



The Centre

Recreation • Education • Wellness for 50+
PENTICTON, BC

Penticton Seniors' Drop-In Centre Society

**2965 South Main Street
Penticton, B.C. V2A 5J7**

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Volunteer Handbook

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Welcome to The Centre

You are now a valued member of our community of volunteers. We are very excited to have you on board!

Who We Are

PSDICS is a volunteer-powered, community centre that offers 50+ recreation programs, public access events, a commercial cafe & catering service and public facility rentals for any size event.

It is our mission to support healthy, active aging in an inclusive, caring, safe, supportive, and affordable environment by reducing physical, emotional and psychological barriers to offer accessible and engaging volunteer opportunities.

The Centre believes in the benefits of volunteering, and we make every effort to recognize our volunteers and demonstrate how much they are appreciated.

What You Can Expect

Volunteers will receive an initial orientation and hands on training via shadowing of a volunteer mentor or Volunteer Coordinator. Volunteers are encouraged to reach out to their Volunteer Coordinator when they encounter challenges on the job or need additional support in any way.

The Volunteer Manager is always open to hearing from you about any concerns, questions or ideas you may want to share.

Volunteer Opportunities

There are many opportunities at The Centre, suitable to your capacity, skills and interests.

Let your Volunteer Manager know if you, or someone you know, might be interested in any of our opportunities.

Let us know if you have any ideas you would like to discuss.

~ Areas of Interest ~

Activity Leader

Accounting

Baking

Committees

Bingo Support

Marketing

Craft Room

Food Services

Computer Instruction

Event Organizer

Data Entry

Fundraising

Delivery Driver

Dances

Front Desk

Project Manager

Historian

Trades

IT Technician

Telephoning

Cooking

Advertising

Serving / Prep

Serving it Right

Social Media / Website

Professional Consultant

Board Member

Kitchen Duties

Ask about others...

Tell us your ideas!

PSDICS believes that our volunteers are a vital human resource, and we commit to the rules and regulations which support your volunteer experience.

Please familiarize yourself with Rights and Responsibilities, Policies and Procedures, and Code of Conduct.

Rights & Responsibilities

Volunteers have the right to:

- Work in a safe, healthy, and supportive environment, protected by policies, procedures, and appropriate insurance
- To recognize unsafe work and to say “no” if you feel unsafe, uncomfortable, or exploited
- A volunteer position description outlining the tasks that you will be expected to perform
- To be informed and consulted on matters that affect you and your assigned position

Volunteers are expected to:

- Support the mission and values of The Centre as a team player
- Adhere to the policies and procedures and respect confidentiality
- Carry out the duties described for assigned positions and be willing to learn
- Be punctual, dependable, and reliable and to give notice of changes to availability in a timely manner
- Follow all health and safety instructions and report any injuries immediately
- Deal with complaints in the appropriate manner

Things You Need To Know

- **Orientation & Training**

Every volunteer is entitled to a general centre orientation and a thorough department orientation before beginning training. Volunteers will need to demonstrate a working understanding of their duties before working alone.

- **Worksite**

An appropriate worksite shall be established prior to the enrolment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable volunteers to perform their duties effectively, comfortably, and safely.

- **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff member, volunteer, member, or other person or involves overall business of The Centre. Volunteers are obligated to sign a confidentiality agreement before commencing duties.

- **Dress Code**

As representatives of the PSDICS, volunteers, like staff, are responsible for presenting a well-groomed, clean and fresh image to our members and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. We are a scent free building.

- **Timesheets**

Individual volunteers are responsible for the accurate recording of each assigned shift by signing into the computer program “My Senior Center” under their area of volunteering.

- **System Management**

A system of records will be maintained on each volunteer with the PSDICS organization, including dates of service, positions held, duties performed, evaluation of service, and awards received.

- **Grievance**

Volunteers are responsible to bring up any grievance to their Volunteer Coordinator. They are expected to come prepared to discuss the issue and be open to finding solutions on the spot. Volunteers are expected to ask the Volunteer Manager if they need support in a rare conflict situation.

- **Recognition**

Volunteers will be acknowledged and appreciated in a variety of ways: Verbal praise, monthly draws, public acknowledgement and again at our annual Volunteer Appreciation Event. Volunteers are encouraged to share their recognition ideas with the Volunteer manager.

- **Security**

Volunteers that work in roles with a higher level of security risk will be asked by the Volunteer Manager or General Manager to complete a standard criminal record check, at no expense to them, before commencing duties.

- **Communication**

Volunteers are expected to follow through on any commitments they make regarding their chosen responsibilities. Volunteers must communicate as soon as possible to their Volunteer Coordinators if they cannot fulfill their duties.

Code Of Conduct

As a resource, The Centre is a vital part of the Penticton community and it is the responsibility of every participant to treat each other with respect and courtesy.

In keeping with standard expectations of social etiquette, the following will be considered unacceptable behaviors:

- Activities that infringe on the rights and safety of members, staff and volunteers
- Destruction of materials, equipment, furniture or grounds
- Inappropriate use of computers and the Internet
- Inappropriate behavior, gestures or language that disturbs other members
- Acts of violence toward others. This includes verbal, social or physical bullying and /or harassment
- Inconsiderate or discourteous behavior towards Centre participants, staff, or volunteers
- Infractions against the Centre policies regarding loitering, sales, or solicitation
- Possession, use or sale of alcohol, or controlled substances
- Discrimination relating to a Protected Ground as defined by the Canadian Human Rights Act
- Vandalism or littering in the Centre, or on its grounds
- Violation of any city, provincial or federal laws and ordinances
- Violation of smoking ordinances, both inside or outside the building
- Failure to maintain personal cleanliness and good hygiene

Our Vision

The Vision of the Penticton Seniors' Drop-in Centre Society (PSDICS) is that all seniors are able to:

- Enjoy companionship of others in an inclusive, caring, supportive, safe and affordable environment;
- Participate in a variety of activities, programs and events which support & enhance their physical, social and intellectual well-being;
- Participate in continuous learning opportunities that will enrich, inform and inspire, and;
- Experience meaningful volunteering opportunities that utilize their wisdom and experience

Our Mission

In order to achieve our vision, PSDICS has as its mission to:

- Provide opportunities that encourage meaningful social connections;
- Offer a progression or continuum of experience that encourage seniors to continue to participate
- Provide stimulating recreational activities, programs and events that are meaningful to seniors, allow for self-development and support lifelong learning;
- Create a welcoming and safe environment that is responsive to the needs and interests of a changing population;
- Identify and reduce barriers that prevent involvement of older adults;
- Identify and reduce barriers that prevent involvement of older adults;
- Encourage and facilitate opportunities for volunteering that utilize the expertise, knowledge and wisdom of the senior population; and
- Manage a community building and update the facility, as needed, in order to meet the changing needs and expectations of the senior community

Our Core Values

RESPECT AND TRUST: We consistently treat others the way we wish to be treated and are realistic and reliable in setting and completing goals. Through our consistent efforts to build supportive relationships and create strong, inclusive programs we earn acceptance, appreciation and creditability.

COMMITMENT AND TEAMWORK: We experience effectiveness and efficiency when we work together and are committed to achieving our goals.

RESPONSIBILITY AND ACCOUNTABILITY: We fulfill our roles to the best of our abilities and we make and support decisions that have been forged with sound investigation and good judgment. We acknowledge our shared ownership when achieving our goals.

CONTRIBUTION AND ACHIEVEMENT: We share our ideas willingly while encouraging others' innovative and proactive thinking. We celebrate our success with enthusiasm and a common sense of a job well done.

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**The information in this booklet was reviewed and passed by the
PSDICS Board of Directors**