

St. Clair Senior Center



Volunteer Handbook

St. Clair Street Senior Center
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Table of Contents

Page #

Welcome from the Superintendent	3
St. Clair Center General Information	4
St. Clair Center Mission	5
Purpose of Volunteer Program	5
How do you become a Volunteer?	5
Volunteer Training	5
Responsibilities of Volunteers	6
Responsibilities of Center Staff	6
Resignation and Termination	6
Volunteer Appreciation Luncheon	7
Volunteer Opportunities	8

Welcome Volunteers!

Thank you for your interest in volunteering at the St. Clair Senior Center (SCSC). The contribution of your time, energy and skills are essential to the very existence of our Center.

St. Clair Senior Center was built in 1982, and throughout the past 30+ years, volunteers have assisted in all facets of the Center's operation. The staff of the SCSC and officials of The City of Murfreesboro appreciate the many dedicated hours of service donated by our many willing volunteers.

Please read through the information included in this packet, and don't hesitate to see me if you have any questions or suggestions on how volunteers can continue to assist in making the SCSC the best Center in the state!

You make a difference in the lives of many people at the SCSC, and we could not provide the variety of programs and services without your help.

I hope you enjoy your volunteer experience. Please let me know if I can be of assistance.

Sincerely,

Mark Owens

St. Clair Senior Center Superintendent

St. Clair Senior Center General Information

- The Center is open:
Monday through Friday from 6:00 a.m. - 7:00 p.m.
Saturdays from 8:00 a.m. - 5:00 p.m.
Sundays from 1:00 p.m. - 5:00 p.m.
- The building occasionally opens in the evening when rented. For more information on rental space see our Administration Department.
- The SCSC is an educational and recreational center for adults age 60 and over. There is no current membership fee, however, some activities have fees to offset the cost. See the monthly newsletter on the kiosk for schedules and fees.
- Everyone is asked to scan in at the front desk when coming into the Center. Participants are issued a participant scan card to scan each time they attend.
- Lunch is offered Monday through Friday, and breakfast Tuesday and Thursday by Mid-Cumberland Meals on Wheels. The cost is by donation. Sign up is required by Meals on Wheels.
- The Rec Connection is available with information on all programs and services. The Rec Connection is available at the front desk, emailed to those with an email address, or mailed to your home free of charge. It is also available online at www.murfreesborotn.gov/seniorcenter.
- Inclement Weather Policy (effective January 9, 2020). St Clair will close only in the event that City Hall closes. We can choose to cancel or postpone programs and events as we deem necessary.
- Updates, or cancellations will be announced on Facebook, emails and robo calls.

Mission Statement – Murfreesboro Parks & REC

To provide vibrant public spaces and inclusive programs delivered with visionary leadership and caring staff that engage the individual and strengthen the quality of life of our community

Purpose of Volunteer Program

The purpose of the Volunteer Program of the St. Clair Senior Center is to promote the utilization of skills and talents of people of all ages to better meet the needs of seniors; and to encourage the continued involvement of seniors in leading and organizing programs that benefit the SCSC and the entire community.

How do you become a Volunteer?

We try to keep paperwork to a minimum. However, for our records we need the following materials:

- *Application
- *Permission to perform background check
- *Confidentiality form

That's It!!!! The background check takes 1 to 5 days to process. The Volunteer Coordinator will contact you when your application is approved. Your application is good for one year. Usually in the month of July, the volunteer verifies that their information on the application is still valid or make any needed changes. A new background check will be conducted at that time.

Volunteer Training

Volunteer training is held twice a year. Please look for announcements posted in the Rec Connection, Facebook, emails and robo calls.

Responsibilities for Volunteers:

- **Accept the rules** - Do not criticize what you do not understand. There may be a good reason. Follow all Center policies.
- **Promote in a positive manner** - Be loyal and do not speak harshly about the Center, employees, participants or the City of Murfreesboro.
- **Be dependable** - Let your supervisor know when you cannot attend and arrive on time.
- **Be willing to learn** - Know all there is to know about the St. Clair Senior Center and your position.
- **Speak up** - Ask about things you do not understand. If you have doubts or frustrations about the position, do not let them drive you away or turn you into a problem worker. Your suggestions are valuable to the Center. Do not hesitate to offer your ideas and suggestions to the appropriate staff.
- **Be a team player** - Find a place for yourself on the team. The lone operator is not nearly as effective as the team player.
- **Confidentiality** - Respect the privacy of all participants. Never discuss one participant with another.

Responsibilities for St. Clair Senior Center Staff:

- **Respect** - Treat volunteers as co-workers and not “free help”.
- **Job Placement** - Provide a suitable assignment with consideration for personal preference, temperament, education and experience.
- **Information** - Provide as much information about the SCSC as possible; its policies, its people and its programs.

Resignation/Termination

The St. Clair Senior Center Volunteer & Intern Program hopes that you find the opportunities of volunteering both challenging and rewarding. We understand that circumstances and schedules change. If your situation should change and you find that you can no longer volunteer in your current volunteer assignment,

contact the Volunteer Coordinator. It may be that another volunteer position can better fit into your schedule.

If difficulty arises in your volunteer and/or intern work that cannot be settled, please contact Volunteer Coordinator. The staff of the St. Clair Senior Center will be happy to assist you with any problems during your volunteer/intern assignment.

The following practices, not all inclusive, are grounds for termination of assignment:

1. Violation of confidentiality
2. Exploitation of client
3. Disrespectful of client
4. Non-compliance with job duties
5. Misrepresentation of volunteer/intern role
6. Continued absence without notice

We will always openly discuss any problems and will offer you the opportunity to discuss any such complaints before terminating your services.

We also ask that you extend us the same courtesy. If you are experiencing any difficulty with any SCSC staff, we encourage you to openly present your concerns to the Volunteer Coordinator, Program Coordinator, or the Superintendent.

Volunteer Banquet and Recognition

A volunteer luncheon is held in April, National Volunteer month. Volunteers who have worked on a regular basis for the year are invited to attend. The event includes lunch, entertainment and gifts of appreciation.

VOLUNTEER OPPORTUNITIES

Ambassador - Representing the Senior Center.

Responsibilities and Duties: Welcome guests to the Center, answering phones and transferring calls and taking messages, making reminder calls, updating participants paperwork, assisting participants with scanning in and out, hand out event and trip information, know what is happening the day you volunteer, make coffee, check coffee pots occasionally and refill as needed. Make copies for staff and participants as needed. Giving tours of the Center. No involvement with money or receiving funds.

Qualifications: Ability to stand, or sit for long periods of time, bend and light lifting.

Time Commitment: 1 to 2 hours

Call Bingo - To create a festive atmosphere for the game of Bingo.

Responsibilities and Duties: Call out numbers and letters, must be able to talk in a loud voice, must be able to follow rules of the game, must be friendly, must like being around people.

Qualifications: Ability to stand, bend and light lifting.

Time Commitment: 1 hour and 30 minutes per event

Clowns - Entertain by playing tricks, skits and telling jokes.

Responsibilities and Duties: Wear comical clothes, wear clown type makeup and do things to make people laugh. Some performing at nursing homes and traveling is required.

Qualifications: Ability to stand, bend and light lifting.

Time Commitment: 2 hours and 30 minutes or until performance is concluded

Drama (Seniors Acting Up) - Everyone is welcome to join in this fun group as they bring laughter, mystery and drama into the lives of others.

Qualifications: Acting experience is great, however, it is not required.

Time Commitment: Meetings are held every Thursday from 1:00 p.m. - 3:30 p.m. Usually five to six play performances per year

VOLUNTEER OPPORTUNITIES (CONTINUED)

Hand Quilting - Take work orders for quilt repairs and making quilts.

Responsibilities and Duties: Work as a team to create quilts and repairs.

Qualifications: Experienced in hand stitching quilts.

Time Commitment: Tuesdays and Thursdays

Knit or Crochet - Creating knitted or crocheted items.

Qualifications: Ability to crochet and knit at a beginner or advanced level

Time Commitment: 2 hours per meeting

Library Assistant - Assist in keeping the library organized and efficient.

Responsibilities and Duties: Assisting participants as necessary, cataloging books, movies and magazines.

Qualifications: Some experience in working in a library, but not required.

Time Commitment: 1 to 2 hours.

Server/Clean up after Events - To create a festive atmosphere for events such as dances, plays and general programs/events.

Responsibilities and Duties: Set out food and make drinks. Serve food to participants (volunteers will be trained to be Food Handlers from Rutherford County Health Dept.). Clear and wipe off tables and serving areas. Take down decorations.

Qualifications: Ability to stand, bend and light lifting.

Time Commitment: 2 to 4 hours per event (this includes 1 hour before and after event)

Sign-in Table at Events - To create a festive atmosphere for events such as dances, plays and general programs.

Responsibilities and Duties: To provide a friendly representation of the Senior Center and to answer any questions or concerns about the event. Ensure all guest are signed in or turn in tickets at the event /program

Qualifications: Able to greet participants entering the event, and able to sit for long periods of time. Must be outgoing and detail oriented.

Time Commitment: 2 hours per event

VOLUNTEER OPPORTUNITIES (CONTINUED)

Singing Seniors - To create fun while reaping the physical and mental benefits of a choir experience.

Responsibilities and Duties: The group meets weekly on Mondays for 60 minutes to practice and learn various songs. Will perform up to 2 different venues (a week) such as senior living complexes, nursing homes and/or malls.

Qualifications: Ability to stand or sit for long periods of time, bend and light lifting

Time Commitment: 2 to 3 hours per event

Stuff Bags for Events - Everyone is welcome to join stuffing bags for events.

Responsibilities and Duties: Put items in bags or wrap items for events.

Qualifications: Ability to stand or sit for long periods of time, bend and light lifting

Time Commitment: 2 to 3 hours per event

Support Group Sitter - Duties and Responsibilities- Sit with seniors who may have cognitive or physical issues, while their loved one attends the Caregiver Support Circle. Volunteer could chat, watch tv, play games, cards, draw, etc..

Qualifications: Ability to stand or sit for long periods of time, bend and light lifting.

Time Commitment: Needed the third Wednesday of every month from 3:00 p.m. to 4:30 p.m.

Take Blood Pressure - Take pulse and blood pressure readings for participants.

Qualifications: Retired registered Nurse, LPN or other health care workers who are proficient in taking blood pressure readings.

Time Commitment: Be willing to work once a month on Mondays from 9:30 a.m. to 11:30 a.m.

Telephone Reassurance - Calling homebound participants to check in on them.

Responsibilities and Duties: Call homebound participants once daily or as requested. Call emergency number provided in case there is a concern. No home visitations.

Qualifications: Must have personal phone to use. Able to access if a family member or neighbor needs to be contacted to check on participant.

Time Commitment: 10 minutes per call

VOLUNTEER OPPORTUNITIES (CONTINUED)

Trip Escort - Escorting scheduled Senior Center trips with participants.

Responsibilities and Duties: Check participants on and off bus, stick to itinerary and making sure no one is left behind.

Qualifications: Ability to organize groups of people, courteous and able to handle stressful situations. Ability to stand, bend and light lifting.

Time Commitment: 30 minutes before trip until end of trip.

WEE Read - The WEE Read Program is for volunteers who enjoy children and want to share their love for reading.

Responsibilities and Duties: Depending on your comfort and the teacher/student needs, you may read to a large class, a small group or a student struggling with reading.

Time Commitment: This is a weekly, volunteer opportunity at Mitchel-Nelson primary during the school year, usually between 45 minutes to 2 hours or what you can offer and what the teacher needs.

Welcome Center - To create a professional atmosphere.

Responsibilities and Duties: Help with mailing and clerical office assistance including filing, assisting new participants with completing participant registration forms (PRF's).

Qualifications: Must be able to sit for long periods of time, have good phone etiquette and keep all information confidential.

Time Commitment: 2 hours



Thank you for being a Volunteer at St. Clair Senior Center. We really appreciate you giving of your time and talents to make our programs successful!