

USS Resource Guide

Springfield and Clark County's Resource for People Age 55 and Better



UNITED SENIOR SERVICES

www.unitedseniorservices.org
125 W Main St
Springfield, OH 45502
937-323-4948

USS Downtown Hours:

M-Th 7:00am - 7:00pm
F 7:00am - 4:30pm

NEW CARLISLE SATELLITE

1216 W Lake Ave
New Carlisle, OH 45344
937-845-2080

ENON SATELLITE

7571 Dayton-Springfield Rd
Enon, OH 45323
937-863-0043

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Director's Corner



Welcome to USS! We are so glad that you have joined us to enjoy the activities and fun available to you through membership. USS has a wide range of activities and programs for all members to participate in. We provide members a calendar of scheduled activities and special events throughout the year, at multiple USS centers, and at community locations. From drop-in exercise and recreation options, interesting lifelong learning semesters and health education workshops, social clubs and groups, to travel around the region and around the world, I invite you to choose how to celebrate your gift of longevity with your USS membership. If you are interested in trying something that isn't on our calendar, let us know. USS staff are always interested in feedback and ideas from our members to add to and improve our catalog of fun.

This Guide is your resource to learn about the activities available to our members to stay engaged, maintain your health, and live independently.

Review the Fitness and Recreation, and the Clubs and Groups sections of this guide. We offer members many options to exercise on the floor, on machines, or in the pool. We created the Springfield Area Institute for Lifelong Learning (SAILL) specifically for members to provide a rotating catalog of intellectually stimulating education, including current events, history, science, arts and culture, and important health topics. USS Tours has traveled with 1000s of members over the years to one-day shows, museums, or outdoor venues and extended tours at a variety of locations around the world at price points to fit your budget. You will find that many activities available to members have no fee. Other activities do, and if USS incurs a cost to host a class, a trip, or a special event, those costs are shared with the participants. You will also learn that USS works hard to keep costs manageable for everyone. We maintain a Golden Fund to help people who want to join in but cannot afford to participate.

There is also a section dedicated to the many supportive services we offer, including Caring Services, In-Home Services, Meal Services, Transportation, and more. These are subsidized by the Clark County Senior Services levy, federal and local grants, and donations. USS services are available to all Clark County residents 60 years and better who do not have other resources for help. Access to USS Services does not require a USS membership. If USS does not offer the service you are looking for, we are dedicated to finding a resource that can. Read further for a contact list of some of the frequently requested resources. Many times a little support is all that is needed to maintain your own or a loved one's independence, and USS is ready to help.

USS offers a number of ways to keep you informed of the latest happenings at our locations and updates about our many services. Our bi-monthly newsletter, the *Center Page*, is available by mail and by email. "Like" our Facebook page to view the most up-to-date information about new events, changes to activities, and building closures. You can visit our website at www.unitedseniorservices.org to get connected and find answers. USS also posts a weekly calendar of activities in the Local Focus section of the Springfield News-Sun. And if you have questions, you can also call our knowledgeable Welcome Center staff and volunteers for answers at 937-323-4948.

We are glad you have decided to join USS, and we are committed to providing you with a worthwhile, enjoyable experience. Our policies, listed in this Guide, are intended to ensure all of our members have a safe and pleasant experience with USS.

Thank you for the opportunity,

Maureen Fagans, AICP
Executive Director/CEO

Services at a Glance ↓

USS services are available to all Clark County residents 60 years and better who do not have other resources for help. Access to USS Services does not require a USS membership. In dedication to the USS mission, the following services are available to help older adults in our community maintain independence for as long as possible.

Caring Services

USS Caring Services offers a wide range of supports for adults who need a trusted resource and advocate to age successfully. Call 937-521-3014 or email caring@unitedseniorservices.org for more information.

Benefits Counseling:

Assistance with Medicare benefits is offered by USS's OSHIP counselors. USS counselors assist new and renewal beneficiaries with review of Medicare health and drug plans, especially during the annual open enrollment period. Individual health circumstances can change, so an objective review every year can result in significant savings.

Caring Services Advocacy:

Caring Services Advocacy provides a complement of distinct, customized services to help older adults maintain their legal and financial independence. USS advocates can help to keep monthly bills current and utility costs manageable, access legal assistance, provide counseling for Medicare benefits, and advocate for individuals who have no family available or able to help.

Support Services:

Support Services provide professionally led support groups to help navigate life changes, companionship to socialize with peers, and educational workshops that support all aspects of aging well.

In-Home Services

USS offers in-home support to help Clark County residents age 60 and better maintain their independence and remain in their homes. Call 937-521-3012 or email inhomeservices@unitedseniorservices.org for more information.

Case Management Services:

Case Management services are available to individuals who benefit from support to coordinate their healthcare appointments, identify transportation needs, provide healthy food and meal resources, identify helpful home modifications, and provide other resources as needed.

Homemaker and Personal Care Services:

Homemaker and Personal Care services are available for individuals who have difficulty completing routine housekeeping, hygiene, and personal care chores due to functional limitations.

Respite Care:

Respite Care is available to give family caregivers of elderly loved ones much-needed time away to relax or to take care of other responsibilities. Respite Care may include assistance with walking and eating, preparing a simple meal, assistance to the bathroom, and companionship.



Meal Services

USS Meal Services includes meals delivered directly to your home OR daily lunchtime meals shared with friends in our dining room locations across the county. Clark County residents age 60 and better are eligible to participate. Call 937-323-9688 or email info@unitedseniorservices.org for more information.

Dining Rooms:

USS Meal Services offers a delicious hot meal, a chance to socialize, and nutrition education for Clark County residents at dining rooms across the community, Monday through Friday. Registration is required at least 24 hours prior to your first meal. Reservations are requested. Lunch is served on a first come, first served basis. No one is ever refused participation because of inability to pay. Donations are appreciated but not required.

Meals on Wheels:

USS Meals on Wheels delivers directly to residents of Clark County. Eligibility for meal delivery is based on age, mobility, and health as determined by a personalized assessment. Hot or cold meal options, as well as daily or weekly delivery, are available. A wellness check is included in daily delivery. Free and fee-based meal options are available based on eligibility. Delivery service can be set up within 24 hours.



Transportation

The USS Transportation service is available to Clark County residents age 60 or better. USS drivers provide rides to medical, dental, or counseling appointments in the local area, special treatments such as chemo and dialysis in our region, and non-medical appointments for essential errands such as going to the pharmacy, local bank, post office, or attorney's office. There is no fee for this service. Donations are appreciated. Call 937-521-3000 or email transportation@unitedseniorservices.org for more information.

Safety First:

Our priority is a safe travel experience for all riders. All rides are provided by trained and certified drivers.

Rules to Ride:

In order to accommodate as many rides as possible, reservations are required of all riders and are first come, first served. Please call to request a ride at least two weeks in advance. Notifying USS as soon as possible will help us to meet your request, especially for out-of-town medical appointments.



Volunteering

Retired and Senior Volunteer Program (RSVP):

RSVP is America's largest volunteer network for people 55 and better. RSVP has a wide variety of impactful volunteer opportunities for all ages that are matched to a volunteer's skills and interests. Volunteers who serve in our RSVP program choose how, where, and when they want to serve. Registered volunteers can find an opportunity with over 40 of our partner sites. USS sponsors RSVP with funding through AmeriCorps Seniors, Ohio Department on Aging, and local matching funds in Clark and Madison Counties from organizations such as the Community Health Foundation and the Springfield Foundation. Call RSVP at 937-324-5705 for more information.



Additional Services

Alzheimer's Association Office Hours:

USS partners with the Alzheimer's Association of Miami Valley to provide free counseling appointments and resources for caregivers, families, and individuals who are affected by Alzheimer's and other dementia-related illnesses.

CHORE: *Fee-based*

USS trusted partners provide older adults with grass mowing, home modifications, seasonal maintenance, and small repairs without putting their health at risk. Clients are prioritized for services based on need, and a wait list is maintained.

Foot & Nail Clinic: *Fee-based*

A certified foot care nurse provides toenail trimming, filing and thinning, corns and callus reduction, and a general foot assessment at the downtown USS center.

Health Screenings:

With our partners, USS provides quick, easy, and safe screenings at USS centers including blood glucose and blood pressure checks, immunization clinics, and other screenings as needs are identified.

Legal Consulting:

By appointment only, USS provides free legal consultation with an attorney. This service is designed to provide possible legal avenues for a wide range of issues or concerns.

Medicare Open Enrollment:

USS provides access to OSHIIP trained counselors to help individuals learn all their options about Medicare. Counselors help individuals make the best decision for their specific situation.

Tax Preparation:

USS partners with AARP to provide annual tax preparation appointments to residents of Clark County. This free-of-charge service is for anyone in need of filing their personal taxes.

Membership

Membership Basics

USS membership is available to individuals 55 years and better, and limited other circumstances. Membership provides access to USS education, fitness, recreation, and socialization programming at USS centers, as well as day trips, extended tours, and special events.

Current membership dues are \$15 for Clark County residents and \$50 for out-of-county residents per year and are subject to change.

USS annual membership follows the calendar year. All memberships expire on December 31st of the current year no matter when the membership was purchased or renewed. The annual USS membership drive begins in November of the prior year.

Member Rights and Responsibilities

For all members and guests to enjoy USS centers in safety and comfort, please follow the rights and responsibilities below.

A member in good standing has the right to:

- Use USS centers for recreation, education, fitness, and/or social activities during scheduled hours of operation.
- Know the policies, rules, and regulations of the centers.

A member has the responsibility to:

- Sign in when entering any USS center, special event, or offsite program.
- Be respectful and courteous with other members, guests, and staff.
- Navigate and function in USS centers without assistance or supervision from USS staff.
- Observe policies, rules, and regulations of USS.
- Assist with maintaining the center as a clean and safe environment.
- NOT engage in any language or behavior that is obscene, disruptive, or dangerous to self or others while on USS properties – including parking lots, patios, and vehicles.
- NOT engage in illegal activity, panhandling, carrying a gun or weapon, or using tobacco at USS activities or on USS properties – including parking lots, patios, and vehicles.
- NOT harass or discriminate for any reason.
- NOT be a health or safety hazard to others.

Membership Rules

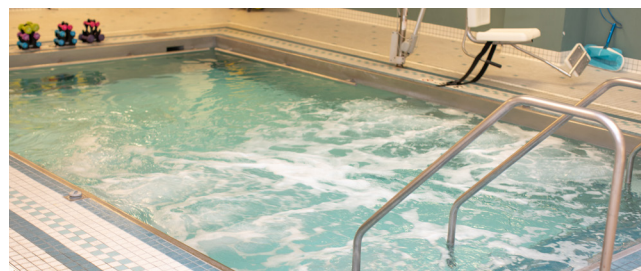
- Members must wear appropriate attire when in USS centers.
- Exercise attire and close-toed shoes for comfort and support are required in the Fitness Center, participating in fitness classes, or other strenuous activities.
- Swim attire is required in the Aquatics Center. No street clothes or cotton materials are permitted in the pools. Shoes must be worn from the locker rooms to the pools.
- No food, gum, or drinks except water in non-breakable containers are allowed in the pool areas.
- No running, jumping, or diving on or from the pool decks.
- Lockers are available for use, but locks cannot be left on overnight.
- Towels and locks are not provided by USS.

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Aquatics

USS has two pools available that provide a wide range of ways to exercise. Our aquatics center provides opportunities for open swim and instructor-led classes in both pools. Regardless of your fitness experience, there are opportunities for you. Both pools are equipped with chair lifts to aid members to get in and out of the pool. If chair lifts are used, the member must be accompanied in the pool by a caregiver with an Associate Membership. USS aquatics center staff must operate the equipment and cannot act as caregivers. **The pools are only open when USS lifeguards or instructors are on duty.** Members must observe reasonable time limits in the pool when it is busy.

The **Lap Pool (LP)** at USS is 14' wide by 52' long with a depth of 3.5' to 5' and kept between 84 and 86 degrees. It is great for swimming laps, water walking, and a good workout. A variety of fitness equipment is available.



The **Warm Water Pool (WWP)** is 12' wide by 20' long with a depth of 3.5' and kept between 87 and 89 degrees. It is great for loosening muscles and joints and increasing mobility. It also allows individuals to exercise and stretch with a variety of fitness equipment available.

Aquatics Center Offerings

LP Water Aerobics Class: *Fee-based*

Led by a certified instructor, individuals work through a series of exercises that increase stamina, strength and general health. No experience is required; all skill levels are welcome to join.

LP & WWP Open Swim:

Our Lap Pool and Warm Water Pool are available for drop-in open swim at various times throughout the week when a lifeguard is on duty. Hours are subject to change. No experience is required; all skill levels are welcome to join.

WWP Aquatics Class: *Fee-based*

Led by a certified instructor and designed to loosen joints, muscles and improve general movement. No experience is required; all skill levels are welcome to join.

WWP Volleyball: *Fee-based*

Our Warm Water Pool is available for members to play low-impact volleyball. This is a fun way to exercise and socialize. No experience is required; all skill levels are welcome to join.



Clubs & Groups

With a wide selection of opportunities each week, USS has a group for you. From card clubs to billiards, to creative arts, to bingo. Unfamiliar with the rules of a certain game? USS can pair you up with others to teach you the basics. Refer to the *Center Page* for new activities and join the fun.

Billiards:

The USS billiards room is open while the downtown building is open. Sticks, balls, and chalk are provided for those who do not bring their own. No experience is required; all skill levels are welcome.

Bingo: *Fee-based*

This member-favorite activity is volunteer-run, and USS is always looking for more volunteers to add to the rotation. No experience is required; all skill levels are welcome.

Blocks to Blankets:

This group creates a variety of knitted and crocheted items that are donated to non-profits to distribute to children and adults that need them the most. No experience is required; all skill levels are welcome.

Bridge:

This popular card game uses a 52-card deck where players attempt to score points by making bids or by defeating the opposing partnership's bid.

Skill Level: Intermediate, Advanced

Card Making Club:

With a wide variety of stamps, scissors, and paper, individuals are able to make the perfect cards for family and friends. No experience is required; all skill levels are welcome.

Connecting Threads Quilting Group:

This group provides the opportunity to try new techniques, finish unfinished projects, create a community with like-minded quilters, and show off projects. No experience is required; all skill levels are welcome.

Crafting Group:

Using various supplies, USS provides a community and a space to share creations and ideas with other crafters. No experience is required; all skill levels are welcome.

Euchre:

This midwest classic card game pits teams of two against each other to win the most 'tricks'. It can be played with or without bidding. In bid euchre, players bid on the number of 'tricks' they think they will win. USS has three euchre groups that meet at various times and welcome all experience levels.

Hand & Foot:

In this rummy-based card game, points are scored by creating combinations of three or more cards of the same rank, with or without the help of wild cards. No experience is required; all skill levels are welcome.



Clubs & Groups

Jigsaw Puzzle Group:

This brain-stimulating activity meets to put together jigsaw puzzles of all sizes. No experience is required; all skill levels are welcome.

Long-Arm Quilting: *Fee-based*

USS provides supervised access and training to a long-arm quilting machine to make unique patterns on quilts of all sizes. This machine offers the ability to create a beautiful masterpiece. No experience is required; all skill levels are welcome.

Mah Jongg:

This tile-based game uses combinations to form sets and pairs to win the hand. No experience is required; all skill levels are welcome.

Photo Club:

Club members help each other learn tips and tricks for taking pictures of a variety of subjects and landscapes. No experience is required; all skill levels are welcome.

Pinochle:

This card game is played with a 48-card deck, and players score points by trick-taking and forming combinations of cards. Skill Level: Intermediate, Advanced

Poker:

This traditional card game is perfect for individuals looking to add a little risk in their day. No experience is required; all skill levels are welcome.

Samba:

This card game allows players to create groups and sequences of cards to win points. No experience is required; all skill levels are welcome.

Uno:

This exhilarating card game is for everyone and the objective is to be the first player with no cards left. No experience is required; all skill levels are welcome.

USS Jammers:

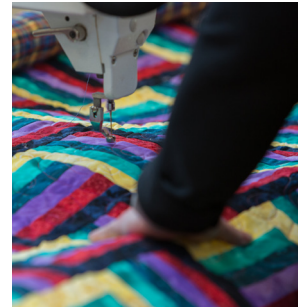
From country western to rock, old favorites to folk, you are bound to play a favorite. No experience is required; all skill levels and instruments are welcome.

Vintage Voices:

This choral group is open to all and prepares a wide array of music for a variety of performances at USS and in the Clark County community. Some music experience is preferred; all skill levels are welcome.

Weaving:

This creative art takes two threads and combines them into a unique piece of fabric. One-on-one instruction can be provided to those looking to learn. No experience is required; all skill levels are welcome.



Recreation & Fitness

In addition to our Aquatics Center, USS provides a comprehensive fitness center and several on-your-own and instructor-led fitness opportunities to improve or maintain your health at all skill levels.

Instructor-Led Fitness Classes

Balance & Fitness: *Fee-based*

This exercise class focuses on strength, flexibility, balance, posture, and breathing. The certified instructor provides one-on-one attention and aims to help increase confidence and independence with day-to-day activities. No fitness experience is required; all skill levels are welcome.

Chair Yoga: *Fee-based*

This class is designed to improve balance, strength, flexibility, body awareness, and general health. Using chairs and other aids, individuals will have a class specifically designed for them. No fitness experience is required; all skill levels are welcome.

Focus on Fitness: *Fee-based*

This class is perfect for individuals looking to get a good workout and increase their general fitness level by using light weights, resistance bands, and aerobic step equipment. No fitness experience is required; all skill levels are welcome.

Hula Dance:

This exercise class taught by an experienced hula dancer is a great opportunity to expand your horizons. Come learn how to do a new dance. No dance or fitness experience is required; all skill levels are welcome.

Let's Get Moving:

This low impact exercise class incorporates chair exercise with dance. The program is designed to improve balance, strength, and flexibility. No dance or fitness experience is required; all skill levels are welcome.

Moving with Music:

This program uses music and dance to encourage individuals to stay active while improving balance, coordination, and reaction time. No dance or fitness experience is required; all skill levels are welcome.

Parkinson's Exercise Group:

This exercise class is specifically designed for individuals with symptoms of, or a diagnosis of, Parkinson's Disease and their companions. No fitness experience is required; all skill levels are welcome.

Tai Chi:

This Chinese martial art is primarily practiced for defense training, health benefits, and meditation. This class will help with balance and flexibility. No fitness experience is required; all skill levels are welcome.

Yoga: *Fee-based*

This class is specifically designed for older adults to improve balance, strength, flexibility, body awareness, and general health. This class can be easily modified for individuals of all experience levels. No fitness experience is required; all skill levels are welcome.

Recreation & Fitness

On-Your-Own Recreation

Chair Volleyball:

This low-impact exercise class uses a beachball for individuals to play volleyball while sitting in chairs on either side of a net. No fitness experience is required; all skill levels are welcome.

Changing Gears Bike Club:

This group rides a variety of bike trails around Clark County and the surrounding area. Associated with USS but managed independently, this group is perfect for individuals looking to enjoy the outdoors while exercising. No fitness experience is required; all skill levels are welcome.

Indoor Walking:

Whether summer or winter, join your friends and neighbors in a safe, warm, dry environment at our downtown center and walk to your heart's content. Download an audiobook, listen to music, or chat with a friend while you walk around the unofficial indoor walking track located on the upper and lower levels. 20 times around the halls equals one mile. No fitness experience is required; all skill levels are welcome.

Fitness Center:

Open while the downtown building is open, the USS Fitness Center provides access to cardio equipment, cable machines, circuit training equipment, and free weights for all members to enjoy. Members are expected to use the spray sanitizer provided to wipe equipment used when finished. No fitness experience is required, all skill levels are welcome.

Hula Hoop Group:

This group meets to have fun with hula hoops! Most bring their own, but there are some extras on hand for new members. This is a fun way to exercise while grooving to music! No fitness experience is required, all skill levels are welcome.

Pickleball:

Nets and balls are provided at our pickleball courts. This fun and active game combines elements of badminton, table tennis, and tennis. This game can be played by individuals and pairs of all skill levels and offers a great opportunity to exercise year round. USS recommends sturdy court shoes to prevent falls during this fast-paced game. No fitness experience is required; all skill levels are welcome.

Ping Pong:

Paddles and balls are provided at our ping pong tables to be used during drop-in times throughout the week. No fitness experience is required; all skill levels are welcome.



Membership

Travel

Trips & Tours:

USS and our partners offer a wide range of day trips and extended tours including cruises, culture, adventure travel, mystery trips, and more. These can range from a single day to two weeks and consist of all-inclusive travel opportunities across the country and beyond. Our experienced travel partner consistently researches and delivers engaging opportunities to our members. USS assists members with questions, registrations, and payments.



Education

USS provides many opportunities to continue learning, including private groups for special circumstances, classes on a variety of health topics, and lifelong learning for the joy of learning.

Diabetes Support Group:

A monthly support group for those diagnosed with Diabetes and those who love and care for them. Our partner, Clark Champaign Diabetes Association (CCDA), provides information and resources including nutrition and medication from experts in the field.

Grief Support Group:

A monthly support group that provides grief information, education and support, and the chance to interact with others who are grieving. This provides a space to connect with others and learn cope with grief.

Health Education:

Wellness programs designed to support successful aging are offered regularly at USS. Workshops including Aging Mastery, Healthy Living (Chronic Disease, Diabetes Management, and Pain Management), and Matter of Balance are designed to manage chronic conditions from a holistic perspective.

Lunch & Learns and Dinner & Discussions:

These are scheduled at various locations on topics of interest to the community. Physicians, healthcare professionals, attorneys, insurance agents, and law enforcement representatives are popular presenters.

Springfield Area Institute for Lifelong Learning:

USS organized the Springfield Area Institute for Lifelong Learning (SAILL) with the mission to offer our community a catalog of intellectually stimulating education for adults age 55 or better that inspires discovery and discussion in an informal atmosphere. We offer winter, spring, summer, and fall terms.

Stroke Support Group:

A monthly support group for individuals who have experienced a stroke and those who love and care for them. Our partner, Mercy Health - Springfield, provides information and resources, including the latest research and therapy options available, from experts in the field.

at a Glance ↓

Special Events

USS hosts several special events throughout the year that celebrate older adults and provide access to information and resources in the Clark County community. Membership is not always required for USS special events. Watch your *Center Page* for details about upcoming events.

Dances: *Fee-based*

These events are loads of fun. Entertainment from all over the Miami Valley provides an evening of great music for dancing. Food and drinks are provided by local businesses. It's the perfect night out.

Golden Wedding Party:

This annual event invites all Clark County couples married for 50 years or more to join together in celebration at the Clark County Fair. In addition to receiving a free lifetime pass to the Fair, couples are also invited to enjoy cake, ice cream, and entertainment.

Holiday Celebrations and Recognitions:

USS offers various holiday celebrations and recognitions throughout the year including Black History Month, St. Patrick's Day, Juneteenth, Halloween, and Veterans Day to name a few. These events happen in our centers and throughout the community.

Ice Cream Social:

USS hosts an Ice Cream Social once a year. This is a time for members to come together and enjoy ice cream and entertainment.

Senior Day:

In recognition of Older American's Month in May, USS celebrates with a Senior Day Luncheon. This event includes a presentation of awards to recognize the important contributions of older adults in Clark County.

Senior Living Resource Fair:

This event invites a wide variety of local non-profits and older-adult-focused businesses to introduce their resources to residents of Clark County. From residential living to in-home support and equipment, this event is guaranteed to introduce you to something new.

USS Annual Meeting:

USS hosts an annual meeting to report to the community on our successes and challenges of the previous year. At this event, attendees can learn more about the full scope of services and opportunities USS provides.

Wellness Conference:

This annual event celebrates longevity and focuses on topics that improve and maintain the health of attendees. Local vendors, demonstrations, health screenings, and interactive presentations will ensure that everyone learns something new.



Member Agreement and Waiver

Agreement as to Conduct

As a condition of membership, I agree to comply with all rules, regulations, and policies of United Senior Services (USS) regarding its travel and wellness programs, activities and events, and the use of its facilities and equipment. While on USS premises or participating in USS programs, activities, and events, I shall conduct myself in a civil and reasonable manner at all times. I understand my membership can be rescinded by USS management if I do not comply with all USS rules, regulations, and policies.

As used herein and in the following Waiver of Liability, “facilities” and “premises” shall include not only the principal location of USS but also its satellite facilities, parking lots, patios, and vehicles.

Waiver of Liability

Members must sign yearly membership forms as agreement to the terms listed below. Forms are kept on file at USS at all times.

In consideration of my participation in USS travel and wellness programs, activities and events, and use of USS facilities and equipment:

- I agree, on behalf of myself, my heirs, executors, administrators, and assigns, that USS, its employees, officers, directors, agents, associates, volunteers, and subcontractors, shall not be liable for any damages arising from personal injuries (including death) sustained by me as a result of the use of the equipment or facilities of USS or while participating in USS programs, activities, and events.
- I agree to indemnify and hold USS harmless against any and all claims, demands, damages, rights of action, or causes of action, of any person or entity, that may arise from injuries or damages caused by me with respect to the use of the facilities and equipment of USS or while participating in USS programs, activities, and events.
- I agree to be held solely responsible for my safety and well-being and understand that USS does not provide supervision or assistance for the use of the facilities and equipment. I understand and acknowledge that the use of equipment and facilities involves risk of serious injury and agree to refrain from using any equipment in a manner inconsistent with its intended design and purpose.
- I agree to be held solely responsible for my safety and well-being and understand that USS does not provide medical care, supervision, or assistance during USS activities and travel. I understand and acknowledge that decisions about my physical and mental ability to participate in such activities and travel are personal. I further understand and acknowledge that I may be denied participation by USS staff or USS independent contractors at their sole discretion if there are concerns regarding my safety or well-being.
- I understand and agree that USS is not responsible for personal property that is lost, stolen, or damaged while at the principal location of USS or any satellite location, parking lot, patio, vehicle, or while participating in USS programs, activities, and events.

Policies and Roles of Staff

USS Policies

- USS' intent is to provide a safe and healthful environment. All activities at USS locations and off premises are smoke-free, tobacco-free, and weapon-free. This includes USS parking lots, patios, and vehicles.
- Office/administrative hours at the downtown USS center are 8:30am - 4:30pm, Monday - Friday. Center hours vary by location and are subject to change. USS will make reasonable attempts to notify members of any changes to the schedule via traditional mediums and social media.
- During programs, participants may be photographed by staff for publication. Please inform the photographer if you prefer not to have your photo taken.
- USS reserves the right to refuse or rescind membership for noncompliance with USS policies and procedures at its sole discretion for any reason(s) not prohibited by law and return prorated dues; and remove members from certain activities if rules and policies are not being followed.
- USS reserves the right to ensure that political and religious views and activities do not compromise the Agency's integrity or 501(c)3 non-profit status.
- Diversity, Equity, Inclusion (DEI) Statement:
The USS mission is a reflection of our commitment to eliminate ageist attitudes that diminish the value and dignity of older adults. We believe that the frailties associated with the gift of longevity be supported and honored, not feared nor disregarded. Our advocacy efforts are enhanced by our ongoing commitment to provide a diverse, equitable, and inclusive environment for all individuals in our sphere of influence regardless of age, race, gender, ability, religious belief, sexual orientation or expression, or economic circumstance. We unite with our community to correct social injustices and systemic discriminations that affect our ability to execute our mission. Advocating against systemic barriers and inequalities is an imperative of our stature in the community. We believe engaging people of all ages through our commitment to diversity, equity, and inclusion is essential to our mission and that DEI work is a source of strength, resilience, and hope for transforming ageist attitudes. We support ongoing efforts to improve our DEI competency. We commit resources and leverage key relationships to advance our DEI goals.

Role of Staff

It is the responsibility of staff to provide a safe, congenial atmosphere for members, a responsive, caring attitude with clients, and a helpful, cooperative attitude with local community partners. Members, clients, and partners can trust the integrity of the Agency and rely on our professional support.

The Clark County community can count on USS staff to:

- Maintain a positive, cooperative, respectful, and communicative relationship among all local partners, the community, clients, and members.
- Ensure that USS centers' policies and procedures comply with federal, state, and local guidelines and requirements.
- Implement rules, policies, and procedures necessary to guarantee the safety and well-being of clients and members using our services and facilities.
- Oversee the security and cleanliness of USS facilities.
- Schedule, promote, and supervise a balance of programs, services, and activities in our centers and in the community, and continually monitor them to evaluate effectiveness.
- Communicate with members, clients, and the wider community about programs, activities, and other information that is important to them with newsletters, e-mails, social media, flyers, and press releases.
- Ensure that political and religious views and activities do not compromise the Agency's integrity or 501(c)3 non-profit status.

USS Resource Guide

Springfield and Clark County's Resource for People Age 55 and Better

USS SERVICES

Benefits Counseling

937-323-4948 ext. 114
caring@unitedseniorservices.org

Caring Services Advocacy

937-521-3014
caring@unitedseniorservices.org

Emergency Assistance

937-521-3005
caring@unitedseniorservices.org

Health Outreach

937-521-3016
caring@unitedseniorservices.org

Home Modifications & Repairs

937-323-4948 ext. 211
info@unitedseniorservices.org

In-Home Services

937-521-3012
inhomeservices@unitedseniorservices.org

Meal Services

937-323-9688
info@unitedseniorservices.org

Recreation & Education

937-323-4948 ext. 141
info@unitedseniorservices.org

Support Services

937-521-3010
caring@unitedseniorservices.org

Transportation

937-521-3000
transportation@unitedseniorservices.org

Travel Programs

937-323-4948 ext. 120
info@unitedseniorservices.org

Volunteer Opportunities

937-324-5705
info@unitedseniorservices.org

USS LOCATIONS

Downtown Springfield

125 W Main St • Springfield, OH
937-323-4948
www.unitedseniorservices.org

Enon Satellite

7571 Dayton-Springfield Rd • Enon, OH
937-863-0043

New Carlisle Satellite

1216 W Lake Ave • New Carlisle, OH
937-845-2080

MISSION

Our mission is to enhance the lives of Clark County older adults by offering quality services that promote active, involved lifestyles and independent living.

PARTNER AGENCIES

Area Agency on Aging

937-341-3000

Clark County Combined Health District

937-390-5600

Clark County Mental Health Warmline

937-662-9080

Clark County Veterans Service

937-521-2030

Medicare

1-800-633-4227

Social Security Administration

1-800-772-1213

United Way Resource

211

Generous donors help USS to ensure that all older adults in our community can take part in activities at our centers and that essential services like meal delivery, transportation, and in-home care are available when the time comes. Today, tomorrow and for years to come, USS is prepared to serve. If you are interested in supporting the USS mission, please call 937-323-4948. Thank you to our donors for keeping USS and our community strong!