

# Manhattan Senior Center



## Volunteer Handbook

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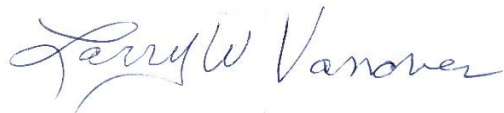
Dear Volunteer,

Thank you for your interest in volunteering with the Manhattan Senior Center! This Volunteer Handbook is designed to acquaint you with the Manhattan Senior Center, our policies, and to answer commonly asked questions. As we recognize the need to make changes, we will modify the policies, practices and other information in this handbook. When changes occur, you will be notified and your handbook will be updated.

We view each volunteer as a valuable asset and consider you a “teammate” who shares our standards of excellence in serving the members, citizens, and visitors of Manhattan Senior Center. We are committed to providing you with a quality volunteer experience, offering professional training and support, and a variety of opportunities to serve others.

Manhattan Senior Center provides a variety of enriching volunteer opportunities that require your time, skill, interest, and experience. Volunteers have been a key to our success in serving seniors for many years. We welcome your volunteer spirit and are delighted that you have chosen to become a part of our team.

Sincerely,

A handwritten signature in blue ink that reads "Larry W. Vanover". The signature is written in a cursive style with a large, stylized initial "L".

Larry Vanover  
President, Board of Directors

## **Mission**

Our mission is to provide meals, programming, education, and activities for seniors age sixty (60) and older in the Manhattan, MT area.

## **Vision**

Manhattan Senior Center provides a comfortable environment for socialization, and meals that are delicious and nutritious so when seniors come to the Center, they feel welcomed, secure, and cared for.

## **History**

(To be written)

## **Volunteer Rights**

The Volunteer Bill of Rights will guide you in your service as a volunteer. It is your obligation to ensure that your rights are respected and to bring it to the attention of your program supervisor or Senior Center staff member if they are not.

It is your right:

- To be assigned a task that is worthwhile and challenging, having real purpose and contributing to the organization's mission.
- To receive a suitable assignment with consideration for personal preference, temperament and life experiences.
- To receive the orientation, training and supervision needed to do the job.
- To be treated with respect and as an equal partner within the organization.
- To be trusted with confidential information necessary to carry out your assignment.
- To be kept informed about relevant matters within the organization.
- To ask any questions that will clarify a task or assignment.
- To be heard and to give the organization input or relevant feedback

## **Volunteer Responsibilities**

In addition to the rights that you have as a volunteer for the Manhattan Senior Center, you have responsibilities as well. Recognizing and fulfilling these responsibilities enhances your volunteer experience.

It is your responsibility:

- Not to take on more responsibility than you can handle.
- To meet the time commitment that you have agreed to, be prompt and reliable when reporting for your scheduled service.
- To notify the organization in advance of absences or schedule changes that may affect them.
- To perform the tasks assigned to you to the best of your ability.

- To provide input and constructive feedback to your program supervisor, thus increasing the effectiveness of the program.

### **Volunteer Responsibilities (continued)**

- To accept constructive feedback from your supervisor.
- As the senior center programs and organization changes and advances, be flexible as best policies and practices are implemented
- To follow organizational policies and procedures
- To be open-minded and respectful toward opinions shared with you.
- To be able to work with a diverse population, respecting cultural differences.
- To respect the confidentiality of everyone you serve.
- To carry out your assignments in good spirit and seek the assistance of your supervisor in any situations that require special guidance.
  - To accept the right of the Manhattan Senior Center to dismiss a volunteer for poor performance, including poor attendance.
  - To give written or verbal notice if you are unable to continue in your volunteer position.
  - To be a positive advocate for the Manhattan Senior Center and its staff.

### **Program & Services**

Manhattan Senior Center offers a variety of volunteer opportunities through its programs and services, including assisting in our luncheon room and kitchen, driving and delivery for the Meals on Wheels program, administrative office help, help with our monthly newsletter, teaching crafts and classes, outreach in the community, and social media communications. If you'd like to suggest an area where you could serve as a volunteer, please contact the Executive Director.

### **Policies and Procedures**

Policies and procedures for volunteers who serve at the Manhattan Senior Center programs and services are described on the following pages of this Volunteer Handbook.

### **Manhattan Senior Center Membership**

Volunteers are encouraged to enroll as members of the Manhattan Senior Center. There is an annual membership fee of \$10, covering July 1 – June 30.

### **Volunteer Selection**

Individuals are enrolled as volunteers in the Manhattan Senior Center on the basis of their skill, experience, interest and availability. Manhattan Senior Center cannot guarantee immediate volunteer placement. Manhattan Senior Center reserves the right to reassign or terminate a volunteer from service at its discretion. Such decisions will only be made on a reasonable and non-discriminatory basis

## **Supervision**

Each volunteer is assigned to a supervisor. This person will provide you with program specific information and training. Your supervisor has the ultimate responsibility for your well-being as a non-paid staff member of our center. We encourage you to share any questions, suggestions, or concerns that you may have.

## **Volunteer Time Sheets**

Volunteers are required to log their volunteer hours using the timesheet located at the Senior Center. Its location will be shown to you. The total number of hours served is calculated annually for volunteer recognition and for grant and funding purposes.

## **Privacy of Personal Information**

Manhattan Senior Center holds volunteer personal information in strict confidence and takes every possible measure to ensure that it is not compromised in any way. Personal information is used only to provide volunteers with the placements in which they have expressed an interest. Authorized staff has access to personal information only as needed to perform their job assignments. Manhattan Senior Center does not sell, trade, or distribute volunteer information to other organizations or individuals or use it to compile mailing lists for other entities.

## **Whistleblower Protection**

In keeping with our commitment to maintain the highest standards of conduct and ethics, volunteers are encouraged to come forward with credible information regarding illegal, unethical, or fraudulent use or misuse of its resources. Individuals who report concerns in good faith will be protected from retaliation, harassment, or adverse consequences in their volunteer service.

## **Abuse and Neglect of Seniors & Participants**

Manhattan Senior Center is responsible for the immediate reporting of any allegations or observations of possible abuse, sexual abuse, neglect, self-neglect, and/or exploitation of the seniors and participants we serve, as defined by the laws of the State of Montana. It is the responsibility of a volunteer serving with the Manhattan Senior Center to report any allegations or observations of possible abuse, sexual abuse, neglect, self-neglect, and/or exploitation as defined by the laws of the State of Montana. It is the volunteer's responsibility to make a report of senior / participant abuse or neglect under this policy to the Executive Director. You can make a report of senior / participant abuse and neglect using these steps:

- If you suspect harm is occurring right now, **call 911**.
- If the concern is not life threatening, you can [contact APS online](#), or call

**(844) 277-9300** to make a report or to Gallatin County APS Specialists:

Ai Blakeslee 406/202-9980; Susan Rowe 406/417-5855

**(Note:** These offices are only available during normal business hours, Monday through Friday, 8 am to 5 pm, except on holidays. For all emergencies, call 911.)

## **Conduct**

Volunteers represent Manhattan Senior Center to the public and its success depends on the community's trust and confidence in its practices. As such, volunteers are expected to maintain high ethical standards and professionalism, treat participants, staff, volunteers, and visitors with integrity, honesty, and respect, and conduct themselves in an appropriate manner in their service role. Volunteers shall never subject participants, staff, other volunteers, or visitors to bodily or verbal abuse or neglect or any form of mistreatment. Any illegal, dishonest, unethical, or inappropriate behavior or profane language will result in immediate dismissal of the volunteer.

## **Confidentiality Agreement**

I understand that any Manhattan Senior Center participant/member information learned by me while doing volunteer work will not be discussed with anyone except appropriate Manhattan Senior Center staff and volunteers.

I also understand that information regarding a participant/member endangering him/herself or another must be discussed with a Manhattan Senior Center staff member as soon as possible.

## **Non-Discrimination**

Volunteers will not discriminate against or refuse service to anyone on the basis of age, race, color, religion, creed, political ideas, sex, marital status, sexual orientation, physical or mental disability, national origin, or any other protected class. Volunteers will respect the rights and opinions of Manhattan Senior Center members and participants treating them with fairness, courtesy and good faith.

## **Harassment**

Manhattan Senior Center expects volunteers to develop and maintain business-like relationships free of bias, prejudice, and harassment.

## **Sexual Harassment**

Manhattan Senior Center strives to maintain a quality environment free from intimidation, insult, and unlawful sexual harassment. We expect everyone to conduct themselves with dignity and with respect for each other. Examples of harassment that are prohibited may include, but are not limited to:

- Forcing an individual to submit to unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.
- Making submission to or rejection of such conduct the basis for volunteer decisions affecting any person.

- Creating an intimidating, hostile, or offensive environment for participants, employees, volunteers, or others.
- Retaliation for having reported or threatened to report harassment.

Volunteers with questions or concerns about any type of harassment in the workplace are encouraged to bring these issues to the attention of their supervisor.

### **Attendance & Absenteeism**

Every volunteer's role is important and staff members who count on volunteers to accomplish their work depend on you to complete your scheduled shifts. We do understand that occasionally certain situations may arise that prevent you from doing so. Each supervisor will provide you with a listing of volunteers to contact to cover your position in your absence. Please contact a substitute to perform in your absence and alert your supervisor of any absences and substitutions as far in advance as possible. If absenteeism becomes excessive, your volunteer relationship with Manhattan Senior Center will be reevaluated.

### **Tardiness**

Please make every attempt to notify your supervisor if you are unable to report at the time specified.

### **Inclement Weather and Winter Weather Cancellations**

We will post Senior Center Cancellations on our Facebook page and the Manhattan public Facebook page. We will also send text message alerts or phone calls to our members to notify them of the closure or delay whenever possible.

### **Resignation**

If you wish to resign your position as a volunteer with the Manhattan Senior Center, you may do so at any time by notifying your supervisor. We request that volunteers provide at least two weeks' notice.

### **Dismissal**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to resolve the situation will be made including a meeting with the volunteer and their supervisor. If the decision to dismiss the volunteer is made, a written letter documenting the reason for dismissal will be given to the volunteer. Every volunteer has the right to appeal the decision to dismiss through the appropriate grievance policy procedure. A volunteer may be asked to leave immediately if he or she engaged in any illegal, dishonest, or unethical conduct, is unreliable, irresponsible, or disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the Manhattan Senior Center.

### **Grievance Procedures**

Manhattan Senior Center has an open-door policy. We encourage you to communicate problems, questions or concerns that you have about your volunteer experience. Our Grievance Procedures provide you with the opportunity to review any problem, dispute, or

misunderstanding that arises during the course of your volunteering or to appeal your dismissal from service as a Manhattan Senior Center volunteer.

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### **Grievance Procedures** (continued)

If an issue arises, it can usually be resolved by following these steps:

**Step 1.** When a volunteer wishes to address an action they believe to be wrongful, the issue should first be discussed with the volunteer supervisor. He or she is often in a position to handle the issue satisfactorily.

**Step 2.** If the issue relates directly to the volunteer supervisor or the issue was not able to be resolved with input from the volunteer supervisor, the volunteer must submit the issue in writing to the attention of the Manhattan Senior Center President-Board of Directors and to the volunteer supervisor.

**Step 3.** The President-Board of Directors will respond in writing on behalf of the Manhattan Senior Center to the volunteer who submitted the grievance within 3 weeks. The document will state either agreement or disagreement of the grievance and will include what action will be taken.

### **Emergency Plan**

It is the policy of the Manhattan Senior Center to take every possible action to comply with all emergency regulations and protect staff, volunteers, and participants in emergency situations. A Manhattan Senior Center staff person will inform you of your specific response to emergency situations.

## **Volunteer Handbook Acknowledgement**

**- Please read and sign next page**

### **Manhattan Senior Center Contact Information**

[manhattanseniorcenter@gmail.com](mailto:manhattanseniorcenter@gmail.com)

102 E. Main St. Manhattan, MT 59741 406-284-6501

Larry Vanover President - Board of Directors, [lkvanover0@gmail.com](mailto:lkvanover0@gmail.com)

Art Turner Vice-President – Board of Directors, [arturner555@yahoo.com](mailto:arturner555@yahoo.com)

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John Steele Member, Board of Directors, [rustaddict1@gmail.com](mailto:rustaddict1@gmail.com)



**Volunteer Handbook Acknowledgement**

**Please sign and return to your volunteer supervisor, thanks!**

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

Print Name of Volunteer: \_\_\_\_\_

I have read the Manhattan Senior Center Handbook and will abide by the stated guidelines, policies, and protocols described within:

\_\_\_\_\_

Volunteer Signature