

# **Madison Senior Center**



## **Volunteer Handbook**



### **Welcome Volunteer:**

The Board of Directors and the staff of the Madison Senior Center appreciate your assistance in “promoting successful aging.” Your skills, talents, and enthusiasm will enhance the quality of the programs and services that are provided here.

We want your volunteer service to be rewarding and enriching. This volunteer handbook will orient you and serve as a reference guide. Please feel free to ask questions and learn more about the Madison Senior Center. All of us want you to understand and enjoy your work.

Welcome to the Madison Senior Center. Your involvement and support makes it possible for the Senior Center to fulfill its mission. Thank you for your contribution to our success.

Sincerely,

Christine Beatty  
Director

### **Reassignment and Dismissal of a Volunteer**

Volunteers who do not satisfactorily perform their volunteer assignment(s) may be reassigned to a more appropriate position and/or will be provided additional training and supervision. The Volunteer Coordinator will discuss the reasons for concern and potential changes with the volunteer prior to taking such action. Volunteers who do not adhere to the rules and procedures of the agency or who repeatedly fail in their assignments may be dismissed. The volunteer will have the opportunity to discuss the reasons for the possible dismissal with supervisory staff, the Volunteers Coordinator and/or the Senior Center Director.

Possible grounds for immediate dismissal may include, but are not limited to: misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of customers or coworkers, failure to abide by agency policies and procedures or repeated failure to perform assigned duties.

### **Liability Waiver Statement**

All volunteers are required to accept by their signature the Liability Waiver which is part of the Volunteer Application Form. The statement is: I understand that my services are being offered on a voluntary basis without anticipation of financial remuneration. I shall indemnify and hold harmless the City of Madison, its Board and Commission and their officers, agents and employees from and against all claims, demands, loss of liability of any kind or nature for any possible injury incurred during volunteer service.

Revised 10/2009

## Staff Responsibilities

- Christine Beatty, Director ..... 267-8652  
*cbeatty@cityofmadison.com*  
Responsible for administering the programs, operations and functions of the Senior Center, including program and fiscal planning, staff supervision, public relations, fund raising and facility maintenance.
- Karen Cator, Office Manager ..... 266-6290  
*kcator@cityofmadison.com*  
Provides administrative support for the Senior Center, which includes purchasing and payroll. Schedules use of facility by City, public and older adult groups.
- Pat Guttenberg, Program Coordinator ..... 267-8652  
*pguttenberg@cityofmadison.com*  
Develops, implements and evaluates Senior Center programs, activities and services. Provides information about the Senior Center through various public media.
- Rick Orton, Volunteer Coordinator ..... 267-2344  
*rorton@cityofmadison.com*  
Recruits, trains, evaluates and supervises the Senior Center volunteer program, which includes youth, various groups, older adults and other community members for service in and out of the Senior Center.
- Suzanne Smith, Senior Center Assistant ..... 267-8651  
*ssmith@cityofmadison.com*  
Provides support to the operation of the volunteer program as well as to special projects and events of the Senior Center. Oversees Front Desk activity and assists with Front Desk volunteer training.
- Jeff Thompson, Custodian ..... 266-6581  
Provides custodial and cleaning tasks at the Senior Center. Arranges room set up to correspond to needs of facility users.
- Janet Weitz, Senior Center Assistant ..... 267-8683  
*jweitz@cityofmadison.com*  
Provides support to the operation of the educational and social programs of the Senior Center.

## Senior Center Mission Statement

“The Madison Senior Center, a city agency, involves older adults in their community and the Senior Center, as leaders, teachers and learners; provides a balanced, diverse and coordinated program; and promotes the Senior Center as a model of the aging and the aged.”

## Purpose of the Volunteer Program

The Volunteer Program of the Madison Senior Center promotes the use of skills and talents of people of all ages to meet the needs of seniors and encourages the continued involvement of seniors in leading and organizing programs that benefit themselves and the entire community.

## Benefits of Becoming a Volunteer with the Madison Senior Center

- ❖ Personal Satisfaction  
Many of our volunteers report that their greatest reward comes from helping others. The personal and professional growth, the challenges and the friendships of volunteer experiences are rewards that last a life time. The opportunity to be of service to others is an important aspect to volunteering.
- ❖ IRS Deductions  
Federal income tax regulations allow some tax deductions for non-reimbursed expenses incurred while providing service on behalf of a charitable organization. Since these regulations change frequently, please check with your accountant or the IRS for the most current information.

## ❖ Recognition

Volunteers are recognized every day as a sign of appreciation for service given. Volunteers receive birthday cards, discounted community entertainment tickets, when available, and for those assigned to the Nutrition Site, free nutrition site lunches, when working. There is also a series of Senior Center events and activities which are either free or have been discounted to honor the contribution volunteers provide the Madison Senior Center. Please ask for the “Volunteer Recognition Program” card which is issued yearly.

## Background Information

The Madison Senior Center was opened in 1983. In 2008, over 7,000 participants age 50 years and older attended more than 2,600 services or events held at the Madison Senior Center. Over 300 individual volunteers provide approximately 8,000 hours of volunteer service.

## Funding Sources and Accountability

The City of Madison pays for the staff and building upkeep at the Senior Center. All programs and activity expenses are paid for by the Partnership Fund generated by fundraising activities. Fundraising efforts include an annual donor campaign, a Classic English Tea and a Festival of Wreaths. Foundation gifts, special grants and the Endowment Fund are other sources of money that pay for program expenses at the Senior Center.

## Senior Center Hours

The Senior Center hours are 8:30 a.m. to 4:00 p.m. Monday through Friday. Special programs are also scheduled for evenings or weekends.

## Confidentiality

Volunteers are responsible for maintaining the confidentiality of all privileged information to which they may be exposed while serving as a volunteer. This information may concern personal information about staff, participants and other volunteers or overall agency business.

## Recordkeeping

All volunteers record the number of hours worked on an individual form in the Volunteers Hours Book at the front desk. This is important data for the Senior Center; it demonstrates the involvement and commitment of the community to the facility.

## Team Leaders

In addition to regular orientation and training, the Senior Center promotes the leadership of volunteers. Team Leaders are volunteers asked to take on advanced volunteer leadership roles, sometimes supervising special activities or other volunteers.

- ❖ Please be sure to record your volunteer hours in the Volunteer Hours Book located at the Front Desk. If your volunteer activity is off-site, please keep track of and email or telephone your hours at the end of each month to the Volunteer Coordinator.
- ❖ Please inform the Volunteer Coordinator or other staff if you feel something is not working properly, there is something you are not sure of regarding your assignment, there is a condition or situation you feel is unsafe, or you have an idea that may better Senior Center operations.

### **Orientation**

Orientation will be provided to all volunteers and may occur on a formal or informal basis. Through the orientation process, you will become acquainted with the Senior Center's mission, goals and your volunteer responsibilities. Each volunteer is provided with a Volunteer Handbook and a tour of the Senior Center. Most ongoing volunteer service activities at the Madison Senior Center have a position description that explains the basic duties of each assignment. Please ask about a position description if you have not been provided one.

### **Training**

Volunteer positions require training to enable you to do the job properly. Periodically, in-service training will assist you in learning about your responsibilities. Please plan to attend these meetings, and do not hesitate to ask for help or advice.

### **Parking and Bus Information**

Parking is available in the adjacent Overture Center Parking Ramp or in metered stalls on the street. Another nearby ramp is the State Street Capitol Ramp. Bus lines on State Street and West Washington Avenue pass within two blocks of the Senior Center. Older adults may be eligible for paratransit service. Please discuss specific transportation needs with the Volunteer Coordinator or schedule your ride on Madison Metro.

### **Holidays**

The Madison Senior Center is closed on the following days:

- ❖ January 1
- ❖ Martin Luther King Day (3rd Monday in January)
- ❖ Memorial Day
- ❖ Independence Day
- ❖ Labor Day
- ❖ Thanksgiving
- ❖ Day after Thanksgiving
- ❖ December 24
- ❖ December 25 (except for Holiday Meal)
- ❖ December 31

## **Inclement Weather**

The Senior Center will be open unless the Mayor notifies local radio stations that city services have been suspended due to inclement weather. Specific programs held at the Senior Center may cancel, so call first before venturing out.

The Senior Center Nutrition Site is closed when the Madison Metropolitan School District closes schools.

## **Smoking Prohibited**

All City of Madison buildings are smoke-free. Smoking is permitted only in a designated area outside in the courtyard mall.

## **Policy and Procedure Manual**

The Board of Directors has established a Policy and Procedures Manual. Participants and Volunteers are encouraged to review this manual, which is located at the Front Desk.

## **Rentals**

Community organizations and individuals may rent rooms at the Senior Center for conferences, special meetings or events. Senior groups may use the facility without charge but must make prior arrangements. Fee schedules and information are available by calling 266-6290.

## **Volunteer Appearance/Behaviors**

You are part of the impression customers and visitors develop of the Madison Senior Center. Please dress appropriately. Casual dress which is clean and neat is fine. We strive to treat our visitors and guests with a professional and respectful attitude while keeping our atmosphere friendly and “light.”

## **Name Tags**

All volunteers who perform regular service assignments at the Senior Center will be issued a name tag. If you have lost your name tag or did not receive one, please inform the Volunteer Coordinator.

## **Attendance**

As a Senior Center Volunteer, your work is important. When you are scheduled to work:

- ❖ Please be on time.
- ❖ Please be prompt in reporting for and carrying out your assignment. Your fellow volunteers and staff are depending on you.
- ❖ Please plan to serve your entire shift.
- ❖ If you are unable to work the hours for which you are scheduled, please notify the Volunteer Coordinator and/or appropriate other staff as soon as possible.
- ❖ Please remember to record your visit to the Madison Senior Center in the Participant Sign-In Book at the Front Desk anytime you come to the Madison Senior Center, including when you come to volunteer.