

# Center 50+

CITY OF SALEM SENIOR CENTER

# ***VOLUNTEER HANDBOOK***

***2615 PORTLAND RD. NE, SALEM, OR 97301  
503-588-6303***

***IT TAKES A LIFETIME TO GET THIS YOUNG***

It is the City of Salem's policy to assure that no person shall be discriminated against on the grounds of race, religion, color, sex, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, gender identity, and source of income as provided by *Salem Revised Code Chapter 97*. The City of Salem also fully complies with title VI of the Civil Rights Act of 1964, and Americans with Disabilities Act of 1990, and related statutes and regulations, in all programs and activities. Special accommodations are available, upon request, for persons with disabilities or those needing sign language interpretations, or languages other than English. To request accommodations or services, please call [503-588-6303](tel:503-588-6303) at least three business days in advance.

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**Center 50+ SALEM SENIOR CENTER  
VOLUNTEER MANUAL  
TABLE OF CONTENTS**

	Page
LETTER OF WELCOME .....	3
SALEM SENIOR CENTER ORGANIZATIONAL CHART .....	4
INTRODUCTION.....	5
COMMUNITY SERVICES .....	5
City Goal .....	5
Senior Center Mission Statement and Goal.....	5
Hours of Operation.....	6
Observed Holidays.....	6
Inclement Weather.....	6
VOLUNTEER INSURANCE INFORMATION.....	7
Enrollment .....	7
Claims .....	7
Vehicle Operation.....	7
VOLUNTEER RESPONSIBILITIES .....	8
Arrival Time .....	8
Keys .....	8
Safety .....	8
Alcohol.....	10
Tobacco Use.....	10
PUBLIC RELATIONS.....	10
Public Complaints .....	10
Newsletter Procedures.....	10
ACCIDENT REPORTS .....	11
First Aid Procedures.....	11
EXPECTATIONS OF VOLUNTEERS.....	12
VOLUNTEER PERFORMANCE .....	13
HELPFUL TIPS FOR VOLUNTEERS.....	13
VOLUNTEER ROLES AND RESPONSIBILITIES .....	14
Listening/Primary Communication Activity.....	14
PROGRAM CHAIRPERSON'S ROLES AND RESPONSIBILITIES.....	15
CODE OF CONDUCT POLICY.....	16-17
HARASSMENT PREVENTION/RESOLUTION .....	18
ANNUAL FACILITY USE SCHEDULING.....	19
THANK YOU FOR VOLUNTEERING .....	20

Dear Volunteer,

On behalf of Center 50+ patrons, Salem City Council, and the Senior Center Advisory Commission, thank you for contributing your time, energy and skills to Center 50+ City of Salem Senior Center. We hope you will find your experiences rewarding and fun!

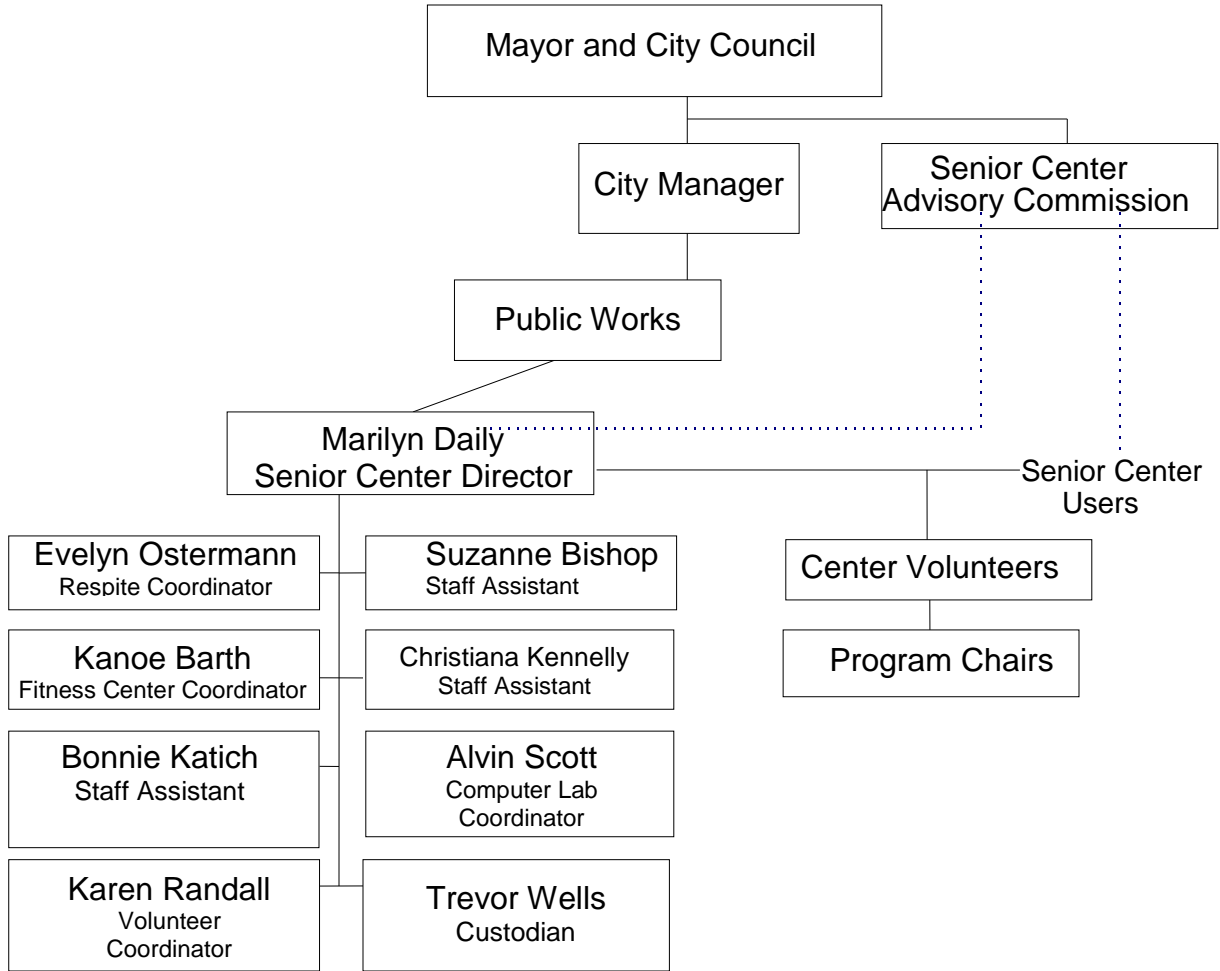
Welcome to the family. Here at Center 50+ we strive to be a second home to our regular patrons and a welcoming place for visitors. You, as a volunteer, are a vital part of Center 50+. You are the backbone. You make it possible to achieve the Center's goals. In other words, you are as important as any paid staff person. If it were not for you, our doors would not be open today.

Thank you for volunteering for the seniors of Salem.

Sincerely,

Marilyn Daily, Director  
Center 50+

# Center 50+ Organizational Chart



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## INTRODUCTION

This handbook is designed to be used by volunteers, student field workers, and others who wish to gain valuable experience working at or on behalf of Center 50+ Salem Senior Center.

Center 50+ employs a small staff and numerous volunteers, who provide instruction in classes; supervision in hobby areas; assistance in daily functions such as receptionist duties, office work, kitchen help; and coordination in other areas such as health clinics, fund raising, special events, and committee work. Volunteers are the heartbeat of the Salem Senior Center. We seek dependable, cheerful, willing volunteers who wish to be part of the overall program. The staff at Salem Senior Center consists of a director, staff assistant, custodian, resource development coordinator, volunteer coordinator and night-weekend seasonal staff. The most important members of the staff are the volunteers who provide their services throughout the Center. Without the help of volunteers, the Center could not function at its current level of quality and excellence.

### City Goal

To provide efficient, balanced public services and leadership, which contribute to a safe, helpful, attractive, stimulating, and prosperous environment in which maximum opportunity is afforded for individual fulfillment for the good of the community.

### Center 50+ Mission

The mission of Center 50+ is "To provide life enriching opportunities for adults 50 and over through activities, services, and involvement in the community".

### Senior Center Goal

The goal for Center 50+ is to be a recognized leader in the community promoting a positive, active image that heightens and enhances awareness of senior programs, services, and resources accessible to the community.

Center 50+ is a place where individuals 50 years and older can meet together, receive services, and participate in activities that will enhance their dignity, support their independence, and encourage their involvement in the community. The Center is part of the community's planning and service-delivery structure. As such, it works with other local agencies to coordinate comprehensive services that meet the needs of older adults and offers information and learning opportunities to interested persons.

Center 50+ is designed to offer a broad range of services and activities which encompass the needs of adults 50 years and older. These needs are to include:

1. Social and recreational
2. Educational
3. Cultural
4. Emotional
5. Physical
6. Economical

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These needs are developed into programs and activities designed to enhance the quality of life for all participants. We strive to provide adequate services and programs that; teach skills for leisure use, offer insurance against loneliness, provide opportunities to maintain or to renew self-respect, provide information regarding improving one's health, and to assure older adults that they still have a significant voice in the affairs of the community. The Center will continue to nurture, foster, and encourage independence and self- direction for all participants.

### **Center Hours of Operation**

The Center 50+ is open Monday through Thursday 7:30 a.m. – 9:00 p.m., Friday and Saturday 8:00 a.m. - 5:00 p.m. with nightly classes offered throughout the week at various times.

### **Inclement Weather**

In times of inclement weather or hazardous road conditions it is the policy of Salem Senior Center to tune in to radio station KBZY 1490. This policy provides certain consistency regarding the question of opening Center 50+. You can also check Center 50+ Facebook. In all cases use your own judgment.

### **Annual Observed Holidays**

New Years Day  
Martin Luther King Jr.'s Birthday  
Presidents Day  
Memorial Day  
Fourth of July

Labor Day  
Veterans Day  
Thanksgiving (and day after)  
Christmas

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## **VOLUNTEER INSURANCE INFORMATION**

1. The City of Salem provides volunteers with secondary medical insurance for accidental injury while the volunteer is actively working. This insurance is provided at no cost to the volunteer.
2. To the extent that the volunteer is acting in the course and scope of his or her assigned duties, the City of Salem will extend general liability coverage to Oregon's Tort limits to the volunteer.

### **Enrollment**

This insurance coverage is provided for all registered volunteers. To become a registered volunteer you need to complete three forms

1. Volunteer Application
2. Volunteer Information/Release Form
3. Volunteer Agreement

### **Claims**

If you wish to file a claim, you must contact Risk Management offices for claim forms at 503-588-6132. All medical bills must be filed with the volunteers primary insurance carrier (medical or any other) prior to consideration for payment.

### **Vehicle Operation**

City Vehicles Volunteers shall not operate City vehicles.

See attachment for further information regarding insurance coverage.

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## VOLUNTEER RESPONSIBILITIES

As a registered volunteer for the City of Salem, each individual is considered an employee of the City. Although there is no monetary reimbursement, the responsibilities are similar to those persons employed by the City of Salem. As a registered volunteer, you agree to meet the following requirements:

- Complete and submit the City's volunteer application/agreement.
- Attend the training session for volunteers.
- Have the desire and patience in working with people of all ages to facilitate their physical, social and psychological development.
- Agree to uphold the program's philosophy, goals and guidelines.
- Represent the City of Salem Center 50+, in a positive, constructive manner.
- Be a good role model for the program participants and visitors.
- Coordinate, supervise, and conduct all activities in an invigorating environment.
- Follow the emergency and reporting procedures as outlined by your supervisor.
- Communicate problems, suggestions, or concerns to your supervisor in a timely manner.

### Arrival Time

Volunteers are expected to be prepared and ready at the program area at least 5 minutes prior to the time the program begins. If you are going to be late for any reason, please contact the Center. If you are unable to work your assigned schedule in your program area, you are responsible for finding a substitute. If you are unable to find a substitute, contact the program chairperson. The program chairperson will then try to find a substitute. If a substitute cannot be found then the chairperson must notify a Center 50+ staff member.

### Keys

Any keys required will be assigned to individuals in charge of the scheduled event or program. No unauthorized person or persons are to have keys to any program areas, nor are copies to be made without authorization. Once the event or program is complete the keys must be returned to the Reception Desk. Persons assigned to pick up keys are required to sign keys in and out with the receptionists.

### Safety

Safety is the first priority of all volunteers. If a situation should occur at a program site which the volunteer feels could be harmful to any of the participants, stop the situation by using sound judgment. If the situation is beyond the volunteer's verbal control, notify staff. The volunteer should not get involved in any physical contact in such a situation; always wait for the staff to arrive. They are trained to handle such situations.

- **Participant Safety** - When volunteering with programs, volunteers should be aware of potential safety threats, prevention and precaution are key words.



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Volunteers should also remind participants that they are responsible for their own safety.

- **Facility Safety** – Volunteers are responsible for assessing the safety of the facility and equipment to be used for a program. Report any damage, and unsafe situations or conditions to a program supervisor.
  - **Remember, You Are Not Alone:**
    - Assigned “on site” staff should be your partner in managing any emergency situation.
    - Center 50+ Director will work with you to correct unsafe situations and can advise you and assist you further with special emergency procedures.
    - Center 50+ Director and “on Site” staff should be your partners in creating and maintaining a safe working and learning environment. Make safety a high priority.
    - Be a part of the Center 50+ team and further the Mission and Goals of Center 50+. We expect volunteers to use professionalism and present Center 50+ in a positive way.
  - **Personnel Safety** - As a volunteer and representative of the City of Salem, you are not only responsible for the areas mentioned above, but you are also responsible for your own personal safety. Do not place yourself in a hazardous situation. If necessary, get assistance to handle difficult or dangerous situations. Above all, try to anticipate and avoid dangerous situations.
- **Confidentiality** - All information that a volunteer provides is kept confidential. Every volunteer has a private file that all his/her records, personal information, etc. is kept. The release of personal information, other than required by law, will only be given out with the permission of the Center Director. Any unauthorized release of information is regarded as a serious violation of the Center’s policies.

## **Alcohol**

Volunteers are not allowed to represent the City or participate in Center 50+ programs while under the influence of chemicals (including alcoholic beverages and recreational drugs.) Complaints about volunteers who appear, smell, or display behavior associated with chemical abuse are taken very seriously.

## **Tobacco use**

Volunteers are not allowed to use tobacco products while on duty. The facility is smoke-free and we encourage all participants to refrain from any tobacco use in the facility. The Center has designated outdoor smoking areas. No smoking within 15 feet of the facility.

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## PUBLIC RELATIONS

As a volunteer for the Center 50+, you are an important key figure to the general public. You are responsible for front line leadership, and your positive attitude, actions, and overall job performance reflect on the program goals.

### Public Complaints

Complaints, though not a common occurrence, do arise from time to time. When a complaint is made, it should be taken seriously and handled quickly. For most complaints, follow these steps

- Allow the person to state his /her complaint in full **without interruption**. Be understanding and appreciative of their complaint and refer them to the Director.
- If the complaint can be acted upon quickly, do not delay, refer them to the Director or assigned staff.
- If the Director or staff members are not available, take the person's name and phone number. Tell them that your supervisor will contact them as soon as possible. Never give out **ANY** home phone numbers.

### Newsletter Procedures

Center 50+ publishes articles monthly in the Northwest Senior and Boomer News. This publication is distributed to approximately 23,000 readers each month. The Chairperson for each program is encouraged to write articles about their program for this publication. Articles must be submitted to the Staff Assistant by the **fifth** of the month prior to the month it is to be run.

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## EMERGENCIES

### INCLEMENT WEATHER

In case of inclement weather or hazardous road conditions, tune in to 1490 AM – KBZY Radio, go to Center 50+ Facebook page, or call 503-588-6303 to find out closure or delayed opening of Center 50+. Even if the Center does open, people need to use their own judgment before going out into the weather. Classes will be rescheduled if the Center closes.

### EMERGENCIES

Staff, instructors, and volunteers should use common sense first aid procedures in dealing with minor accidents. All accidents and emergencies should be reported immediately to “on site” department staff. An Incident Report will then be filled out and turned in to the Center 50+ Director.

Notify “on site” staff in the event that emergency assistance is required in respect to the following:

- If there is damage to a facility or property and/or there exists the threat of further damage.
- If there is an immediate threat to the safety of any person.
- If there is disruption of the normal activities.
- In the event of a personal injury and/or accident involving a staff member or participant.
- In the event of theft of City or personal property.

When calling 911, be prepared to provide the dispatcher with the following information:

1. Nature of problem or situation.
2. Location of facility – 2615 Portland Rd NE.
3. What is currently being done about the problem or situation?
4. Stay on line until dispatcher tells you to hang up.
5. Whenever possible, have someone meet the Fire/Police who can escort them to where they are needed.

One suggestion is to request any participant with knowledge of health limitations to advise you privately of his/her situation, what can be expected, what must be done, and whom to notify, etc.

First aid equipment is located in the following locations:

- Main Office, and each classroom
- Other Facilities – discuss with your Staff Coordinator

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**Fire Alarm:**

- Lead your participants to the nearest exit.
- Direct participants to meet at the flag pole located in front of the Center.
- Be sure your participants are out of the building.
- Use class roster to account for participants.
- DO NOT re-enter the building until appropriate personnel give you permission to do so.
- In case of evacuation where participants are unable to return to the building, make sure special need participants are held in a safe area until caregiver is able to pick them up.

**Bomb Threat:**

- Clear the area in an orderly manner.
- Use the same steps as in a fire alarm.
- Call 911 immediately
- Write down all communication between you and the person making the threat (if applicable).

**Robbery:**

- Do what the perpetrator asks, don't argue or aggravate them.
- Panic button located under front desk.
- Once the perpetrator has left, call 911
- As soon as possible, write a detailed description of the events and the individuals(s).

**Earthquake:**

- During an earthquake, stay indoors.
- Get under a desk, table, or strong doorway.
- Watch for falling, sliding, or swaying objects.
- Stay clear of all windows and glass doors.

**Medical Emergency:**

- Locate a phone and call 911
- Telephones are located at the main office of Center 50+
- For other facilities, please discuss with your Staff Coordinator.
- Certified individuals should administer immediate first aid.

**SAFETY**

Instructor and staff are expected to have concern for the safety and well-being of their participants and themselves.

**Demonstrate Your Concern for Safety:**

- Adopt rules and procedures to prevent accidents.
- Communicate knowledge of risk to participants and other instructors and staff.
- Communicate safe techniques. Instruct safety properly and in sequence.
- Be properly certified, and keep certifications current including CPR and First Aid training.
- Check for safety of equipment. Keep work areas safe.
- Follow industrial and professional standards for safety, as well as City and State codes.
- Warn of impending danger.

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### **Behave as a Prudent Risk Manager:**

- Exhibit professional behavior at all times.
- Be well trained and current on all aspects of your teaching responsibilities.
- Be receptive to suggestions and responsive to complaints.
- Enforce rules and regulations.
- Be “liability conscious”. Inspect regularly and examine critically.
- Inform Center 50+ Director of any safety concerns or violations.
- Have a clear idea of how you will institute emergency procedures, should they be needed. Where appropriate, practice emergency procedures. Exercise good judgment. Consider implications of leaving assigned post unattended, overloading classes, mainstreaming students before sufficient skills are learned, etc.
- Keep accurate records and complete appropriate forms.
- Review emergency and safety procedures.
- When an accident occurs, be ready to assist if necessary.

### **Remember, You Are Not Alone:**

- Assigned “on site” staff should be your partner in managing any emergency situation.
- Center 50+ Director will work with you to correct unsafe situations and can advise you and assist you further with special emergency procedures.
- Center 50+ Director and “on site” staff should be your partners in creating and maintaining a safe working and learning environment. Make safety a high priority in the program planning and implementation you do with others.
- Be a part of the team and further the Mission and Goals of Center 50+. As a partner of Center 50+ we will present you in a positive way, and we expect all instructors to use professionalism and present Center 50+ in a positive way. Students do not appreciate negativity and should not be involved in contract negotiations or management issues. Present issues to Center 50+ Director.
- Representing the City through Professional Conduct—Though not employees of Center50+, Contract Instructors and volunteers do represent the Center. To some participants, the instructor is the only representative of the Center they will see. Instructors must conduct themselves in a professional manner including dressing and speaking professionally, and supporting policies and Center 50+ decisions.

## **POLICIES AND PROCEDURES**

### **Smoking:**

Smoking is prohibited inside Center 50+.

### **Weapons:**

Weapons (guns, knives, martial arts weapons) are not allowed in Center 50+.

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### **Promotional Materials:**

All promotional materials (flyers, banners) must be approved by the Center 50+ Director before they can be displayed or distributed.

### **Guests:**

Only registered participants, instructors, and Center 50+ staff or pre-authorized guests are allowed to be in the classroom during class time. Substitute instructors may be in the class to familiarize themselves with the students and class routine. Non-participants are not allowed in the class during class time, without prior approval.

## **ACCIDENT REPORTS**

Accident report forms are to be filled out immediately by the Center staff whenever there is an accident involving major or minor injuries during programs or special events.

- The top part of the form is to be filled out by Center staff.
- The injured party is to sign if they refuse medical action and/or first aid.

### **First Aid Procedures**

- Send someone to get a city staff person from the office. The staff will call 911 and perform whatever first aid is needed until the ambulance arrives.
- Stay with the victim.
- Be prepared to provide staff with information for an accident report. Question anyone who was in the area at the time of the accident to accumulate accurate information to be logged.
- After emergency information is given, review the accident to make sure all safety precautions were in effect at the time of the accident. If they were not, it is time to call all members of the group together to review safety procedures.
- Safety is our biggest concern at the Center. If all safety procedures are followed, fewer accidents will happen. Together as a team we all can make the Center as accident free as possible.

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## EXPECTATIONS OF VOLUNTEERS

As a volunteer, you are representing the Center 50+ and the City of Salem. We request that you follow these guidelines.

- In offering your services, be willing to assume the responsibilities involved.
- If you cannot come to work on your assigned day, please call the program chair to let her/him know. If you are an instructor, inform both Center staff and your students of any changes in class schedule and cancellations.
- Always be neat and well-groomed. Dress according to the job.
- If you are injured while working, report the incident to Center staff immediately.
- Daily supervisors pick up an Activity Report Sheet from the receptionist, each time the program meets. List the supervisor for the day, the number of hours that all volunteers work, and the number of people participating in the program. Return the sheet each day to the receptionist. This information is used for statistical reports prepared monthly for submission to the City of Salem.
- Be willing to follow the instructions of the leader in your program area. Accept guidance and decisions of the program chair, Center Director, and staff. Be willing to accept supervision and training in order to improve job performance.
- Forward all complaints to Center staff.
- Don't be afraid to say "**I don't know, but I will find someone who does.**"
- Accept rules as directed by the policies of the Center.
- Respect and honor all confidential information.
- Understand the function of your assignment and realize that you have a responsibility to the seniors and staff at Center 50+.
- Be willing to ask about things you do not understand.
- Have respect for the feelings of others and be flexible, making allowances for limited abilities.
- Don't accept gifts or money.

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## **VOLUNTEER PERFORMANCE**

A volunteer whose performance does not meet the standards of the Center's operation, may be dismissed without notice.

- When a volunteer does not meet the standards of the Center operation the program chair is responsible for working with the volunteer in addressing that volunteer's performance. The chair should identify points needing improvement and offer suggestions.
- If the program chair cannot resolve the issue with the volunteer, the program chair will notify the Center Director, who will assist in the matter.
- The Center Director will attempt to reconcile the concerns of the program chair.
- The Center Director is responsible for the termination of volunteers.

## **HELPFUL TIPS FOR VOLUNTEERS**

- Be a good listener
- Relate to participants' feelings with kindness and understanding.
- Be sincere and honest, but do not judge.
- Keep an open mind on all debatable questions. Discuss but do not argue.
- Know and accept your own limitations.
- You cannot be all things to all people; you are not obligated to solve their problems.
- Treat all persons with dignity.
- Make promises sparingly and keep them faithfully.
- Be interested in others. Let everyone you work with feel you regard him/her as important.
- Be cheerful and never lose an opportunity to say a kind word to or about somebody.
- Respect confidential information. Discourage gossip.



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## VOUNTEER ROLES AND RESPONSIBILITIES

We **serve** the public.

You need to:

- Smile with sincerity
- Open posture/open attitude
- Eye contact

Techniques for personalizing your service:

- Remember and use names.
- Remember personal things about the person.
- Let them know you care.
- Make them feel special.

Three conversational guidelines:

- Person who speaks first generally sets tone.
- Person who acts "the best" generally controls the content.
- Person who is a good listener can generally control the outcome.

### **Listening/Primary Communication Activity**

Eighty percent of our waking hours are spent communicating.

Forty-five percent are spent listening.

Listening is our most important tool!

#### What Is Listening?

Hearing, interpretation, evaluation, understanding.

**Good listening makes for good professionalism.**

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## **PROGRAM CHAIRPERSON'S ROLES AND RESPONSIBILITIES**

Program chairs are selected by the program users or appointed by Center staff.

Duties and responsibilities:

- Be available 5 minutes (refer to arrival time on page 6) before the time of the activities to:
- See that the room is set up properly and that needed supplies and/or equipment are available.
- Know the correct first aid procedures (see emergency procedures on page 11).
- Know the correct pattern for exit in case of an emergency
- Greet and involve participants in the activity.
- See that supplies are put away and that the room is cleaned up and ready for the next activity.
- Be responsible for all problems that occurred within the program or between programs. If program chairs are unable to resolve these problems, then the program chair will ask staff for assistance.
- Hold monthly or quarterly meetings with program users to discuss concerns, issues, needs, problems, suggestions, etc. Senior Center staff may be invited to attend these meetings.
- To work with the Senior Center staff in communicating needs, etc., to help the programs run smoothly.
- Attend quarterly chairperson's meeting as scheduled by Center Director.

## Center 50+

### CODE OF CONDUCT POLICY

The desire and intent of the Salem Senior Center is to provide an enjoyable climate for all users. In order to accomplish this goal, it is important that everyone treat each other and the Center with respect. The following process has been developed to assist in the achievement of this goal.

1.	Any person committing an illegal act at the Center (e.g., theft, assault) will automatically be expelled from the facility and face possible arrest and prosecution.
2.	Misuse or abuse of property will result in corrective action and possible prosecution.
3.	Violent, objectionable, or inappropriate behavior (including but not limited to the following list) will result in corrective action. <ul style="list-style-type: none"> <li>• Physical or verbal abuse directed to users or staff</li> <li>• Loud or rude language</li> <li>• Sexually explicit language or actions</li> <li>• Illegal gambling</li> <li>• Intoxication</li> <li>• Solicitation</li> </ul>
4.	Failure to meet general guidelines for independence in areas of mobility and personal care may result in corrective action. Guidelines are: <ul style="list-style-type: none"> <li>➤ Mobility – Navigate Center, enter and exit furniture unaided by staff or patrons</li> <li>➤ Incontinence—Managed as to not create undue burden on custodial staff, including cleanup of restroom facilities, and equipment and furnishings</li> <li>➤ Hygiene – Maintain a level of personal hygiene that is non-offensive in a social environment.</li> </ul>
5.	Center 50+ corrective action process is: <ol style="list-style-type: none"> <li>a. The individual will be required to leave the Center immediately as directed by the Center Director or his/her representative.</li> <li>b. The individual will be required to meet with the Director, the Senior Center Advisory Commission (SCAC) President, and one other SCAC member (preferably of the opposite gender from the SCAC President, prior to returning to the Center. This meeting will determine the parameters for further participation. The individual may ask a spouse, relative, or friend to be present at the meeting. The agreement for further participation will be set forth in writing, signed by all parties present, and a copy given to each.</li> <li>c. An individual required to leave the Center for a second time will not be welcome back for two months. Prior to returning, the same procedure as outlined in 5.b. will be executed.</li> <li>d. An individual required to leave the Center for a third time will not be welcome back for six months. Prior to returning to the Center, a written petition must be submitted to the Director for review. A determination regarding return will be made by the Director and the SCAC President. SCAC will be notified of the decision in closed session.</li> <li>e. Any individual required to leave the Center (whether it be the first, second, or third time) may submit a written appeal directly to the SCAC after the meeting outlined in 5.b. has taken place. Until the appeal is resolved, the individual may not return to Center activities.</li> <li>f. Individuals who refuse to leave the Center, or who choose to return during a period when they have been excluded under this policy, will be subject to arrest and prosecution under local laws.</li> </ol>
6.	The City of Salem reserves the right to cause to be ejected or refuse further admission to those individuals who create disorder, engage in illegal activity, or violate the rights of Center 50+ users and staff. Violators are subject to arrest for Trespass under Section 95.550 of the Salem Revised Code.

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## HARASSMENT PREVENTION/RESOLUTION

Center 50+ works hard to provide a comfortable work environment by providing a center that is free from discrimination and harassment with respect to individual's race, color, sex, age, religion, national origin, sexual orientation, disabled or veteran's status.

**Harassment** - any unwelcome and inappropriate conduct or action that affects an individual's work performance or creates an intimidating, hostile or offensive work environment.

**Problem** - any form of conflict that interferes with work. This would include difficulty in communication, inappropriate dress, not following through with agreed tasks, differences in opinions, or unable to compromise or make suggestions.

### **Ways to prevent harassment - Ask yourself . . .**

- How might my behavior impact others?
- Could my behavior be misinterpreted as inviting sexual behavior or another form of harassment conduct?
- Are my statements or jokes discriminatory toward any race, color, sex, age, religion, national origin, sexual orientation, disabled or veteran's status?
- Are my comments and discussions work related or personal?
- Are my comments, jokes, or behaviors something that I would want me or a loved one to be the recipient of?

### **Ways to try to solve the problem yourself**

- Define the problem
- Look for a mutually acceptable resolution by examining your point of view and what changes you think are needed, and what changes the other party may want.
- Talk it over with the other party and listen to their opinions and ideas with an open mind.
- If there is discomfort about talking with the other party, or a solution cannot be agreed upon, discuss the problem with a staff member.

### **What should you do when you feel you are being harassed?**

- Do not ignore the problem. These problems rarely go away on their own. Try to handle the situation on your own following the steps above.
- Address the problem by making it known to the other party how you feel about their behavior. This could be as easy as telling them that their behavior offends you.
- Seek support of a co-worker. Possibly have them with you when you confront the other party.
- If you confront the person and nothing changes, or you feel uncomfortable about confronting them on your own, talk to a staff member you trust to help you solve this problem.

Always remember to focus on the issues and behaviors, and not the person; maintain your self-confidence; work to improve the situation and set a good example.

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## ANNUAL FACILITY USE SCHEDULING

Each spring the Senior Center Advisory Commission Program Subcommittee schedules the events for the upcoming year. Surveys and seniors requests are considered when scheduling the events.

Center 50+ staff are responsible for promoting and advertising the event. The Director or his/her designee is responsible for securing a committee to plan each event. The following duties are assigned to volunteers or staff personnel as needed for each event.

- Coordinating planning meetings
- Scheduling space use
- Hiring entertainment
- Establishing a time line
- Securing funding
- Choosing a menu
- Selecting theme, color scheme and decorations
- Purchasing needed items
- Creating publicity items and program bulletins
- Recruiting and placing volunteers for the event (including set up, serving, and clean up)
- Event evaluation and documentation
- Send thank you notes

On the day of the event all volunteers and staff work together to create a special event for all to enjoy. The volunteers are the essential ingredient for the success of all programs conducted at the Center. Without the volunteers these events would not be possible.

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Thank you for choosing to volunteer with Center 50+. Your time and effort will be greatly appreciated. We hope that you will enjoy working with us now and continue in the future. Please do not hesitate to let us know if you have any further questions, concerns, or new ideas that you think may improve the success of the Center.

### **“Thanks to the Volunteers”**

Thanks to our volunteers  
For advocates who care  
And speakers with a flair  
Important calls and free for all  
We know that you are there  
We thank you so much.

Thanks to our volunteers  
You really save the day  
And we are here to say  
The jobs you did, we cannot kid  
Are worth more than you're paid  
We thank you so much.

Many's the time that we need you  
And many's the time that we'll heed you  
We took a poll and  
We agreed you  
Are just the best  
Above the rest, so  
Thanks to our volunteers.

We love you short and tall  
We love you one and all  
A finer bunch, we have a hunch  
You really could not call.

Awfully glad we found you  
Hallelujah and amen  
We thank you so much.