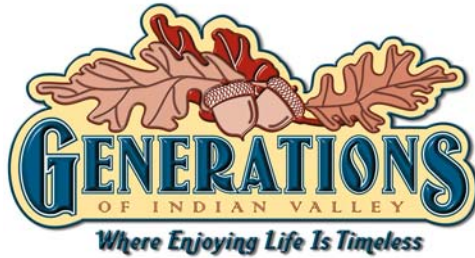


Generations of Indian Valley
Volunteer Handbook
January 2021



Dear Volunteers,

Welcome to Generations of Indian Valley! We hope that you find your volunteer experience here to be extremely rewarding.

Volunteers serve Generations in many different areas – from clerical assistance, to greeters at our front desk, to helpers in the kitchen, to fund-raising assistance, to meal delivery, to maintenance or grounds help... to you name it! Without our volunteers we never could begin to accomplish our mission of providing a community of support and friendship for active adults.

We want your volunteer experience to suit you well. Some of our volunteers participate on a regular schedule while others help only for special projects or occasions. Some volunteer extensively while others help from time to time. Whatever suits your interest and your lifestyle is helpful to us.

This volunteer handbook is intended to be a resource for you that will help to explain our organizational values and our expectations of the people who represent us. If you should have any questions or concerns at any time, please feel to talk with the staff member most closely working with you or, if that is not satisfactory, with me.

Again, on behalf of the whole Generations family, welcome... and thank you for your volunteer service. Never underestimate your important role in our work together!

Sincerely,

Douglas Eschbach,
Executive Director

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Generations Mission:

Generations is...

A place of welcome and friendship for active adults

A community of people committed to learning, growth, and mutual support

A gathering, where the needs and joys of the community can be shared

A spirit of partnership and caring which lasts....

...from generation to generation

A Brief History of the Organization

Founded in 1968, the Senior Adult Activity Center of Indian Valley provides support services to adults age 55 and older. In January of 2008 the agency began doing business as “Generations of Indian Valley” in order to increase its appeal to the next aging demographic. Through its programming, Generations helps adults to remain active, healthy, and living in their own homes for as long as possible. Activities and classes are promoted in the areas of exercise, nutrition, wellness, recreation, and education. Most programs and services are free of charge. A staff of 10, along with subcontracted instructors and over 200 active volunteers insure that the programming for this 3,500 member center is diverse and exciting. On average, 250 seniors participate at the Center daily.

Multiple partnerships with other local non-profit agencies make possible an even wider selection of activities and services. An affiliated Adult Day Services facility on site (operated in partnership with the North Penn Visiting Nurse Association) provides care for seniors with greater needs. Two on-site social workers provide support for seniors in times of transition and provide assistance with insurance needs, legal concerns, and housing issues. A partnership with the Indian Valley Boys and Girls Club provides a healthy snack cart for children attending the Club. A wide variety of community partnerships bring non-senior members of the community to the Center for intergenerational programming and activity.

The noontime meal program at Generations of Indian Valley serves an average of 80 people each day with a hot meal prepared on site by our dietary staff. Generations provides the community Meals on Wheels program -- preparing and delivering over

30,000 meals each year to homebound residents of our service area. The Center's Café is open throughout the day for informal dining.

Volunteer Roles and Program Philosophy

Volunteering to help others benefits both the community and the volunteer! Many of our volunteers have shared with us that the satisfaction and experiences they have enjoyed in their volunteer roles have made a positive impact in their own lives.

Our goal is to utilize the skills and interests of our volunteers to enhance the services provided at Generations, as well as to give the volunteer a meaningful work experience.

As Generations volunteers, you will represent Generations at all times during your volunteer service. It is your responsibility to be courteous in your contacts with the public, and perform your duties promptly and in a safe and reliable manner.

The role of the volunteer is to augment rather than replace paid staff positions. Each volunteer will work most closely with one assigned staff person, to whom they shall report and whose direction shall guide their work. Volunteers are tremendously valuable to each staff person and the relationships that develop between staff members and volunteers are important to us.

We do count on you! Please know that when you volunteer to fill a role at Generations, we need you to be present as much as possible. Of course we understand when people have conflicts or will be away, but we count on you. If you anticipate an absence from your role please inform your staff coordinator.

Our Center benefits from our ability to report volunteer hours. Please keep track of all of your volunteer time by using the "My Senior Center" scan card at the computers located at each building entrance.

Volunteer Qualifications

Please note that in order to volunteer at Generations, individuals must be 12 years of age or older and be willing to complete a PA request for criminal record form.

In addition, individuals must be:

- Able to exit our building independently in an emergency.
- Able to handle all toileting and personal care needs independently.
- Able to comport themselves in an appropriate and non-disruptive manner.

In the event that individuals are unable to meet the expectations listed above, participants must be accompanied by an adult companion or responsible party while completing all volunteer tasks at Generations.

Background Checks

Due to the nature of some volunteer positions, you may be required to undergo a criminal history background check to volunteer. These positions may include, but are not limited to, volunteer driving roles, home delivered meals volunteers, or any volunteer role where you may have direct and unsupervised contact with at risk populations.

The background check may include a criminal history records check, reference checks, and a signed statement from the volunteer relating to their criminal record. Volunteers interested in serving in sensitive positions who refuse to complete background check requests will not be permitted to volunteer.

Volunteer Identification

Volunteers in some roles may be required to wear personal identification. Volunteers in the Meals on Wheels program who deliver to client homes, for example, must wear their Meals on Wheels identification and Meals on Wheels lanyard when delivering so that clients recognize them as approved volunteers of the program. Other volunteers in roles that involve greeting the public may be asked to wear identification, too.

Safety and Emergency Procedures

The safety of our clients, volunteers, and staff members is of highest importance to Generations. It is expected that all staff members and volunteers conduct their roles in a manner which makes safety a primary concern. And, in addition, if in the course of their work any volunteer or staff member should discover the safety of another person compromised or endangered, they are encouraged to report this to the Executive Director so that a safe setting can be restored.

In the case of an emergency or fire, the staff will direct you in evacuation procedure. The staff is trained to handle emergencies. In the case of an emergency, your personal safety is of utmost concern.

Personal Use of Technology

The use of Center technology open to all Center participants (such as Wi-Fi, for example) is permitted for personal usage when the volunteer is not acting in their volunteer capacity. Volunteers who are uncertain about their use of the Center's technology should check with their partnered staff person for guidance. Please limit the use of your own personal technology devices to "down" times when you are not fulfilling other more pertinent volunteer duties.

Smoking

Generations is committed to encouraging healthy lifestyles and practices in all of its programming. Volunteers acting in the service of Generations are not permitted to smoke while on duty. No smoking is permitted in the Generations facilities or on the Generations grounds at any time.

Grooming

It is the Center's intent that all volunteers dress for their own comfort during work hours. However, the professional image of the Center is maintained, in part, by the professional appearance of our employees and volunteers.

All volunteers should practice common sense rules of neatness, cleanliness, and comfort. Professional appearance also means that the Center expects volunteers to maintain good hygiene and grooming while working.

Elder Abuse Reporting

Any volunteer who has reason to believe that an at-risk adult has been abused or neglected shall report this or cause this to be reported within twenty-four hours to law enforcement officers, their staff supervisor, or the Center Executive Director.

Any volunteer who makes a report or allegation of elder abuse or neglect, knowing the allegation to be false or who makes an allegation in bad faith or with malice shall be liable to the party against whom the allegation was made and shall be subject to dismissal from their volunteer position.

Standards of Conduct

The Center expects and maintains a work environment of respect and professionalism. All staff members and volunteers are required to conduct themselves in a courteous manner toward each other.

The following list, while not all-inclusive, outlines examples of unacceptable behavior:

1. Any conduct violating a federal, state, or local law
2. Any threat of harm against another (direct or indirect)
3. Any physical violence against persons or property
4. Any possession or carrying of a weapon or any type
5. Theft
6. Refusal or failure to carry out assignments or duties
7. Conduct or speech that violates commonly accepted standards of a professional workplace
8. Any speech or conduct deemed disrespectful

9. Any disruptive behavior, outbursts, or altercations
10. Intimidating or bullying others
11. Inability or refusal to work harmoniously with others.
12. Reporting for work under the influence of alcohol, drugs, or other controlled substances
13. Breaking the Center's confidentiality by sharing personal, or protected information about a Center participant or program client
14. Endangering the safety of a Center participant, client, other volunteer, or staff member

Vehicle Usage

Volunteers who operate their own or Center owned vehicles in the completion of their duties shall have a valid driver's license and shall maintain appropriate levels of insurance on their vehicles. Any violations of traffic laws incurred while in the service of Generations shall be the volunteer's personal responsibility.

Drivers in service to Generations, its clients, or participants are expected to drive defensively, courteously, and safely. All traffic laws shall be properly obeyed. All drivers shall report immediately any revocation of their legal driving privileges. All drivers shall report immediately any accident or violation incurred in their line of service.

Separation and Return of Generations' Property

The Staff Volunteer Coordinator reserves the right to determine whether a volunteer's services are needed at any given time and discontinue volunteer service if necessary.

At the conclusion of a volunteer's service to Generations, all organization property shall be returned to Generations prior to the volunteers last day of service. This includes any keys for the facility or its equipment, or property entrusted to the volunteer for their use in the completion of their volunteer service.

Confidentiality

Volunteers must agree to keep all staff and participant information confidential.

Thank You

Again, please accept our thanks for your service to Generations – its participants, clients, staff, and community. Your partnership in this work is truly valuable and we hope that the personal reward that you find here is as heart-warming as your service to our organization.



**Center Volunteer Program Agreement
(Non-Participants)**

1. Volunteers will complete a volunteer application, provide personal/professional references and participate in an interview conducted by a Generations staff member designated the Staff Coordinator.
2. Generations staff member: _____ is designated as your Staff Coordinator.
3. The Staff Coordinator will identify volunteer opportunities through assessment of participants and Center needs.
4. The Staff Coordinator will assist each volunteer in selection of appropriate job duties, based on information obtained on the application, through reference checks and the interview process.
5. The Staff Coordinator will review job duties and requirements with assistance and input from other facility staff as appropriate.
6. Volunteers will receive orientation to and a Volunteer Handbook to the Center.
7. Volunteers will receive training regarding specific duties as identified on the volunteer job assignments.
8. The designated Staff Coordinator will have primary responsibility for directing a volunteer's work performance.
10. Volunteer program participation should be maintained at a minimum of four volunteer hours per month unless otherwise specified by The Staff Coordinator.
11. Volunteers must be at least 12 years of age to work independently. Any volunteer less than 12 years of age must be supervised by an adult unless otherwise specified by the Staff Coordinator.
12. Volunteers are responsible for tracking of their own hours using the My Senior Center computers located at each building entrance.
13. The Staff Coordinator reserves the right to determine whether a volunteer's services are needed at any given time and discontinue volunteer service if necessary.

Please print name above. _____
Please sign name above. _____
Date

I understand and agree to the above terms and policies outlined in the Generations Volunteer Handbook.