

Volunteer Orientation



650 Letica Drive
Rochester, Mi 48307
248-608-0270
www.opcseniorcenter.org

Dear Volunteers,

Thank you for joining the OPC Volunteer Team.

While volunteering here, you will find that no two days will be alike; some days will be very busy and others will be slower, some will be crazy and some will be calm.

However, as you give of your time and energy here at the OPC, we hope that you find each day to be rewarding and that you truly take pleasure in your volunteer experience.

Sincerely,

Laure Unkart
Andrea Bricknell
Karen O'Rourke
Kathy Planter

OLDER PERSONS' COMMISSION MISSION STATEMENT

The OPC's *Mission* is to provide high quality programs and services that stimulate and advance active and healthy living for all ages of older persons.

VISION STATEMENT

The OPC's *Vision* is to be the premier community resource for the changing needs of older adults and those who love and care for them.

IMPORTANT PHONE NUMBERS

If for any reason you cannot make it for your scheduled volunteer shift, please call the phone number for the department in which you are working and let them know that you will not be there.

Nutrition	248-608-0282
Arts & Crafts/Gift shop	248-608-0253
Programs	248-608-0263
Programs after hours	248-608-0248
Adult Day Services	248-608-0261
Cultural Arts	248-659-1033
Meals on Wheels Delivery	248-608-0281
Weekend MOW and packing	248-608-0258
Reception Desk	248-608-0270
Health & Wellness Reception Desks	248-608-0270
After hours and weekend	248-608-0247
Transportation to schedule a ride	248-652-4780
Returns and cancellations	248-608-0296

BUILDING HOURS

Monday - Friday 6:30 a.m. - 8:45 p.m.
Saturday 7:00 a.m. - 12:00 p.m.

BUSINESS HOURS

Monday - Friday 8:00 a.m. - 4:00 p.m.

TICKET OFFICE

Monday - Friday 8:30 a.m. - 3:30 p.m.

MEMBERSHIP CARDS

Monday - Friday 8:30 a.m. - 3:30 p.m.

WEIGHT ROOM HOURS

Monday - Friday 7:00 a.m. - 8:45 p.m.
Saturday 7:00 a.m. - 12:00 p.m.

POOL HOURS

Monday - Friday 7:00 a.m. - 7:00 p.m.
Pool closed from 11:45 a.m. - 12:30 p.m.
Saturday 7:00 a.m. - 12:00 p.m.

LUNCH IN DINING ROOM

Monday - Friday 12:00 p.m. - 12:30 p.m.

CAFE

Monday - Friday 9:00 a.m. - 2:00 p.m.

VOLUNTEER DIRECTED TOURS

Monday - Friday 8:30 a.m. - 3:30 p.m.

TRANSPORTATION

Monday - Friday 8:00 a.m. - 5:00 p.m.
Must call 248-652-4780 direct

WALKING TRACK

Monday - Friday 6:30 a.m. - 8:45 p.m.
Saturday 7:00 a.m. - 12:00 p.m.

VOLUNTEER PROCEDURES

Absenteeism

Please inform your supervisor of a planned absence with as much advance notice as possible. In case of illness or emergency, please notify the program supervisor as soon as possible.

Background Checks

Volunteers are required to undergo a criminal background check. Volunteer hours will not be scheduled until all necessary paperwork is in and approved. Meals on Wheels volunteers must also provide one non-family reference.

Becoming a Volunteer

All potential volunteers must complete and sign a Volunteer Application. The minimum age to volunteer is 13. Volunteers under the age of 16 are required to have the signature of a parent or guardian. Each new volunteer will meet with a Volunteer Manager to assess interests, skills and availability to determine the best placement. The new volunteer will be required to sign a job description for the volunteer position(s) he/she agrees to.

Cell Phones

Please do not use your cell phone while performing your volunteer duties. Should you absolutely need to use your phone, please step away from your work area and complete your call as quickly as possible.

Groups

Groups are welcome to volunteer. Each department will use their own discretion in determining what size or how many individuals in a group they can comfortably accommodate. Group project applications are available.

Illness

Please do not come to volunteer if you are ill. Please call as soon as possible so we can fill your position on that day.

Personal Listening Devices

Please do not use your personal listening devices while performing your volunteer duties.

Smoke Free Policy

The Older Persons' Commission is a smoke free environment. Smoking is prohibited in the building and on the grounds.

Volunteer Assignments

It is important that volunteers follow through with their designated or assigned tasks. Please complete what you are doing before leaving or let your supervisor know if you have to leave before the work is finished.

Please do not assume that it is okay to take on another job without first consulting your volunteer supervisor and a Volunteer Manager.

Volunteer Evaluation

A link for evaluating your volunteer experience is available on the OPC website.

Volunteer Recognition

Volunteers who have performed at least 30 hours of service during the year will be invited to the annual Volunteer Recognition event held in the fall.

Volunteer Records

Volunteer records are maintained by the Volunteer Department. Information includes the hours of service, the month of the service, the department worked in.

Speak to a Volunteer Manager if you require a printout of your volunteer hours.

DRESS

Casual dress is appropriate for most volunteer positions at the OPC. You will be informed if there are any special dress requirements.

Nutrition:

- Closed toe shoes
- Wear hat (baseball cap is fine) or clip or pull back long hair, otherwise a hair net will be provided.
- No low or tight fitting tops
- Tops must cover stomach
- No short shorts
- No heels
- No headphones

Waitstaff:

- Black pants or skirt
- White shirt or blouse

Main Reception Desk

- Business casual
- Please no gym wear

Programs Facilitators

- Business or business casual dress

PARKING AND TRANSPORTATION

Volunteers may park in any lot that is convenient, with the exception of the lot reserved for the Meals on Wheels volunteer drivers.

Meals on Wheels volunteers should follow the blue signs in the upper parking lot directing them to the Meals on Wheels pick up area on the east side of the building.

Health and Wellness volunteers may find it more convenient to park in the building's lower level parking lot nearest to the Sports and Aquatic Reception desks.

Mini Bus Transportation

If you are a volunteer using the OPC mini bus, the standard transportation guidelines apply.

Please call at least 2 days in advance to arrange transportation to the OPC for your volunteer shift.

You may make a standing appointment for the same day and time every week.

To arrange for a ride to the OPC call:

248-652-4780 Monday – Friday 9:00am-2:30pm

To arrange for a ride back home after your volunteer shift call:

248-608-0296

or

Dial extension 296 from any OPC telephone
Monday – Friday 7:30am-5:00pm

SIGN IN PROCEDURES

It is very important that you record your volunteer hours each time you volunteer. The OPC uses this information for funding and grants.

More importantly, we keep track of your volunteer hours in order to reward you for your dedication and commitment to the OPC. Each fall, we invite volunteers who have served 30 hours or more during the previous year to a Volunteer Recognition event. This event is always something special and fun.

Where are the sign in books?

The sign in books are located at the front reception desk. The **white** binder contains all the sign in sheets for Senior Resources, Nutrition, Newsletter, Cultural Arts and Video Production and the Volunteer department. The **blue** binder contains the sign in sheets for the Programs and Events and Arts and Crafts departments.

The Health and Wellness volunteer books are located at the Aquatic and Sports reception desks.

The sign in book for the Café is kept in the café.

The volunteer sign in for the Crittenton Wellness Center is kept at the nurse's desk.

The volunteer hours for Meals on Wheels drivers, back-up drivers and weekend meal packers are automatically recorded through the scheduling process.

Signing In

After your volunteer shift, locate the sign in book for the department you have volunteered for.

Find your category; for example if you volunteered in the gift shop you would look in the blue Programs & Events binder and look for the Gift Shop category.

Once you have found the correct page, locate your name on the list and indicate the number of hours you worked on the day/date you volunteered.

If your name is not on the list, print it clearly at the bottom of the page and indicate the day/date and hours you worked. Your name should be on the list by the following week, but if not continue adding your name until it does appear.

The sign in sheets are replaced weekly. However, if you have forgotten to enter your hours for a previous week you may still do so in the current week.

Court ordered community service volunteers **DO NOT** record their hours in the sign in books.

WEATHER CLOSURES

The OPC will be closed when the Rochester Community Schools close because of **snowy/icy roads**.

Please listen to WJR 760 or WWJ 950 on your radio or turn to TV Channel 4 for a list of school closings.

If possible, the Meals on Wheels will still go out. An OPC Staff member will contact the drivers only if the meal delivery is being cancelled.

The mini bus may run later in the day if the roads get plowed and salted and the weather is clear.

Evening classes will still meet if the weather has cleared and staff is available. If you are in a paid class, you will be contacted.

Should there be unsafe road conditions on a day when Rochester Community Schools are not in session, you can call the OPC main switchboard at 248-656-1403 for a recorded message confirming a closure.

VOLUNTEER BENEFITS

People volunteer for many different reasons in many different capacities. Our volunteer programs offer:

- An opportunity to serve the community and be of service to others
- An opportunity to meet people and form new relationships
- An opportunity to utilize existing skills or learn new ones
- An opportunity to fulfill a requirement mandated by school, the courts or a public service agency

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers have the following rights:

- To be recognized for their efforts
- To be given guidance and direction by staff, support person or volunteer manager
- To have a clear understanding of the volunteer job duties, time commitment, and staff support structure
- To work in a clean, safe environment
- To be given the opportunity for a variety of experiences
- To be given orientation, training, support and supervision
- To be trusted and respected by staff
- To be valued as a person that is making unique contributions
- To receive expressions of appreciation
- To have volunteer time used wisely
- To have appropriate working conditions in accordance with volunteer duty
- To receive prompt response and feedback
- To receive prompt return of phone calls.

Volunteers have the following responsibilities:

- To support the mission of the Older Persons' Commission
- To be open and honest regarding intent, goals and skills
- To accept realistic assignments and have a clear understanding of the job
- To carry out duties properly
- To be punctual, reliable and to notify your supervisor if you are unable to make your commitment

- To be sincere and believe in the value of the volunteer work to be done
- To accept guidance and direction from the support person
- To participate in any training required to fulfill volunteer commitment
- To support staff in program decisions
- To discuss suggestions, concerns, satisfaction with immediate support staff or volunteer manager
- To sign in/out each time you volunteer, or track hours regularly when off-premises