



Welcome

We are delighted that you are considering becoming a volunteer at The Center In Oak Harbor. We can't stress enough the importance of our volunteers at The Center and with our partners out in the community.

The Center In Oak Harbor strives to support our volunteers and deliver excellent training to allow you to succeed in your volunteer position. By sharing your skills and experience with us and our community, you join others in making a difference every day. Your volunteer devotion to the Center provides ownership and respect for our programs, raises awareness among our community partners, and helps our members and guests pursue healthy aging opportunities.

It is our desire that your volunteer experience at The Center and in the community will be both exciting and rewarding. Thank you again for giving your time and sharing your talents.

Please contact me at 360.279.4583 or cwaymire@oakharbor.org to learn more about our varied volunteer opportunities.

Regards,

Carly Larson

Carly Larson
Program Coordinator



The Five Standards of Excellence of The Center Volunteers

1) **We Impact Our Community in a Positive, Friendly Way**

While performing our volunteer duties, we volunteers will be mindful that we are representatives of The Center In Oak Harbor and will conduct ourselves in such a way as to uphold the mission of our organization to positively impact our community by creating opportunities for healthy aging through social engagement, physical well-being, civic involvement, creativity, and lifelong learning. A positive attitude and friendly manner will be the norm for us volunteers, 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 The Center 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. We will continually learn about the programs and services offered by The Center so we can be accurate and informative when sharing information about the organization.

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.

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, etc. We do not participate in gossip or idle talk about any members or visitors or staff at The Center while on a volunteer shift.

5) **We Are Accepting of All People at All Times**

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. We will treat all persons with respect and kindness at all times while on a volunteer shift.



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 In Oak Harbor at all times 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 also 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 to make arrangements with my supervisor if I am absent due to illness or vacation;
- follow guidelines and procedures for my volunteer position and 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 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 My Senior Center 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 at all times 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.



Volunteer Application

Date: _____

Volunteer Positions - Select the opportunities you are interested in:

- () Front Desk () Travel Escort () Event Committee () Program, Class, Group Leader

Name: _____ Nickname: _____

Address: _____ State: _____ Zip: _____

Phone: _____ Email Address: _____

When is your birthday? (Month / Day): _____

Do you currently volunteer at the Center or in the Community? Yes No

If yes, where? _____

List past volunteer experience at Center or in Community: _____

What accommodations would you need us to make in order to work in this volunteer position, if you have any health limitations or disabilities?

Availability

If you selected volunteering at the front desk please select the shifts you are interested in:

- () Monday 8:30 - 12:30 () Monday 12:30 - 4:30
- () Tuesday 8:30 - 12:30 () Tuesday 12:30 - 4:30
- () Wednesday 8:30 - 12:30 () Wednesday 12:30 - 4:30
- () Thursday 8:30 - 12:30 () Thursday 12:30 - 4:30
- () Friday 8:30 - 12:30 () Friday 12:30 - 4:30

If you selected Travel Escort or Event Committee, how often and how many hours per month are you interested in volunteering? _____

What attracted you to this volunteer position in particular? _____



Where did you learn about this volunteer position?

- The Center newsletter
- Volunteer Opportunity Bulletin Board
- Referral from another member
- Website
- The Center employee
- Other: _____

What skills, training, or knowledge do you wish to use or share while volunteering at The Center?

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

Have you been convicted of any law violations within the past five years? Yes No

If yes, please explain: _____

A background check will be required before service as a volunteer can begin. You will be contacted via email with a release authorization.

When receiving recognition for a "job well done," how do you prefer to be recognized (i.e., at a group event, with a certificate, a simple thank you, etc.)?

Emergency Contact Name: _____

Relationship: _____

Daytime Cell Number: _____ Evening: _____

Signature: _____ Date: _____



The Center Volunteer Agreement

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 In Oak Harbor.

As a volunteer, I understand that I am responsible and 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.

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.

I realize that membership information is privileged information and I agree to keep confidential all information pertaining to members of The Center that I become aware of during my volunteer shift. This includes, but is not limited to, health issues, mailing addresses, email addresses, phone numbers, birth dates, monetary donations, etc.

As a volunteer at The Center, I will be accepting of gender identity, race, religion, class, ethnic, and sexual orientation differences of all persons I encounter while performing my volunteer duties. I will treat each person I encounter with respect and kindness at all times. The Center, Inc. values all diversity and believes success depends on the Center's ability to be inclusive and assure the availability of programs and services to all populations.

As a volunteer, I have read and agree with "The Five Standards of Excellence of The Center In Oak Harbor Volunteers" and will do my best to act in accordance with these standards.

I understand that if I am in violation of the Volunteer Agreement, I will be subject to release at the discretion of the Coordinator of Volunteer Resources, with the approval of the Senior Services Administrator.

Signed

Date