

# V LUNTEER Handbook





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## WELCOME VOLUNTEER!

Congratulations on becoming a Niceville Senior Center (NSC) Volunteer! On behalf of the staff, we thank you for your time, energy, and talents. Your work is critical to the success of this organization.

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, as we want you to understand your role and have an enjoyable experience. Our staff is committed in maintaining an environment where you can demonstrate your best.

Thank you for your contribution to our success. Together we can make the Niceville Senior Center's experience for each participant fun, fulfilling, and exciting. Welcome!

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## DEFINITION

Volunteer: Person who provides services, without compensation or expectation of compensation. Each volunteer must have a *Volunteer Registration Form* on file, submit to a background check, and agree to check in at the kiosk each time they arrive to volunteer.

### **Volunteering with Niceville Senior Center**

At Niceville Senior Center (NCS), we enlist the assistance of volunteers to enhance and expand our programs and services. Older adults (age 55+) are specifically encouraged to lend their interests and skills. Their time and talents are matched with opportunities to serve in a wide variety of ways.

**Among other things, NSC volunteers greet newcomers, lead programs, give tours, prepare coffee and milkshakes as needed, provide set-up/clean-up for events, and assists with light cleaning. Some volunteers answer a direct call for help. Others come with a skill, talent, or life experience they want to share. New volunteers receive orientation to Niceville Senior Center as well as training pertinent to their area of service.**

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## NICEVILLE SENIOR CENTER MISSION

The Niceville Senior Center empowers and enhances the lives of adults 55 and over through programs and caring services that promote wellness, social connection, support, nutrition, education, independence, activities, volunteerism and fun.

A department of the City of Niceville, the NSC is staffed and maintained by dollars from the City of Niceville general fund and is supported financially by the Niceville Senior Center Foundation, a private, non-profit 501 (c)3 with a 10-member Board of Directors.

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## ACTIVITIES AND HOURS OF OPERATION

The Senior Center is available for members 55 and older during our operating hours of Monday, Wednesday, Friday, 8:30 a.m. – 4:30 p.m. and Tuesday, Thursday, 8:30 a.m. - 7:30 p.m.

Information regarding programs and services can be found as follows:

**Web page:** [cityofniceville.org/463/Senior-Center](http://cityofniceville.org/463/Senior-Center)

**Newsletter/Calendar:** Printed monthly and available in the literature rack at the Niceville Senior Center and online at [cityofniceville.org/463/Senior-Center](http://cityofniceville.org/463/Senior-Center)

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## ORIENTATION

Orientation simply acquaints the new volunteer to the organization, its structure, activities, and volunteer requirements and expectations. Volunteers will receive specific job-related training with staff members and other volunteers.

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## VOLUNTEER ORIENTATION CHECKLIST

- Fill out Volunteer Registration Form
- Receive a tour of the Senior Center and meet available staff
- Review Volunteer Handbook
- Attend at least one Volunteer Meeting annually
- Discuss Parking
- Discuss areas for eating (Café and Workroom break area)

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## VOLUNTEER POLICIES

Niceville Senior Center is a membership facility, owned and operated by the City of Niceville. Niceville Senior Center Volunteers follow applicable City policies, such as providing **excellent customer service**, a core value of all City of Niceville operations.

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## TIPS FOR PROVIDING GREAT CUSTOMER SERVICE

Volunteers have a very important role in making sure that all participants have an enjoyable time and experience with Senior Services.

**Some guidelines to remember include:**

- Smile and say 'Thank You'
- Use the participant's name if known, or politely ask name
- Encourage dialogue with good eye contact and alert body language
- Be positive
- Take the time that is needed – don't rush
- Use active listening skills to find out what the issue may be
- Take the initiative to solve a problem
- Keep promises to staff and participants

**An individual who is providing service to a participant needs three things:**

- The right KNOWLEDGE or information
- The right SKILLS in knowing how to make things happen
- The right ATTITUDE about providing the service

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## ATTENDANCE

If you are unable to work your scheduled hours, please notify staff members or volunteer leaders in advance so those responsibilities can be reassigned. We are counting on you to be here.

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## CHANGES TO INFORMATION/STATUS OR RESIGNATION

Volunteers need to notify staff of any changes in information or hours. If a volunteer wishes to discontinue service with NSC please give at least one week's notice. The notice can be written or verbal.

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## ENROLLMENT AND TIME KEEPING

Volunteers must have a current NSC Volunteer Registration Form on file at the Reception Desk. Volunteers record their days and hours of service by checking in as a volunteer at the front desk kiosk. Reported volunteer hours are an in-kind give to the NSC and assist us in obtaining grants. All volunteers are responsible for recording their hours the same day as the time accrued. If a volunteer is unable to record his/her hours on the same day, contact the Reception Desk staff at 850-279-6436 ext. 1602 to have volunteer hours logged.

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## HOLIDAYS

NSC shall observe the holidays as designated by the City of Niceville, unless prior arrangements have been made and approved by NSC staff:

- January 1                                      New Year's Day
- 3rd Monday of January                      Martin Luther, Jr. Day
- Last Monday of May                         Memorial Day
- June 19<sup>th</sup>                                         Juneteenth
- July 4th    Independence Day
- 1st Monday of September                   Labor Day
- November 11                                  Veteran's Day
- 4th Thursday of November                Thanksgiving Day
- Day following Thanksgiving               Friday
- December 24                                  Christmas Eve
- December 25                                  Christmas Day

As is the custom, a decision regarding an additional holiday, will be decided by the City Manager and notification will be issued. Exceptions to these holiday rules will be announced prior to the holiday.

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## VOLUNTEER STANDARD OF CONDUCT

In the best interest of our participants, volunteers and staff, the following guidelines are intended to give volunteers examples of NSC expectations. Volunteers should understand that conduct not specifically listed below, but that adversely affects the interests of NSC, the programs, other volunteers or participants may result in disciplinary action or termination.

Volunteers Are Expected To:

- Know how to perform the task assigned and ask questions;
- Treat participants with the utmost respect and dignity;
- Be courteous and cooperative;
- Follow written and verbal instructions and NSC procedures as given by staff members;
- Keep the confidentiality of the staff and participants.

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## DRESS AND APPEARANCE

Volunteers are a part of the impression participants and visitors take home with them of NSC. Volunteers are expected to dress appropriately for the position that they hold. Volunteers should be neat and well groomed. Nametags should be worn anytime someone is volunteering. See Reception Desk Staff for nametag.

Unacceptable attire includes:

- Clothing with rips, tears, holes, soiled and stains
- Clothing that is dirty or has a foul odor
- Clothing that exposes the abdomen, buttocks, or is sexually provocative
- No short skirts, skorts, or shorts – fingertip leg length only
- Clothing with profanity or foul language, nude or semi-nude pictures, sexually suggestive slogans, cartoons, or drawings, or any reference to illegal drugs
- Exposed underwear
- All visible body modifications must not be suggestive of sexual and/or illegal activities and/or pose safety hazards

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## **PARTICIPANT AND VOLUNTEER CONDUCT CODE**

Volunteers should be familiar with and committed to abiding by the NSC participant code of conduct. Volunteers should report to staff immediately anyone disrupting an NSC program or activity. **Volunteers should never try to confront or handle a disruptive individual.**

### **Disruptive behavior will not be allowed on NSC property.**

- Disruptive behavior is defined as any activity that distracts and/or annoys staff, participants and visitors to the NSC or program.

### **Behaviors fitting the above definition of disruptive include the following:**

- Smoking in the NSC or on NSC property.
- Drinking alcohol in the NSC, on NSC property unless at an approved event.
- Reasonable suspicion of alcohol or drug intoxication, including observances of bloodshot eyes, staggering gait, odor of alcohol, erratic behavior, violent mood swings, extreme lethargy, or excitation.
- Unruly behavior defined as any loud speech, threatening, or violent conduct affecting others at the facility or program.
- Unsupervised or unaccompanied children under the age of 18.
- Incapable of functioning independently. Participants who require an escort or supervision to assist with physical needs must always be accompanied by a responsible person or caregiver while participating at the NSC. See section L.3 for more information.
- Unauthorized gambling on NSC property.
- Use of abusive language in the NSC or on NSC property, including profanity, ethnic or racial slurs, and name-calling.
- Lack of cleanliness or unwelcome body odor.
- Irrational behavior.
- Excessive use of NSC telephones, including conversations that exceed three minutes in length.
- Unauthorized distribution of or use of prescribed or non-prescribed drugs, narcotics, tobacco products, or alcoholic beverages to participants.
- Unlawful possession or display of a firearm or other dangerous weapon.
- Sleeping in the NSC.
- Playing the television or other audio equipment too loudly or disrupting someone else who is watching television by changing the channel or taking control of the remote.

- Bringing pets or animals other than guide dogs, pet therapy animals, or those that are part of a program.
- Improper, inappropriate use of the Internet, copier, or fax machine while on NSC property. No one is to access, transmit, or reproduce any materials that contain offensive or harassing statements, sexually explicit language or pictures, or violent, threatening, defrauding or illegal material. Anything that would in any way bring the City into disrepute is specifically prohibited. Offending users may be denied further access to, or restricted use of, equipment at the NSC. Users should have no expectation of privacy of information while on NSC property. Any information or records produced, stored, transmitted or received through or on City equipment is City property. The City reserves the right to access and disclose all information created on, sent over, received via, or reproduced on City computers, fax machines, or copiers. All communications and transactions generated via the Internet or through the City's computer systems, including e-mail messages, are considered City business and subject to the Public Records Law, Chapter 119, Florida Statutes.

**Any violation of conduct, either seen by the volunteer or reported to the volunteer by a participant should be reported to a staff member.**

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## CONFIDENTIALITY

At the NSC, confidentiality refers to the actions we take to protect the privacy of our participants. A participant is any person who inquires about or receives NSC services. It is the duty of all staff and volunteers (active or inactive) to keep the confidentiality of participants or potential participants.

Much harm can come to participants and their families from seemingly innocent chatter and gossip. Confidentiality does not expire. There is no time limit on how long volunteers and staff of the agency is bound to the terms of the confidentiality policy.

NSC does not provide personal information on participants, employees, or volunteers to others. Personal information includes: address, phone number, health information and/or status. Specific information on the times when volunteers or participants are present should not be revealed. If information needs to be relayed, a staff member can assist.

The volunteer agreement includes the following clause relating to confidential information that volunteers must initial: I understand that as a volunteer, I may be exposed to confidential information pertaining to NSC participants. I agree to keep all participant information confidential both while I am a volunteer and after my commitment.

Any volunteer who has access to medical information/medical records should understand the particular sensitivity of the information and act accordingly.

NSC is a municipal agency and subject to the Open Records Law. Any requests for public records need to be directed to the Senior Center Manager. If information needs to be relayed, a staff member can assist.

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## GIFTS OR REMUNERATION FROM CLIENTS

All monetary gifts to volunteers should be turned over to the Senior Center Manager immediately. The manager will determine the appropriateness of NSC accepting such gifts and will be responsible for their eventual disposition. Acceptance of monetary gifts by volunteers may result in a volunteer being dismissed from their volunteer position.

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## SMOKING PROHIBITED

Smoking is prohibited in all City of Niceville buildings and on the entirety of the NSC grounds, including but not limited to the Courtyard, pickle ball courts, raised garden bed areas, grill area and outdoor recreation area. Smoking on the NSC campus is grounds for being asked to leave.

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## DRUG FREE WORKPLACE

NSC is committed to providing a drug-free workplace for its volunteers and employees.

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## DISCRIMINATION AND HARASSMENT

It is the policy of the NSC to treat everyone fairly and not unlawfully discriminate against or harass anyone on the basis of race, color, religion, sex, pregnancy, national origin, ancestry, ethnicity, age, disability, AIDS/HIV, veteran status, or marital status. Any incident of discrimination or harassment by staff, volunteers, or participants should be promptly reported to the Senior Center Manager. Any incident so reported will be promptly investigated.

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## REPRESENTATION OF THE ORGANIZATION

Volunteers may not, without the expressed consent of NSC staff, obligate or bind the organization. These actions may include, but are not limited to, public statements to the press, representing the organization through social media outlets, lobbying efforts with other organizations, collaborations of joint initiatives, or any agreements involving contractual or other financial obligations.

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## VOLUNTEER RIGHTS

- Receive a clear, specific job description and be informed of expectations of the assignment
- Be assigned appropriate tasks according to skills, interest, availability, and training
- Be given appropriate formal and informal expressions of appreciation and recognition
- Receive orientation, training, and supervision by staff for jobs accepted
- Be treated with courtesy, respect, and consideration
- Be treated as a co-worker and part of the team
- Be provided with a clean and safe work environment
- Learn skills that provide resume-ready work experience

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## GRIEVANCE POLICY

A grievance is defined as any event, condition, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude or statement held by a fellow volunteer or paid staff member.

If a volunteer has a grievance, they should proceed through the following steps:

1. Contact a staff member and discuss the grievance. If this does not result in a satisfactory conclusion, proceed to Step 2.
2. State grievance in writing and submit to the Volunteer Coordinator who will review the grievance and ask you to meet. In most cases, the matter will usually be resolved at this stage.
3. If you are still not pleased with the decision rendered, you have the option of bringing the problem to the attention of the Senior Center Manager. The sole purpose of this grievance procedure is to give each volunteer a chance to clear up any problem, complaint, friction or grievance.

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## DISCIPLINARY ACTION OR DISMISSAL OF A VOLUNTEER

Volunteers who do not adhere to the rules and procedures of Niceville Senior Center or who fail to satisfactorily perform their volunteer assignment are subject to disciplinary action and possibly dismissal. The volunteer will have the opportunity to discuss the reasons for the possible disciplinary action with supervisory staff and/or administration. Prior to dismissal, reassignment to a more appropriate position and/or additional training and supervision are initial strategies.

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

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## VOLUNTEER ROLE IN SENIOR CENTER EVALUATION

NSC performs periodic evaluations on activities and programs throughout the year. Evaluations help employees meet program goals and make improvements to the overall quality of each service. Volunteers play a key role in the evaluation process and can provide feedback that stimulates improvements. Participants also can evaluate volunteer instructors and activity hosts. These evaluations are reviewed with instructors and hosts to give an opportunity for praise or constructive feedback.

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## BASIC EMERGENCY RESPONSE PLAN

In the event of an emergency, follow staff instructions.

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## FIRE ESCAPE PLAN

If a fire is discovered, it should be reported immediately to the front desk or the nearest fire alarm 'pull station' must be activated. (Fire alarm and fire extinguisher locations are listed later in this section.) The front desk should then call 911. Staff should then go through the building alerting others.

If a full evacuation is necessary, follow the instructions given by Staff Members. Follow the nearest exit signs to calmly and quickly leave the building.

Close all inside doors after your room is vacated.

Staff will make sure all participants are out of the building and be available to assist you.

#### Fire Alarm Locations

- Front Door
- Back Door
- Side Door

#### Fire Extinguisher Locations

- Front Door
- Back Door
- Side Door

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### SEVERE WEATHER PLAN

In the event of severe weather, follow staff instructions. Identified safe areas within the building:

- Room 2
- Computer Lab
- Bathrooms

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### NON-MEDICAL/NON-FIRE EMERGENCY

Volunteers or staff who experience a threatening situation—or who fear a situation might escalate into a threatening one—please use the BLUE FILE code:

Please locate and approach a staff member/volunteer and say, “Will you please bring the BLUE FILE to (*the location of the situation*) ASAP.” That will signal to that staff/volunteer member that there is a threatening situation needing immediate attention.

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### MEDICAL EMERGENCY

Niceville Senior Center strives to minimize the incidence of on-site illness and injury by identifying and pre-empting any conditions that may impair the safety and compromise the welfare of its staff and participants.

#### **Procedures in a medical emergency:**

1. A Staff Member should be immediately notified. All NSC staff are trained in CPR and First Aid treatment.
2. A staff member should call or instruct someone to call 911 if the situation is deemed to be serious. A staff member should stay with the victim while the call is being made. A volunteer should wait for EMS outside and lead them to the site once in the building.
3. When calling 911 be prepared to provide the following information
  - Nature of the medical emergency
  - Location of the emergency (address, building, room number – or name of room, such as Game Room or Café)
  - First Aid can be administered appropriately until EMS arrives. No one should attempt to move someone that may have a fracture or head or spinal cord injury. Minor injuries can be treated during normal business hours.
  - All incidents will be reported to Senior Center Manager or other staff if not immediately, within 24 hours. Staff will determine if an incident report is required.

4. Do not move victim unless absolutely necessary

5. If staff trained in First Aid is not available, as a minimum, attempt to provide the following assistance:

- Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
- Clear the air passages using the Heimlich maneuver in case of choking.

**First Aid Kit locations:**

- Reception Area
- On the shelf above the sink in the workroom

First Aid can be administered appropriately until EMS arrives. But before giving first aid, you must have the permission of a **conscious** victim.

If a heart attack is suspected, have someone quickly bring the AED\* to the scene. 911 can talk a caller through the use of the AED if indicated. All staff are trained in the use of AED.

**AED locations**

- Front entrance mounted on wall.

**While waiting for the ambulance:**

- Do NOT move the victim
- Look for changes in the victim's breathing and consciousness.
- Reassure the victim.
- Help the victim to rest comfortably.
- Do not give the victim anything to eat or drink unless he/she is fully conscious.

***“Volunteering can be an exciting, growing, enjoyable experience. It is truly gratifying to serve a cause, practice one’s ideals, work with people, solve problems, see benefits, and know one had a hand in them.”***

***Harriet Naylor***





# VOLUNTEER REGISTRATION

Print Full Legal Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Male  Female

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Have you ever been convicted of or pleaded guilty to a criminal offense? Yes\_\_\_\_ No\_\_\_\_

If yes, please explain (type of offense, date, location: \_\_\_\_\_  
\_\_\_\_\_

Driver's License Number: \_\_\_\_\_

Senior Center Staff ID Verification \_\_\_\_\_

\_\_\_\_\_I understand that to protect participants, Niceville Senior Center (NSC) retains the right to conduct background checks. This includes, but is not limited to, routine name checks through law enforcement, license bureaus, and agency files.

\_\_\_\_\_I understand that as a volunteer, I may be exposed to confidential information pertaining to NSC participants. I agree to keep all participant information confidential both while I am a volunteer and after my commitment.

\_\_\_\_\_I understand that the statements contained in the Volunteer Policies and Procedures and Group/Organizational Handbook are intended to provide only general information about the current policies and practices of volunteering at NSC. NSC retains the right at any time, in its own discretion to delete, add, alter or amend any and all information, statements or terms and conditions stated in the policies.

\_\_\_\_\_I received a copy of the Volunteer Handbook and agree to adhere to all terms and conditions.

\_\_\_\_\_I have received a copy of my volunteer job description.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## AVAILABILITY

- |                                    |                               |                               |       |
|------------------------------------|-------------------------------|-------------------------------|-------|
| <input type="checkbox"/> Monday    | <input type="checkbox"/> a.m. | <input type="checkbox"/> p.m. | _____ |
| <input type="checkbox"/> Tuesday   | <input type="checkbox"/> a.m. | <input type="checkbox"/> p.m. | _____ |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> a.m. | <input type="checkbox"/> p.m. | _____ |
| <input type="checkbox"/> Thursday  | <input type="checkbox"/> a.m. | <input type="checkbox"/> p.m. | _____ |
| <input type="checkbox"/> Friday    | <input type="checkbox"/> a.m. | <input type="checkbox"/> p.m. | _____ |

**AREAS OF INTEREST**

- SPECIAL EVENT VOLUNTEER: Assist with setting up/taking down for special programs and/or meetings
- CLEANING: General light duty cleaning       Deep cleaning/wiping down Grill Area
- Club Leader \_\_\_\_\_
- Café Concierge – Prepare and clean up coffee area, dispense ice using food regulation protocol, load dishwasher, wipe down tables, light café clean-up as needed
- Valet de Salle de Bain – Light sweeping, keep countertops dry, report to staff refills needed of toiletries
- Fitness room Steward – Periodically disinfect equipment, light dusting and sweeping
- Potential Volunteer Coordinator(s)
- Other \_\_\_\_\_

**Image Release**

In consideration of myself being allowed to participate in the City of Niceville program, related events and activities, the undersigned agrees that such participant’s likeness may be photographed or videotaped and that such images may be published in an outlet used to promote or publicize that program.

**RELEASE AND HOLD HARMLESS AGREEMENT**

I acknowledge that I am releasing and forever discharging the city of Niceville, its agents and employees, from any and all liability, either individual, joint or several, which they may incur as a result of any and all acts or omissions of negligence, comparative negligence, fault or liability, engaged in by them which causes, either directly or indirectly, any injury, loss or damage of any nature or kind whatsoever. I further agree in consideration for the use and enjoyment of the Niceville Senior Center do hereby hold the City of Niceville, its agents and employees, harmless from payment of any loss, damage, liability, including but not limited to, civil judgments, liens, attorney fees and costs incurred by the City of Niceville, arising out of or pertaining to in any way whatsoever, for the acts or omissions, negligence, comparative negligence, fault or liability, engaged in by them which causes, either directly or indirectly, any injury, loss or damage of any nature or kind whatsoever.

**AUTHORIZATION FOR MEDICAL TREATMENT**

In the event my spouse is not available for consultation, I do hereby authorize and consent to emergency medical treatment by any licensed medical physician or licensed emergency care personnel until such time as I have been taken (if necessary) to an emergency care facility or hospital. At such time as my medical conditions shall be deemed “non-life threatening,” then further medical care shall be made under the direction of my physician (listed above) and with consent of my spouse.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**OFFICE USE ONLY**

Notes \_\_\_\_\_

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\_\_\_\_\_