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## Lunch Program Aide

### **Typical Duties**

1. Assist contracted lunch program staff with staging and serving meals, pouring coffee, busing tables and kitchen clean up. Take directions from staff about food service basics (hand washing, use of food service gloves or hair nets, use of dishwasher, etc.).

### **Qualifications (Skills, Talents, Experience Needed):**

1. Ability to follow directions and work with contracted lunch staff
2. Good team work approach and ability to work well with seniors.
3. Ability to stand or work on feet for two to three hours shift.

### **Time Commitment**

One day a week for two to three hour shift

**Position Supervised by:** Contracted Lunch Program Staff and/or Center Staff

**Training Involved:** Orientation to the Center's kitchen and basic food service hygiene and sanitation processes.

*The Pleasanton Senior Center staff would like to thank Graphic Dog Designs and Center volunteer Ann Pfaff-Doss for creating the design and layout of the volunteer manual.*



City of Pleasanton  
Community Services Department



Pleasanton  Senior Center

# Volunteer Manual

(Revised May 2014)

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Dear Volunteer:

The Pleasanton Senior Center is pleased to welcome you to the volunteer program at the Pleasanton Senior Center. We appreciate your interest in volunteering and are grateful that you have chosen to share your time and talent with the Center and its participants. In whatever capacity you choose, we hope that you find your experience at the Center fulfilling and gratifying.

This handbook provides basic information about volunteer duties, practices, and opportunities. We believe you'll find the guide helpful. If you need additional clarification or have other concerns, please feel free to ask questions.

Again, on behalf of Center staff and participants, we welcome you to the volunteer program!

Cordially,

*Pamela Deaton*

Pam Deaton  
Recreation Supervisor  
Pleasanton Senior Center

*Raymond Figueroa*

Raymond Figueroa  
Recreation Coordinator  
Pleasanton Senior Center



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## Woodshop Monitor *(cont.)*

### **Qualifications** *(Skills, Talents, Experience Needed):*

3. Successful completion of Woodshop Safety Class.
4. Experience with woodshop power tools and equipment.
5. Experience with woodworking tools.

### **Time Commitment**

Minimum - Two days per month; three hours per day, mornings or afternoons.

**Position Supervised by:** Recreation Coordinator and Lead Woodshop Monitor

**Training Involved:** Volunteer orientation and Woodshop Monitor training.

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## Woodshop Monitor

### *Typical Duties*

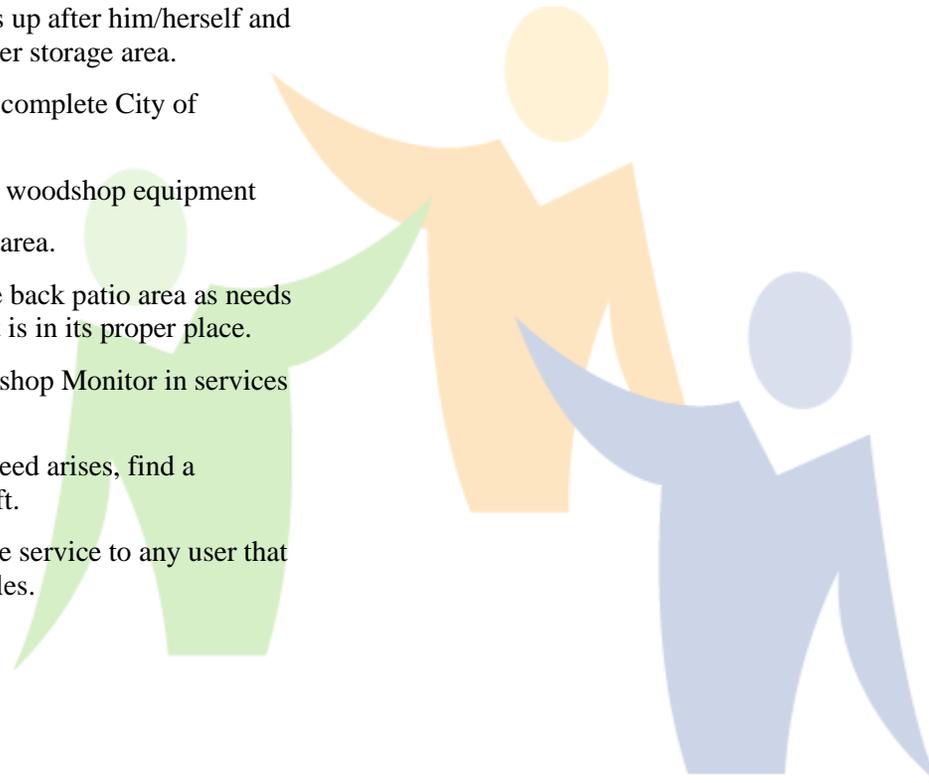
1. Review tool tests with new drop-in woodshop participants.
2. Confirm that users have read and understood the Woodshop participant rules. A “Waiver, Release and Assumption of Risk” form must be signed and dated by the users and retained in the Woodshop files.
3. Inspect equipment for service needs and issues.
4. Ensure participants’ use of personal safety equipment (*i.e.*, glasses, masks and ear plugs).
5. Monitor participants for proper use of equipment.
6. Check that each participant cleans up after him/herself and replaces all hand tools in the proper storage area.
7. Report any injury or incident and complete City of Pleasanton Injury/Incident report.
8. Report and lock out any damaged woodshop equipment
9. Oversee cleaning of back storage area.
10. Move equipment in and out of the back patio area as needs arise and ensure safety equipment is in its proper place.
11. Attend bi-annual volunteer Woodshop Monitor in services (safety training).
12. Work assigned hours and, if the need arises, find a replacement Monitor to cover shift.
13. Monitor has the authority to refuse service to any user that does not follow the Woodshop rules.

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## Mission

The mission of the Volunteer Program is to assist staff in helping Center participants maintain a healthy, satisfying, and independent lifestyle. With the assistance of volunteers, the Center’s ability to meet the needs of the mature adult population is greatly enhanced, as many facilitate a wide scope of classes, programs and services.

The Center welcomes any volunteer over the age of thirteen (13), and may accommodate volunteers of younger age, with proper adult supervision, for special events and programs.



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## History

Plans to build the Pleasanton Senior Center began in 1985 with the formation of the Senior Center Task Force, comprised of representatives of the Parks and Recreation and Human Services Commissions, the VIP Senior Club and other interested seniors. This group developed the building program, provided considerable input into the design, and participated in the selection of all the interiors. The culmination of seven years of work, the Center was opened to the public in March of 1993.

The Pleasanton Senior Center, under the direction and volunteer efforts of the seniors themselves, is the focal point for all Pleasanton Senior Services. The 22,000 square foot building is surrounded by Centennial Community Park, a 6.3-acre park designed to complement the center. The Pleasanton Senior Center features a 5,000 square foot Main Hall, a multi-use space that can host over 300 people for sit-down dining, or accommodate a growing number of health and fitness classes. Additionally, the Wood Shop, Arts and Crafts Room, Meeting Room and Classroom and Boutique provide ample space for a wide range of life-long learning opportunities.

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## Computer or Smart Phone/Tablet Tutor

### ***Typical Duties***

1. Teach seniors basic computer, tablet or smart phone skills

### ***Qualifications (Skills, Talents, Experience Needed):***

1. Must possess good basic computer skills (i.e. familiarity with basic operating systems, e-mail, web navigation, word processing).
2. Ability to work patiently with seniors.
3. Work independently.
4. Possess good problem-solving skills.

### ***Time Commitment***

One day a week for three one-hour sessions (depending on demand, tutor may not be asked to work a full three hour shift).

***Position Supervised by:*** Lead Computer Tutor, Recreation Coordinator or Recreation Leader

***Training Involved:*** Orientation to computer system by Lead Computer Tutor.



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## Receptionist

### **Typical Duties**

1. Answer telephones, which include the Center's central information line. Using computer, the Receptionist will register seniors/clients for various Center services (Legal Assistance, Notary help, Insurance Counseling, Computer Tutoring appts., etc.).
2. Greet the public, answer questions, give directions, provide basic Center information, and assist with filing, including sorting materials and preparing new file folders.
3. Prepare mailing materials.
4. Maintain sign out log for Center's classroom/cupboard keys; create staff/volunteer nametags.

### **Qualifications** (*Skills, Talents, Experience Needed*):

1. Ability to interact respectfully and courteously work with the public.
2. Basic computer skills and good phone etiquette.
3. Perform basic clerical tasks (*i.e.*, filing, mailings)

### Knowledge of:

1. Basic computer skills and office procedures.
2. Proper telephone etiquette.

**Time Commitment:** A minimum of one day per week, four hours per day, mornings or afternoons OR for an on-call position, a four hour shift (days vary).

**Position Supervised by:** Recreation Coordinator/Recreation Leader

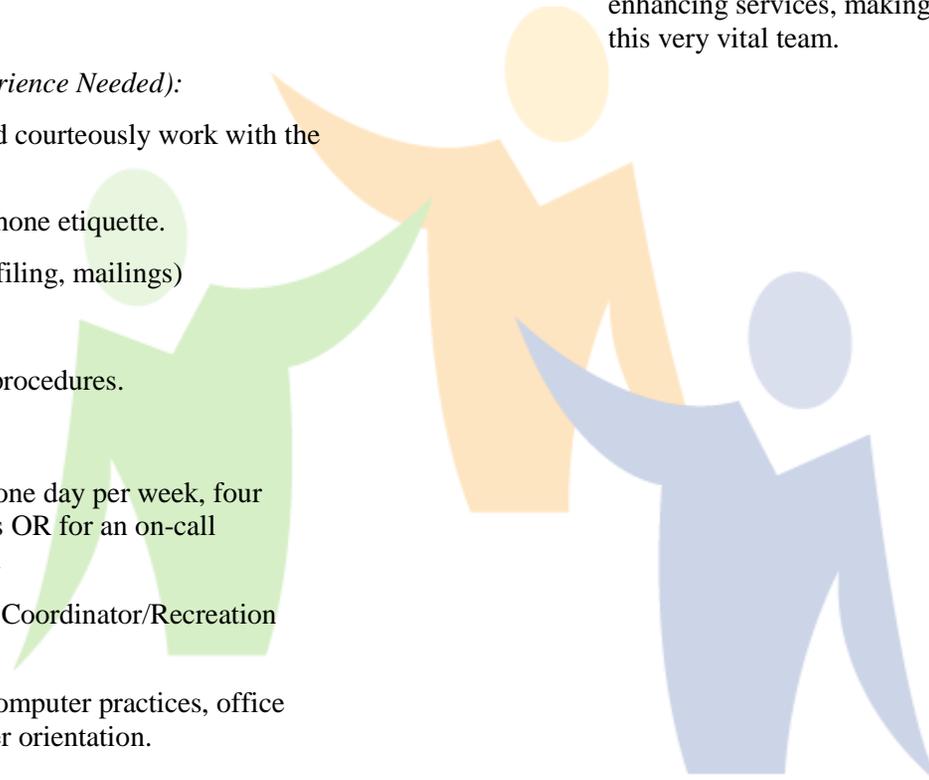
**Training Involved:** Telephone and computer practices, office practices and policies and basic Center orientation.

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## Recognition

The Center is proud of its volunteers and would be unable to provide quality programs without their time and commitment. In response, Senior Center staff makes a special effort recognize this unique team. We maintain a data base that allows us to track volunteer duties and service hours. In addition, we recognize and celebrate the team with an evening gala, our annual "Volunteer and Community Partners" evening event. The program includes guest speakers, gifts, certificates of appreciation and the naming of our Volunteer of the Year.

We hope that you find your service at the Senior Center a rewarding experience. Oftentimes, volunteers become more involved in Center activities and come to appreciate the value of enhancing services, making new friendships and being a part of this very vital team.



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## Getting Started on Your Volunteer Service

Preliminary steps consist of the following:

1. Complete the application form.
2. Interview with Recreation Coordinator to consider your particular interests and review opportunities, expectations, and possible assignments.
3. Complete a Center orientation, consisting of:
  - a. Tour of the Facility
  - b. Information about clients special needs.
  - c. Overview of volunteer protocols.
  - d. Specific instructions per job assignment (job shadow).
4. You will be given a nametag, which should be worn whenever you are on assignment.
5. Volunteers are asked to sign in on the daily attendance sheet and record the number of hours worked (to the nearest ½ hour) at the end of each working day on a personal time card. Volunteer hours are tallied at the end of the calendar year and are published in the annual Volunteer Recognition Event program.

Volunteer Qualifications:

- A real desire to be helpful.
- A sense of responsibility and dependability to be present when you are expected.
- A willingness to accept people as they are.
- A sincere interest in serving mature adults.
- An ability to establish friendly relationships.
- An ability to listen, and have good judgment, tact, patience, cheerfulness, kindness, and a sense of humor.

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## Program Aide (with Various Classes and Programs)

### **Typical Duties**

1. Obtain necessary program materials from storage and assist with room set up.
2. Collect program fees and complete necessary report forms.
3. Clean up program area and return materials to storage.
4. Operate equipment, as necessary, to implement program (for example, Bingo caller will have to be familiarized with the Bingo console, computer tutors with Center computer station, etc.).
5. On-site representative to answer questions.
6. Enforce Department policy, practices, and procedures.

### **Qualifications** (*Skills, Talents, Experience Needed*):

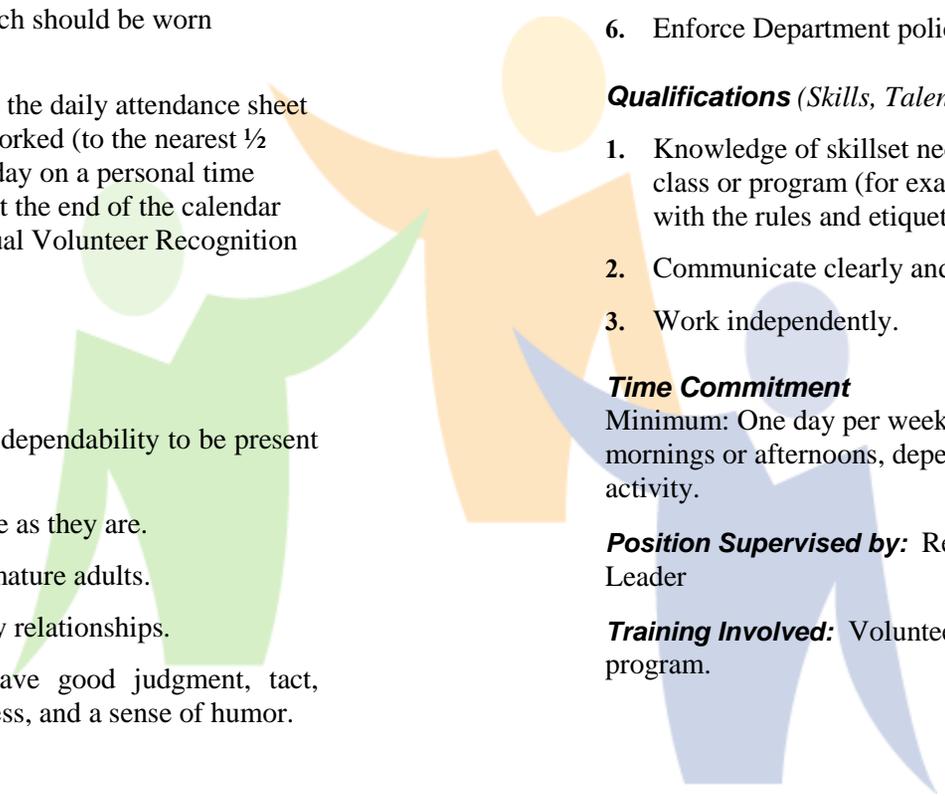
1. Knowledge of skillset necessary to facilitate or assist with class or program (for example, Bridge facilitator familiar with the rules and etiquette of Bridge)
2. Communicate clearly and effectively.
3. Work independently.

### **Time Commitment**

Minimum: One day per week; two to four hours per day, mornings or afternoons, depending on length of program or activity.

**Position Supervised by:** Recreation Coordinator or Recreation Leader

**Training Involved:** Volunteer orientation and practices of program.



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## Greeter

### **Typical Duties**

1. Be on-site Center representative of Senior Center to assist participants during regular programs or special events.
2. Greet the public, answer questions and provide Center information.
3. Conduct tours of Center facilities.
4. May assist with occasional clerical duties.
5. May assist with program area clean up.
6. Enforce Department policy, practices, and procedures.

### **Qualifications** (*Skills, Talents, Experience Needed*):

1. Communicate clearly and effectively with all users.
2. Work independently.

### **Time Commitment**

Minimum: One day per week; three hours per day, mornings or afternoons.

**Position Supervised by:** Recreation Coordinator or Recreation Facilitator

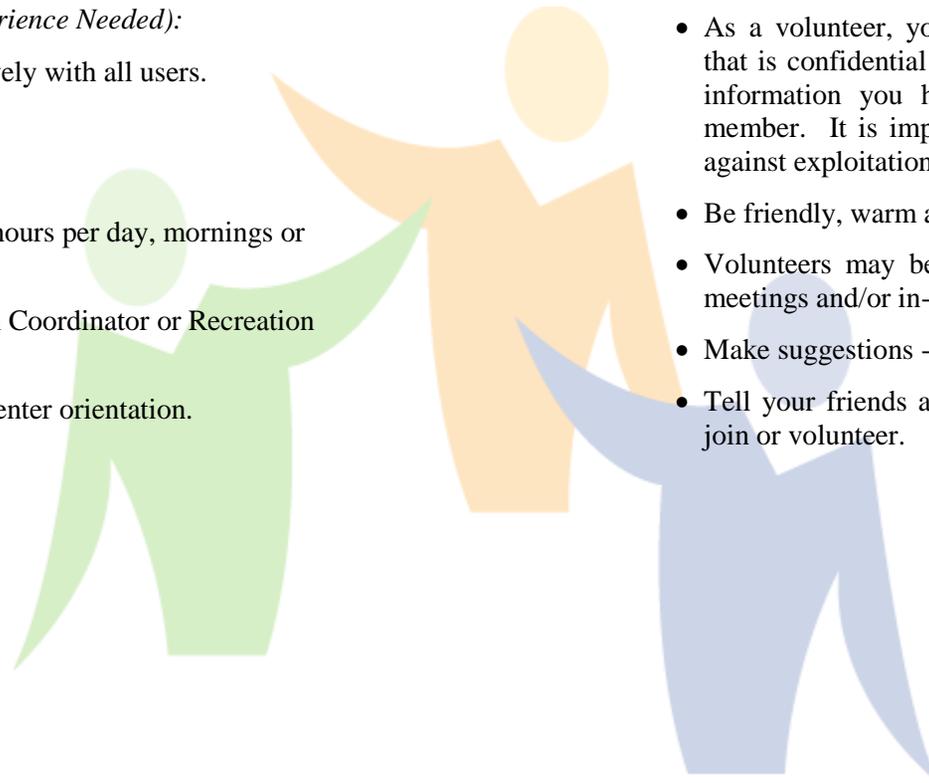
**Training Involved:** Volunteer and Center orientation.

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## Tips on Being a Successful Volunteer

For a successful experience, the following points should be carefully considered:

- Enthusiasm is very important! It's great to have a positive attitude.
- Recognize the importance of each individual. Take time to talk to others. Make every effort to be fair and not play favorites.
- Set a good example. Others may be influenced by your attitude and behavior.
- Help create an environment of support, understanding and dignity.
- As a volunteer, you may be privileged to information that is confidential in nature. If you are uncertain about information you have heard, please refer to a staff member. It is important that participants are protected against exploitation and undue embarrassment.
- Be friendly, warm and courteous to everyone.
- Volunteers may be asked to attend periodic volunteer meetings and/or in-service training periods.
- Make suggestions - you're an important part of the team!
- Tell your friends about the Center and encourage them join or volunteer.



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## Accident Procedures — Volunteers:

If you are injured while on duty, immediately report the accident to the Supervisor.

**Minor Non-Urgent Injuries** (*i.e.*, minor sprains, strains, repetitive motion injuries): Treatment can be scheduled during clinic hours.

Valley Care Occupational Health Services  
4000 Dublin Blvd., Ste. #150  
Dublin  
(925) 416-3562

Monday through Friday  
8:00am to 5:00pm

**Acute Urgent Injuries** (*i.e.*, lacerations, severe back strain, and head injury) should go directly to:

Emergency Department  
Valley Care Medical Center  
5555 W. Las Positas Blvd.  
Pleasanton, CA 94588  
(925) 416-3418

Emergency Department  
Valley Memorial Hospital  
1111 E. Stanley Blvd.  
Livermore, CA 94550  
(925) 373-4018

When seeking medical attention, be sure to inform the medical provider that it is an industrial injury.

In the event of an injury or need for medical attention, staff will complete an accident form. If necessary, a family member or guardian will be contacted.

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## Data Entry Clerk

### **Typical Duties**

1. Input data, create and or update Center documents, or other assigned clerical duties.
2. Answer phones.

### **Qualifications** (*Skills, Talents, Experience Needed*):

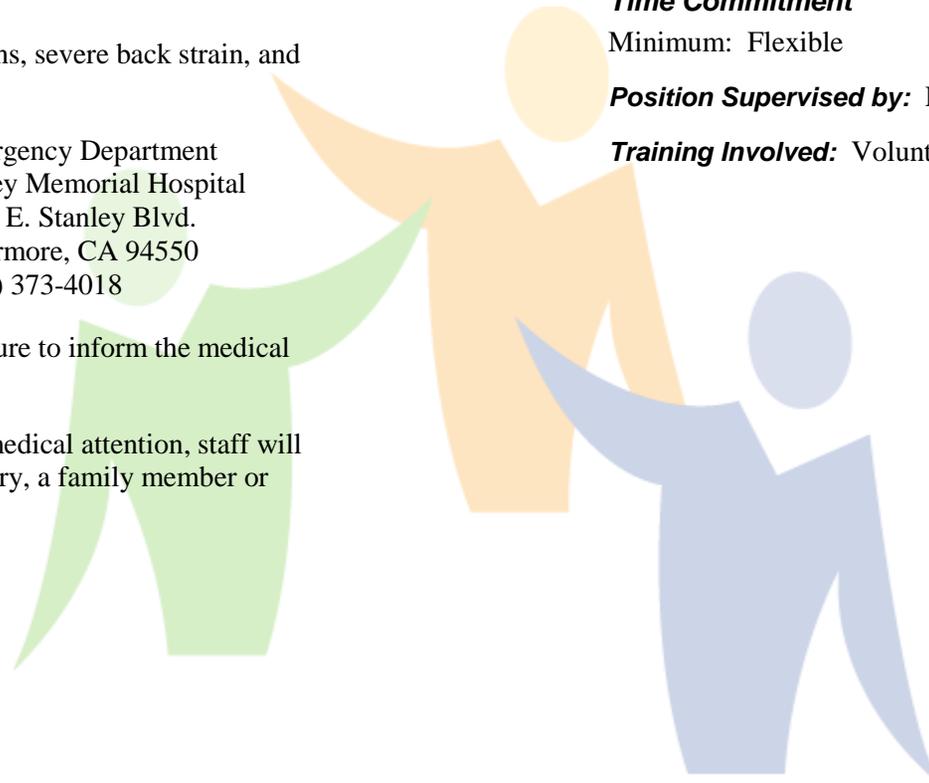
1. Basic computer operations.
2. Work independently.
3. Accurate data input.

### **Time Commitment**

Minimum: Flexible

**Position Supervised by:** Recreation Coordinator

**Training Involved:** Volunteer orientation and office practices.



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## Boutique Clerk (Peddler Shoppe Boutique)

### **Typical Duties**

1. Collect money.
2. Open and close boutique.
3. Dust shelves.
4. Assist with setting up displays.
5. Complete daily cash report.
6. Maintain accurate sales records.
7. Greet customers.
8. Answer phone.
9. Operate a variety of office equipment, i.e., cash register, adding machine and typewriter.

### **Qualifications** (Skills, Talents, Experience Needed):

1. Money handling experience.
2. Greet public in a pleasant and helpful manner.
3. Operate standard office equipment.

### **Time Commitment**

Minimum: One day per week; three hours per day.

**Position Supervised by:** Peddler Shoppe Manager and Recreation Coordinator.

**Training Involved:** Volunteer orientation and Boutique procedures.

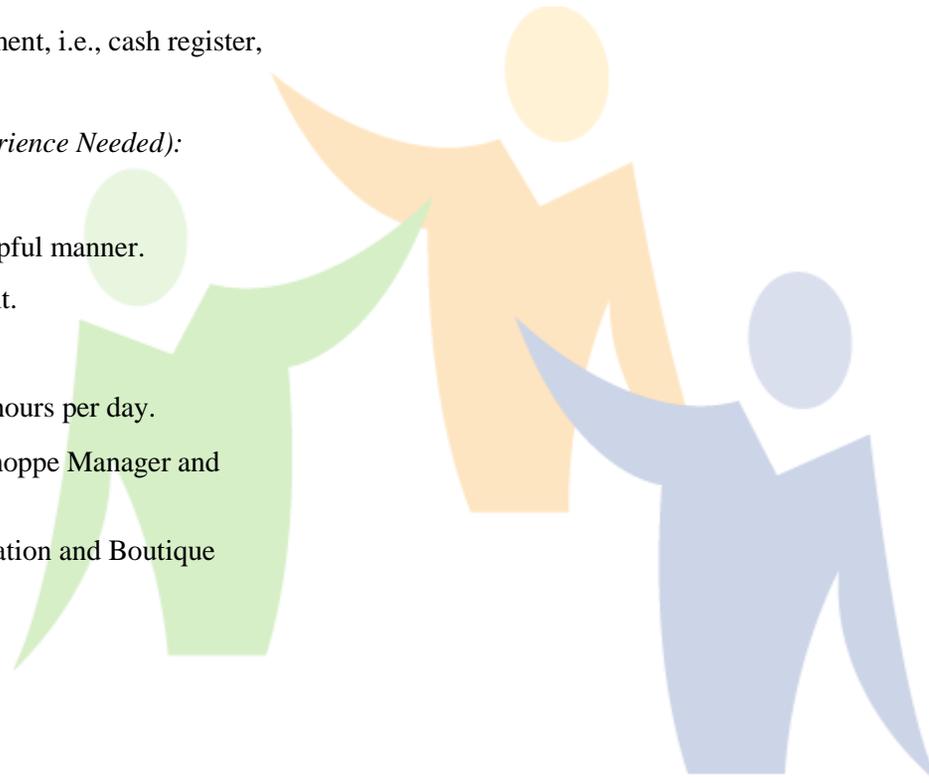
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## Telephone Numbers — Office and Support Services

(Using Senior Center system, dial last four numbers.)

Department of Parks and Community Services – 931-5340;  
located at 200 Bernal Avenue.

<b>Staff</b>	<b>Title</b>	<b>Phone Number</b>
Front Desk	Receptionist	931-5365
Office Assistant	Office Assistant	931-5368
Pam Deaton	Recreation Supervisor	931-5367
Raymond Figueroa	Recreation Coordinator	931-5366
Amy Statham	Recreation Leader	931-5372



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## Guidelines for Volunteers

- The Recreation Coordinator, or a designated representative, supervises volunteers and addresses problems and questions relating to volunteers. If serious conflict occurs, the Recreation Coordinator has the authority to release/terminate a volunteer.
- Safety of patrons in and about the Senior Center is a primary concern of all the staff and volunteer members. Every effort should be made to see that each patron has a healthful, enjoyable experience at the facility.
- Although you are not an employee of the Pleasanton Senior Center, many people count on you to carry out the duties you have agreed to perform. If you sick or are going to be late, please contact the Center at 931-5365 as soon as possible. If you are planning a vacation or need time off from your scheduled shift, please notify the Recreation Coordinator or staff so that arrangements can be made to cover your assignment. One week notice is sufficient.
- There is no dress code or uniform, but it is suggested that you dress appropriately and comfortably for your duties.
- Unless prearranged with supervisory staff, volunteers may not use radios or CD players, or play computer games while on duty. There should be no activities that would convey an unprofessional environment.
- Volunteers must enforce all Senior Center rules to the best of their ability and must themselves obey all rules.
- Lost and found articles, other than clothing, must be turned over to staff. Clothing should be placed in the lost and found container under the front counter. Lost and found articles are never to be sold.
- Reporting for work after consuming liquor or drugs, or consuming liquor or drugs during work will be cause for immediate dismissal.
- No smoking while on duty.
- Volunteers are asked to complete timecards at the conclusion of each day. Time sheets are kept in a record book at the Senior Center. Hours are to be placed in the appropriate column to the nearest ½ hour.
- As a representative of the City of Pleasanton, volunteers, while on duty, cannot campaign for, or endorse a political candidate or cause, including the wearing of political t-shirts, hats, buttons, badges, pins, stickers, etc. Any violation of this policy will result in dismissal.
- Transportation to and from work is the responsibility of the volunteer. Paratransit is available to seniors age 70 and older or those individuals that are ADA qualified (18 years of age or older). It is your responsibility to register and make reservations.
- Timecards are collected on the final day of each month and are tabulated for Center, community service, or assigned court hour purposes. Volunteer hours are also tallied at the end of the calendar year and are published in the annual "Volunteer and Community Partners" Recognition Event program.

