



PRESBYTERIAN SENIOR SERVICES

TRAINING AND ORIENTATION GUIDELINES

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MANAGING A VOLUNTEER PROGRAM	<ul style="list-style-type: none"> • What Do Volunteers Want? • Tips on how to be an effective volunteer manager
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OVERVIEW OF VOLUNTEERING

Benefits to Volunteering

Professional Benefits

- Learn or develop new skills
- Teach your skills to others
- Boost your career options and enhance your resume
- Receive academic credit
- Fulfill school requirements

Social Networking

- Connect with your community
- Meeting a diverse range of people
- To help others
- To be with friends who volunteer

Personal Benefits

- To learn about yourself
- Motivation and sense of achievement
- New interests and hobbies
- New experiences
- To have fun
- To do something you enjoy or provides therapy
- To make a difference
- Healthy lifestyle - Recent research shows that volunteering in your community improves your general well-being

OVERVIEW OF VOLUNTEERING

Tips for Being a Successful Volunteer

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

- Try not to commit yourself to more hours than you can complete.
- Be as clear as possible with the volunteer coordinator about your expectations of the experience.
- Become aware of what you will be expected to do; ask for a volunteer role description.
- 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.
- Know what's happening. Read the Bulletin, newsletter, talk to members.
- 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.
- 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 to join or volunteer.

OVERVIEW OF VOLUNTEERING

Why volunteer with PSS

We value our volunteers and feel they are an essential resource to our organization:

- Volunteers help staff keep PSS Centers running smoothly in regards to policies, standards, programming and the normal day to day activities.
- Our volunteers come from all walks of life: they may be a teenager learning to manage responsibility or needing community service credits for school, an executive sharing management skills or a retiree enjoying a new friendship as a volunteer leading a variety of activities.
- Our volunteers have enabled our Centers to expand on their current resources and offer many new programs.

Volunteers past and present have made wonderful contributions to our organization:

- Our volunteers have helped us develop many innovative programs that help to define us as an agency geared towards keeping seniors Healthy, Engaged, and Connected.
- Our volunteer leaders have run fundraising events such as bake sales and, lead exercise activities like, the Stay-well program and morning movement, and recreational groups such as bowling.

Some of the major achievements or milestones volunteers have been involved with include:

- Developing many innovative programs, including opening a fitness room.
- Establishing and maintaining great community relations.

OVERVIEW OF VOLUNTEERING

Types of tasks and other ways in which volunteers can contribute at PSS

BACKGROUND ON PRESBYTERIAN SENIOR SERVICES (PSS)

Welcome Letter from PSS

Dear Volunteer,

Presbyterian Senior Services (PSS) is pleased to welcome you to the volunteer program. We appreciate your interest and are grateful that you have chosen to share your time and talent with one of our Centers.

We hope that you will find your experience at PSS fulfilling and gratifying. Your role will be invaluable to our organization and we look forward to your contributions. We do recognize that the most valuable assets of any organization and for that matter any community are the people. It is our goal to be a kind and respectful workplace where people are recognized for their strengths and will be given the opportunity to reach their full potential.

The Training and Orientation Guidelines Toolkit is designed help you succeed in your Volunteer role. It provides invaluable information about PSS, how your role fits into the organization, the importance of volunteering, and much more.

Again on behalf of PSS staff, boards, members and other volunteers, we welcome you to our volunteer program.

Rimas J. Jasin, MA, MPA
Executive Director

Katherine E. Martinez, LMSW
Deputy Director

BACKGROUND ON PRESBYTERIAN SENIOR SERVICES (PSS)

Mission, Goals, and Objectives

Presbyterian Senior Services (PSS) enhances the quality of life for older adults, caregivers and families through information, services and support. Our goal is to promote the independence of the elderly by helping them remain Healthy, Engaged and Connected.

BACKGROUND ON PRESBYTERIAN SENIOR SERVICES (PSS)

History

Presbyterian Senior Services was founded in 1962 when a small group of volunteers banded together to help care for older members of their church community. From modest beginnings, we have grown into a multi-service agency encompassing six senior centers, senior apartments, caregiver support programs, and the Grandparent Family Apartments, the first residence of its kind in the US built specifically for grandparents raising grandchildren. At root is the same basic principle that got us started: We believe seniors are an integral part of our community, and we will do all we can to keep them healthy, engaged and connected.

In the fifty years since our founding, PSS has been making a difference in the lives of older adults, their families, and communities. From our modest beginnings, we have grown and changed as needs have grown and changed, to become recognized leaders in the areas of senior services and caregiver support. Our multi-service agency now encompasses six senior centers, two senior residences and an extensive network of Caregiver Support Programs. Our groundbreaking Grandparent Family Apartments project is the first of its kind in the nation, providing safe, affordable housing and supportive programs like our Kinship Program for grandparents raising grandchildren, enabling those children to meet their full potential

1984 – Alberta Alston House

1992 – Davidson Center

Life Enrichment Program @ Davidson Center

1993 – Andrew Jackson Center

2001 – Parkside Center

Highbridge Center

2003 – Caregivers Support Program @ Andrew Jackson

2004 – City Island

Harlem Peltz Fritz

2005 – Kinship Program @ Davidson Center

BACKGROUND ON PRESBYTERIAN SENIOR SERVICES (PSS)

Programs and Clients Served

We offer an array of essential programs for seniors, caregivers, children and others:

- **Caregivers Support Program:** for those caring for a loved one over 60 years of age, PSS offers counseling, support groups, workshops, and referral assistance.
- **Senior Centers:** provide a broad range of healthy aging activities. We serve more than 111,000 tasty and nutritious meals to seniors each year, helping them stay healthy and connected. We offer more than 3,700 recreational activities to seniors each year, including trips and classes in everything from cooking to fitness to using Facebook, which helps keep them active and engaged. We offer more than 1,100 health-based services and educational programs on topics such as proper nutrition, medication management, and management of chronic conditions like diabetes and high blood pressure, to help seniors lead healthier lives. These offerings also help save the health system money by resulting in fewer trips to the emergency room. Our six centers have become springboards for community involvement, personal fulfillment and wellness.
- **Kinship Program:** bridges cultural and generational gaps between the elderly and youth. This innovative program promotes interaction through intergenerational projects such as art, computer training, service, writing workshops and gardening.
- **PSS / WSF Grandparent Family Apartments:** the first of its kind in the nation, is a unique residential home to 50 grand-families (i.e., grandparents raising grandchildren) co-located with the PSS Kinship Program. It seeks to assist each grandparent in successfully raising his/her grandchildren and providing the emotional and educational tools needed for these grandchildren to succeed in life.
- **Senior Residences:** Alberta Alston House in Queens and Ft. Schuyler House in Throggs Neck, Bronx.
- **Food Service:** Through the Nutrition Program, Center staff creates fresh, nutritious and well-balanced breakfast and lunch meals for Center members.

BACKGROUND ON PRESBYTERIAN SENIOR SERVICES (PSS)

Major Events and Activities

Healthy – Maintaining healthy and active lifestyles.

- Aerobics and Cardiovascular Activities:
 - Sittercise Exercise
 - Tai Chi
 - Walking Club
 - Yoga Stretch
 - Zumba
- Health Monitoring:
 - Blood Pressure Screening
- Nutrition Education:
 - Cooking Classes
 - Menu Committee

Engaged - Learning and sharing of skills through classes.

- Arts & Crafts
 - Crocheting, Knitting, Quilting, Sewing
 - Jewelry Making
 - Painting
- Computer Training
- English as a Second Language
- Social and Support Groups
- Museum & Theater Discovery

Connected - Experiencing new opportunities and working with others.

- Clubs and Committees
 - Advisory Board
 - Special Events Committee
 - Volunteer Opportunities
- Local Outings
- Museum & Theater Discovery
- Sightseeing Excursions

ORGANIZATIONAL STRUCTURE

Organizational Chart

PSS Headquarters

Executive Director

Rimas Jasin, M.A., M.P.A.

Deputy Director

Katherine E. Martinez, LMSW

Accounts Manager

Hajrina Shehu

Operations Coordinator

Susan Friedman

Andrew Jackson Center

Director

Mary Owens, LMSW

Director, Caregiver Support Program

Julissa Sosa, MSW

Administrative Assistant

Jackie Delgado

Senior Cook

Michael Tompkins

Facilities

Luis Marte

City Island Center

Center Manager

Deborah Erisa

Program Assistant

Patty Attis

Program Cook

TBN

Custodian

TBN

Driver

Anthony Mazzela

Davidson Center

Director

Michele Chapple, MSW, M.B.A.

Program Assistant

Janine Navas

Senior Cook

Allan Jefferson

Facilities

Rashad Gibbs

Harlem Peltz Fritz Center

Center Manager

Jessica Vasquez

Program Kitchen Aide

Leontine Fulmore

Custodian

Frank Gaddy

Highbridge Center

Director

Marilyn Green, M.S.

Program Specialist

Emilia Quinones

Program Cook

Juana Arrieta

Program Custodian

Jose Moreno

Parkside Center

Director

Ilana Yakobson-Lopez, MSW

Program Specialist

Benita Algarin

Program Cook

Joseph Vasquez

Program Custodian

Aaron Alleyne

ORGANIZATIONAL STRUCTURE

Board of Directors

Board of Directors

Carolyn Fluckinger, MSW, President

Dr. Effie M. Bynum, Vice President

Ann M. Reed, Secretary

Steven Taylor, Treasurer

James Tse, Treasurer

Josephine Cameron

John Dowling

Alice Hudson

Nadine Hundertmark

Sheila D. Johnson

Mary S. Mittelman, DrPH

Elgie Powell

Joan L. Ryan

Elizabeth Schneewind, MSW

Lisa Sisenwein

Tina Stinson-DaCruz

Dr. Robert L. Washington

James Tse

Dr. Thelma C. Adair, Ed.D. President Emeritus

Rimas J. Jasin, M.A., M.P.A. *Executive Director*

ORGANIZATIONAL STRUCTURE

Advisory Board

Andrew Jackson Center

President

Vice President

Treasurer

Secretary

Alicia Phillips

Theresa Duncan

Monserate Pica

Lourdes Rangel

City Island Center

President

Vice President

Treasurer

Secretary

TBN

TBN

TBN

TBN

Davidson Center

President

Vice President

Treasurer

Secretary

George Powell

Sarah Singleton

Clarence Hood

Carmen Ocasio

Harlem Peltz Fritz Center

President

Vice President

Treasurer

Secretary

Rosa Barnes

Charles Miller

Ella Sorell

Highbridge Center

President

Vice President

Treasurer

Secretary

Hattie Perry

Margie Diaz

Lulla Perez

Mae Bowman

Parkside Center

President

Vice President

Treasurer

Secretary

Norma Lozada

Eugene Roth

Eugene Roth

Rita Sobel

PROCEDURES

Volunteer Agreement (Part I)

Presbyterian Senior Services commits to the following to all volunteers:

- To explain what is required of you as a volunteer and to support and provide encouragement to help you achieve the desired results.
- To assign you with a named supervisor who will provide you with regular support, supervision, and feedback.
- To treat you with respect and courtesy at all times.
- To treat you as a partner, jointly responsible for carrying out PSS' mission.
- To be receptive to any of your comments or feedback.
- To value and recognize you as a significant resource in achieving the goals of our organization.

PROCEDURES

Volunteer Agreement (Part II)

Presbyterian Senior Services Volunteer commits to the following:

- To fulfill my role and responsibilities as outlined in my volunteer role description.
- Represent PSS in a positive, professional and competent manner.
- To perform my volunteer role to the best of my ability.
- To follow the PSS' policies and procedures.
- To meet time and task commitments and provide sufficient notice when not available.
- Participate in training programs required for my volunteer duties.
- To act in a way that is in line with the mission and goals of PSS and to enhance the work of the organization.
- To form a partnership with PSS and represent the organization in a positive manner.
- To treat everyone at, and affiliated with PSS, with respect and courtesy at all times.
- To ask for support when I need it.
- To be receptive to any comments or feedback.

PROCEDURES

Volunteer Acknowledgments and Waivers

Volunteers must acknowledge and agree with the following. Please initial the appropriate line below to indicate agreement and/or acknowledgement.

(Signature of Parent or Legal Guardian required if Volunteer is a minor.)

Volunteer hereby acknowledges that he/she is not an employee of Presbyterian Senior Services but is an unpaid volunteer and is therefore not entitled to Worker's Compensation or any other benefits typically extended to employees. The Volunteer also acknowledges that this volunteer position might not necessarily lead to a paid position.

I Acknowledge --

Liability Waiver

Volunteer agrees to indemnify and hold harmless Presbyterian Senior Services and employees, directors, residents, attorneys and agents to the fullest extent permitted by law from any and all liabilities, injuries, losses, or damages of any kind sustained as a result of any activity connected with their self or their child(ren) volunteering including but not limited to injuries caused in whole or in part by any negligent act or omission of Presbyterian Senior Services.

I Do ---

Confidentiality Acknowledgement

Volunteer agrees that he/she shall respect the privacy concerns of Presbyterian Senior Services clients and shall hold in confidence all information obtained in the course of volunteering, whether that information is obtained through written records or daily interactions with clients. Therefore, the Volunteer will not disclose an individual's situation or confidence to anyone, except: 1) as mandated by law; 2) to prevent a clear and immediate danger to a person or persons; 3) where compelled to do so by a court or pursuant to the rules of a court. The Volunteer agrees to store and dispose of professional records in ways to ensure confidentiality. The Volunteer shall possess a professional attitude which upholds confidentiality towards our clients, colleagues, applicants and any sensitive situations arising within Presbyterian Senior Services. This confidentiality shall be maintained throughout the course of the Volunteers service and continue upon separation. Volunteer understands that violation of confidentiality statement may be grounds for immediate removal from service.

I Acknowledge --

PROCEDURES

Volunteer Acknowledgments and Waivers (continued)

Smoking

The Center intends to provide a safe and healthy environment. Smoking in the workplace is prohibited except in outside areas specifically designated as smoking areas.

I Acknowledge --

Drug-Free Environment

The Center provides a drug-free, healthy, and safe environment. While on Center premises and while conducting Center-related activities off Center premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

I Acknowledge --

Signature _____

Date

Signature of Parent or Legal Guardian : _____ Date
(if a minor)

PROCEDURES

Check-In

Photo I.D.'s - Check-in procedures – Attendance - Arrangement of breaks - Record keeping

Photo I.D.

A photo will be taken when you begin your volunteer assignment. You will be requested to wear the photo identification card when you are on the premises during your volunteer hours.

Check-in-Procedures

All Volunteers are required to sign in at the start of their day and at the end of their day.

Attendance

If you are unable to report for your assignment, please call your prospective supervisor in the department of your volunteer assignment. If you plan to be absent for an extended period of time, please inform your supervisor.

Arrangement of Breaks

Your supervisor will discuss when your breaks will be scheduled based on your volunteer schedule.

Record Keeping

Your supervisor will keep a record of your hours and attendance which will be made available to you at your request.

PROCEDURES

Training Opportunities

PROCEDURES

Evaluation Procedures

EVALUATION FORM A **(To be completed by Volunteer)**

Date	
Volunteer Name	
Position	
Volunteer Supervisor	

Thank you for volunteering with PSS. In an effort to improve volunteer experiences, please complete the following evaluation. Volunteer input is very important for our agency and enables us to provide a quality experience for all of our volunteers. It is recommended that you complete this evaluation one month after your start date and then complete the exit interview questionnaire once your volunteer work is completed.

	Poor		Average		Excellent
1. Did you feel your orientation was beneficial?	1	2	3	4	5
2. Were expectations as a volunteer clearly explained to you?	1	2	3	4	5
3. Were the volunteer program staff knowledgeable and able to answer questions?	1	2	3	4	5
4. What did you enjoy or benefit from the most during the orientation process?	<hr/> <hr/>				
5. What do you feel could be improved to make your experience more enjoyable?	<hr/> <hr/>				
6. Any additional comments:	<hr/> <hr/>				

Volunteer Signature: _____

PROCEDURES

Evaluation Procedures

EVALUATION FORM B
(To be completed by Volunteer Supervisor)

Date	
Volunteer Supervisor	
Position	
Name of Volunteer	

In an effort to improve volunteer experiences, a PSS Volunteer Supervisor will complete the following evaluation. It is recommended that you complete this evaluation for each of your volunteers one month after their start date and then every three months thereafter.

	Poor	Average			Excellent
1. Job knowledge (understands responsibilities)	1	2	3	4	5
2. Understands and follows instructions	1	2	3	4	5
3. Quality of work	1	2	3	4	5
4. Meets deadlines	1	2	3	4	5
5. Demonstrates commitment to improvement of services	1	2	3	4	5
6. Shows interest and enthusiasm	1	2	3	4	5
7. Uses initiative, seeks opportunities to learn	1	2	3	4	5
8. Accepts feedback/criticism and uses it constructively	1	2	3	4	5
9. Professional with good working relationships	1	2	3	4	5

10. Any additional comments:

Volunteer Signature: _____

Volunteer Supervisor Signature: _____

PROCEDURES

Continuation / Separation

Resignation/Leaving the Volunteer Program

Any volunteer may voluntarily leave their position at any time. When possible, all volunteers are encouraged to provide written notice of intention to resign two weeks prior to the date of separation. In all cases, every effort will be made to have the volunteer separate from PSS in a positive manner.

Dismissal of Volunteers

Volunteers who do not adhere to the policies and procedures of the program or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal is within the discretion of the Center Director.

Grounds for dismissal may include, but are not limited to:

- Violation of program policies and procedures
- Failure to satisfactorily perform assigned duties
- Mistreatment or inappropriate conduct toward clients, families, co-workers or cooperating agency personnel
- Breach of confidentiality
- Theft of property or misuse of program equipment or materials

Exit protocol

Volunteers are expected to provide a written letter of resignation when they intend to discontinue serving PSS. Even if the volunteer 'signs on' for a predetermined time with a specific ending point.

Upon termination of a volunteer, either voluntary or otherwise, an exit interview will be conducted by the supervisor. The purpose of this interview will be to discuss any issues or concerns, and allow the volunteer to state reasons for leaving, and reflect upon their experience during their commitment.

PROCEDURES**Exit Evaluation****EXIT INTERVIEW QUESTIONNAIRE - (To be completed by Volunteer)**

Date	
Volunteer Name	
Position	
Volunteer Supervisor	

Thank you for volunteering with PSS. In an effort to improve volunteer experiences, please complete the following evaluation. Volunteer input is very important for our agency and enables us to provide a quality experience for all.

	Poor	Average			Excellent
1. Were expectations as a volunteer re-enforced throughout your volunteer experience?	1	2	3	4	5
2. Did you feel the volunteer program was well organized?	1	2	3	4	5
3. Did you feel you did meaningful volunteer work for PSS?	1	2	3	4	5
4. Did you feel appreciated by your supervisor and PSS?	1	2	3	4	5
5. What is the likelihood of you volunteering with PSS again?	1	2	3	4	5
6. What is the likelihood of you recommending volunteering at PSS to others?	1	2	3	4	5
7. What did you enjoy or benefit from the most through your volunteer experience?					

8. What do you feel could be improved to make your experience more enjoyable?

9. What types of volunteer opportunities would you like to see in the future?

10. Any additional comments:

Volunteer Signature: _____

Volunteer Supervisor: _____

PROCEDURES

Recognition and Rewards

Presbyterian Senior Services Centers are proud of its volunteers and would be unable to provide quality programs without their time and commitment.

Why is recognition important to our volunteer program?

- **It contributes to morale.** Demonstrating concern for your volunteers, ensuring that the tasks and jobs they are assigned meet their needs, and recognizing their contribution, will only increase a volunteer's satisfaction and willingness to further participate in your organization.
- **It contributes to productivity.** If volunteers are given meaningful tasks and rewarded and recognized appropriately for these, they will have a sense of belonging and a feeling of accomplishment. This in turn will result in productivity.
- **It contributes to retention.** As a manager of volunteers, a lot of time, effort and energy go into recruiting volunteers into your organization. It is to your benefit to ensure that these volunteers continue on. Volunteers are more likely to stay involved with your organization if they feel appreciated for the work they do and feel connected to your organization.

Our Centers engage in a variety of Recognition Programs to honor and thank volunteers for the support and service they provide throughout the year. From holding a senior recognition day, to hosting a recognition luncheon, to offering certificates, we ensure that volunteers are recognized for their invaluable contributions.

In addition, we hope that you find service to PSS and the community 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.

FACILITIES**Hours of Operation****Andrew Jackson Center**

325 East 156th Street Bronx, NY 10451 718-585-1640	Mary E. Owens, MSW Director mowens@pssusa.org
Monday through Friday Breakfast Lunch	8:00 a.m. to 4:00 p.m. 9:00 a.m. to 10:00 a.m. 12:00 p.m. to 1:00 p.m.

City Island Center

116 City Island Avenue City Island, NY 10464 718-885-0727	Deborah Erosa Program Manager derosa@pssusa.org
Monday through Friday	9:00 a.m. to 1:00 p.m.

Davidson Center

950 Union Avenue Bronx, NY 10459 718-328-2810	Michele Chapple, MSW, M.B.A. Director mchapple@pssusa.org
Monday through Friday Breakfast Lunch	8:00 a.m. to 4:00 p.m. 9:00 a.m. to 10:00 a.m. 12:00 p.m. to 1:00 p.m.

FACILITIES**Hours of Operation (continued)****Harlem Peltz Fritz Center**

18 Mount Morris Park West New York, NY 10027 212-222-3132	Jessica Vasquez Director jnieves@pssusa.org
Monday through Friday Lunch	9:00 a.m. to 3:00 p.m. 12:00 p.m. to 1:00 p.m.

Highbridge Center

1181 Nelson Avenue Second Floor Bronx, New York 10452 718-588-3004	Marilyn Green, M.S. Director mgreen@pssusa.org
Monday through Friday Lunch	8:00 a.m. to 4:00 p.m. 12:00 p.m. to 1:00 p.m. All Classes end by 3:00 p.m.

Parkside Center

644 Adele Avenue Bronx, NY 10467 718-881-7780	Ilana Yakobson-Lopez, MSW Director ilopez@pssusa.org
Monday through Friday Breakfast Lunch	8:00 a.m. to 4:00 p.m. 9:00 a.m. to 10:00 a.m. 12:00 p.m. to 1:30 p.m.

FACILITIES

LOGISTICS

- Photo I.D.'s are required whenever you are present in your volunteer capacity.
- Dress appropriate for your duties. For example, physical work requires clothing that is comfortable and durable.
- Hats and t-shirts with logos are not permitted.
- Clothes cannot be torn, frayed, dirty or be revealing.
- Make-up should be kept to a minimum.

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FACILITIES

SITE MAP

Please insert your Center's Site Map

FACILITIES

Emergency Procedures

Please insert your Center's Emergency Procedures

OVERVIEW OF VOLUNTEERING

What Do Volunteers Want?

They want you to be prepared for them.

Now that you have recruited volunteers, make sure the time and energy invested in the process continues into orienting volunteers to your organization and to their volunteer role descriptions. Also, identify volunteer managers, and additional training volunteers will need to be successful in their role.

They want to feel welcomed.

Act as though your volunteer is a guest in your home. Show volunteers around PSS Centers. Introduce them to your staff and other volunteers. Show that your organization is warm, friendly, helpful, and happy to have volunteers.

They want good training.

Even if the task assigned is a simple one, take the time to explain it, demonstrate it, and mentor the volunteer through the first few hours. Provide a buddy, another volunteer who is experienced, to help the new volunteer.

They want to do interesting work.

Think of your volunteers as extra staff who are capable of performing complex tasks that take advantage of their experience and skills. Provide leadership opportunities to those volunteers who are willing and have the time to shoulder more responsibility.

They want to know up front how much time the job will take.

Decide how much time your job will need and include that when you publicize your volunteer position. Will it take 6 hours a week that can be done over three days? Does it need to be done on a weekend? Do you need your volunteer for the summer, for a season?

They want to be appreciated.

Tell your volunteers frequently that they are doing a good job and provide constructive feedback and resources if they need to enhance their skills. An annual recognition and rewards program will provide a way for you to formally say thanks; don't overlook opportunities throughout the assignment to provide feedback and appreciation.

They want you to communicate with them well and often.

Regular communication is motivating for volunteers, while the lack of it is one of the chief reasons volunteers become dissatisfied. Make sure to assign someone in your organization to be the point person for your volunteers.

They want to know that they are helping to make the world a better place.

Let your volunteers know how they are making a difference. Share success stories about your clients and programs. Bring them up-to-date on progress toward your organization's goals. Invite them to provide suggestions about how your work can be done even better.

They want to be socially connected.

Volunteering is a great way for many people to socialize, so provide the opportunity to do so. Provide some time for coffee or lunch. Invite volunteers to your events.

They want to learn something new.

Anyone who is willing to volunteer for an organization is likely to have a healthy curiosity and willingness to try new things. Turn your volunteer job into a mini-educational experience that will be highly valued by potential volunteers and will likely result in some great referrals as your volunteers tell others about what a great experience they are having.

OVERVIEW OF VOLUNTEERING

Tips on How to be an Effective Volunteer Manager

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

- Have a commitment to the role of volunteers.
- Make sure the volunteer has a copy of his/her volunteer role description.
- Volunteer should attend orientation and then supervisor should review any key areas to reinforce understanding and commitment from the volunteer.
- Be as clear as possible with the volunteer about role expectations.
- Be an excellent communicator.
- Introduce volunteers to others...they may become key resources.
- Provide frequent feedback.... Both constructive criticism and appreciation.
- 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.
- Be a good motivator.

RESOURCES

Glossary of Terms

ADL

Adult Daily Living skill, includes personal hygiene, eating, toileting.

Alzheimer's Disease

A progressive degenerative disease that causes pathological changes in the brain, the major cause of irreversible dementia.

Assisted Living

An assisted living home provides housing, monitoring, and food service to its residents and offers or obtains for them activities of daily living and personal care.

Caregiver

Those who care for a frail elder person. A caregiver might be paid or a family member.

Care Giver Support Program

Information and referral for family care givers.

Client

Participating senior at any of the PSS centers.

Congregate Meal

Lunch consumed at the senior center.

Dementia

Loss or impairment of mental power, a group of symptoms including confusion, disorientation, and memory loss.

IADL

Independent adult daily living skill, includes shopping, food preparation, chores.

Member

Anyone 60 years and older, registered with any of the PSS centers

Personal Care Service

A service offered through an agency or it can also be consumer directed. The service involves helping the senior with bathing, dressing, light housekeeping, and medication reminders.

Respite Service

Temporarily relief for families who care for an older relative at their home. It can prevent burn out, reduce stress, increase social interaction for both parties.

Wandering

Roaming or straying without a definite purposes or objective.

RESOURCES

Recommended Readings

[Make a Difference: Your Guide to Volunteering and Community Service](http://www.energizeinc.com/art/novel.html) , by Arthur Blaustein
<http://www.energizeinc.com/art/novel.html>

People Who Volunteer Live Longer, Remy Melina, LiveScience Staff Writer (2011)
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RESOURCES

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RESOURCES

Statistics on Volunteering in New York, NY

Highlights:

- 2.6 million volunteers
- 17.2% of residents volunteer - ranking them **50th** within the 51 large cities
- 331.4 million hours of service
- 22 hours per resident - ranking them **49th** within the 51 large cities
- \$7.1 billion of service contributed

* based on an average using 2008 to 2010 data