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## HUMAN SERVICES DELIVERS PROGRAMS, PARTNERSHIPS AND PAYING IT FORWARD



"BRIDGING IS A GREAT PROGRAM THAT CARES ABOUT PEOPLE AND THEIR NEEDS. HUMAN SERVICES STAFF WAS HELPFUL AND KNOWLEDGEABLE ABOUT THE PROGRAM. THEY CONNECTED US TO BRIDGING AND GAVE US THE RESOURCES WE NEEDED."

JEFFERY AND  
LUCINDA CHANDLER



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**H**uman Services provides valuable programs and events for seniors, young people, low-income families, multicultural communities and individuals with disabilities who are eligible to get connected to local, county and state nonprofit services as well as other valuable resources. Through programs, partnerships and volunteer opportunities like those below, Human Services is making Bloomington a better place for all residents.

### Programs for seniors

Senior programs provide a great way for older adults to stay active and connected to their community. Some programs, such as Wii Sports and Bone Builders, focus on strength training. Others, like Dakim Brain Fitness, help keep minds and reflexes sharp. The Gardening and Flower clubs offer participants a way to stay fit and active while making new friends. Last summer, Flower Club participants planted and maintained flower beds on the corner of Normandale Boulevard and 84th Street.

The Senior Dining Program provides qualifying participants with low-cost or free meals at Creekside Community Center. Through the program, older adults, many who live alone, have the opportunity to experience companionship with their peers, cultural learning events and entertainment all close to home. In

2012, the Senior Dining Program served nearly 15,000 meals.

### Partnerships with local nonprofits

By partnering with local nonprofit agencies like Bridging, Loaves and Fishes and Meals On Wheels, as well as collaborating with local community organizations, Human Services brings additional services and financial resources to residents.

Human Services has worked with Bridging, a Bloomington-based nonprofit organization that provides furniture and household goods to thousands of local families and individuals in need, for more than 15 years. Once eligibility and furniture needs are determined by Human Services, families are connected to a Bridging representative. In 2012, Human Services conducted 35 home visits to assess the furniture needs of families in crisis.

"We are proud of our ongoing partnership with the City of Bloomington," said Bridging Executive Director Sara Sternberger. "It is an honor to help those in need in the city where we are based."

In the aftermath of the August 2013 storm, Human Services partnered with Bloomington Covenant Church to coordinate tree debris removal for dozens of residents in need.

### Volunteers pay it forward

Human Services staff does a great job, but they can't do it alone. The division relies on volunteers to facilitate

its programs and services and, in turn, residents are provided with a way to "pay it forward" to their community. Each year, Human Services works with an average of 300 volunteers who help serve meals and wash dishes at the City Diner, deliver meals to individuals, and lead programs like chair aerobics, yoga and bocce ball.

Pat Juvland, pictured below, has been volunteering for Creekside's special events since August 2012. Juvland said volunteering has been a life-changing experience.



"I've volunteered more than 125 hours to the Senior Program," she said. "It has given me the opportunity to give back to my community, meet new people and feel valued."

For more information on these featured programs and services, call Human Services at 952-563-8733 or 952-563-8740 TTY or visit the City's website.

**WEBSITE KEYWORDS: HUMAN SERVICES.**

### DID YOU KNOW?

In 2012, Human Services worked with the nonprofit organization Loaves and Fishes to nearly 38,000 meals to residents from its Creekside Community Center location.

### STAY UP-TO-DATE WITH E-SUBSCRIBE

The City offers a variety of online tools to help you stay informed about City news, programs, events and more. For example, you can sign up for updates on the Human Services Senior Program using E-Subscribe. This free subscription service sends e-mail and wireless notifications when updates to our most popular Web pages are posted. To receive e-mail updates about current Human Services news and events, go to the City's website, click on E-Subscribe and subscribe to "Human Services."





## BE SURE TO CHECK IN!

A new touch screen kiosk is making Senior Program reservations easy. Human Services recently unveiled a new check-in kiosk that gives Senior Program participants the power to sign up for programs and make lunch reservations using a simple touch screen keypad. According to Human Services Program Coordinator Melissa Wurst-Persaud, the kiosk also serves as a way for Human Services to track program attendance in a fast, efficient manner.

“Senior Program members are really enjoying the ability to select options themselves using the touch screen,” she said. “An important feature is that the screen itself is very easy to read.”

## DID YOU KNOW?

In 2012, a revamped lunch program for older adults resulted in an 84 percent increase in participation over 2011.



## FOR YOUR READING PLEASURE

Catch up on your reading by borrowing a book from the Little Free Library located outside the west entrance of Creekside Community Center, 9801 Penn Avenue South. The Little Free Library is filled with donated books available to anyone who wants to read them.

The library can hold up to two dozen volumes and works on an honor system – a sign on the side of the library reads “Take a Book, Leave a Book.” The Creekside Little Free Library was designed and built by Creekside woodworker Lenn Lacher and his wife, Mary.

## A PLACE FOR EVERYBODY

Creekside Community Center, 9801 Penn Avenue South, is a place where you can feel at home. A staple in the community for more than 40 years, Creekside offers a variety of spaces that make it the ideal venue for special events, classes, workshops and more. The Human Services Senior Program finds its home at Creekside. The program provides adults ages 55 and older and younger persons with disabilities countless opportunities for socializing, physical fitness and continuing education. Creekside is open seven days a week, including evenings. Evening and weekend usage ranges from open houses, business meetings and faith community gatherings.



## FIT OVER 50

### SENIOR HEALTH AND FITNESS PROGRAMS

Human Services invites you to keep healthy and active with the following programs for adults age 50 and older. To register, call 952-563-4944 or 952-563-4933 TTY, e-mail [reservations@ci.bloomington.mn.us](mailto:reservations@ci.bloomington.mn.us) or visit the City’s website. Programs take place at Creekside Community Center, 9801 Penn Avenue South, unless otherwise noted.

WEBSITE KEYWORDS: SENIOR FITNESS.



#### LOW-IMPACT AEROBICS

Don’t miss out on these free, low-impact exercise classes for adults, ages 50 and older, and individuals with disabilities. Classes take place on Tuesdays and Thursdays, 9 - 10 a.m., at Creekside. Registration is not required and classes are ongoing.



#### BLOOMINGTON FLOWER CLUB

Gardeners of all levels, from novice to master, can participate. Gardening is an excellent way to improve and maintain overall health. It increases endurance, flexibility and strength. The Flower Club is also a good place to make new friends.



#### A GENTLE FORM OF YOGA

Chair yoga is a gentle form of yoga and ideal for those who are unable to participate in traditional yoga. Look for this once a week session offered on Friday mornings.



#### LEARN HOW TO DEFEND YOURSELF

Join Self Defense for Seniors to boost self-awareness, improve physical performance and benefit from social connections through karate, tai chi and other fighting techniques. Participants meet once a week for an hour.



#### WII BOWLING

The Wii bowlers meet on Fridays, 1 - 3 p.m., for an afternoon of fun and exercise. Friendly games are played using the Nintendo Wii system for low-impact, interactive fun.

## FOOD RESOURCES TO MEET YOUR NEEDS

### MAKE A DATE FOR LUNCH

Human Services hosts multiple lunch events each month, featuring special menus, door prizes, entertainment and guest speakers. Upcoming events include Birthday Bashes, Bingo and Lunch, and a St. Patrick’s Day lunch. Meals are \$7.25 for guests under the age of 60 and a donation of up to \$3.50 is suggested for guests 60 and older. Reservations must be made at least three days in advance. See page HS4 for a complete list of lunch events.

### SAVING YOU MONEY ON GROCERIES

Everyone should have access to safe, healthy and affordable foods. The Fare For All program offers the opportunity for all citizens to save up to 30 - 40 percent on fresh produce, pasta, rice, beans, frozen meats and other basic food items. There are no income restrictions for this program. Choose from a variety of food packages, including meat, vegetarian and a monthly special. Advance registration is required. For more information or to register, call Creekside at 952-563-4944.

This program is co-sponsored by the Emergency Foodshelf Network.

### HEAT-AND-EAT MEALS

Does having dinner delivered to your front door sound good? Enjoy the freedom to dine when you want while having your choice of more than 80 different home-delivered meals. Meals are ordered and delivered weekly. Complete an order form each week and return it to the driver delivering your meals. Heat-and-eat meals are available to Bloomington residents ages 60 and older. Volunteers are needed to deliver frozen meals to Bloomington residents.

For more information, contact Human Services at 952-563-8733.

### SHOP THE BUYER’S CLUB

Stop by the Creekside Buyer’s Club, where you will find a variety of fresh produce, pasta, nuts and other staples. These products are available in small quantities at reasonable prices. The Buyer’s Club is operated by volunteers of the Bloomington Senior Program. The club is open every Thursday, 9 - 11:15 a.m., and 12:30 - 1:30 p.m.





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## DID YOU KNOW?

In 2012, Human Services worked with FreePhone Minnesota to provide more than 200 phones to individuals on government assistance.



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## WORKING TO PROTECT YOUR HUMAN RIGHTS

### BREAKING DOWN BARRIERS

#### Q & A WITH HUMAN SERVICES ADMINISTRATIVE COORDINATOR TRACY SMITH

**T**he Americans with Disabilities Act (ADA) was created in 1990 to provide broad anti-discrimination protection for all persons with physical and mental impairments that substantially limit one or more of their major life activities. Human Services Administrative Coordinator Tracy Smith is the ADA designee for the City.

**Q:** What areas are covered by the ADA?

**A:** The ADA covers employment, public services, public accommodations, services operated by private entities and telecommunication relay services. The City has made a commitment to serve individuals with disabilities and to make sure every individual has access to all services, public and private.

**Q:** What actions can residents take if they feel they have been discriminated against because of a disability?

**A:** Residents should contact the Human Rights Commission at 952-563-8733. Disability is one of the protected classes under the Minnesota Human Rights Act. Protection is provided in employment, housing, public accommodations, public services, education, credit and business.

**Q:** Are all public and private businesses required to be ADA-compliant and accessible?

**A:** There are some limited situations where a business does not need to comply with the ADA. However, other laws may require compliance. Most businesses operate under the spirit of the ADA law and work quickly to address accessibility issues and create accommodations.

**Q:** Who can residents call for more information?

**A:** Bloomington residents should call Human Services at 952-563-8733. The City can address and advise on areas of facility and program accessibility both within the City's organization and in the greater community. In addition, Human Services staff handles ADA complaints and inquiries.

## HUMAN RIGHTS COMMISSION

**S**ince 1968, the Bloomington Human Rights Commission has advised the City Council on a variety of important human rights issues. The nine-member commission recognizes community members for their outstanding efforts in the area of human rights through the Omar Bonderud Human Rights Award. See story at right. The Commission's primary focus is promoting programs and activities that build an inclusive and accessible community.

**WEBSITE KEYWORD: HRC.**



### THE HUMAN RIGHTS AWARD WINNER IS...

**S**tephanie Hope Smith was selected as the recipient of the 2013 Omar Bonderud Human Rights Award. Smith was presented with the award at a December 2 City Council meeting.

Smith was recognized for her tireless work organizing the 2012 World Peace and Prayer Day for Minnesota's Dakota community. The event included a two-week horse ride, culminating at Bdote, Minnesota (the confluence of the Minnesota and Mississippi River near Fort Snelling). The focus of the event was reconciliation and healing after the forcible removal of the Dakota people from Minnesota following the US-Dakota Indian War of 1862.

Smith penned the Bdote Peace Accord, acknowledging Bdote as a sacred



site, which was signed by Governor Mark Dayton earlier this year. In August 2013, Smith presented her Universal Code on Holy Sites to the United Nations.

### ENCOURAGING PEACE

**T**he Human Rights Commission invited Joan Steffend to speak in honor of International Day of Peace on Monday, September 16, at Bloomington Civic Plaza. More than 75 people came to hear the author and TV personality speak about her latest book, "Peace In, Peace Out."



## CELEBRATING BLACK HISTORY MONTH

**T**he Human Rights Commission will be hosting several special events throughout February to celebrate Black History Month.

### THEY PLAYED FOR THE LOVE OF THE GAME

This special exhibit, curated by baseball historian Frank M. White, highlights Twin Cities baseball players from the 1940s, 50s and 60s. The exhibit will include artifacts and historical video footage and will be on display at Bloomington Civic Plaza, 1800 West Old Shakopee Road, February 3 - 28.

### LEGACY OF MINNESOTA BLACK BASEBALL EXHIBIT AND THE MINNESOTA TWINS

Branch Rickey broke the color barrier in professional baseball by signing Jackie Robinson to the Brooklyn Dodgers. Join us on **Thursday, February 27, 6:30 p.m.**, at Bloomington Civic Plaza, 1800 West Old Shakopee Road, for a special presentation by baseball historian Frank M. White. The event will feature a reenactment of Branch Rickey and stories about the roots of black baseball in Minnesota, from the Minneapolis Millers to the Minnesota Twins.

#### Other events include:

- Coffee with the Curator sessions and personal tours of the Bloomington Civic Plaza exhibit. For more information, visit the City's website.
- Black History in Baseball lunch event at Creekside Community Center, 9801 Penn Avenue South, **Friday, February 7, 11:30 a.m.**

In addition, be sure to visit Oxboro Library, 8801 Portland Avenue South and Penn Lake Library, 8800 Penn Avenue South, for special Black History Month book selections and events.

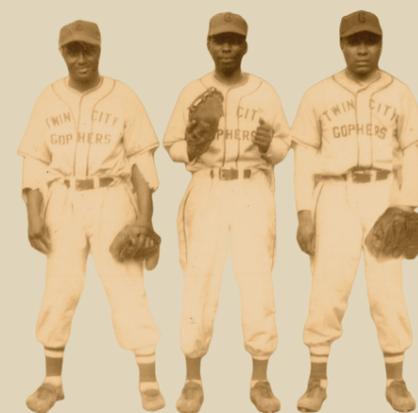


PHOTO COURTESY OF FRANK M. WHITE

# DON'T MISS THESE SPECIAL EVENTS

## YOUR TICKET TO FUN

**H**uman Services' special events are your ticket to exploring different cultures, savoring good food and enjoying a wide variety of learning and entertainment options. Events take place at Creekside Community Center, 9801 Penn Avenue South, or Bloomington Civic Plaza, 1800 West Old Shakopee Road, where noted below. In addition to regular lunches, Human Services hosts several lunch events each month, featuring special menus, door prizes, musical entertainment and guest speakers. Meals are \$7.25 for guests under the age of 60 and a \$3.50 suggested donation for guests 60 and older. Reservations must be made at least three days in advance. All lunch events begin at 11:30 a.m.

For more information on these activities, visit the City's website or call Human Services at 952-563-4944 or 952-563-4933 TTY.

WEBSITE KEYWORDS: CREEKSIDE CALENDAR.

**JANUARY 8** **YODEL-LAY-HEE-HOO LUNCH**  
Enjoy a special meal and traditional alpine music by Flemming Fold.

**JANUARY 15** **HEALTH AND WELLNESS FAIR FOR SENIORS**  
Learn about the latest physical therapy treatments from St. Catherine University Doctoral of Physical Therapy students at Bloomington Civic Plaza.



**FEBRUARY 7** **FOR THE LOVE OF THE GAME**  
This special lunch event features a baseball history presentation by notable baseball historian Frank M. White.

**FEBRUARY 14** **VALENTINE'S DAY LUNCH**  
Bring your sweetie for a Valentine's Day lunch date and some sweet treats.

**FEBRUARY 27** **BLACK HISTORY IN BASEBALL**  
Frank M. White presents highlights from Jackie Robinson and Branch Rickey's careers, 6 p.m., at Bloomington Civic Plaza.

**MARCH 17** **ST. PATRICK'S DAY LUNCH**  
Drape yourself in green and get in the St. Patrick's Day spirit at this lunch event.

**APRIL 17** **HOEDOWN, THROWDOWN PARTY LUNCH**  
Grab your boots and cowboy hats and get ready to move at this country hoedown.

**MAY 1** **ANNUAL SENIOR POETRY CONTEST OPENS**  
Submit your best poetry to this annual contest, open to adults ages 50 and older and people with disabilities.

**MAY 2** **DIVERSITY AND PEACE DAY**  
Enjoy Diversity Day exhibits hosted by high school students, 9 a.m. - 1 p.m., at Jefferson High School, 4001 West 102nd Street.



**MAY 13** **ABBOTT NORTHWESTERN/ARTHRITIS FOUNDATION COMMUNITY SEMINAR**  
Learn from the experts about the many options available to treat arthritis, 1 - 3 p.m.

**MAY 21** **OLDER AMERICANS MONTH LUNCH**  
Celebrate Older Americans Month with Mike Lynch at Bloomington Civic Plaza.

**JULY 3** **PARTY IN THE U.S.A. LUNCH**  
Wear red, white and blue and enjoy lunch with your friends while you celebrate America's birthday.



**AUGUST 16** **POETRY CONTEST RECEPTION**  
Meet the winners of the 2014 poetry contest and hear them read their winning poems, 4 - 6 p.m.

**SEPTEMBER 30** **TRAVEL SERIES: ST. OLAF'S DAY IN NORWAY LUNCH "VELKOMEN TO NORWAY"**  
Learn about Norway's traditions and add a new holiday to your celebrations.



## BIRTHDAYS AND BINGO!

**J**oin Human Services for monthly birthday and lunch bingo parties. Celebrate your birthday with cake, ice cream and photos. Enjoy a delicious lunch and stay for bingo with prizes. Visit the City's website for details or call 952-563-4944 or 952-563-4933 TTY.



## BREAK OUT THE KITES

**E**njoy an afternoon of kite flying at the annual Kite Day celebration, **Saturday, May 17, 1 - 4 p.m.**, at Valley View Playfield, 9000 Portland Avenue South. There will be amazing kite-flying demonstrations by the Minnesota Kite Society, musical entertainment, a kite contest and plenty more.

This annual event is sponsored by Human Services, Bloomington Sister City Organization, Parks and Recreation, and Ziegler Power Systems.



## GET ACQUAINTED WITH CREEKSIDE

**H**uman Services invites you to attend a welcome session to learn more about the programs offered at Creekside. Enjoy a complimentary lunch, receive a welcome packet, tour the facility with a senior leader, and watch a video showcasing all that Creekside has to offer. Sessions are held the second Thursday of each month at 9:30 a.m. To register, call 952-563-4944 or 952-563-4933 TTY.

## COFFEE TALKS

**C**offee Talks feature speakers who share information on a variety of important health and wellness topics, including long-term care, home improvement loans, dealing with chronic pain and more. These free events take place multiple times throughout the year, 10 - 11 a.m., at Creekside Community Center. To register, call 952-563-4944 or 952-563-4933 TTY.