

HAMILTON TOWNSHIP SENIOR CENTER VOLUNTEER HANDBOOK



Welcome Volunteers!

Thank you for volunteering your time, talents and services to the Hamilton Township Senior Center. The Hamilton Senior Center is dedicated to providing the highest level of services and activities to all our members and the community.

This manual will serve to guide you through your volunteering efforts and to inform you of the Center's policies and procedures.

Mission Statement

The Mission of the Hamilton Township Senior Center is to promote the most enriching quality of life for our Hamilton Township Seniors. The center is a community focal point where older persons can gather together for activities and services, which enhance their dignity, support their independence and encourages involvement in and with the community. We have developed and implemented programs and activities in the areas of health and fitness, education, recreation, socialization and volunteerism. Our goal is to increase public awareness and promote active participation of our senior population. We welcome suggestions!

Operating Hours

Our operating hours are from 8:00 am to 4:00 pm Monday through Friday with extended hours until 7:00 pm on Thursdays. All seniors are requested to exit the building 15 minutes before the closing time. The center is closed on all weekends and legal holidays. The Center is also closed for maintenance on the days of the Spring and Fall Dinner Dances.

Contact Information

Kathleen Fitzgerald, R. N. B.S. N. – Supervisor of Senior & Veteran Services

The center is located at: 409 Cypress Lane, Hamilton, NJ 08619

Telephone number: 609-896-3686

Fax phone number: 609-588-8074

Web Address: www.hamiltonnj.com

Email: KFitzgerald@hamiltonnj.com

Eligible for Membership

All seniors 60 years old and older that are a resident of Hamilton Township, their spouses and individuals who are receiving Social Security Disability Insurance regardless of age are eligible for membership. New members must provide us with 2 proofs of residency in the township. Accepted documents are listed on the flyer at the Front Desk. Individuals receiving SSDI must provide us with a copy of the letter approving them for SSDI or a copy of their annual statement.

The following are examples of some of the programs and services offered at the Hamilton Senior Center.

Activities

Daily Activities:

Billiards, Bingo, Bocce Ball, Card Playing, Computer Lab, Fitness Room, Games, Jigsaw Puzzles, Ping Pong, Shuffleboard, Swimming (limited hours) and TV watching.

Weekly Activities:

Ballroom Dancing, Bingo (in the afternoon), Card Making (1st & 3rd Thursday of the month), Chair Exercise, Choral Group, Computer Classes, Daily Bread, Dominoes, Education Classes, Health Screenings, Line Dancing, Mah Jongg, Rummikub, Scrabble, Wii and Zumba.

See weekly newsletter (available on 1st table) for day(s) of the week and times for all activities.

County Nutrition Program:

The senior center is a site for the County Nutrition Program for the Elderly. The program serves lunch daily to seniors that are members of the program. All seniors in Mercer County are eligible for the program. All seniors must complete the paperwork for the county, this paperwork is separate from the paperwork required to join the center. The paperwork is available from the dining room staff 8:30 am to 12:30 pm daily. If a senior lives outside of Hamilton Township, they may have lunch in the Main Dining Room and play morning Bingo, watch TV, but are not permitted to use the rest of the facility.

Trips

Atlantic City:

Between March and November the center runs a trip to a different casino each month. Flyers for each monthly trip will be on the "Trip" table across from the Dining Room approximately one month before the date of the trip. The cost is usually under \$20.00 per person.

Dinner Theaters:

The Center arranges trips to different Dinner Theaters throughout the year. These Dinner Theater meals are usually held at lunchtime. Departure from the center is in the morning and you usually return late afternoon or early evening. All flyers will be on the "Trip" table across from the Dining Room. The cost of these trips will vary depending on the location and theater.

Shuttle Bus:

On occasion, the center will run trips to various places during Spring and Summer. Shuttle bus transportation is free, only expenses incurred would be for lunch, shopping, etc. Flyers will be on the "Trip" table across from the Dining Room.

Information & Assistance

Emergency Cell Phone Program:

The center will supply Hamilton Seniors with a cell phone for the use of 911 calls **ONLY**. Only one phone per household is permitted. If interested in receiving a cell phone, stop by the Front Desk or call 890-3686 to make an appointment.

Income Tax, Homestead Rebate Preparation:

AARP/H&R Block volunteers will help seniors with income taxes and the homestead rebate applications. Volunteers are at the center one day per week between February and mid-April.

Appointments are necessary. See a staff member or call 890-3686 to make an appointment.

Legal Aid:

Mercer County Legal Services will meet with qualified seniors at the Center. All seniors must call Legal Services at 695-6249 ext. 2411 to be screened and qualifying seniors will be given an appointment here at the senior center.

Medical Equipment:

The Center has donated medical equipment such as canes, crutches, commodes, walkers, wheelchairs, etc. A Deposit of \$10.00 is required and refunded when the equipment is returned in good condition.

NJ EASE Access Site:

NJ Ease is a statewide program of information and assistance for the older adult. Information is available, referrals given and coordination provided on services and programs for seniors on local, county, state and federal levels. Includes options on senior housing, home care and entitlement programs.

NJ Shares:

NJ Statewide Heating Assistance and Referral for Energy Services is a fund for individuals who may not otherwise qualify for low income assistance programs. Individuals applying for NJ Shares must meet NJ Share qualification guidelines. Middle-income households with a temporary hardship due to illness or other misfortune might be eligible for the program. Call 890-3686 for more information.

Operation Re-Assurance:

Operation Re-Assurance puts our senior and disabled population on daily contact with our Police Division who makes it their mission to affirm the safety and welfare of those persons on

a daily basis. If you would like to participate in this program contact the Hamilton Township Police Department personnel at 581-4033.

PAAD/Senior Gold:

A statewide program for assistance in helping older adults with prescription costs. For assistance in completing the application, please stop by the Front Desk or call 890-3686 for an appointment.

SHIP:

Senior Health Insurance Program of trained volunteer counselors who assist with completion of Medicare and supplemental health insurance forms and review of policies. Call 890-3686 for an appointment.

Mercer County Surrogate's Office:

For your convenience, the Surrogate will meet with you at the Hamilton Township Senior Center on the 3rd Tuesday of each month. **To make an appointment, you must call the Surrogate's Office at 989-6331.**

Handyman Helper:

Handyman Helper Program makes small home safety related repairs for Hamilton Township Seniors. The labor is provided at no cost; the homeowner pays only for materials. Examples that our Handyman is able to do: install grab rails in bathrooms, install or change batteries in smoke alarms and carbon monoxide detectors, replace light bulbs, install or remove small window air conditioners, replace air conditioners or furnace filters. For more information, stop by Front Desk or call 890-3686. Please Note: Plumbing, electrical and construction jobs do not qualify for this program.

Non- Discrimination Policy

Hamilton Township is committed to ensuring that no person is excluded from, or denied the benefits of our services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that they have, individually or as a member of any specific class of persons, been subject to discrimination on the basis of race, color, or national origin, may file a complaint in writing to Hamilton Township. To file a complaint, or for more information on Hamilton Township's policies and obligations under Title VI please call or write to:

Hamilton Township
2090 Greenwood Ave.
Hamilton, NJ 08650
Attn: Township Manager

Transportation

Transportation services offered by Hamilton Township are for seniors that are physically able to walk to and from the vehicle. Hamilton Township will transport wheelchair and disabled persons on Wednesdays to their doctor appointments.

Doctor's Appointments

The Center will provide transportation for our seniors Monday through Friday from approximately 8:30 a.m. to 1:30 p.m. Advance notice is needed to arrange your transportation. To arrange transportation please call 890-3686.

Food Shopping

The Center will provide transportation for our seniors that have no other means to go food shopping on a weekly or bi-weekly basis. The supermarket is at the discretion of the Township driver depending on their route for the day. The transportation is available Monday, Tuesday, Thursday and Friday. Advance notice is needed to arrange your shopping trip. To arrange transportation, please call 890-3686.

T.R.A.D.E.

The Mercer County T.R.A.D.E. provides transportation to the Hamilton Township Nutrition Site (Hamilton Senior Center) Monday through Friday. T.R.A.D.E. is able to assist the wheelchair bound senior in their transportation needs. For more information, please call 530-1971.

Access Link

Is a nationwide transportation service offered to seniors and handicapped individuals with a minimal charge. Call 1-800-955-2321 for more information.

Medi Transport

Is a medical transportation service for Medicaid, wheelchair and ambulatory seniors. Two options are available: Self-pay (\$80.00 and up). Medicaid patients must go through a social worker and need 48 hours' notice. Medi-Transport (Mercer County) 609-586-7171. Social Worker 609-989-4451.

Volunteer Policies & Procedures

The Hamilton Township Senior Center is always looking for dedicated volunteers to share their time and enthusiasm with others. There are many areas in which volunteers can help at the center, involving a wide variety of interests. These include the following: lunch room volunteers, special event volunteers, bingo callers, trip chaperones, computer instructor's assistant, clerical (receptionist support), dance instructor or theater/choral group assistants.

In order to maintain the high standard of services that our Hamilton seniors deserve, we have created a safe environment for those we serve, while providing a positive experience for the volunteer. The Hamilton Township Senior Center requires our volunteers to comply with the following policies and procedures. If you have any questions, concerns, or ideas, please call the center at (609) 890-3686.

The Hamilton Township Senior Center asks their volunteers to comply with the following:

1. Volunteers must complete a *Hamilton Township Volunteer Application*.
2. Volunteers will perform their volunteer duties to the best of their ability and meet time and job assignment responsibilities.
3. If volunteers need to cancel their scheduled event, they should promptly contact the Center so a replacement can be made.
4. Volunteers cannot bring guests on a project/event unless the staff has been notified and has given prior approval.
5. Volunteers must follow all rules and procedures, including maintaining the confidentiality of all privileged information to which they are exposed as a volunteer, regardless of the subject matter of such confidential information.
6. Volunteers may not use their participation at the Hamilton Township Senior Center to promote partisan politics, religious matters or the affiliations outside of the Hamilton Township Senior Center.
7. Volunteers must attend meetings, orientations & training and report hours worked every day on the computer system at the Front Desk.
8. The Hamilton Township Senior Center asks that volunteers serve to the best of their abilities and in a respectful, professional and cooperative manner while volunteering at the Center.

The Hamilton Township Senior Center staff agrees and commits to:

1. Providing information, training, supervision and feedback to assist the volunteers in meeting the responsibilities of their position.
2. Respect the skills, dignity and individual needs of the volunteer and to do our best to adjust to these individual requirements.

3. Accept the volunteer as an equal partner in the shared responsibility for the accomplishment of our mission.
4. To assure the volunteer of our deep appreciation and recognition of these services and indicate our commitment to do the very best we can to make their volunteer experience a productive and rewarding one.

The following is a description of volunteer duties:

Lunch Room Volunteer:

Time Commitment:

One hour per day during the lunch hour, your choice of how many day(s) a week Monday through Friday to either serve lunch or help with the clean-up.

Volunteers are needed to help serve the seniors meals on a daily basis. The nutritious meals are served on individual trays and wheeled out of the kitchen on carts into the dining room. We serve approximately 200+ seniors daily.

Office Support Volunteer:

Time Commitment:

Varies/Flexible

Volunteers are needed to assist the office staff in clerical duties which include, answering the telephone, making appointments, scheduling computer classes and other various clerical duties. Training will be provided.

Special Event Volunteer:

Time Commitment:

Varies/weekly/monthly/quarterly

Extra hands are always needed for special events/programs throughout the year. The Center sponsors several big events including seasonal parties, annual picnic, Senior Health & Fitness Day, two senior dinner dances with over 600 participants and much more. Volunteers are needed to help with decorations, make centerpieces, set-up and break-down.

Bingo Caller:

Time commitment:

Approximately 2 hours per day.

Mornings: Monday through Friday

Afternoons: Monday or Thursday.

Callers are always welcomed to participate in this popular program. The only thing you need to bring is your own bingo chips if you want to play. We have the rest.

Trip Chaperones:

Time Commitment:

Monthly A.C. trips

Other trips vary

Volunteer “Chaperones” will be responsible to make sure all passengers are accounted for before departing to your destination and same for the return trip.

Computer Instructor’s Assistant:

Time Commitment:

Weekly/varies

Computer-literate volunteers are needed to assist the Computer Teacher with basic computer skills and/or the internet skills.

Dance Instructor:

Time Commitment:

Bi-Weekly

Instructors are always looking for some volunteers to assist the new-comers with the latest line dances.

Volunteer Grievance Procedure:

A volunteer who has a concern about a work related issue should discuss the issue with their staff supervisor. Every attempt will be made to resolve a problem informally through the discussion program. However, if a matter remains unresolved, it will be referred to the Supervisor/Director, whose decision will be final.

Volunteer Termination Policy:

The Hamilton Township Senior Center appreciates all the skill, energy and commitment that volunteers bring to our programs. For everyone’s safety and in order to maintain the security and continuation of excellence in providing services, an inattentive volunteer (or any other individual) that cannot perform the functions or duties of a volunteer will be removed from that area of service and placed in another area of the program or may be asked not to return to the center.

If a volunteer is found to be engaged in any illegal activity or behaving in a manner that is harmful, dangerous or contrary to the Hamilton Township Senior Center policies or otherwise inappropriate while working for the Hamilton Township Senior Center, they will be asked to leave immediately.

Volunteer Evaluation Feedback:

A volunteer will receive a written or verbal evaluation completed by the Center Supervisor each calendar year. This allows documentation and communication between the Supervisor and the Volunteers regarding their performance. An evaluation also gives the volunteer an opportunity to express their concerns, suggestions and comments.

Dress Code:

Appropriate, neat attire and appearance of volunteers helps to create a positive impression of the center on those who visit our offices or on those visited. Standard conservative business attire for an office is expected by employees, volunteers, interns, contractors or anyone representing the center.

In general, tee shirts, shorts, “grungy” jeans, flip flops and athletic shoes are not appropriate business attire for work at the Hamilton Township Senior Center. Volunteers must wear shoes at all times. Some noted exceptions would be designer t-shirts, t-shirts promoting the center or bona fide public service activity, designer jeans and tennis shoes worn for work assignment or medical reasons. Jeans must be clean, pressed and in good repair.

Emergencies/Accidents:

The safety of the participants, volunteers and staff is important. In an emergency situation, the area of danger should be evacuated immediately. Notify the office staff as quickly as possible in order for them to evaluate and call EMS if needed.

Conflict of Interest

The Hamilton Township Senior Center is judged, in large part, by the individual and collective performance of its employees and volunteers. The Center recognizes the importance of a volunteer's duty to the Center, and to its members, to act in a manner that merits trust and confidence.

Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of the Center and will preserve and strengthen our member's confidence in the Center activities. Volunteer must refrain from engaging in any transaction in which personal interest conflict, potentially conflict or appear to conflict with those of the Center.

Actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for themselves or for a relative as a result of the Center's business dealings. For the purposes of this policy, a relative is a person who is related by blood, or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.

Participation in any activity prohibited by this policy can result in the termination of volunteer service.

Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some the more common situations pertaining to volunteers rise to the potential conflicts set out below. The list is illustrative only and should be not regarded as all-inclusive.

Accepting payment or gifts: No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of their volunteer service. This includes payment for speaking engagements or participation in workshops or similar activities.

Improper influence: Any volunteer or close relative should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence the center's position on any issue, matter or transaction and not participate in any discussions pertaining to a related organization.

Competing with the Center: No volunteer shall prevent or hinder the Center from lawfully competing with others or divert business or personnel from the Center.

Political activities: Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for persons authorized to act on behalf of the Center, volunteers participating do so as individuals and not as representatives of the Center. To avoid any inference of support or sponsorship by the center, a volunteer must never represent that their political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf of the Center.

The making of statements: No volunteer shall use Center stationary or any title of the Center or refer to the Center or misidentify themselves as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of the Center and to express an opinion on its behalf.

Volunteer Job Descriptions

Receptionist

Responsibilities:

1. Greet all members and guests arriving at the center.
2. Assist everyone with signing in on computer system, if needed.
3. Be able to multitask.
4. Respect the confidentiality of all information received or seen including members name and addresses.

Duties:

1. Sell tickets to social events and trips.
2. Register members for computer classes.
3. Make appointments for the Nurse Evaluation Clinic.
4. Refer members to Legal Aid or the Surrogate office for appointments.
5. Make reminder calls to seniors that have signed up for seminars or screenings.
6. Notify office staff when new members are here to join the center or need a scan card.
7. Keep information tables neat and make copies of fliers as needed.
8. Collect money from swimmers and give appropriate wrist bands.
9. Make phone calls for transportation coordinator or other office staff as instructed.

Trip Chaperone/Special Event Volunteer

Responsibilities:

1. Follow instructions of Event Coordinator and staff of the Hamilton Township Senior Center.
2. Ask questions to confirm tasks if necessary.
3. Report all unusual situations to staff for further evaluation.
4. Provide staff with participant feedback and offer comments and suggestions.

Volunteer Acknowledgement of Receipt of and Willingness to Abide By

The Volunteer Policies

I have received a copy of the Hamilton Township Senior Center Volunteer Manual, have reviewed it and had the opportunity to ask my supervisor questions about it. I understand that this Manual serves as a guideline, and the policies and benefits described in it, may be changed from time to time, with or without advance notice, at the Center's discretion.

I understand the policies described in the Manual and agree to abide by them.

Signed: _____

Please Print Name: _____

Date: _____

Volunteer Statement of Confidentiality

This confirms my understanding that, as a volunteer of the Hamilton Township Senior Center, I will respect the right of all clients of center services and participants in activities to have information about them handled in keeping with accepted practices to preserve confidentiality. Such practices, include, but are not limited to:

Records kept in locked files.

Replies to requests for information are to be given only upon written approval of the client or participant;

Client information used for training or staff discussion, be conveyed in such a way that the individual cannot be identified;

No information about one client will be given to other clients, unless written permission for release of information is received.

In addition, I understand the right of confidentiality of volunteers and fellow employees.

Signed: _____

Please Print Name: _____

Date: _____



HAMILTON TOWNSHIP SENIOR CENTER
VOLUNTEER APPLICATION
(Please TYPE or PRINT)

Name: _____ Phone: (_____) _____

Street Address: _____

City/State/Zip: _____

E-Mail: _____ Cell Phone: _____

Other contact address: _____

Do you speak more than one language? _____ If so, please list _____

Approximately how many hours per week would you like to volunteer? _____

For the following, please circle all that apply:

Days Available: Mon Tues Wed Thur Fri Time of day prefer: a.m. p.m. either

Months Available: Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec

Age: Under 18* 18-30 31-49 50-55 56-64 65-74 75-84 85 + Birth Year: _____

(*If you are under age 18, please have your parent or guardian co-sign this application.)

To best match your skills and interests to available volunteer opportunities, please tell us about yourself::

Volunteer Experience: _____

Work Experience: _____

Education: _____

Hobbies and Interests: _____

Other: _____