



## Welcome

We are delighted that you are considering becoming a volunteer at the Senior Center! Our volunteers are the lifeblood of the Center and are vital to our thriving community.

The Senior Center is proud of the fact that a value of over \$1.4 million in volunteer hours was logged by Senior Center volunteers last year.

Whether you currently volunteer at another organization in the community or are just starting as a volunteer with the Senior Center, you can log **all** your volunteer hours into our *MySeniorCenter* lobby kiosks. I will walk you through the simple process.

It is our desire that your volunteer experience through the Senior Center will be exciting and rewarding. Thank you for giving your time and sharing your talents.

Please contact me at 434.974.7756 or [kimberly@thecentercville.org](mailto:kimberly@thecentercville.org) to learn more about our volunteer opportunities.

Regards,

*Kimberly Haynes*

Kimberly Haynes  
Coordinator of Volunteer Resources



Date: \_\_\_\_\_

☐ Vol Interest ☐ Agreement

Find your Center

## Volunteer Pursuits & Agreement

(Please check one) ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Miss ☐ Dr. ☐ Other \_\_\_\_\_

**\* NAME**

First Name Nickname (if preferred) MI Last Name

**\* ADDRESS**

Street

City State Zip

**\* Home** Phone (\_\_\_\_\_) \_\_\_\_\_ **\* Cell** Phone (\_\_\_\_\_) \_\_\_\_\_

**\* Email** \_\_\_\_\_

**\* Birth Date** (Mo/Day/Yr) \_\_\_\_\_

Are you interested in a position at The Center or in the Community? ☐ Center ☐ Community

**Volunteer Position:** \_\_\_\_\_

Do you currently or have in the past volunteered at the Center or in the Community? ☐ Yes ☐ No

If yes, where? \_\_\_\_\_

If you have any health limitations or disabilities, what accommodations do you need to work in a volunteer position? \_\_\_\_\_

What attracted you to this volunteer position? \_\_\_\_\_

**Where did you learn about this volunteer position?**

☐ Newsletter ☐ Volunteer bulletin board ☐ Website ☐ Broadcast email ☐ Media/TV-radio

☐ Referral from another member, member's name: \_\_\_\_\_

☐ Center employee, name: \_\_\_\_\_

What skills, training, expertise or knowledge do you wish to utilize while volunteering at the Center?:

The Center welcomes everyone regardless of race, color, religion, gender, sexual orientation, gender identity, national origin, age, physical or mental disability, or any other basis prohibited by law.

**\* Must be completed**

PLEASE CONTINUE ON BACK

OVER

## Volunteer Agreement continued...



Do you have a valid Virginia Driver's License? ☐ Yes ☐ No

Have you been convicted of any law violations? ☐ Yes ☐ No

If yes, explain. \_\_\_\_\_

Present employment status: ☐ Full-time ☐ Part-time ☐ Not working ☐ Retired

Present or Former Occupation/Career: \_\_\_\_\_

### Volunteer opportunities to consider if you didn't provide a position title on the 1st page (check as many as apply)

- ☐ Administrative support ☐ Bingo group ☐ Building & Grounds (lawn, grounds, building upkeep, rose garden)  
☐ Monthly Luncheon ☐ Cafe attendant ☐ Crafty Ladies (knit/crochet items for community projects)  
☐ Front Desk ☐ Lobby Ambassador ☐ Photographer ☐ Seamstress ☐ Yard Sales  
☐ Sew & Sews! (make medical dolls for children @ UVA hospital, foster bags, bibs, etc.) ☐ Outreach (member calls, festivals, etc.)  
☐ Program Leader (volunteer to run a program—provide subject and lead weekly, monthly, etc.)  
☐ Special Events (luncheon, tickets, programs, dances, concerts, etc.) ☐ Gratitude Brigade (sponsor thank you notes, phone calls)  
☐ Volunteer in the community (mentoring, Heart Walk, United Way Day of Caring, Alzheimer's walk, Meals on Wheels, literacy, etc.)

When available: ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

☐ (Center CLOSED Saturday) ☐ Sunday

Times available to volunteer: ☐ Morning 830 am—12 pm ☐ Afternoon 12 pm-430 pm ☐ Evening 430 pm-830pm

### \*EMERGENCY INFORMATION

Emergency Contact \_\_\_\_\_ Relation \_\_\_\_\_

Home Phone (\_\_\_\_\_) \_\_\_\_\_ Cell Phone (\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

### Agreement & Waiver

- 1) As a volunteer, I understand and have agreed to work without monetary compensation. Although I am not receiving monetary compensation for the work I do, I will do my work according to the high standards of The Center.
- 2) I understand that I am responsible & accountable for the work that I do. I agree to communicate openly with my supervisor and take any issues, problems, or concerns to him/her or to the Coordinator of Volunteer Resources who serves as the volunteer advocate.
- 3) I will be open-minded in my volunteer work and have a willingness to be trained and guided by my supervisor. I believe that I have an obligation to my supervisor, to my fellow volunteers, and to the membership of the Center to do my part in promoting the mission of the organization while doing my volunteer work.
- 4) I understand that information I receive is confidential and I agree not to disclose this information to anyone other than Center staff. This includes, but is not limited to, health issues, mailing addresses, email addresses, phone numbers, birth dates, monetary donations, scholarship status, and the processes and methods I am taught, etc.
- 5) I understand that if I am in violation of this Volunteer Agreement, I will be subject to release at the discretion of my supervisor and the Coordinator of Volunteer Resources, with the approval of the Executive Director.
- 6) I understand my position and am aware of any potential risks and benefits associated with it.
- 7) FOR AND IN CONSIDERATION OF my participation in the Center volunteer program, programs and activities, I forever release and covenant to hold harmless the Center and their officials, officers, employees, independent contractors, representatives and agents from any and all claims or causes of action for injuries, costs or other damages, which I may hereafter have as a result of my participation in any Center program or activity. I expressly agree that this Release and Waiver is as broad and inclusive as permitted by the laws of the Commonwealth of Virginia and that if any portion is invalid, I agree that the balance shall continue in full force and legal effect.

\*Signature \_\_\_\_\_

Date \_\_\_\_\_



## The Center – Volunteer Rights & Responsibilities

### As a Volunteer, I Have a Right To:

- expect adequate training and orientation so I know what the expectations and responsibilities are of my position
- expect to be given the tools and resources I need to perform my job and to be given assistance in learning the various duties and tasks of my position whenever I ask for help
- expect honest and open communication from my supervisor and the employees of The Center always regarding my volunteer duties and tasks as well as policies and procedures of the Center
- expect encouragement and guidance from my supervisor on performing my job to the best of my ability
- be trusted with confidential information required to perform my duties and to be trusted to do the work required of the position
- be recognized for the work I am doing for The Center and to participate in a performance evaluation with my supervisor once a year
- expect that I will be placed in a position that suits my skills, talents and desires and the right to leave a position, with support from my supervisor, if I choose not to continue in the position

### As a Volunteer, It Is My Responsibility To:

- be on time for my volunteer shift and plan to make arrangements with my supervisor if I am absent due to illness or vacation
- follow guidelines and procedures for my volunteer position and to know the expectations of my volunteer position
- attend regular team meetings and all training sessions related to my volunteer position
- continue to learn about programming and services provided by The Center, Inc. so I can be informed and provide accurate information about the Center to members and visitors no matter what my volunteer position is
- maintain confidentiality regarding member information and donations
- record my volunteer hours in *MySeniorCenter* or turn in a paper timesheet to my supervisor or to the Coordinator of Volunteer Resources
- communicate openly and honestly with my supervisor and the employees of The Center always regarding my volunteer duties and tasks
- bring any issues, problems, or concerns I have about my volunteer position to the attention of my supervisor or directly to the Coordinator of Volunteer Resources



## Five Standards of Excellence for The Center Volunteers

### 1) **We Involve, Enrich, and Empower Seniors in a Positive, Friendly Way**

While performing our volunteer duties, we volunteer(s) will be mindful that we are representatives of The Center and will conduct ourselves in such a way as to uphold the mission of our organization in a favorable way of involving, enriching, and empowering seniors in our community. A positive attitude and friendly manner will be the norm for me as a volunteer, not the exception.

### 2) **We Strive to Be the Best That We Can Be**

As volunteers we understand we are performing duties and tasks to assist the employees in running the day-to-day business of Senior Center, Inc. or in carrying out a special event. To this end, we will work to the best of our abilities to perform these duties and tasks of our volunteer assignments. I will continually learn about the programs and services offered The Center, so I can be accurate and informative when sharing information about the Center.

### 3) **We Provide “Above & Beyond” Customer Service**

As volunteers we will strive to provide “above and beyond” customer service to members and visitors at the Center. We “go the extra mile” in providing good customer service to everyone we encounter on our volunteer shift. For example: if I don’t know the answer to a question, I will do the work to find the answer, and then I will follow up with the person asking the question.

### 4) **We Respect and Uphold Confidentiality**

As volunteers we recognize that we are often privy to confidential information about members or friends of The Center and we agree to keep confidential all information we come across while performing our volunteer duties, including, but not limited to, health issues, mailing addresses, email addresses, phone numbers, birth dates, monetary donations, scholarship status, etc. I do not participate in gossip or idle talk about any members or visitors or staff at The Center while on my volunteer shift or things I learned in my volunteer position.

### 5) **We Are Accepting of All People Always**

As volunteers we will be accepting of gender, race, religion, sexual orientation, class, and ethnic differences of all persons we encounter while performing our volunteer duties. I will treat all persons with respect and kindness always while on my volunteer shift.