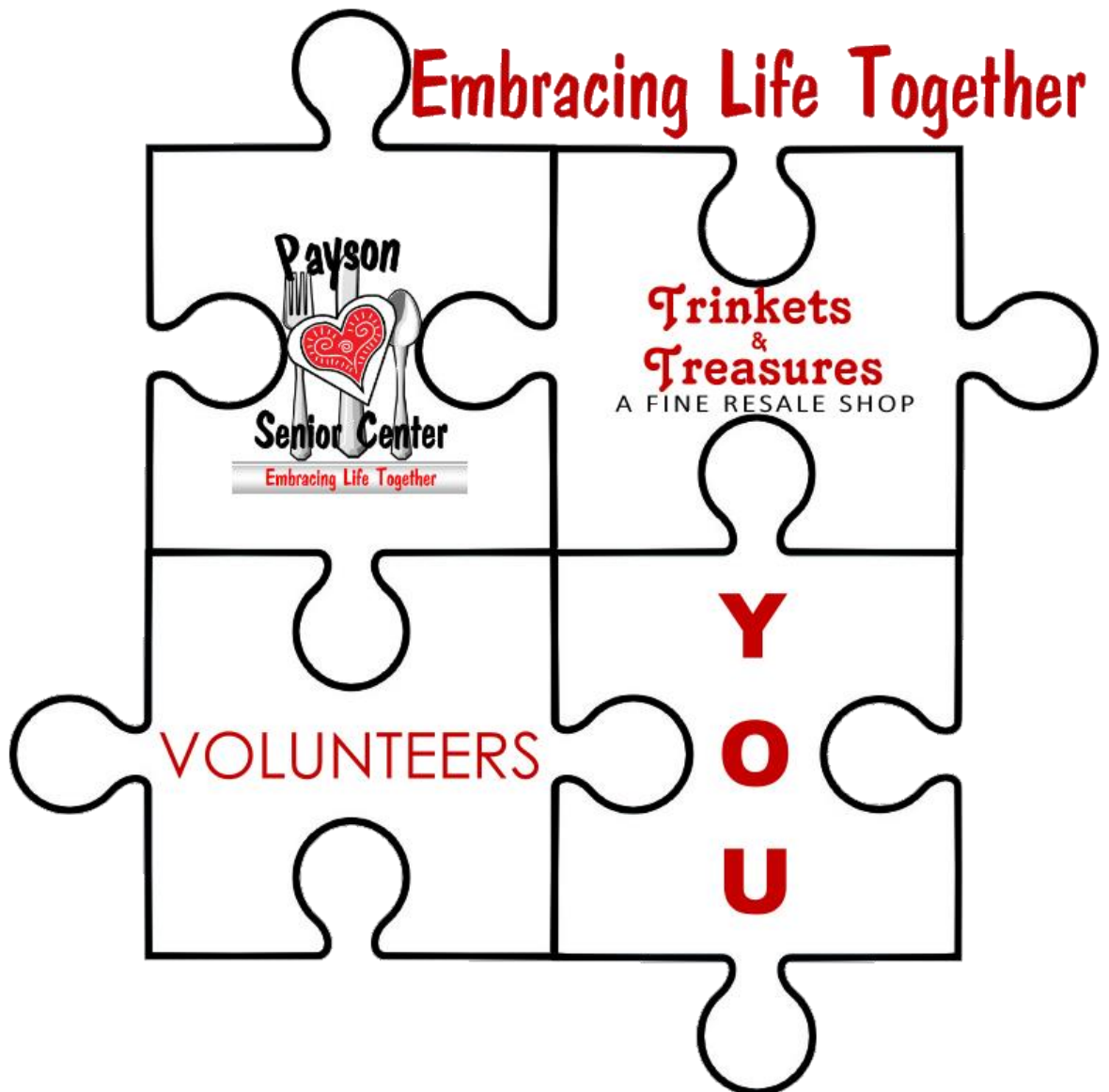


# JOIN OUR TEAM



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## Messages from our Staff

Dear Volunteers;

Thank you for your service to The Payson Senior Center. Time is our most valuable commodity, and when you give of your time and talents I know how important it is. Without a doubt, our volunteers play a crucial role in our mission here at The Center. So...THANK YOU for willingness to serve...YOU DO make a difference. Thank you for “embracing life together” with us.

In Gratitude,  
Laura Marlowe  
Programs Coordinator  
928-474-4876  
programs@paysonseniorcenter.org

---

Dear Marketing and Development Volunteers;

Volunteers are like pieces of a puzzle. Each piece is unique in skill, availability, and experience. Together they make the Payson Senior Center a beautiful picture of togetherness. Volunteers are appreciated and needed for fundraising events and ambassadorship. The voice of a volunteer is impactful and inspiring. Please consider volunteering at our fundraising and awareness events. Thank you for giving the gift of time.

Sincerely,  
Debbie Stephens  
Director of Marketing and Development.  
928-978-9645  
marketing@paysonseniorcenter.org

---

Dear Trinkets & Treasures Volunteers;

Volunteers have a major impact on the success of our store operation, and anyone who has worked resale/retail knows the work never ends! The precious gift of time that volunteers are willing to donate to help us fund the Meals on Wheels program is crucial. Great things are brought about, and burdens are lightened through the efforts of many hands anxiously engaged in a good cause.

Sincerely,  
Bobby Stephens  
General Manager, Trinkets & Treasures

Store: 928-474-3205  
pstrinketsandtreasures@gmail.com

# THE CENTER

C O M M U N I T Y   E N G A G E M E N T   N U T R I T I O N   T R A N S P O R T A T I O N   E N T E R T A I N M E N T   R E S O U R C E S

## OUR MISSION

To help seniors maintain independence and quality of life through nutrition, transportation and social interaction.

## OUR MOTTO

We embrace life together. We laugh together, share stories, grieve together and help each other.





PAGE UPDATED: May 2020

## **BOARD of DIRECTORS**

Chris Dock, Chairperson  
Janice Chesser, Vice Chair  
Tom Hatch, Treasurer  
Diana Young, Secretary  
Connie Jewel  
Jan Summers

## **STAFF MEMBERS**

### **DIRECTORS/MANAGER**

Kelly Brooks: Director of Operations/ COO  
Debbie Stephens: Director of Marketing and Development/ CEO  
Bobby Stephens: General Manager of Trinkets & Treasures

### **FRONT OFFICE**

Renee Bailey: Transportation & Volunteer Coordinator  
Laura Marlowe: Programs Coordinator  
Shelley Hobson: Meals on Wheels Coordinator  
Breanna Sutter: Office Assistant

### **KITCHEN**

Todd  
Leonie  
Lacie  
Gary

### **MEALS ON WHEELS**

Robert  
Patrick  
Jude  
Diana H

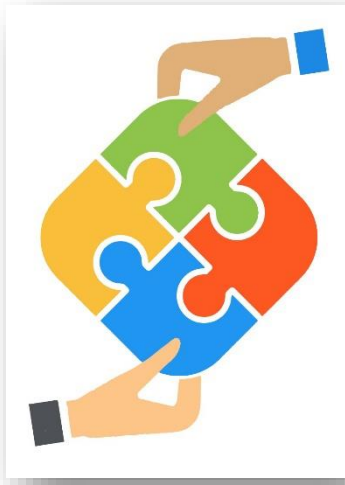
### **TRINKETS & TREASURES**

Bobby  
Patrick  
Blake

### **SENIOR EXPRESS**

Mike  
Cliff  
Casper

## About the Handbook



This handbook contains information about the policies and procedures developed and followed by The Payson Senior Center, which includes Trinkets & Treasures Resale Shop and Beeline Bus. Our aim is to support and develop volunteers in their role so that they feel confident to undertake the responsibilities placed upon them and ultimately are able to contribute to the success of the organization. You are responsible for reading, understanding, and complying with the provisions of this handbook.

As our volunteer program grows and changes, there will be a need to modify policies, practices and other information in this handbook. We reserve the right to interpret, change, suspend, cancel, or dispute any part of our policies, procedures, and benefits at any time. We will notify all volunteers of these changes. Changes will be effective on the dates determined by the PSC, and after those dates all superseded policies will be null.

If you have any questions or need any clarification of the information contained in this handbook, please contact:

**Renee Bailey**  
Volunteer & Transport Coordinator  
Work 928-474-4876  
Fax 928-474-6054  
[frontdesk@paysonseniorcenter.org](mailto:frontdesk@paysonseniorcenter.org)

**Debbie Stephens**  
Director of Marketing & Development  
Work 928-978-9645  
Fax 928-474-6054  
[marketing@paysonseniorcenter.org](mailto:marketing@paysonseniorcenter.org)

# VOLUNTEER POLICIES AND PROCEDURES

## **Training, Orientation and Review**

The Payson Senior Center (PSC) aims to provide orientation and training opportunities to all volunteer staff members.

- Orientation will be scheduled on a one to one basis as volunteers apply.
- Each volunteer staff member will receive a comprehensive orientation and a specific service position training handbook.
- Each volunteer will receive a 30-day Review with their immediate supervisor.



## **Dress Code**

Your work with PSC is very valued and to provide a quality service, appearance and behavior is the same for staff members and volunteers.

- Wear modest clothing (no tank tops or halter tops)
- If working in the thrift store wear clothing that is okay to get ruined (bleach spots, etc)
- Wear comfortable shoes, and depending on specific position, for your protection, closed toed shoes only.

## **Concerns and Ideas**

Volunteers who have a volunteer-related problem, question or complaint should first discuss it with the Program Coordinator or immediate supervisor. At this level, volunteers usually reach the simplest, quickest, and most satisfactory solution. If the volunteer and Program Coordinator or immediate supervisor do not solve the problem, PSC encourages volunteers to contact the Director.

## **Confidentiality and the Public**

Client information is confidential. No client information or proprietary information will be shared outside of the PSC. You will be asked to sign a Confidentiality Agreement. By signing this document, you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary or client information.

## **Substance Abuse**

The possession use or sale of illegal drugs is never acceptable in our program environment. Bringing alcohol or any unlawful drugs to the workplace, and/or imbibing them there is strictly prohibited both during work time or during a period prior to work where the effects carry over to the workplace. Also, the abuse of any substances can compromise your job performance and conduct. Any such instances will require PSC to ask that you no longer be our volunteer.

## **Harassment**

The PSC is committed to providing an environment for all volunteers that is free from harassment of any kind. All harassment is unlawful and will not be tolerated. Please report harassment to the Director.

## **Background Checks & Fingerprint Clearance**

Certain Volunteer Positions of PSC may be required to have a Background check and/or Fingerprint Clearance Card.

## **Volunteer Personnel Files**

Your personnel file is confidential and consists of written documents retained by PSC. The volunteer's personnel file can be reviewed only by the volunteer, the Program Coordinator and the Director. This file contains basic contact information and records about your volunteer service with PSC.

## **Commitment**

The PSC depends on their volunteer staff members and their commitment to our programs. We understand that circumstances may arise that conflict with your scheduled volunteer day. Please notify your immediate supervisor and/or the Volunteer Coordinator as soon as possible if you are unable to make your shift or in the event of an emergency. Volunteers must commit to a minimum of 2 hours a week to remain an active volunteer unless serving on committees or unique positions.

## **Starting and Ending a Shift**

Volunteers are required to sign in before each shift on the computer provided in the volunteer area: logging out is also required at the end of your shift. It is very important that you sign in and out as required to provide an accurate record of volunteer hours. Your time and mileage are a donation to PSC. By accurately tracking your hours PSC can provide, upon request, a compilation of volunteer time at the end of each year. It is very important data that we can use in applying for grants.

## **Emergency Evacuation**

Volunteer sites are sometimes in different locations. Always be aware of the building exits in case of an emergency evacuation as well as procedures

## **Parking**

- Please do not park at any neighboring businesses
- Please park in designated parking reserved for volunteers (dirt parking lot east of Humane Thrift Store)

## **Ending Your Volunteer Service**

If you decide to terminate your volunteer service with us, we request that you notify the Volunteer Coordinator as soon as possible. We would appreciate the opportunity to visit with you regarding your decision for leaving.





## **Payson Senior Center Volunteer Standards of Conduct**

The Payson Senior Center's (PSC) mission is to assist seniors in our community to achieve and maintain self-sufficiency with dignity and to offer choices of appropriate care by providing a wide range of community and home-based services offered with senior's needs being held in confidence. Our programs are designed to enhance health, wellbeing and quality of life. We do this by our transportation, education, social opportunity and direct food programs.

### ***The Center***

PSC staff and volunteers should provide a friendly, warm environment for the public and co-workers. Our Center is not just about a place for people to congregate, it is about a place that people are happy to be at and want to come back to. It is also a place that we can get our message out to the public about our programs and the need for community support through donations and volunteerism.

### ***The Public***

PSC interacts with the public daily. This interaction might be at the Center or the Store or at a meeting, on our buses, delivering meals or in random encounters. The PSC staff and volunteers are the face and voice our organization. Our staff and volunteers must believe in PSC core values of respect, compassion and kindness. These core values need to be shared with the public. Staff and volunteers do this by their words and their actions when dealing with the public.

We need our community to believe in our programs and support PSC. It is extremely important that all staff and volunteers act only in a professional, courteous and positive way to the public. Positive, upbeat interaction with the public creates confidence in our efforts. Negative comments and gossip create suspicion and uneasiness and can be very harmful to our efforts.

### ***Concerns and Ideas***

Staff and volunteers are a wonderful resource for new ideas in how to improve the operation of PSC. The Senior Center welcomes your ideas and concerns. Please contact the PSC Director of Operations, the General Manager of Trinkets & Treasures or the Volunteer Coordinator with your ideas.

Discussion of concerns and ideas when with the public is inappropriate. The passerby can over hear what they believe fact and that can start rumors that cause the public to be upset and consequently harms our efforts.

It is critical to the success of PSC and our programs that these Standards of Conduct are followed.



**THANK YOU FOR  
EMBRACING LIFE  
WITH US!**

# APPLICATION

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

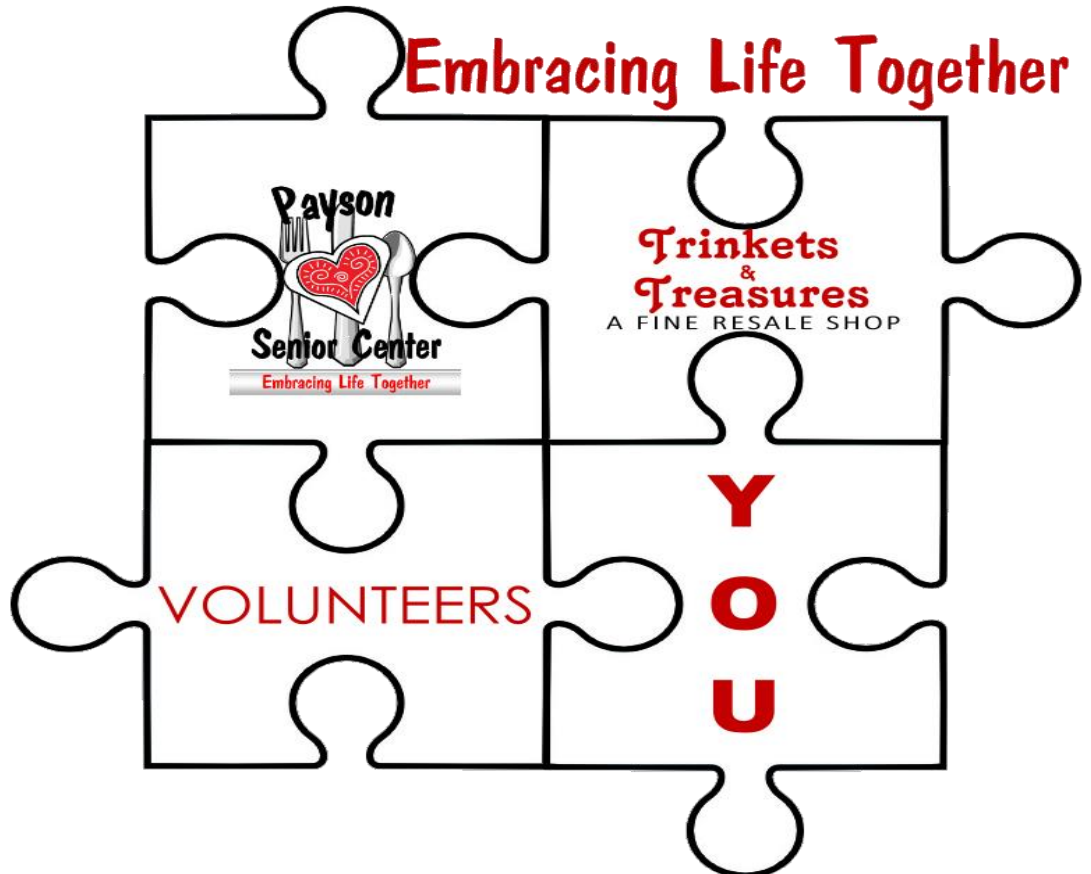
POSITION ASSIGNED: \_\_\_\_\_

BACKGROUND CHECK: \_\_\_\_\_

FINGERPRINTS: \_\_\_\_\_

39 MONTH DRIVING RECORD: \_\_\_\_\_

FOOD HANDLER'S CARD: \_\_\_\_\_



## Volunteer Confidentiality Statement

I agree to hold in confidence all information I become privy to while volunteering with the Payson Senior Center (PSC). PSC includes Trinkets & Treasures Resale Shop and Beeline Bus. I will not remove from PSC any electronic or written records, or copies thereof, without express permission from PSC. I accept full responsibility for maintaining the confidential nature of all records, client contacts and information.

I understand that I am personally responsible and fully liable for any violation of this agreement.

---

Volunteer Signature

Date

---

Print Name

---

PSC Volunteer Coordinator Signature

Date



## Volunteer Agreement and Acceptance of Standards of Conduct

I, \_\_\_\_\_, understand the Standard of Conduct and agree to conduct myself in accordance with the terms and conditions set forth in them. I further understand that failure to conduct myself in accordance with the PSC Standards of Conduct will result in termination of any position I hold as a volunteer.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
PSC Volunteer Coordinator Signature

\_\_\_\_\_  
Date



## Volunteer Agreement and Liability Waiver

1. **Waiver and Release** - As consideration for volunteering for PSC, I hereby agree that I, and my assignees, heirs, guardians, and legal representatives, will not make a claim against or sue PSC or its employees, for injury or damage resulting from the negligence, whether active or passive, or other acts, however caused, by any of its officers, employees, of PSC as a result of my volunteering.

I hereby release and discharge PSC and its officers, employees, from all actions, claims, or demands that I, my heirs, guardians, and legal representatives now have, or may have in the future, for injury or damage resulting from my participation in the project.

2. **Worker Compensation Insurance** - I understand that if I am injured in the course of the project, I am not covered by PSC workers' compensation program.
3. **Medical Treatment and Cost** - I authorize PSC to seek emergency medical treatment on my behalf in case of injury, accident or illness to me arising from my involvement as a volunteer. I understand that I will be responsible for medical costs incurred by such accident, illness or injury. AS A VOLUNTEER, I AM EXPECTED AND ENCOURAGED BY PSC TO MAINTAIN MEDICAL, HEALTH, AND ALL OTHER APPLICABLE INSURANCE COVERAGE FOR MY OWN BENEFIT.

**Initial**  
**Agree**  
  
**Disagree**

4. **Photography/Audio Release** – I do hereby grant and convey unto PSC all rights, titles, and interest in and to any and all photographic images and video or audio recordings made by or on behalf PSC, or made with its consent, during my participation in any project, activity or event sponsored, managed, arranged, or promoted by, or otherwise affiliated or associated with PSC, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.
5. **Other** - I understand that the materials and tools provided by PSC are and remain the property of PSC, and I agree to return these tools and any remaining materials to PSC at the end of my volunteer service.



## Volunteer Agreement and Liability Waiver Release

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY, AND SIGN IT OF MY OWN FREE WILL.

---

Date Volunteer Signature

---

Date Volunteer Coordinator



All information will be kept strictly confidential

## Consent to Background and Reference Check

\_\_\_\_\_  
Volunteer Name

\_\_\_\_\_  
Present Address

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Birth Date (mm/dd/yyyy)

I, \_\_\_\_\_ hereby authorize The Payson Senior Center to make investigation of my background, references, character, past employment, consumer reports, education, and criminal history record information which may be in any state or local files, including those maintained by both public and private organizations, and all public records for the purpose of confirming the information contained on my resume/or application and/or obtaining other information which may be material to my qualifications for volunteering. A telephone facsimile (fax) or xerographic copy of this consent shall be considered as valid as the original consent.

I hereby consent to the Payson Senior Center verifying all the information I have provided on my resume. I also agree to execute as a condition of volunteer work or a condition of continued volunteer work any additional authorization necessary for the Payson Senior Center to obtain access to and copies of records pertaining to this information. With regard to the foregoing disclosures, I hereby agree to release any person, Payson Senior Center, or other entity from any and all causes of action that otherwise might arise from supplying the Payson Senior Center with information it may request pursuant to this release. I understand that any false answers or statements, or misrepresentations by omission, made by me on my resume or any related document, will be sufficient for rejection of my application for volunteering or for my immediate discharge should such falsifications or misrepresentations be discovered after I am accepted.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date





**CONTACT INFORMATION**

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

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

*In case of an emergency, contact: (please fill out at least one contact)*

**Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_



# VOLUNTEER APPLICATION

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

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

**Availability** (During which hours are you available for volunteer assignments?)

### The Center or Beeline Bus

- Weekday mornings
- Weekday afternoons

### Trinkets & Treasures

- Weekday mornings
- Weekday afternoons
- Saturday mornings
- Saturday afternoons

### Days Available:

Mon.  Tues.  Wed  Thurs.  Fri.

# SKILLS/EXPERIENCE

### Special Skills or Qualifications

Summarize special skills and qualifications you have with Seniors that might be beneficial to volunteering at PSC.

### Previous Volunteer or Professional Experience

Summarize your previous volunteer experience or professional experience that may benefit PSC.



## COMMENTS/NOTES

Any additional information that you would like to share, please comment below.

## Application Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

Name (Printed) \_\_\_\_\_

Signature \_\_\_\_\_

## LEVELS OF SECURITY CLEARANCE

### CLEARANCE LEVEL 1

Background Check

### CLEARANCE LEVEL 2

Background Check

Level One Fingerprint Clearance Card

### CLEARANCE LEVEL 3

Background Check

Level One Fingerprint Clearance Card

MVD 39 Month Driving Record



**Interests** (Which areas you are interested in volunteering? Check all that apply)  
(+++ *Currently under development*)

## The Center

\_\_\_ **Administrative Duties\*\*CL2\*\***

- Entering data
- Paperwork
- Birthday mailings
- Making copies
- Answering phones
- Greet guests

\_\_\_ **Craft Leader \*\* CL1\*\***

\_\_\_ **Monthly Decorating**

\_\_\_ **Kitchen Help**

\_\_\_ **Housekeeping Superintendent \*\* CL1\*\***

\_\_\_ **Grounds Superintendent \*\* CL1\*\***

\_\_\_ **Welcome/Greeter \*\* CL1\*\***

- Greet guests
- Lunch check-in
- Collect lunch money
- Verify attendance count
- Assist guests as needed
- Serve Lunch

\_\_\_ **Lunch Server**

\_\_\_ **Bingo (Seasonal/Sub)**

- Setup/Tear Down
- Call Bingo

\_\_\_ **Exercise Guru \*\* CL1\*\***

\_\_\_ **Special Events \*\*CL1\*\***

\_\_\_ **Committees \*\*CL1\*\***  
**Set Up/Tear Down**



## Meals on Wheels

### \_\_\_ *Driver Assistant* (8:30-11:30) \*\* CL3\*\*

- Reliable-Consistent-Dependable-Compassionate
- Use as solo backup drivers
- Rotate routes so drivers are familiar with all routes

### \_\_\_ *Runner* (8:45-11:00) \*\* CL2\*\*

- Assist Driver with meal delivery

### \_\_\_ *Early Bird Assistant* (7:45-9:15) \*\* CL1\*\* (+DMV check)

- Line up all vans & do pre-check
- Get all coolers & hot boxes down for each route
- Load milk & ice into respective coolers for each route
- Load coolers & hot boxes into vehicles
- Available to shuttle vehicles to/from Big O, Chapman's, etc.

### \_\_\_ *MOW Clean-Up Assistant* (11:30-1:30) \*\* CL1\*\* (+DMV check)

- Unload & clean coolers & hot boxes: put them away
- Clean all vehicles (take to carwash as needed)
- Refuel vehicles as needed
- Put vehicles away
- Available to shuttle vehicles to/from Big O, Chapman's, etc.

### \_\_\_ *Office/Administrative Help* (Afternoons or Friday) \*\* CL2\*\*

- Prepare monthly route sign sheets
- Assist drivers with end of month counts & filing
- Assist drivers entering vehicle hours on computer
- Assist MOW Specialist as needed
- Birthday Cards



## Volunteer Needs for Marketing and Development

Funding is imperative to keep our programs going and growing. In addition to raising funds, fundraising brings awareness to our programs.

### \_\_\_ **Fundraising: \*\* CL1\*\***

- **Fundraising Committee:**
  - Requires commitment from the planning stage through the event
  - Understand the mission statement of Payson Senior Center
  - Work with Fundraiser Director to create a plan of action and implement that plan
  - Contact vendors and sponsors for coordination
  - Establish a good rapport with current and future partners
  - Follow through with a thank you to participants, donors, and volunteers
- **Set Up and Tear Down:**
  - Requires some physical strength
  - As directed help set up and tear down at fundraising events
- **Event Decorator:**
  - Assist in decorating for events as needed
- **Event Help:**
  - Assist as needed before, during, and after to support the success of the event
  - Duties vary according to the event

### \_\_\_ **Media Distribution: \*\* CL1\*\***

- Assist Director of Marketing and Development with distribution of flyers, and other media related to fundraising

## TRINKETS & TREASURES



### \_\_\_ **Cashier: \*\* CL1\*\***

- Responsible for greeting customers professionally, informing them of daily sales, assisting with general information and location of merchandise, keeping register area stocked and clean, attends fitting room, general upkeep of sales floor.

### \_\_\_ **Pickup/Delivery Driver \*\* CL3\*\***

### \_\_\_ **Library:**

- Responsible for working with current library volunteer to keep library/media center organized and stocked with quality product.

### \_\_\_ **Stocker:**

- Responsible for keeping shelves stocked with product from merchandise room. Also organized shelves when product is stocked.

### \_\_\_ **Merchandise: Prep & Price**

- Responsible for cleaning and tagging merchandise to be priced. Pricing within Managers' guidelines.

### \_\_\_ **Electrical Tester:**

- Responsible for cleaning, testing, and prepping electrical items to be sold. Also keeps electrical item shelves organized and clean.

### \_\_\_ **Donation Attendant:**

- Responsible for providing excellent donor service, accepting and sorting donations, moving donations to proper areas to be priced and merchandised. May also help customer service carryout and loading of merchandise.

### \_\_\_ **Clothing Processor:**

- Responsible for double checking clothing to make sure its store quality, hanging, tagging, pricing (using guideline), and stocking clothing.

### \_\_\_ **Linen processor:**

- Responsible for double checking linen for store quality, hanging, tagging, pricing (using guideline), and stocking linen items.



## VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I, \_\_\_\_\_ have received and read the Payson Senior Center Volunteer Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook. I understand I can keep my handbook and receive copies of any forms I signed.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date