) will then deposit the cash with the Housing Authority. The Housing Authority will monitor the cash received and give a monthly accounting to the Director(s). and for the accounting and inventory of all donated items.

B. Donations made to the Senior Center thrift store (Eddie's Closet), will be made directly to the office manager who will turn it over to Eddie's Closet coordinator. Inventory and accounting of all Eddie's Closet items will be the responsibility of Eddie's Closet coordinator.

III. Eddie's Closet Procedures

A. Items held for a customer
Items will only be held for one week, labeled who the customer is, or until next regular visit to the Center.

B. Trying on items
No item can be taken home to try on. Clothing must be tried on at the Center.

C. Receiving Donations
Items donated to Eddie's Closet will be received in the front office by Rae. They will be placed in the front closet and locked until at least 3 members of the Advisory Board can ticket the items. All items received, must be ticketed and logged in the record.

D. Purchases
Advisory Board members have the opportunity to purchase items before displayed to the public as long as 3 Board Members agree and a monetary amount is offered. No items can be taken

without a cost, whatever that may be. ALL purchases must be logged in the records and a note made as to where the item went and the amount – even if it was donated.

E. Items may be sold for Bingo with the approval of 3 Advisory Board members.

F. Returned Items

G. Inventory
All items must be turned over on a monthly basis. If items have been available for one month, they go to the FREE table for one week. What isn't taken at that time will be donated to the homeless shelter.

The Eddie Dee Smith Senior Center welcomes monetary donations. These donations may be received through advertising fees, "Friends of the Eddie Dee Smith Senior Center", or donating the reservation fees for special events. These donations are deposited in a "Special Events" account monitored by the Eddie Dee Smith Senior Center Advisory Board and the Housing Authority. Any expenditure from this account over $300 must be approved by the Advisory Board. Purchases from this account include:

Storage unit
Special coffee/tea machine
Coffee grinder
Entertainment for special events
Additional items for special events
Chartered bus for special events
Computer printer
Microwave
Promotional supplies

COMPUTER GUIDELINES

1. Seniors must sign a *Guidelines For Senior Center Internet Use* form prior to using the equipment. (First time only).

2. Senior Center computer teachers will instruct seniors on the use of the computers.

3. The door will remain locked. Staff will lock and unlock the door.

4. A "public use" computer is located in the library. All guidelines for internet use apply.

Guidelines for Senior Center Internet Use

This document is to establish the guidelines for Internet Usage at the Eddie Dee Smith Senior Center.

This policy shall be enforced by the Senior Center Staff.

Internet access is a tool for research, communications and to provide access for public information.

- **Users wishing to gain access shall be required to sign an acknowledgment of this Policy.**
- **Internet access is a privilege not a right and can be revoked at any time.**
- **Abuse will result in the loss of Internet privileges immediately.**

Software downloads

Downloading of any programs including, but not limited to zip files, Word documents or executable files from the Internet is forbidden.

Downloads can contain virus or Trojan horses that can destroy the computer.

Installing Software

Installing software is **strictly prohibited** by the Information - Use Policy. Installation of software can sometimes cause other applications not to work properly or the loss of data. Also, most software is not free and the installation of stolen or pirated software is a criminal offense.

Copyrights

The use of copyrighted materials from the Internet is prohibited unless written permission is granted from the copyright holder. Many images, including clip-art that can be found on the Internet are covered by copyright laws.

Time Restrictions

Time restrictions of Internet use may apply, depending on the demand and shall be determined by Senior Center staff.

Indecent/Pornographic Information

Access to pornographic materials is **expressly forbidden**.

Newsgroups

Newsgroups are a good source of interacting with other people that have similar interests. Newsgroups are un-moderated and reflect individual's opinions and not necessarily true facts. Newsgroup information should be used with discretion. Newsgroup attachments are a dangerous source of VIRUSES! DO NOT DETACH anything from a newsgroup message. If you need to detach files from a newsgroup, please contact the instructor.

Internet Mail

We will not load specific e-mail software to support use of e-mail accounts.

Offensive Material

Be careful not to offend other computer users. Just remember that what may not be offensive to you, may be offensive to others. Any complaints of offensive material will be taken seriously.

Printing Documents

You are welcome to print documents follow the above mentioned guidelines up to 5 pages. We recommend a donation of ten cents per copy. Any printed documents that are more than 5 pages must be approved by senior center staff. Violation of this request may result in loss of computer and internet privileges.

Benefits

While there are a lot of "don'ts" listed above, access to the world is a major benefit we hope will be enjoyed by many members of the Eddie Dee Smith Senior Center.

June 30, 2010

Emailed to Heidi & Pat
On 7/6/10 – 8:12 AM

Housing Authority

Eddie Smith Senior Center – Survey Comments

To Whom It May Concern:

This is just for the month of June, 2010. Irma Jean, Marie and Charles (Chuck), continue to cause problems at least once a week against me. At first it was just Irma Jean and Marie but now they brought Chuck into the mix. All three individual have gone out of there way to be petty and hurtful and it is obvious what is going to happen when they show up at the puzzle table. Sometimes I just get up and leave before they reach the puzzle table for a break but they just wait until I get back and start in. <u>Please note that Irma Jean instigates majority of the incidents.</u>

- **Marie and Irma Jean have repeatedly interrupted my conversations that I am having with other people and when told that it is a private conversation, Marie, states that she can talk to whoever she wants including me, followed by sarcastic remarks. I just get up and leave!**
- **I advised Lynn about this, but they keep doing it anyway. After it was reported they started come in pairs and doing the same thing over and over again. Everything is peaceful until they go to the puzzle table.**
- **After having lunch with Irma Jean, Chuck went to the back and deliberately sat and worked on my puzzle, until I asked him to move. Chuck then started yelling and cussing at me, until I ask Ken to tell Chuck to stop. Ken witnessed this incident.**
- **Marie and Chuck went to the back stood in front of the coffee table where work on my puzzle and started talking and made no sense. I asked them to please leave me alone and once again Chuck came at me. <u>I then went to Ann and finally reported this incident. Ann took control immediately and had Bob handle it.</u>**

However, Bob stood in the Lobby and talked to Marie, she then started crying. He also talked with Chuck in the back room where the other bathroom is and yelling ensued which was heard through out the Center. <u>In my opinion no one should be talked to in front of other seniors because this only creates more drama and demeans this individual and increases the gossip. Why this method is used is shameful and clearly does not stop or correct the problems!</u>

To make matters worst Bob then goes to the puzzle table and asked Carolyn what happened (Please note, I have told Carolyn to stay out of it). She told him that she didn't really know. I then spoke with Bob and asked if I could make a suggestion, which was…to speak to people behind close doors and his reply was that he had, when clearly he hadn't. So if he could lie to my face about that after witnessing what he had done…end of conversation! This only brought more people into the

mix and many seniors do not want to get involved because of the way things are handled. I hope in the future that it is handled appropriately. It is clear that Bob and Lynn have lost all control in handling problems at the Center, or no one seems to care what they have to say when they try to correct a problem…if they did have control, this type of bad behavior would stop and it hasn't for the 3 ½ years I have been going to the Center, it has only gotten worst! Bob and seniors who repeatedly break the same rules over and over again are in total violation of your rules which are clearly stated in the Code of Conduct Book.

I CAN ASSURE YOU THAT I HAVE BEEN EXTREMELY CAREFUL TO OBEY THE RULES AND IF IN DOUBT HAVE MADE SURE I ASKED BEFORE DOING ANYTHING AT THE CENTER TO AVOID POTIENTAL PROBLEMS!

Respectfully,

Rebecca Ludwig

PS: I will be forwarding more information regarding what happened on July 2, 2010, which will give you insight as to how problems are handled at the Center.

Emailed to Heidi & Pat on 7/13/10 - 7:47 AM

July 7, 2010

The Housing Authority

Eddie Smith Senior Center Survey Information

Subject: July 2, 2010 – Puzzle Incident

I went into the Center, bubbly as usual and Bob was in Rae's office, when I asked if I could hide a present for Ken that I had brought in, because it was going to be a surprise for his Birthday and then suggested maybe hiding it in the Computer/Xerox room, just until Ken got to the Center (about 1 to 2 hours). Bob Craig immediately started yelling, "NO…THAT NO ONE GOES INTO THAT ROOM BUT HIM". I WASN'T ASKING TO GO IN IT…DUH! Rae then told me to just put it under the table in her office that it would be okay, because she would be in there to watch it. You could see the look of anger that Bob was projecting towards Rae for giving me the okay to hide the gift under the table (this gift was originally from Carolyn a volunteer. I took her to Wal-Mart and asked if I could pay for half, she said okay. It was just a small bag of cookies with balloons on top and a card). I then talked to Rae for a minute telling her that my water heater, dishwasher and toilet had all stop working and we just laughed. I said thank you and left the office to go work on the puzzle (I am only at the Center from 8:00 or 9:00 a.m. to 12:30 p.m.).

However, when I got to the coffee table I found that the puzzle had been removed and not one word was mentioned previously in Rae's office, forcing me to go back and inquire what had happen to the puzzle, which gave Bob his opportunity to started yelling again, stating "THAT HE HAD TAKEN THE PUZZLE". I ASKED IF I COULD HAVE IT BACK, BOB CONTINUED TO YELL AT ME FURTHER STATING THAT I COULD NO LONGER BRING MY PUZZLE INTO THE CENTER BECAUSE I HAD BROKEN AN AGREEMENT! KEEP IN MIND THAT I HAD BEEN WORKING ON THE PUZZLE FOR FIVE WEEKS AND NOW I AM BEING TOLD THAT I CAN NO LONGER DO THE PUZZLE ON THE COFFEE TABLE THAT HAD BEEN PREVIOUSLY PROVIDED. HUMM WHY DIDN'T SOMEONE JUST TELL ME INADVANCE WITHOUT HIDING THE PUZZLE AND ELIMINATE THE DRAMA? COULD IT BE THAT THIS WAS DONE TO SHOW OTHERS THAT THIS IS WHAT HAPPENS TO ANYONE WHO FILES A COMPLAINT AGAINST THE CENTER? I don't know if this was previously planned or if Bob just seized the opportunity because Ann was gone from the Center that day in order to start acting up again. Whatever the reason, this man is ready to explode!

I went to speak with Lynn in her office and Bob immediately came in after me reiterating what he had previously said. Lynn became submissive at this point but Bob tried to control the conversation and Lynn tried to back him up. I told them

that this was going no where and left! By then Ken and Carolyn had finally arrived at the Center and gave Ken his gift and wished him Happy Birthday. I then went to see if Lynn was finally alone so we could talk about the puzzle situation, she was on her way out to have a cigarette and asked if I could join her, she said yes. So we went out and talked for about half an hour and this is what ensued: She tried desperately to back up her husbands behavior, even went so far to tell me that there are people like Vera for example at the Center who have to be yelled at in front of other seniors for them to get the message and that it seems to work because Vera would then behave. I said EXCUSE ME! PLEASE STOP RIGHT THERE! I said LYNN, DO YOU REALIZE THAT THIS IS GOING AGAINST THE CODE OF CONDUCT RULES? AS A MOTHER OF FOUR WOULD YOU ALLOW BOB GO TO SCHOOL, YELL AND EMBRASS YOUR CHILD IN FRONT OF HIS FRIENDS? Lynn said nothing and the topic changed! When asked, I did let her know about Yvonne starting the problem with the puzzles, but that her husband was now using Irma Jean after I had reported her odor when we last talked. I was surprise to learn that both admitted there had been numerous reports and repeated talks with Irma Jean to no avail. Then Lynn asked what I would do about the situation at the Center, I thanked her for asking me that question (1). They had lost all control at the Center and needed to get it back. (2). Must follow the Code of Conduct Rules and be consistent with follow through when enforcing said rule and to do it privately. (3). Majority of the seniors don't know what the rules are and to treat them with some portion of dignity by explaining the rules that were violated.

I then asked what am I suppose to do about the puzzle situation because her husband was wrong do to the Code of Conduct Rules under puzzles. She said that I could bring in the puzzle but would have to take everything home when I left the Center (I was previously taking home only the loose pieces). I said okay, gave her a big hug and thanked her for talking with me like an adult. After this…is when I found it necessary to call the Housing Authority and was able to speak with Brandy to get a clear understanding regarding the conflict between what Bob and Lynn had told me regarding the puzzle situation. I am reserving the rest of our conversation for a later date.

Respectfully,

Rebecca Ludwig

Emailed to Heidi & Pat
on 7/6/10 - 10:22 Am

July 6, 2010

Housing Authority

Survey Comments

Subject: July 3, 2010 Luncheon at Eddie Smith Senior Center

The luncheon turned out pretty good and I had fun!

I could not find anything in your Code of Conduct Book that addressed grand kids being at the Center, other than ages being mentioned. The reason I am asking is because seniors have been told that they cannot bring their grand children into the Center when they tried to go there during weekdays. However, two grand kids were at this function and they were as cute as a button, but one was seeing putting her hands in the coleslaw without gloves, when it was brought to Lynn's attention she later had her grand daughter put gloves on. Her son was cooking without gloves and hamburgers were under cooked. The other grand child was wrapping her arms around her grandmother and caused her to fall. Could you please let me know what the rules are on grand children being at the Center?

Respectfully,

Rebecca Ludwig

Subj: **Good Morning**
Date: 7/6/2010 6:55:09 P.M. Pacific Daylight Time
From:
To: Heidi + Pat at Housing Authority

I called and spoke with Brandy on July 6, 2010 and requested a call back from Heidi or Pat regarding the conflict between Bob Craig telling me that I could not bring my puzzle to the Senior Center and Lynn Craig telling me that I could bring my puzzle as long as I took it home every time I brought it in to the Center. According to your Code of Conduct Rules it clearly states that Lynn is correct but I am reluctant to do anything at this point until you advise on this matter! I did not here back from you....does this mean you can no longer assist me with an answer? I have an email and a reporter where Heidi stated that if I had any further problems to let her know! Could you please call me and let me know? I do not want to give Bob Craig another opportunity to retaliate against me again on drummed up accusations as petty as a puzzle. I prefer to hear an answer from Lynn Craig or their boss which is you...The Housing Authority.

If you choose not to return my call...Kindly refer to the COUNTY HARASSMENT POLICY C-25 SECTION, 2ND PARAGRAPH, LAST SENTENCE..."IT APPLIES TO COUNTY EMPLOYEE'S ACTING ON BEHALF OF THE COUNTY ON OR OFF THE JOB SITE".

Respectfully,

Rebecca Ludwig

To Pat & Heidi 7/7/10 @ 12:15 p.m.

Emailed

Hi Pat,

Thank you for responding and letting me know what the new rules are on Puzzles, the call was received on July 7, 2010 at 11:15 a.m. and they are:

It was originally agreed at the Town Hall Meeting that additional space would be provided to work on puzzles and even though I worked on this puzzle for 5 weeks on a coffee table located in the corner of the Center. I can no longer have the additional space that was previously provided. The new rule is that if I bring in a puzzle then others can work on it and I must take it home every time I leave the Center.

Bob Craig will not talk to me about this because he has been informed of what the new rules are with regards to puzzles!

Please be advised that Irma Jean started working on puzzles and has a terrible smell. There have been numerous complaints and has been talked to repeatedly about her hygiene to no avail. Seeing that you are making new rules regarding puzzles, could you PLEASE enforce the rules you presently have in your Code of Conduct and get this individual to stay in compliance once and for all. She smells so bad that no one can bare to be next to her except her sister and Chuck. Imagine fish rotting in 200 degree temperature and you will get an idea of how bad this odor is!

If you feel that my understanding of the new rules are incorrect...kindly email me with a corrected version of the new rules.

Respectfully,

Rebecca Ludwig

Emailed to Pat, Heidi & Mr. Sullen on 7/8/10 2:05 p.m.

July 7, 2010

To: Housing Authority
Attention: Heidi Marshall and Pat Buckey

Subject: Eddie Smith Senior Center

Ladies,

My phone has been ringing off the hook and seniors have been coming to my apartment to inform me about the following:

Ann was seen talking with Bob for nearly an hour outside the Center and that the conversation looked pretty intense. Ann also was seen talking with Rae for sometime. They are watching everything she is doing because they now realize that she is working for the Housing Authority and that anything she has to say will not correct the problems at the Center but try to justify them and Seniors are pretty upset and fed up because things are going from bad to worst. Many are to the point that they are no longer afraid to speak out!

When Sophie was going into Rae's office Bob yelled at her to GET OUT! THEY WERE HAVING A MEETING and saw another woman crying in the office. This is the second one in 2 weeks that this has happened and wondering why this abusive behavior is allowed to continue at the Center. The consensus is that you will be letting Sophie go, which will be unfortunate because she does work hard to put on events at the Center. Here is just another violation in your Code of Conduct Rules!

I personally like Ann and realize why she is there and how difficult it can be when you have so many personalities in one location and like everything else, you will also have a few individuals that will create problems because they are so miserable. Some are even talking about retaining an Attorney to fight back and asked me to joint them. I told them to wait because it's me they want right now! So this is just a heads up on what many are saying and thinking right now and thought you should know.

There are "clicks" at the Center and if they chose to drum up rumors that have no merit they will just do it to get that person in trouble and depending on how Bob likes or dislikes some is how things are attacked not handled.

I just received a phone call letting me know that a tall, thin white man with a short haircut and new to the Center was sitting at the puzzle table and taking half an hour to place one puzzle, this is the same man I saw talking with Irma Jean in the lunchroom for a long time on June 30, 2010 and that Irma Jean was sitting watching

television. Ladies really now, I know of no man who has the patience to do puzzles, they find it boring, you really should have sent a woman. This is so obvious! Was the plan to see how I would react or inter act with this individual and possibly have stinky Irma Jean then joint in to see how I would further react....DUH
I haven't broken any rules in 3 ½ years, why would I start now? I have repeatedly been telling you that I am not the one creating a problem, so for you to try and get someone to fault me is really a desperate move.

Respectfully,

Rebecca Ludwig

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium), Speakers are entitled to three (3) minutes, subject Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: REBECCA LUDWIG

Address: 5875 MISSION BLVD K-156
(only if follow-up mail response requested)

City: RIVERSIDE **Zip:** 92509

Phone #: 951-784-9112

Date: 7-13-10 **Agenda #** ORAL COMM.

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

_____**Support** _____**Oppose** _____**Neutral**

Note: If you are here for an agenda item that is filed for "Appeal", please state separately your position on the appeal below:

_____**Support** _____**Oppose** _____**Neutral**

I give my 3 minutes to:_____

7-13-10
9.16