



Democracy in Action

Spring 2018

California State University San Marcos - Human Development 497

in collaboration with

City of San Marcos - Senior Activity Center

Abstract

The purpose of the Human Development 497 course collaboration with the City of San Marcos Senior Activity Center (SAC) was to review current volunteer processes and develop strategies for a more efficient structure for the volunteer process. Thirty three students studying with Dr. Eliza Bigham utilized a range of strategies, such as review of the literature from a wide range of databases, using an online survey program to gather input from current CSUSM students, consultations with the SAC Administrators, SAC Staff, and Professor Bigham, interviews with SAC members, and identifying appropriate models. The data, along with ideas generated in the classroom sessions, was utilized to construct effective materials addressing each of the objectives. By collaborating and applying the skills that they have learned throughout their academic program, the students were able to successfully deliver tools and recommendations to the SAC that will benefit the SAC's future volunteer related procedures.

Introduction

During Spring 2018, California State University San Marcos (CSUSM) students enrolled in the Applied Research in Human Development (HD497) course instructed by Dr. Bigham, participated in the CSUSM Democracy in Action program to help improve the San Marcos Senior Activity Center (SAC) volunteer procedures. Specifically, Dr. Bigham's HD 497 class was asked to improve the volunteer program by analyzing the administration's current practices and providing recommendations in order to create an efficient program structure to improve everyday strategies for volunteer recruitment and retainment. The SAC, located at 111 Richmar Avenue in San Marcos, California is a facility dedicated to fulfill the lives of seniors in the community. Through a variety of fun activities and incredibly accommodating services, the SAC is making a long lasting impact in the lives of active senior citizens.

The San Marcos Senior Activity Center depends on volunteers to help facilitate daily operations, special events, and senior services. Since there is not an official volunteer coordinator at the SAC, several SAC employees have taken on the roles of a volunteer coordinator in addition to their many other roles which can be overwhelming. It is without a doubt, that volunteers benefit greatly from offering their time to keep the SAC functioning properly. Whether the volunteers need to complete community service hours or are volunteering for personal fulfillment, the SAC wants to make the volunteer recruitment and intake process easy and enjoyable for volunteers. In order to do this, CSUSM students were given the following objectives pertaining to the volunteer process:

1. *Explore methods and practices to effectively recruit and/or retain volunteers,*
2. *Review the current volunteer areas/ tasks opportunities and explore additional opportunities where volunteers may assist,*
3. *Assess the current volunteer intake process and program administration,*
4. *Develop a Volunteer Orientation Packet for new volunteers,*
5. *Research simple and economical volunteer software programs identifying costs, ease of use, benefits, logistics, pros and cons, and staff or volunteer driven.*

Through a wide range of strategies used in applied research, CSUSM students worked together to provide solutions and recommendations for the SAC's volunteer process. The students reviewed the objectives and associated deliverables then divided into seven teams. The students developed a new volunteer orientation packet and recruitment process, developed recommendations from their review of software programs, identified expanded volunteer opportunities as well as discovered additional volunteer opportunities, and created materials, including an updated application and an intake process. The results of the efforts of the seven teams is presented on the following pages.

Table of Contents

<i>Local Organizations</i>	1.0
<i>Recruitment</i>	2.0
<i>Benefits of Volunteering</i>	3.0
<i>Volunteer Offerings</i>	4.0
<i>Intake and Application</i>	5.0
<i>Volunteer Orientation</i>	6.0
<i>Software Programs</i>	7.0

Local Organizations



Local Organizations

Megan Hegarty
Lindsey Holloway
Maren Lebsock
Erin Sullivan

Objective

Explore methods and practices to effectively recruit and/or retain volunteers.

Deliverable

Identify local organizations and establishments that promote volunteer opportunities to a target audience.



Background

It is the San Marcos Senior Activity Center's mission to provide social, recreational, healthful, and educational programs that facilitate the emotional and physical well-being of independent senior citizens (Senior Activity Center, n.d., para. 1). It is through the use of volunteers that the center is able to make their mission a reality. The variety of organizations which the San Marcos Senior Activity Center pulls their volunteers from is critical in making a positive impact on the facility. Finding volunteers with the skills, talents, experience and education that meet the facilities needs are essential in making a meaningful and measurable impact on the San Marcos Senior Activity Center (Candee, R., n.d).

Research

Our team took action to, not only identify local organizations that promote volunteering, but also to identify organizations that promote volunteering that would be most beneficial to the Senior Activity Center (SAC) and the seniors that enjoy the SAC. We began by performing research to identify different types of organizations that exist in the San Marcos area that would benefit the SAC. Our team identified a variety of organizations in the area but then recognized it would be best determine the needs of the SAC first.

Our team began by interviewing Brenda "Bibi" Lefebvre, the Volunteer Coordinator, to gain information regarding how we could best benefit the facility. Next, we visited the SAC to engage in open ended interviews with the seniors, which were designed to stimulate conversations regarding their wants for the facility. We met with individuals participating in different programs and activities to obtain a more diverse sample and better understanding of the seniors' wants. It was important for us to obtain a large and diverse sample size in order to obtain reliable data. The interviews gave us information regarding how many days a week the seniors attend, what they enjoy best about the senior center, and what attracts seniors to the center.

Our team developed a list of activities which consisted of the most popular programs among those we researched from other senior activity centers and presented it to the seniors at the SAC. We believed that a list would help guide the seniors to identify activities that they have not previously considered and even spark some excitement. The information we gained from the interviews was necessary in order to determine the appropriate organizations to reach out to in the community.

Throughout our research process, our team stayed in touch with one of the Recreation Supervisors, Andrea Gonzalez, to ensure that our research stayed in line with the needs of the facility.

Results

Through our interview with Bibi, we determined that the age range between mid 50's to early 60's of volunteers offers the greatest longevity at the SAC. The highest turnover rate

of volunteers comes from college students as they only complete required hours for their internship and then stop volunteering once those hours are complete. The center receives most of their volunteers from word of mouth, walk-ins, and people looking to occupy empty time.

Through our interviews with twenty-one seniors at the SAC, we found that seniors who frequently attend the SAC enjoy socializing and have a desire to participate in activities which keep them active (see the Summary of SAC Participant Interests).

Summary of SAC Participant Interests

Interests	Male/Female
Meet new people/friends	Female
Crafts	Female
Games	Male
Cooking	Female
Church	Female
Volunteer Activities	Male
Wants to be active	Female
Pets	Female
Being with others	Female
Staying active	Male
Crafts	Female
Golf	Male
Music	Male
Art	Female
Volunteer Activities	Male
Photography	Female
Socializing	Male
Exercise	Female
Socializing	Male
Socializing	Male
Group Activities	Female

After discovering which activities the seniors would be interested in, our team searched for local organizations that would benefit the center and be of service to implement activities and programs. We produced a chart, entitled the Local Organization Volunteer

Chart, where we organized by category types of activities the seniors wanted to see more of. The main categories we identified were as follows:

- Crafting/Socializing Organizations
- Animal Organizations
- Health and Beauty Organizations
- General Organizations

Our team included the contact information of each organization along with a notes section where any beneficial information such as requirements and special skills that the volunteers will bring to the Senior Activity Center is listed. By identifying organizations and arranging them categorically, our team believes that it will be easier for the Senior Activity Center liaison to reach out to these companies and recruit volunteers to add some new and exciting classes for the seniors to partake in.

Recommendations

Our team has assembled a list of local organizations along with contact information, and any special skills the organizations offer.

- Our team recommends that at the 1st of every month the San Marcos Activity Center schedule or reach out to organizations to recruit volunteers.
- They should specify what they are looking for to see if that organization can provide a good fit.
- Our team believes that revisiting this research would be beneficial in learning other wants and needs of the seniors to make sure to keep the excitement flowing at the center.



Local Organizations Volunteer Chart

Name of Organization	Address	Contact Info	Notes
Crafting/Socializing Organizations			
Lion's Club San Diego	310 Market St. San Diego, CA 92101	(619) 239-3539	Partnership with organizations to improve community
Forte Academy of the Arts	615 Sycamore Avenue Vista, CA 92083	(760) 622-6336	Performance history in community
San Diego Hydroponics and Organics	802 N Twin Oaks Valley Rd. San Marcos, CA 92069	(760)510-1444	Promote gardening and individual health
Animal Organizations			
Escondido Humane Society	3450 E Valley Pkwy. Escondido, CA 92027	(760)888-2275	Established de-stress events and pet-assisted therapy programs
San Diego Zoo Safari Park	15500 San Pasqual Valley Rd. Escondido, CA 92027	(760) 747-8702	Developed educational events and sessions
Health and Beauty Organizations			
Palomar Institute of Cosmetology	355 Via Vera Cruz # 3 San Marcos, CA 92078	(760) 744 - 7900	Promote hair care and skin care knowledge in community
Alchemy of the Hearth Culinary School	960 Rancheros Dr. San Marcos, CA 92069	(760) 244 - 2433	Offer hands-on classes and workshops

Healing Hands School of Holistic Health	125 W Mission Ave. Escondido, CA 92025	(760) 746-9364	History bringin healing to those in need in community
Reform Yoga and Fitness	3225 Business Park Drive Suite 4 Vista, CA 92081	(760) 602-0020	Promote wellness, music healing, workshops and events
Church Organization			
North Coast Church	1451 Montiel Rd. Escondido, CA 92026	(760) 724-6700	Promote community involvement
General Organizations			
HandsOn San Diego		info@handsonsan diego.org	Developed software to post volunteer opportunities
California State University San Marcos	333 S. Twin Oaks Valley Rd. San Marcos, CA 92096	(760)750-4000	Continual student internship requirements & specialties
Palomar College	1140 W Mission Rd. San Marcos, CA 92069	(760) 744-1150	Continual student internship requirements & specialties
Create the Good (AARP)		1-888-687-2277	Developed software to post volunteer opportunities
Senior Corps RSVP Program		1-800-942-2677	Well established volunteer network ages 55+

References

- Anderson, N. D., Damianakis, T., Kröger, E., Wagner, L. M., Dawson, D. R., Binns, M. A., & ... Cook, S. L. (2014). The benefits associated with volunteering among seniors: A critical review and recommendations for future research. *Psychological Bulletin*, *140*(6), 1505-1533. doi:10.1037/a0037610
- Blais, S., McCleary, L., Garcia, L., & Robitaille, A. (2017). Examining the benefits of intergenerational volunteering in long-term care: A review of the literature. *Journal Of Intergenerational Relationships*, *15*(3), 258-272. doi:10.1080/15350770.2017.1330056
- Nancy Morrow-Howell, Jim Hinterlong, Philip A. Rozario, Fengyan Tang; Effects of Volunteering on the Well-Being of Older Adults, *The Journals of Gerontology: Series B*, Volume 58, Issue 3, 1 May 2003, Pages S137–S145, <https://doi.org/10.1093/geronb/58.3.S137>
- Perkinson, M. A. (1993). Maximizing personal efficacy in older adults: The empowerment of volunteers in a multipurpose senior center. *Physical & Occupational Therapy in Geriatrics*, *10*(3), 57-72.
- San Marcos, CA. (n.d.). Retrieved March 31, 2018, from <http://www.san-marcos.net/play/adults-50>
- Skills Based Volunteering: Build Capacity, Develop.(n.d.). Retrieved March 31, 2018, from https://www.bing.com/cr?IG=B86473AEA1ED4F8B82762B670E42A4CE&CID=3052981DAFF16814277193DEAE5E6918&rd=1&h=7JW6JR0UCGVahb5JAU_hDivQ4F8HM-Sq6Ky6C3nsr4g&v=1&r=https://secure.in.gov/arts/files/Candee_Skills-based_volunteering.pdf&p=DevEx,5068.1

Recruitment



Recruitment

Xiomara Salazar
Alexis Becerra
Daniela Troncoso
Hailey Hammett

Objectives

Explore methods and practices to effectively recruit and/or retain volunteers.

Deliverable

Create a Volunteer Recruitment Packet with info, opportunities, benefits and application to be used for outreach.

Background

San Marcos Senior Center thrives on the volunteers so they are able to make their mission a reality.

Volunteer motivation research asks what motivates the volunteer, reporting that the rewards are extended to the volunteers individually with different possible benefits. The motivation correlates with volunteer recruitment and retention. Research provides the following guidance: While running a recruiting process remember to assess your image, decide how to recruit, develop a strong message, find appropriate volunteers then select and screen for the job that is perfect for the individual. The recruitment packet should offer volunteers important information about the company and their volunteer duties. Recruitment packets are vital for companies to have organization with their volunteer management as well as resourceful information.



Research

The team went to the San Marcos Senior Activity Center where we realized that they didn't have a recruitment packet. We sought to identify several recruitment packets online and to examine them to determine which included the necessary components, consistent with the recommendations in the literature, and could serve as inspiration for formalizing the packet. Our team also attended the CSUSM internship fair to gain a better understanding of current practices.

Results

We found several recruitment packets for sororities and armed forces online; however, we did not find any recruitment packets for volunteers online. At the internship fair, we noticed that none of the organizations present had a recruitment packet, most just had single paper with an application and they had potential volunteers write their name down if they were interested in becoming a volunteer. Therefore, with the limited examples we had, we determined that we would need to create a volunteer recruitment packet based on the literature.

Our Volunteer Recruitment Packet for the Senior Activity Center contains information such as mission, goals, opportunities, benefits, official application as well as basic information about the SAC. The packet's main goal is to attract new volunteers to participate in this experience while informing them about the knowledge they will be obtaining.

Recommendations

We recommend that the Benefits of Volunteering Brochure (Adult or Student version) and the San Marcos Senior Activity Center Volunteer Application be included with the Volunteer Recruitment packet.

We recommend that the Volunteer Recruitment Packet, including the Benefits of Volunteering brochure (Adult or Student version) and the San Marcos Senior Activity Center Volunteer Application, be posted on the SAC website and also be available in paper form for anyone that asks for further information or for walk-ins. Further, we recommend that the SAC provide some packets for volunteer and internship fair at schools.

References

Lee, Y., & Brudney, J. L. (2012). Participation in formal and informal volunteering implications for volunteer recruitment. *Nonprofit Management & Leadership*, 23(2), 159-180.
doi:10.1002/nml.21060



Volunteer Recruitment Packet

COME JOIN!

Want to be apart of the volunteer team at The San Marcos Senior Center? Come join us where you'll be able to have fun and gain experience and volunteering opportunities and volunteer hours. You will be working alongside the senior citizens of San Marcos. Being a volunteer at the San Marcos Senior Center offers great internal and external benefits that can be contributed toward oneself and future. We are open to all and anyone who would like to be apart of the volunteer team and be apart of creating a change in our city. If you wish to join, we hope that you contact us with any question you may have regarding becoming a volunteer at the center.

Mission

The mission of the San Marcos Senior Activity Center is to provide social, recreational, healthful, and educational programs that facilitate the emotional and physical well-being of independent senior citizens. The Senior Activity Center offers access to community resources, services, nutrition and leisure interests that help foster social connection, vibrant aging, personal autonomy and life-long learning.

Goal

Our goal is to promote opportunities that enrich the quality of life and support vitality for seniors.

[insert Benefits of Volunteering Brochure (Adult or Student version) here]

[insert San Marcos Senior Activity Center Volunteer Application]



Volunteer Opportunities

Lunch Program

Prepare lunchroom for lunch, help serve lunch, wrap silverware, clean up after lunch, and decorate for special events.

Front Desk

Answer phone, greet guests, assist with any special projects or activities. Hourly building count, sign up guests for lunch, tours of SAC.

Trips & Tours (TRAILBLAZER Partner Program)

Answer phones and questions regarding trips, supply information regarding upcoming trips, send out flyers.

Clerical

Conduct any special tasks to assist office personnel with projects.

Class and Program Instructors/Leaders

Assist in leading a class or activity such as Bingo, cards, or a craft

Volunteer Opportunities (cont.)

Computer Lab

Volunteer as an assistant to those using the computer lab.

Special Events and Entertainment

Help set up for special events and activities such as monthly dances, movie matinee and other functions.

Building Maintenance/Janitorial

Assist with cleaning the facility, room set-up/tear-down, special projects.

Library

Books and magazines intake, upkeep, organization, circulation.

Bingo Caller

Self directed, organization

Tax Preparer (AARP)

Assist clients with tax prep during the February- April.

Intergenerational Garden

Work with special needs children at the community garden

Volunteer Opportunities (cont.)

Executive Email Secretary

Respond to appropriate emails and forward applicable emails to SAC staff members

Ceramics Lab Teacher

Provides guidance to those in the ceramics class and helps with transferring items in and out of the kiln and using the kiln.

Performing Arts Entertainment / Special Event

Anyone who would like to perform, speak or get on stage and show their talents or interests to the crowd. For example, a singer, musician, speaker, dancer, etc.

Bilingual Translator

Support SAC clients by providing translation at daily lunch service, special events, and classes. Support SAC clients interested in learning new language by opportunities for casual conversation.

Meal Delivery

Delivering meals to seniors who are homebound or can't make it to the senior center for lunch.

Wall Display Organizer

Organize, create, and hang informational documents and decorations in wall display cabinets and open hallway wall spaces.

Lunch Ambassador

Serves as a gregarious person in the cafeteria who promotes social interaction and offers companionship.

[The opportunities on this page were included as suggested future volunteer opportunities.]

Location

111 Richmar Ave.
San Marcos, CA 92069
(760) 744-5535

Hours of Operation

MON | WED | FRI

7:30 am to 4 pm

SAT

9 am to 12 pm

TUES | THURS

7:30 am to 8 pm

SUN

CLOSED

Staff

Brenda Sylvia	Community Services Manager	x3602
Catherine Manis	Recreation Coordinator	x3606
Andrea Gonzalez	Recreation Supervisor II	x3605
Sylvia Atwan	Resources & Referrals	x3604
Jonathan Williams	Activities /Classes	x3605
Heather Gonzalez	Nutrition Special Events	x3618
Karen Heywood	Transportation	x3618
Gary Terejenian	Facilities Maintenance	x3603
Ted Uhler	Facilities Maintenance	x3603
Bibi Lefebvre	Office Assistant (AFTERNOON)	
Kimber Mullen	Front Desk Clerk (MORNING)	
Mary Bowman	Front Desk Clerk (WEDNESDAY MORNING)	
Sergio Sanchez	Front Desk Clerk (EVENING)	
Ramona Flores	Front Desk Clerk (EVENING)	

Benefits of Volunteering



Benefits of Volunteering

Maria Mendez
Naomi Nguyen
Katia Rodriguez
Jasleen Vaca
Jessica Zaragoza

Objective

Explore methods and practices to effectively recruit and/or retain volunteers.

Deliverable

Create a volunteer Recruitment Packet with info, opportunities and benefits of volunteering to be used for outreach.

Background

In the beginning of this project, this team explored the literature related to volunteer recruiting and quickly found that motivation that motivation was a key factor. We identified benefits as an important component of the volunteer recruitment packet and set our focus on better understanding the benefits. In our review of the literature we found several articles that explained the role of extrinsic and intrinsic motivations. We decided to examine how well this theory applies here by gathering additional information through interviews with SAC members and surveys with our peers.

Research

With the background on the relationship between volunteering and healthy benefits in our hands, our group reached out to the Senior Activity Center Coordinator and scheduled a several interviews with adults who currently volunteer at the SAC. We also distributed an online survey to CSUSM students to learn more about their experiences volunteering. We found that both groups expressed both intrinsic and extrinsic benefits but they were different. For example, we found from our fellow students that people who volunteer find it beneficial because they can put it on their resumes and further have more networking contacts as well as find other areas of interests. Overall, we found that there is clear evidence in the literature and our data that there are certain things that can be identified as benefits of volunteering.

Results

We used our findings from the review of the literature, interviews with adults volunteering at the SAC, and the student survey responses to create two versions of a brochure to be used when recruiting, one for seniors (Adult brochure) and one for college students (Student brochure). We also learned how important recognition was so we created a Certificate of Recognition to be given after completing certain amount of hours.

Recommendations

We recommend that the two Benefits of Volunteering brochures - one for seniors (Adult brochure) and one for college students (Student brochure):

- Be included in the Volunteer Recruitment Packet.
- Be posted on the SAC website under a tab "Why Volunteer".
- Be used when packets are sent out to high school or college students that need to do service learning hours to help them realize the benefits can be long term. (Student brochure)

We also suggest that Certificates of Recognition be used to recognize volunteers liberally, perhaps at a luncheon or other opportunity.

Benefits of Volunteering (Adult brochure)

Front



**VOLUNTEER
PERSONAL STORY**

Millions of people just like you have found meaningful ways to give back at San Marcos Senior Activity Center. Lisa Occhino-Bigalk, a nurse case manager who has been working for 20 years, is thankful for her time volunteering at SAC. Lisa shared, "After my brain tumor surgeries, volunteering my time at San Marcos SAC helped me to find new friends, rekindled my passion with books and reading, as her job at the SAC is their librarian." To Lisa, San Marcos SAC is her safe place, while she spends time giving back to the community that loves her.

VISIT US
111 Richmar Ave, San Marcos,
CA 92069

CONTACT US
(760) 744-5535

VISIT OUR WEBSITE
<http://www.san-marcos.net/play/adults-50>

**BENEFITS OF
VOLUNTEERING**

YOU'RE JUST THE
PERSON WE'VE BEEN
LOOKING FOR!

SAN MARCOS
Through Love & Friendship

HEALTH

Volunteering helps people manage and lower stress levels. Volunteers say that they feel better-physically/mentally/emotionally.

PURPOSE

Volunteers feel a deeper connection to communities & to others. Builds bonds. Creates new friendships.

ENGAGED

Volunteers are more engaged & involved in taking care of their health.

RECOGNITION

Annual volunteer luncheon to celebrate the importance of volunteering.



DID YOU KNOW?

VOLUNTEERING

is a great way for older adults to feel confident, valuable and happy?

94 PERCENT OF PEOPLE

who volunteered in the last 12 months said that volunteering improved their mood.

78 PERCENT OF SENIOR VOLUNTEERS

said that volunteering lowered their stress levels & feel like they have control over their health.

THE BEST WAY TO FIND YOURSELF IS TO LOSE YOURSELF IN THE SERVICE OF OTHERS.

-MAHATMA GANDHI.



Benefits of Volunteering (Student brochure)

Front

VOLUNTEER PERSONAL STORY

Amy Phu first started volunteering at the age of 17. It was the summer before her senior year of high school, and she hadn't really understood the meaning behind doing something for others until that day. "Nothing brightens my day more than to be able to make someone who's going through something beyond my understanding smile," says Amy.



VISIT US

111 Richmar Ave, San Marcos,
CA 92069

CONTACT US

(760) 744-5535

VISIT OUR WEBSITE

<http://www.san-marcos.net/play/adults-50>

BENEFITS OF VOLUNTEERING

YOU'RE JUST THE
PERSON WE'VE BEEN
LOOKING FOR!

SAN MARCOS
Discover Life's Possibilities

CONFIDENCE

Volunteer makes you feel good. In a volunteer situation, you are the personal that can make a difference in your life and in your community. Gaining new perspective during your college years can help to relieve stress.

CAREER

Volunteering is the best way to get real world experience. At SAC, you can form relationships that become strong personal ties can lead to future jobs or recommendations.

NETWORKING

Build your references by becoming a valuable volunteer at SAC. Make a difference in your community, and they can really make a difference for you with a few endorsements that go a long way.

RECOGNITION

Annual volunteer luncheon to celebrate the importance of volunteering.

DID YOU KNOW?

STUDENTS WHO VOLUNTEER

and work part-time are seen as "high-achievers", engaged in a remarkable range of activities.

87 PERCENT OF EMPLOYERS

regard volunteers as having a "positive effect on career progression for young people.

OVER 3 MILLION PEOPLE

attending college performed volunteer work per year over the 3 year period. Make a change and become a volunteer at San Marcos SAC!

THE BEST WAY
TO FIND
YOURSELF IS TO
LOSE YOURSELF
IN THE SERVICE
OF OTHERS.

-MAHATMA GANDHI.



References

- Chen, L. (2016). Benefits and dynamics of learning gained through volunteering: A qualitative exploration guided by seniors' self-defined successful aging. *Educational Gerontology, 42*(3), 220-230.
- Erichsen, K., Moore, E. W., & Warta, S. (2014). College Students' Volunteering: Factors Related to Current Volunteering, Volunteer, Settings, and Motives for Volunteering. *College Student Journal, 48*(3), 386-396.
- Finkelstien, M. A. (2009, February 6). Intrinsic vs. extrinsic motivational orientations and the volunteer process. *Elsevier, 46*, 653-658.
- Hunter, K., & Linn, M. (1981). Psychosocial Differences between Elderly Volunteers and Non-Volunteers. *The International Journal of Aging and Human Development, 12*(3), 205-213.
- Johnson, M. K., Beebe, T., Mortimer, J. T., & Snyder, M. (1998, July 1). Volunteerism in Adolescence: A Process Perspective. *Journal of Research on Adolescence, 8*(3), 309-332.
- Menec, V., & Chipperfield, J. (1997). Remaining active in later life. The role of locus of control in seniors' leisure activity participation, health, and life satisfaction. *Journal of Aging and Health, 9*(1), 105-25.
- Morrow-Howell, N., Hinterlong, J., Rozario, P., & Tang, F. (2003). Effects of Volunteering on the Well-Being of Older Adults. *The Journals of Gerontology Series B: Psychological Sciences and Social Sciences, 58*(3), S137-S145.
- Stevens, E. S. (2008). Toward Satisfaction and Retention of Senior Volunteers. *Journal of Gerontological Social Work, 16*(3-4), 33-41.
- Stukas, A. A., Snyder, M., & Clary, G. E. (2016, May 1). Understanding and encouraging volunteerism and community involvement. *The Journal of Social Psychology, 156*(3), 243-255.
- Willigen, M. V. (2000, September 1). Differential Benefits of Volunteering Across the Life Course. *Journals of Gerontology: Series B, 55*(5), S308-S318.

Volunteer Offerings



Volunteer Offerings

Danielle Admendaras
Mion Ek
Fatima Fonseca
Priscilla Mendoza
Jami Rund
Emily Wanous

Objective

Review the current volunteer areas/ tasks opportunities and explore additional opportunities where volunteers may assist.

Deliverable

Provide analysis of volunteer offerings to include any potential overlooked/ untapped opportunities and suggestions to enhance current assignments.

Background

Our first goal was to gain a better understanding of the role that volunteers play in the operation of the SAC and other senior centers. We observed current classes the the SAC as well as the services offered, including daily lunch preparation and service. We conducted twelve in person interviews with SAC staff, volunteers, and members. We also reviewed six other senior centers in San Diego County and one non-profit organization, surveying current activity offerings and volunteer opportunities.



Research

Our findings revealed that the SAC is a vibrant center that could benefit from a range of volunteer coordinating expansions. More specifically, we found:

- Currently eleven basic volunteer opportunities exist at SAC but it would be beneficial to clarify what the volunteer opportunities are and their job descriptions.
- Some classes would potentially benefit from some volunteers.
- Seven untapped volunteer opportunities were identified that could be expanded.
- There is an opportunity for a lunch ambassador (helping in the kitchen would require training).
- The facilities maintenance aid needs the most additional support.
- Several gaps in the daily schedule can be filled by volunteers.
- Gaps exist between how needs of staff are identified and requested need to be addressed. Integrating a calendar to illustrate volunteer opportunities by time, day, and category, may address this need.
- Adding a skills and time commitment section to each volunteer description may help match volunteers to the appropriate opportunity.



Results

We created a Volunteer Opportunity Catalogue (VOC) in which all volunteer offerings are listed by description, skill set, and time commitment in order to properly match candidates to a volunteer opportunity. Eleven of the offerings are existing volunteer opportunities, while the last seven are suggested. The VOC will be easily accessible to volunteer coordinators and staff.

Secondly, we created a Volunteer Request Form (VRF) for current employees and volunteers to be able to request potential volunteers when additional help is needed in order to carry out specific tasks or special events. The volunteer request form template will include name of individual requesting, the task, skill set needed, number of volunteers needed, and date/time of special event. The volunteer request form will then be accepted or rejected by management. Further, the volunteer request form will provide insight on possible overlooked opportunities for volunteers.



Recommendations

We suggest that the VOC be used during the reviews of volunteer applications (San Marcos Senior Activity Center Volunteer Application) to determine which opportunities best match the volunteer skill set and availability. Also, that the VOC be integrated into the SAC volunteer management software so that eventually the software program would help match the volunteer's skills and interests to an opportunity.

We also recommend using divided sections for the VOC catalogue: fitness, art/crafts/writing, games/fun, music, computer lab/library, self improvement, administrative, and maintenance/operations, and social. Each of the nine sections will be color coded; fitness (orange), art/crafts/writing (blue), games/fun (yellow), music (pink), computer lab/library

(green), self improvement (grey), administrative (red), maintenance/operations (purple), and social (black). All volunteer opportunities should be sorted into one of the nine categories. A sample is provided in this section (see the Quick Reference Table in the Volunteer Opportunities Catalog).

Although not applicable to all positions, we suggest creating a daily checklist for positions, such as the front desk, so volunteers have a quick reference for what they need to do. The daily checklist would further describe tasks listed in the description sections of the VOC.

We recommend that instructors be introduced to the Volunteer Request Form (VRF) which is divided into instructor position, volunteer task description, amount of volunteers needed, skills needed, and time commitment. There is space for the instructor to list volunteer skills required for the position and checkboxes for staff to use when matching the volunteer(s) to their position. The bottom section is reserved for staff use to declare the request approved and the name of volunteer(s) set for the request. The VRF may be implemented into the volunteer management software program.

References

San Marcos Senior Activity Center Staff and Volunteers, personal communication, 2018.

City of San Marcos. (2018). Welcome to the Senior Activity Center. Retrieved March, 2018, from <http://www.san-marcos.net/play/adults-50>

List of Volunteer Opportunities

Current Volunteer Offerings

1. Lunch Program
2. Front Desk
3. Clerical
4. Class and Program
Instructors/Leaders
5. Computer Lab
6. Special Events/ Entertainment
7. Building Maintenance/ Janitorial
8. Library
9. Bingo Caller
10. Tax Preparer (AARP)
11. Intergenerational Garden

Suggested Volunteer Opportunities

1. Executive Email Secretary
2. Ceramics Lab Teacher
3. Performing Arts Entertainment /
Special Event
4. Bilingual Translator
5. Meal Delivery
6. Wall Display Organizer
7. Lunch Ambassador



Volunteer Opportunities Catalogue

Table of Contents

Quick Reference Table	Page 2
Volunteer Position Descriptions	Page 3
1. Fitness	Page 3
1. Arts/Crafts/Writing	Page 3
2. Games and Fun	Page 4
3. Music	Page 4
4. Computer Lab/Library	Page 5
5. Self Improvement	Page 5
6. Administrative	Page 6
7. Maintenance / Operations	Page 6
8. Social	Page 7

Quick Reference Table

Fitness	Arts/Crafts/Writing	Games/Fun	Music	Computer Lab/Library	Self Improvement	Administrative	Maintenance/Operations	Social
Class and program leaders/instructors	Special Events/Entertainment	Bingo Caller	Special Events/Entertainment	Computer Lab Assistant	Tax Preparer	Front Desk	Lunch Program	<i>Lunch Ambassador</i>
	Ceramics Lab Teacher	Bilingual Translator		Library Tech		Clerical	Building Maintenance/Janitorial	Bilingual Translator
	<i>Performing Arts Entertainer</i>			<i>Bilingual Translator</i>		Executive Email Secretary	<i>Special Events Setup</i>	<i>Intergenerational Garden</i>
	<i>Wall Display Organizer</i>						<i>Meal Delivery</i>	
*								

Italicized = suggested volunteer post

Position Descriptions

Fitness

1. Class and Program Instructors/Leaders

Description - Assist in leading a class or activity such as Bingo, cards, craft, or fitness activity.

Skills - Customer service, patience, knowledge of a certain game or craft, leadership

Time Commitment - Long term

Arts/Crafts/Writing

1. Ceramics Lab Teacher

Description - Provides guidance to those in the ceramics class and helps with transferring items in and out of the kiln and using the kiln.

Skills - Experience in ceramics and using kiln

Time Commitment - Long Term

2. Performing Arts Entertainment / Special Event

Description - Anyone who would like to perform, speak or get on stage and show their talents or interests to the crowd. For example, a singer, musician, speaker, dancer, etc.

Skills - Any/ Personal Interest, Talents, Abilities

Time Commitment - One Time, Short Term

3. Special Events Set Up

Description - Help set up for special events and activities such as monthly dances, movie matinee and other functions.

Skills - Self starter, strong organizational skills, enjoys working on a team, and outgoing.

Time Commitment - One time and ongoing as needed.

4. Wall Display Organizer

Description - Organize, create, and hang informational documents and decorations in wall display cabinets and open hallway wall spaces.

Skills - Organization skills, eye for detail, decorator

Time Commitment - Seasonal, Short Term or Long Term.

Games / Fun

1. Bingo Caller

Description - Self directed, organization

Skills - Outgoing, friendly, audible voice, professional demeanor. Great communication skills, clear speakers with numerical skills, observant and reliable.

Time Commitment - Monday afternoon 12:30 – 1:30. Long term; one to four Mondays per month.

2. Bilingual Translator

Description - Support SAC clients by providing translation at daily lunch service, special events, and classes. Support SAC clients interested in learning new language by opportunities for casual conversation.

Skills - Knowledgeable in conversational Spanish, comfortable conversing with seniors and translating information

Time Commitment - Short Term or Long Term

Music

1. Special Events/Entertainment

Description - Help set up for special events and activities such as monthly dances, movie matinee and other functions.

Skills - Self starter, strong organizational skills, enjoys working on a team, and outgoing.

Time Commitment - One time and ongoing as needed.

Computer Lab / Library

1. Computer Lab

Description - Volunteer as an assistant to those using the computer lab.

Skills - Some knowledge of computers and software necessary, communication, flexibility

Time Commitment - Long Term; Minimum one hour per day

2. Library Tech

Description - Books and magazines intake, upkeep, organization, circulation.

Skills - Self directed, organization

Time Commitment - Long Term or as needed.

3. Bilingual Translator

Description - Support SAC clients by providing translation at daily lunch service, special events, and classes. Support SAC clients interested in learning new language by opportunities for casual conversation.

Skills - Knowledgeable in conversational Spanish, comfortable conversing with seniors and translating information

Time Commitment - Short Term or Long Term

Self Improvement

1. Tax Preparer (AARP)

Description - Assist clients with tax prep during the February- April.

Skills - Tax preparation, computer literate, customer service, multilingual, communication, teamwork

Time Commitment - Seasonal

Administrative

1. Clerical

Description - Conduct any special tasks to assist office personnel with projects.

Skills -Familiar with Microsoft Office, organization, flexible, attention to detail and motivation

Time Commitment - As needed.

2. Executive Email Secretary

Description - Respond to appropriate emails and forward applicable emails to SAC staff members

Skills - Technology, professional demeanor, knowledge about SAC, interpersonal skills, communication skills, multi-lingual

Time Commitment - Long Term

3. Front Desk

Description - Answer phone, greet guests, assist with any special projects or activities. Hourly building count, sign up guests for lunch, tours of SAC, appointments binder, callbacks, craft cabinet when items are sold.

Skills - Customer service, organization, multi-tasking, phone etiquette, friendly, professional demeanor, persuasion, communication problem solving.

Computer skills, ability to communicate both verbally and written, multitasking skills, enjoys interacting with people.

Time Commitment - Long Term; approximately four hours per day.

Maintenance / Operations

1. Building Maintenance/ Janitorial

Description - Assist with cleaning the facility, room set-up/tear-down, special projects.

Skills - Self directed, ability to take directions, ability to move table and chairs

Time Commitment - On going as needed

2. Lunch Program

Description - Prepare lunchroom for lunch, help serve lunch, wrap silverware, clean up after lunch, and decorate for special events.

Skills - Customer service, patience, persuasion and ability to follow directions.

Must have excellent interpersonal skills and a positive personality and demeanor.

Able to approach and welcome all types of people.

Time Commitment - Long Term; approximately two hours per day.

3. Special Events Set Up

Description - Help set up for special events and activities such as monthly dances, movie matinee and other functions.

Skills - Self starter, strong organizational skills, enjoys working on a team, and outgoing.

Time Commitment - One time and ongoing as needed.

4. Meal Delivery

Description - Delivering meals to seniors who are homebound or can't make it to the senior center for lunch.

Skills - Good driving record, has own car.

Time Commitment - One Time, Short Term or Long Term

Social

1. Bilingual Translator

Description - Support SAC clients by providing translation at daily lunch service, special events, and classes. Support SAC clients interested in learning new language by opportunities for casual conversation.

Skills - Knowledgeable in conversational Spanish, comfortable conversing with seniors and translating information

Time Commitment - Short Term or Long Term

2. Intergenerational Garden

Description - Work with special needs children at the community garden (Tues. only).

Skills - Gardening, patience, leadership, teamwork, motivation

Time Commitment - Long Term; two hours

3. Lunch Ambassador

Description - Serves as a gregarious person in the cafeteria who promotes social interaction and offers companionship.

Skills - Good listener, can offer conversation and storytelling and enjoys overall company

Time Commitment - Seasonal, Short Term or Long Term

Volunteer Request Form

Name:	Position:
Volunteer Task(s):	Skills Required: _____ _____ _____
Number of Volunteers Needed:	
Dates Needed: From / / To / / Ongoing?	
Staff Use Only: Approved _____ Volunteer Names:	

Intake and Application



Intake and Application

Amanda Orr
Anna Ordonez
Alexia Montoya
Claudia Leon
Daniela Sankey
Jason Lara
Valerie Mbonu
Jennifer Gomez

Objectives

Assess the current volunteer intake process and program administration.

Deliverables

Provide recommendations to improve volunteer application, streamline intake, formalize placement opportunities/matches, and record and track volunteer data.

Background

In order to better understand how to make improvements in the volunteer application, we did research on what is expected to be included in an application. We also interviewed the Volunteer Coordinator, Bibi, to have a perspective on what she believes about the current application. She suggested some changes and gave us her perspective of what should be included and removed. We further reviewed the current materials and application and gathered other senior centers' applications.

To learn more about how to streamline the intake process, we began by conducting research on the onboarding process. We found that the literature illustrates the advantages of incorporating interviews and orientations into the intake process. The research also revealed factors that help to retain volunteers and how to efficiently communicate with them whether through email or in person. Our team also went to the SAC where we informally interviewed current volunteers and asked about their onboarding process and how they have been placed.

As a result of our preliminary investigations, we determined that we would focus on improving the volunteer application and streamlining the intake process. The remaining scope of our Deliverables actually fit better within other teams (i.e. Formalize placement opportunities / matches went to the Volunteer Offerings team and Record and track volunteer data was went to the Software program team).

Research

We reviewed the current website, materials, and processes and found that some updates and additional structure would be beneficial. In summary, we found:

- The current volunteer tab is difficult to find on the website.
- The current application needs additional information. It needed questions regarding why individuals are volunteering, how they heard about this place, what their career goals are, skills, experience, and their interests/ hobbies/ knowledge.
- There is no formal process for volunteers.
- Volunteers are often placed in areas where their skills and interests are not taken into account and neither is their type of commitment (i.e. high school service learning, internship personal fulfillment).

Results

We created a revised and updated application (see the San Marcos Senior Activity Center Volunteer Application). The application includes additional items that assist the other components of volunteer management, such as interests, commitment, etc. For example, we determined that dividing the volunteer process by short term and long term will be most effective in placing volunteers so this information was included on the application.

We developed an intake process with the intent to make the process simple yet efficient. We created a Volunteer Intake Process Guide, Volunteer Intake Interview Guide, and Volunteer Intake Checklist which guide the process to include the elements we found in our research. For example, the Volunteer Intake Process Guide includes a tour of the SAC to be performed during the interview process and the Volunteer Intake Interview Guide includes suggested questions that can be asked to gain a better insight of where to best place the prospecting volunteer.

Recommendations

For the Volunteer Application, we recommend that it is posted online, available electronically as well as provide paper copies at the front desk of the SAC.

For the streamlined intake process, we recommend that the SAC uses the Volunteer Intake Checklist to keep track of what a potential volunteer has completed and what has not yet been completed. The checklist is formatted with the order the tasks need to be completed. We also recommend the use of a file box to organize applications, that a photo be included in each applicant's file, and that the SAC consider including background checks.



**Parks & Recreation Department
Senior Activity Center**

111 Richmar Ave. San Marcos, CA 92069
(760) 744-5535 www.san-marcos.net

**SAN MARCOS SENIOR ACTIVITY CENTER
VOLUNTEER APPLICATION**

Personal Information

First Name: _____ Last Name: _____

Street Address: _____

City: _____ Zip Code: _____ Over age 18? Yes No

Phone(s): _____ Email: _____

Emergency Contact

Name: _____ Relationship: _____

Phone(s): _____ Email: _____

Reason for volunteering:

Student Intern Community Service for the courts Personal Fulfillment Other

Hours required: 10-20 hrs _____ 20-30 hrs _____ 30 hrs + _____ 100 hrs + _____

Volunteer Commitment: 0-3 months ___ 6 months ___ 1 year ___ More than 1 year+ ___

*SAC operating hours are Mon and Fri from 7:30am-4pm and Tues/Wed/Thurs from 7:30am-8pm.
The SAC is closed Monday and Friday evenings and on weekends (except for special events).*

What hours/days are you available to volunteer? Please indicate the days and hours:

Monday _____ 7:30am-12pm _____ 12pm-4pm

Tuesday _____ 7:30am-12pm _____ 12pm-4pm _____ 4pm-8pm

Wednesday _____ 7:30am-12pm _____ 12pm-4pm _____ 4pm-8pm

Thursday _____ 7:30am-12pm _____ 12pm-4pm _____ 4pm-8pm

Friday _____ 7:30am-12pm _____ 12pm-4pm

Flexible _____

Are you interested in helping with fundraisers/special events? Yes No

Please check all areas you are interested in:

- Front Desk** - Greet guests, answer phones, facility tours, take sign-up for lunch/activities, special projects (Long term commitment)
- Special Events/Entertainment** - Assist with craft fairs, parking lot sales, movie matinee, monthly dance.
- Orientation Group** - Help with volunteer placement, do volunteer orientation, community outreach
- Bingo Caller** - Monday afternoon 12:30pm – 1:30pm
- Setting up Events-** Help decorate with events, holidays, occasions
- Lunch program** - Check-in guests, serve meals, wrap silverware, clean-up
- Computer Lab** - Assist during open lab times. Must have some knowledge of computers and software skills.
- Intergenerational Garden** - Work with special needs children at the community garden (Thurs. only)
- Building Maintenance/Janitorial** - Assist with cleaning the facility, room set-up/tear-down, special projects (8-10 hrs)
- Activity Leader** – Facilitate group activities such as games, music, art, dance, etc..

What are your career goals or was your career?

Please list your skills or experience:

What are your interests/hobbies/knowledge?

Why did you choose San Marcos Activity Center?

How did you hear about volunteer opportunities at SAC? Online School Friend
Other

Participant Liability and Hold Harmless Release

I the undersigned, do hereby agree to allow the individual(s) named herein to participate in the aforementioned activity(ies) and I further agree to hold the City of San Marcos and its employees harmless from and against any and all liability for any injury which may be suffered arising out of or in any way connected with participating in this activity. I understand the City of San Marcos has no insurance for the participant's benefit. I give the City of San Marcos the absolute right and permission to use my photograph(s) in its promotional materials and publicity efforts. I understand that the photograph(s) may be used in a publication, print ad, direct-mail piece, electronic media including city website or other form of promotion. I release the City of San Marcos, the photographer, their offices, employees, agents, and designees from liability for any violation of any personal or proprietary right I may have in connection with such use.

I HAVE CAREFULLY READ THIS WAIVER, AND HOLD HARMLESS RELEASE AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT BETWEEN MYSELF AND THE CITY OF SAN MARCOS AND I SIGN IT OF MY FREE WILL.

Signature

Print Name

Date

SAN MARCOS SENIOR ACTIVITY CENTER

Volunteer Intake Process Guide

Application

Receive application. Review and arrange interview.

Interview

Use the Volunteer Intake Interview Guide. Consider including a tour or scheduling a tour for another date.

Tour

After the interview, potential volunteers will be given a tour of the San Marcos Senior Activity Center (SAC). Potential volunteers will have a chance to view and get familiar with the Senior Activity Center as well as have a chance to interact with the staff members and view potential placements in the center.

Offer

The Senior Activity Center Staff offer the potential volunteer a placement based on the information that was gathered from the application and interview. The potential volunteer will be asked to schedule an orientation through the SAC website.

Orientation

After the potential volunteer is given a placement at SAC, the potential volunteer would attend an orientation so they can become familiar with their placement, procedures related to volunteering at the SAC, and safety requirements. Potential volunteers will also be required to go over the orientation packet with a SAC staff member within 30 days of the date they start volunteering.

Start

This would be the first day the volunteer starts volunteering.

Monthly Orientation

We recommend that the SAC offer volunteers the opportunity to attend the monthly orientations as they would then be able to welcome new volunteers, become very familiar with the current SAC processes, and be prepared to conduct the orientations.

**SAN MARCOS SENIOR ACTIVITY CENTER
Volunteer Intake Interview Guide**

Suggested Interview Questions

1. What is/are your career goal(s) or what was your career?
2. What skills do you want to develop or share as a volunteer?
3. What would you say are the best skills you possess?
4. What are your hobbies/interests?
5. Do you have any type(s) of certification(s)?
6. What are your strengths and weaknesses?
7. What are your personal goals or reasons for this volunteer experience?
8. Have you worked with senior citizens or other active group activities in the past?, if yes where? Please describe.
9. Do you have past volunteer experience?
Yes: What have you enjoyed most about previous volunteer work?
No: What have you enjoyed most about previous paid work or other activities?
10. How did you hear about our volunteer opportunities?

Skills and Interest:

- Fitness
- Art/Crafts
- Music
- Computer/Library
- Front desk
- Administration
- Self improvement

**SAN MARCOS SENIOR ACTIVITY CENTER
Volunteer Intake Checklist**

Task	Date Completed	Staff Initials	✓
Volunteer Application			
Interview			
Tour			
Placement			
Orientation			
Begin Volunteering			

For Office Use Only:
 Application Name: _____
 Staff: _____
 Date Received: _____
 Result: _____



Volunteer Orientation

Bailey Banta
Marleny Hernandez
Mahshid Jaberizad
Dania Mendez
Amy Mentado

Objective

The object was to explore methods and practices to effectively recruit and/or retain volunteers for the Senior Activity Center of the City of San Marcos.

Deliverables

The deliverables we had were to develop a Volunteer Orientation Packet for new volunteers.



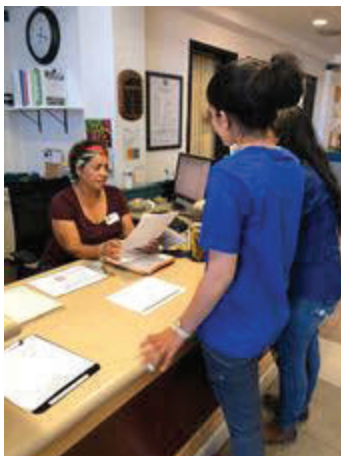
Background

From our review of the literature, our team found that having an orientation packet in an organization is important because it is an essential element for the new volunteers to feel welcome and to successfully integrate into their organization. The orientation also helps to create awareness and an understanding of the organization and thus builds commitment.

Research

Our team consulted with Catherine Manis, the Recreation Program Coordinator, and Andrea Gonzalez, the Recreation Supervisor II, and Brenda Bibi Lefebvre, the Volunteer Coordinator. We also created a survey in which we asked fellow CSUSM students what they believed was the most important points in a volunteer orientation packet. Further, we looked at other organization's orientation packets to have an idea of the format we wanted to use and what to incorporate in it. In addition, we also spoke with other teams in the class to determine who could provide what information better.





Results

In speaking with Catherine and Andrea we were able to determine what they thought was important to have in a volunteer orientation packet. Bibi provided us with information we needed to put in the packet and she helped clarify certain questions we had. The results of the survey we conducted helped us establish a clear idea of what we needed to add from a volunteer's perspective. The survey and our review of other organization's orientation packets also provided insight that revealed other sections we didn't know were important to include in the orientation packet. From all of this we created a comprehensive orientation packet for the Senior Activity Center (see Volunteer Orientation Packet).

Recommendations

We recommend that the SAC staff require volunteers to attend a volunteer orientation where the packet is reviewed with new volunteers and / or go over the Volunteer Orientation Packet with a designated staff member within the first 30 days of beginning to volunteer.



San Marcos Senior Activity Center



Volunteer Orientation Packet

**Volunteer Orientation Packet
Table of Contents**

History **Page 1**

Welcome, Mission, Goals **Page 2**

Vision and Values of Organization **Page 3**

Hours of Operation and Vehicle Parking **Page 4**

Staff List and Chart **Page 5**

Site Map **Page 6**

Emergency Procedures **Page 7**

Volunteer Specific Information **Page 8**

Personnel Policies **Page 9**

Insurance and Liability Coverage **Page 11**

Conclusion **Page 12**



San Marcos Senior Activity Center History

Before 1983, the Senior Activity Center was known as the Joslyn Senior Center. The Joslyn Senior Center was a non-profit organization; where its activities are to have been held in a red barn. As the Joslyn Center expanded, in 1983 the City of San Marcos decided to cover the funds in order to create more room for members and their activities. Later on, the City of San

Marcos decided to change the name of the Joslyn Senior Center to the San Marcos Senior Activity Center and expand its' current location. The picture above shows the members of the San Marcos Senior Activity Center heading to their first trip to Disneyland.





SAN MARCOS
DISCOVER LIFE'S POSSIBILITIES

San Marcos Senior Activity Center

WELCOME!

Thank you for your interest in volunteering at the San Marcos Senior Activity Center. As a volunteer, you will participate in many fun and enjoyable volunteering opportunities and positions to gain experience and volunteer hours. Being a volunteer expands your communal engagement, experience, and professionalism. We appreciate all of our volunteers and the contributions they make to the city of San Marcos. We encourage you to please contact us with any questions you may still have regarding the positions and facility. We are looking forward to your involvement with the San Marcos Senior Activity Center.

Mission

The mission of the San Marcos Senior Activity Center is to provide social, recreational, healthful, and educational programs that facilitate the emotional and physical well-being of independent senior citizens. The Senior Activity Center offers access to community resources, services, nutrition and leisure interests that help foster social connection, vibrant aging, personal autonomy and life-long learning.

Goal

Our goal is to promote opportunities that enrich the quality of life and support vitality for seniors.



Vision

San Marcos Community Services Department's vision is a healthy community that fosters positive through exceptional recreation opportunities.

Values

Innovation

We create programs and services that evolve to meet the needs of our community.

Customer Service

We treat each individual with courtesy and respect while meeting their needs in a timely manner.

Integrity

We do what is right for our community and each other.

Enrichment

We provide fun and creative ways to educate, entertain and enhance the lives of our community.

Teamwork

Through collaborative efforts and effective communication we achieve goals for the benefit of all.

SAN MARCOS

DISCOVER LIFE'S POSSIBILITIES

Hours of Operation

MON | WED | FRI

7:30 am to 4 pm

SAT

9 am to 12 pm

TUES | THURS

7:30 am to 8 pm

SUN

CLOSED

Location

111 Richmar Ave.

San Marcos, CA 92069

Phone Number

(760) 744-5535

Website

<http://www.san-marcos.net/play/adults-50>

Vehicle Parking

Volunteers are allowed to park anywhere in the parking lot for the Senior Citizen Activity Center. There is no special parking but will be told otherwise if an occasion occurs where you may need to park.

Volunteer Orientation Packet Staff List and Chart

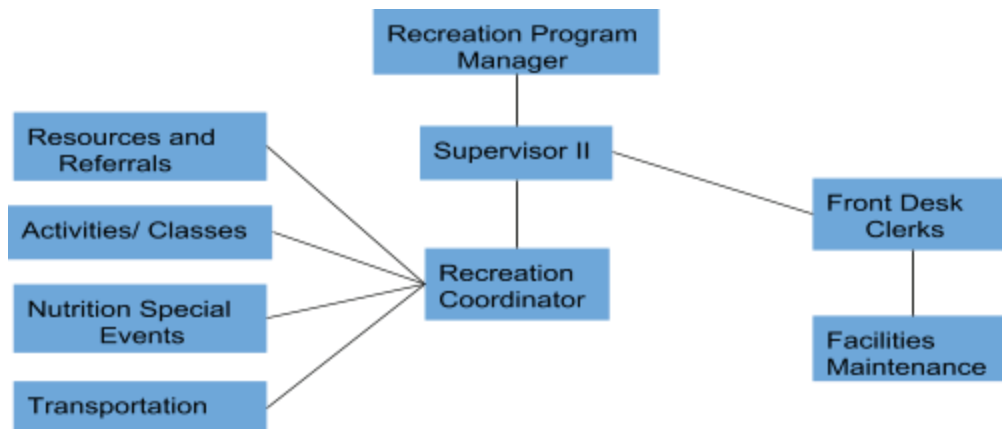
Staff

Brenda Sylvia	Community Services Manager	x3602
Catherine Manis	Recreation Coordinator	x3606
Andrea Gonzalez	Recreation Supervisor II	x3605
Sylvia Atwan	Resources & Referrals	x3604
Jonathan Williams	Activities /Classes	x3605
Heather Gonzalez	Nutrition Special Events	x3618
Karen Heywood	Transportation	x3618
Gary Terejenian	Facilities Maintenance	x3603
Ted Uhler	Facilities Maintenance	x3603
Bibi Lefebvre	Office Assistant (AFTERNOON)	
Kimber Mullen	Front Desk Clerk (MORNING)	
Mary Bowman	Front Desk Clerk (WEDNESDAY MORNING)	
Sergio Sanchez	Front Desk Clerk (EVENING)	
Ramona Flores	Front Desk Clerk (EVENING)	

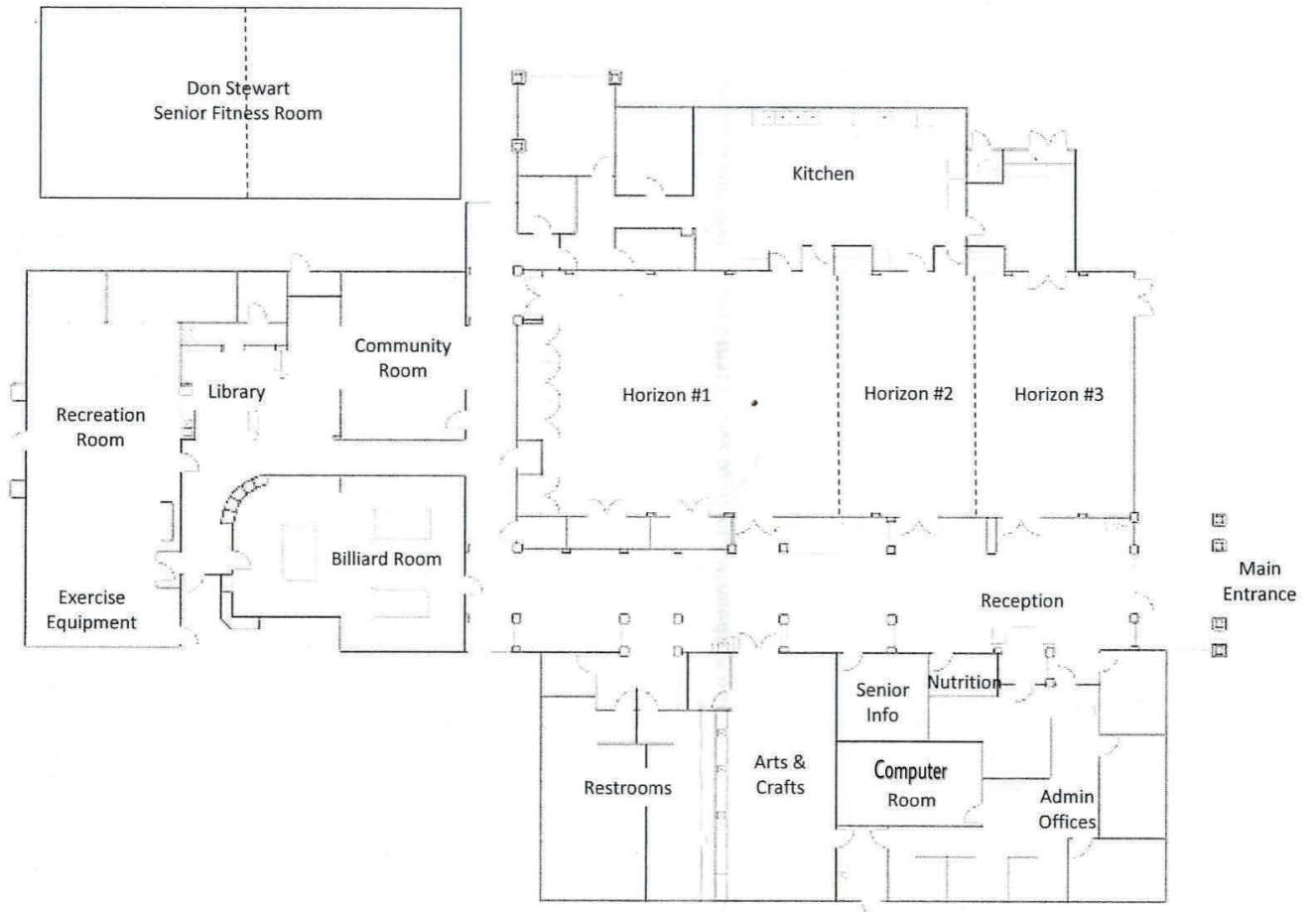
Security 760-484-6918 [Please use this number if you must call after hours]

Organizational Chart

Please refer to the chart below if you have questions on the organization of the staff.



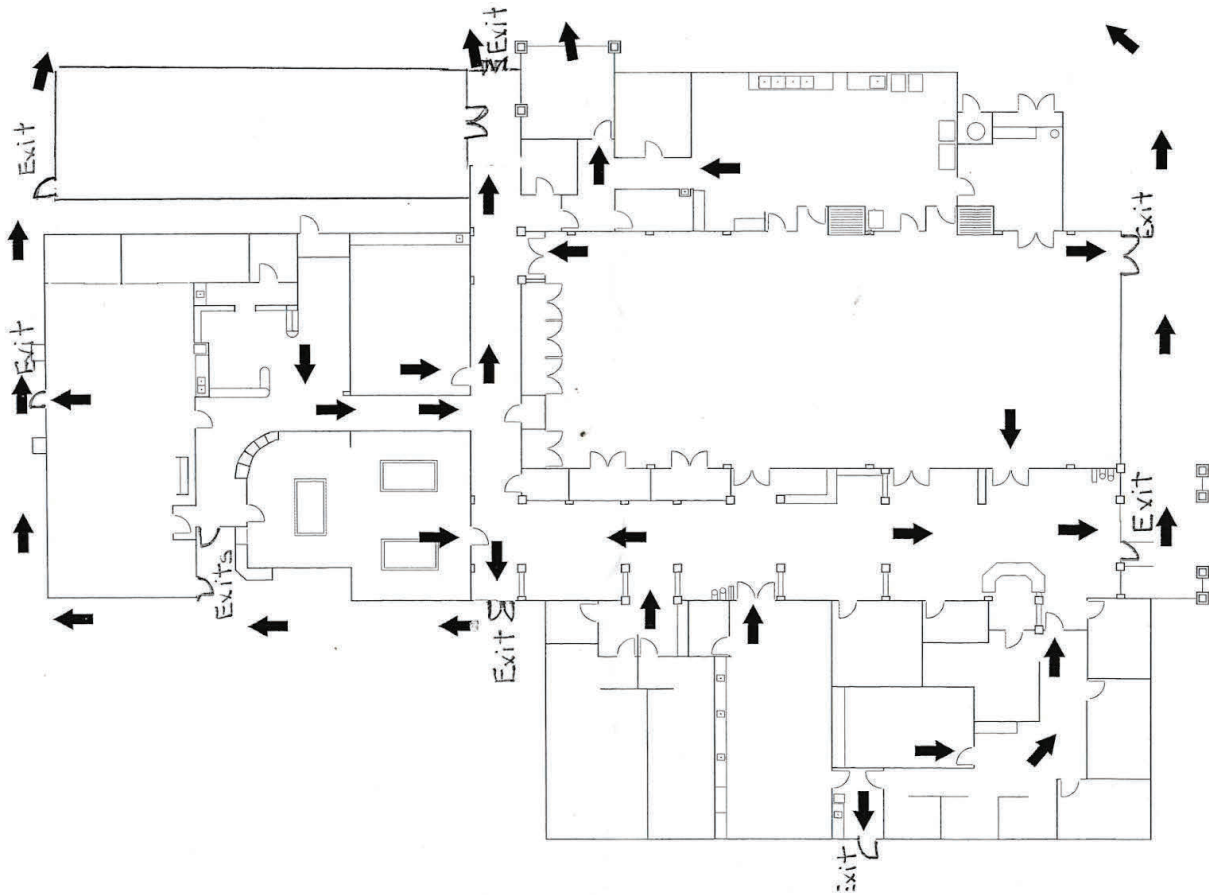
Volunteer Orientation Packet Site Map



Volunteer Orientation Packet Emergency Procedures

In case of an emergency with a member in the Senior Activity Center, volunteers are required to assist staff with resolving the situation. This can vary from getting the wheelchair or calling 911.

In case of an evacuation, follow these emergency exits :





The Importance of the Volunteer

Volunteer work provides an organization with a free resource to help it meet its mission or goals. We wouldn't be able to get accomplish our goals without the help of community volunteers like you! The San Marcos Senior Activity Center accepts and encourages the involvement of volunteers at all levels of the of the organization and within all appropriate programs and activities. Volunteers are viewed as our most valuable resources.

Why Volunteer with this Organization?

It strengthens our community; and it benefits both the organization and you. Effective volunteering requires an investment of your time but as a volunteer you can expect to gain many things:

- Use your current skills to help others
- Learn new skills
- Have the satisfaction of helping others
- Have a sense of accomplishment
- Make a difference in someone's life
- Network with others

San Marcos Senior Center Commitment to Volunteerism

The San Marcos Senior Activity Center is run by a few paid staff and the rest is achieved by our very own volunteers. The center can best achieve its goals and values when working in the community, with active community volunteers and working together as a team! Volunteers have the rights of being given meaningful assignments that they can accomplish, the right to be treated as equal coworkers, the right to effective supervision, the right to full involvement and participation, and the right to be recognized for the the work done. In return, we ask volunteers to agree to actively perform their duties to the best of their ability and remain loyal to the mission, values, and goals of the organization to have better results at the end of the day.



Code of Conduct

Volunteers and staff are to follow the following Code of Conduct.

- ✓ Be polite and show respect to others
- ✓ Have regard for the facility, furniture and equipment within it
- ✓ Be considerate of others when using the facility, furniture and equipment
- ✓ Refrain from engaging in disruptive behavior
- ✓ Maintain my personal hygiene at a level that is not offensive to others
- ✓ Abstain from using threatening or offensive language
- ✓ Use the restrooms for appropriate purposes only
- ✓ Not visit the center or participate in programs while under the influence of drugs or alcohol
- ✓ Adhere to City of San Marcos, state and federal rules/ ordinances/law

Standard of Appearance

Volunteers are requested to arrive dressed appropriately for the work that they will be performing. This dress code has been developed with the safety of volunteers in mind, follows workplace safety standards, and was designed to respect our clients. Please adhere to this code to insure that you will be able to fully take part during your day of service.

Volunteer Dress Code

- Volunteers must wear flat, closed-toed shoes. Please do not wear shoes with heels more than half an inch.
- Volunteers should not wear revealing or tight-fitting clothing. Do not wear tank tops, sleeveless or low-cut shirts, short-shorts or tight pants (including yoga pants, leggings, or tights).
- Acceptable clothing includes shirts that cover the stomach, and upper arms and chest, shorts that come within three inches of the knees, and long pants.
- A hat or hair net is required for volunteers handling food. Hats may be brought from home (we suggest baseball caps). Please do not wear large or dress hats. Hair Nets or hats can be provided by some.



Volunteer Dress Code (continued)

- Disposable gloves are required for volunteers handling food and will be provided by some.
- No one with fingernails that extend more than one inch beyond their fingertip can handle or serve food.
- All food handlers will be asked to remove bracelets, watches, rings, etc. unless they must be worn for special circumstances.

Volunteer Recognition

Volunteer Appreciation Day

This celebration is run by the county of San Diego. You must RSVP near the date in order to attend. Further information will be provided as the date approaches.

Volunteer Appreciation

This celebration is for all volunteers at the Senior Activity Center. It is hosted by the Senior Activity Center. We will keep you updated once the date is near.

Grievance Policy

The purpose of a grievance policy is to provide a procedure to assure that a grievance raised by a volunteer will be reviewed and resolved in a timely manner. The affected volunteer should notify the Recreation Coordinator of their complaint. A discussion will be held in attempt to find a resolution to the complaint. The meeting will be documented and all parties attending will sign the document. If a resolution has not been agreed to, then the affected volunteer will provide a letter of grievance to the Community Services Manager.

Human Rights/ Sexual Harassment Policy

If you experience any form of harassment, whether it is racial, religion, sexual, disability, etc., please notify the Recreation Coordinator or any of the staff and we will move on to the next steps to resolve the problem.

Insurance and Liability Coverage

The volunteers who participate in the aforementioned activity(ies) need to agree to hold the San Marcos and its employees harmless from and against any and all liability for any injury which may be suffered arising out of or in any way connected with participating in activity(ies). Volunteers need to understand that San Marcos Senior Activity Center has no insurance for the participant's benefit.

You should already have given your consent whether or not you want the City of San Marcos to use your photographs in its promotional materials and publicity efforts. As a reminder, the photographs may be used in publication, print ad, direct-mail piece, electronic media including city website or other form of promotion. If you gave your consent, you should have already released to the City of San Marcos, the photographer, their offices, employees, agents, and designees from liability for any violation of any personal or proprietary right you may have in connection with such use.



Conclusion

Volunteering at the San Marcos Senior Activity Center will help you gain experience provide social, recreational, healthful, and educational programs that facilitate the emotional and physical well-being of independent senior citizens.

We appreciate your willingness to volunteer at the San Marcos Senior Activity Center. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties feel free to ask questions. By volunteering at the San Marcos Senior Activity Center you will be contributing in the community and making an impact in a seniors life.

We look forward on hearing your volunteer experience at the San Marcos Senior Activity Center.





SOFTWARE PROGRAMS



Software Programs

Leandra Lyons

Fernanda Parra

Objectives

Research simple and economical volunteer software programs identifying costs, ease of use, benefits, logistics, pros and cons, and staff or volunteer driven.

Deliverable

Recommend up to three (3) inexpensive, easy to use volunteer software programs.

Background

When researching various volunteer software programs, we identified several blog discussions that suggested possible programs. Some of the programs that were being used by church programs or other nonprofit organizations did not have that great of reviews so we removed those programs from our consideration. In order to compose a list of possible programs, features and capabilities, we examined the features and capabilities of remaining programs.

Research

After looking at 24 possible software programs, we continued to narrow our selection down to 6 ideal programs based on the information we gathered from our review of the literature, review of blog conversations, and review of features of available program. Two critical differences that we found were that some programs needed users to be technologically savvy and that some programs could be customizable. Our comparisons were based on criteria that we continually revised based on continued data gathering from conversations with Bibi, the discussions in the blogs, and conversations with other teams in the class that were working on other aspects of the project. We also collaborated with other teams. For example, we worked with the Volunteer Application group to explore how to integrate a volunteer application into the software program.

Results

We created two comparison charts called the “Volunteer Software Programs & Features” and the “Volunteer Software Programs & Capabilities” which display the components of the top 6 programs we identified along 14 different features and capabilities. The Software Program Contact Information page provides further information.

Recommendations

We recommend that the Senior Activity Center (SAC) use a software program entitled VolunteerLocal. It costs a little bit more than some of the other currently available programs, but it has more features and options for expansion. Our second recommendation is Cervis (Premier) as it is a more economical program. Our third recommendation is Volgistics although it requires users to be more technologically savvy and the price fluctuates depending on the number of volunteers.

We recommend that SAC staff participate in training about the chosen software program so that they can confidently answer any questions volunteers who will use the program might have.

We also recommend that the volunteer management information be collected via the program. For example, the paper volunteer application created by the Volunteer Application group can be incorporated so anyone interested can access it online and then it is not necessary to type in the data at a later date. The Volunteer Opportunities Catalog can also be integrated so that matching is automated at a later date.

References

Ellis, S. J. (2016, Jan). Common-sense answers about volunteer involvement: An expert on volunteer

engagement shares her experiences and answers some questions. *Nonprofit World*, 34, 12-13. Retrieved from <http://ezproxy.csusm.edu/login?url=https://search.proquest.com/docview/1787155275?accountid=10363>

Lawson software promotes employee community service through company-paid volunteer time.

(2008, Mar 19). *Business Wire* Retrieved from <http://ezproxy.csusm.edu/login?url=https://search.proquest.com/docview/444682872?accountid=10363>

SOFTWARE PROGRAMS

Volunteer Software Programs & Features

Features	Volgistics	Cervis (Premier)	VolunteerLocal	YourVolunteers	Samaritan	MySeniorCenter
Seniors and/or Volunteer Profile	YES	YES	YES	YES	YES	YES
Free Trial	YES	YES	YES	YES	Demo by request	Demo by request
Ease of use (Rating 1-5; 1 being the easiest, 5 being the hardest)	NO	YES	YES	NO	YES	NO
Price	Price Calculator depending on volunteers. Example: 200 volunteers X 5 system operators = \$79 monthly	Monthly Pricing Plan \$175 Annual Pricing Plan (Pre-paid Annually) \$150	<u>Discover</u> \$600/year (unlimited events)	FREE OR Premium \$20 per month for extra features and fewer ads.	Product packages start at \$2,500 / year + setup and training	Call to get more information
Online Application/ Registration (link)	YES	YES	YES	NO	YES	NO
Email (Confirmation/ Reminder)	NO	YES	YES	NO	YES	NO
Tech Support	YES	YES	YES	YES	YES	YES
Background Check	NO	YES	NO	NO	YES	NO

SOFTWARE PROGRAMS

Volunteer Software Programs & Capabilities

Capabilities	Volgistics	Cervis (Premier)	VolunteerLocal	YourVolunteers	Samaritan	MySeniorCenter
Activity Tracking (seeing where everyone is and what they're doing)	YES	YES	YES	YES	YES	YES
Scheduling an interface (possible to edit a day, for example, adding/deleting a class/event)	YES	YES	YES	NO	NO	NO
Print communication (i.e., schedule, contact info)	YES	NO	YES	NO	YES	NO
Recording Hours (track volunteer hours)	YES	YES	YES	YES	YES	YES
Security and Privacy (limited access)	YES	YES	YES	YES	YES	YES
Transfer Data (exporting to a cloud, or converting to another program)	YES	YES	YES	NO	YES	YES

SOFTWARE PROGRAMS

Software Program Contact Information


 <p>volgistics Volunteer Logistics</p> <p>https://www.volgistics.com</p> <p>Fax #: (616) 328-6554</p> <p>Volgistics Inc. 400 76th St. SW Suite 9 Byron Center, Michigan 49315</p> <p>Volgistics has developed a system of providing support through electronic means rather than a call center. Therefore, they do not have a call center telephone number. If there are any questions, you can fill out and submit a form online and a Volgistics team member will answer promptly.</p>	 <p>CERVIS Technologies</p> <p>https://www.cervistech.com</p> <p>Phone #: (888) 549-3601</p> <p>Email: info@cervistech.com</p> <p>Support: support@cervistech.com Customer Support is available Monday - Saturday, 8:30am-8:30pm MST</p> <p>P.O. Box 64181 Colorado Springs, CO 80962</p> <p>There is also an online form that can be submitted for any questions.</p>
 <p>volunteer local</p> <p>https://www.volunteerlocal.com</p> <p>Phone #: (800) 909-7370</p> <p>Email: hello@volunteerlocal.com</p> <p>Twitter: @volunteerlocal</p> <p>They call Des Moines home and also have an office in Chicago. Email them if you need their mailing address.</p>	 <p>Samaritan Technologies</p> <p>https://samaritan.com</p> <p>Phone #: (888) 904-6060 (801) 328-3972</p> <p>265 East 100 South Suite 290 Salt Lake City, UT 84111</p> <p>Support tickets are also available online for quick, Samaritan Support.</p>
 <p>Your volunteers</p> <p>https://yourvolunteers.com</p> <p>The phone number, email address and mailing address are not available online.</p> <p>You can submit a form online, which includes your name, email and message in order to contact them.</p>	 <p>myseniorcenter</p> <p>http://www.myseniorcenter.com</p> <p>Phone #: (866) 739-9745</p> <p>Email: info@myseniorcenter.com support@myseniorcenter.com</p> <p>MySeniorCenter Software PO Box 55071 #30713 Boston, MA 02205</p>

Thank You



Thank You

Thank You



We would like to thank the SAC staff, volunteers and members for providing input on how to strengthen the current SAC practices in regards to the volunteer process. We would like to send a special thank you to Catherine Manis, Recreation Coordinator, Andrea Gonzalez, Recreation Supervisor II, and Bibi Lefebvre, Office Assistant, for taking the time to talk to us no matter how busy they were.

We appreciate Brenda Sylvia, City of San Marcos Community Services Manager, and Dr. Elizabeth Matthews, CSUSM Office of Community Engagement Director of Civic Learning, for their commitment to create avenues of civic learning and collaboration between the local community and the university.

We are grateful for our professor, Dr. Elizabeth Bigham, who sought out this opportunity and guided us so we could experience the benefits of community engagement by incorporating this project into our course work.

It was a pleasure for us all to be a part of this experience. We hope that through our research we helped improve the volunteer process at the Senior Activity Center for the years to come and we hope many more students are able to participate in civic learning projects in the future.

*Dr. Bigham's Spring 2018
HD497: Applied Research in
Human Development Class*