

Volunteer Orientation — Senior Center in Central Park

Welcome to the Huntington Beach Senior Center Volunteer Orientation video. And thank you for volunteering to serve your community. The Senior Center in Central Park is abbreviated as “S-C-I-C-P,” affectionately known as the “SKIP.”

Please sit back and relax as we take you through some of the information you’ve probably been wondering about.

You can control the pace of the video by using the pause, fast forward, and rewind buttons just as you would with a YouTube video.



This training module is intended to present the opportunities, rights, and responsibilities of volunteers and introduce you to the senior center and its services and programs.

We also hope to share insights about how to work with older adults.

Objectives

Present volunteer opportunities, rights, and responsibilities

Introduce the Huntington Beach Community and Senior Services

Help prepare you to serve the aging population



Here's an outline of what we'll be covering, so you know what to expect. Even though we'll be covering a lot of ground, no need to worry about memorizing everything. You can always ask for a copy of all of this information later.

First, we'll quickly cover general knowledge about the senior center and its programs. That'll be useful when your clients ask you questions. Then we'll slow down and spend more time on the specific knowledge you need as a volunteer.

To finish, you'll see a list of reference materials for you to read at your leisure.

Orientation Outline

1. General knowledge for awareness

- ▶ Mission and purpose of the SCICP
- ▶ Services and activities at the SCICP
- ▶ Learning about the HBCOA

2. Specific knowledge, actions, and behaviors

- ▶ Opportunities—different ways to volunteer
- ▶ Rights & responsibilities—what's expected of volunteers
- ▶ Boundaries—volunteer's relationships with clients
- ▶ Policies & expectations—why set behavioral standards
- ▶ Tips to communicate and work well with older adults

3. Reference materials for further study



We'll spend the most time on what *you* need as a volunteer

Let's start with an overview of why we have a Senior Center and how it can help the community.

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The Huntington Beach Senior Center is an integral part of the city's community services department.

The department's mission is to enrich the lives of our residents and visitors.

Our core values, as employees and volunteers of the City, are aimed at respect and honor for all.

City of Huntington Beach Community Services Department

Mission and purpose
of the SCICP

Mission Statement

The City of Huntington Beach

Community Services
Department provides
outstanding programs,
services, and facilities, that
enhance and enrich the lives
of our residents and visitors.



Community Services Core Values

ethical behavior, honesty,
integrity, teamwork,
compassion, professionalism,
reliability, confidentiality, and
quality of life



The Senior Center also has a mission statement, especially for volunteers. This statement is based on the department of community services mission, and it applies to older adults.

One of the goals for the Senior Center and its programs is to promote independence, dignity, and purpose by helping allow older adults to remain in their homes for a longer time.

Senior Center in Central Park

Mission and purpose
of the SCICP

Mission Statement

The City of Huntington Beach
Community Services
Department provides
outstanding programs,
services, and facilities, that
enhance and enrich the lives
of our residents and visitors.



Mission Statement

Volunteers enhance the
quality of life for Huntington
Beach older adults by
promoting independence,
dignity and purpose.



As you'll see, the "SKIP" is a multi-purpose facility that offers a wide range of opportunities that allow older adults to engage in social, recreational, and educational programs that promote wellness,

Recreation, Nutrition, Socialization, Education

Mission and purpose
of the SCICP

Senior
Center in
Central
Park
(SCICP)

► A multi-purpose facility that offers opportunities for **involvement** and **companionship** with a wide range of social, recreational, and education programs promoting wellness



while also keeping them engaged in society with a variety of services available for seniors of various abilities and income levels.

Recreation, Nutrition, Socialization, Education

Mission and purpose
of the SCICP

Senior
Center in
Central
Park
(SCICP)

► A multi-purpose facility that offers opportunities for involvement and companionship with a wide range of social, recreational and education programs promoting wellness

► Broad **spectrum** of programming and direct services available for seniors of **various abilities** and **income** levels



Some activities are more formal, and require registration like classes and the fitness center.

Other activities are less formal and are available on a walk-in basis.

Recreation, Nutrition, Socialization, Education

Mission and purpose
of the SCICP

Senior
Center in
Central
Park
(SCICP)

- ▶ A multi-purpose facility that offers opportunities for involvement and companionship with a wide range of social, recreational and education programs promoting wellness
- ▶ Broad spectrum of programming and direct services available for seniors of various abilities and income levels
- ▶ Recreation programs & services through classes, clubs, fitness center, and activities



Social Service programs, care management, home delivered meals, and transportation assist with independence and aging in place.

And the Senior Center is also a place to just hang out. The "SKIP" makes Huntington Beach a great place to age!

Recreation, Nutrition, Socialization, Education

Mission and purpose
of the SCICP

Senior
Center in
Central
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(SCICP)

- ▶ A multi-purpose facility that offers opportunities for involvement and companionship with a wide range of social, recreational and education programs promoting wellness
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- ▶ Social Service programs, care management, home delivered meals, and transportation assist with independence and aging in place



The SCICP makes Huntington Beach a great place to age!

Let's take a closer look at the services and activities that go on at the Senior Center.

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Just take a few moments to look through the lists of all the classes available to stimulate your mind, body, and soul.

You can sign up for these classes in person or using the online Sands magazine. And the classes are offered for all levels of income, mobility, and interest.

As you see, there's quite a variety of classes at the "SKIP!"

Recreation—Body, Mind, Soul

Services and activities at the SCICP

Classes offered through the Sands Community Guide — www.hbsands.org

Body

- ✓ Cardio
- ✓ Chair Exercise
- ✓ Dance
- ✓ Health Screenings
- ✓ Martial Arts
- ✓ Pilates
- ✓ Yoga
- ✓ Zumba Gold

Mind

- ✓ Book Club
- ✓ Cards
- ✓ Computers
- ✓ Educational Classes
- ✓ Foreign Language
- ✓ Lectures
- ✓ Writing

Soul

- ✓ Arts and Crafts
- ✓ Meditation
- ✓ Music
- ✓ Stress Management

Offered for all levels of income, mobility, and interest



There's a variety of classes at the SCICP



And how about all of these clubs and activities that go on throughout the week.

For many of them, you can just walk in, sit down, and start having fun! You can find a schedule of these clubs in the OUTLOOK newsletter, which comes out monthly.

No doubt about it—there are lots of informal social activities happening at the “SKIP.”

SCICP Social Activities

Services and activities at the SCICP

Drop-in, daily, free or low cost, clubs & activities
—Schedule published in the Outlook Newsletter—

- ✓ Afternoon at the Movies
- ✓ Bingo
- ✓ Bridge
- ✓ Chess
- ✓ Drum yourself Healthy
- ✓ Handycrafters
- ✓ Longevity Stick
- ✓ Mahjong
- ✓ Mexican Train Dominoes
- ✓ Scrabble
- ✓ Swing Dance
- ✓ Table Tennis
- ✓ Tech Club
- ✓ Wednesday Walkers
- ✓ Wii Bowling
- ✓ Woodcarving
- ✓ Young at Heart Singers

SENIOR CENTER in Central Park

Lots of informal clubs and meet-ups at the SCICP

The Senior Center has programs designed to help older adults stay in their homes, rather than move to a senior care facility.

Care management works with seniors, families, caregivers, and service providers, helping individuals develop a life plan to age in place.

There’s something very special about helping older adults stay at home.

SCICP Social Services

Services and activities at the SCICP

For qualified Huntington Beach residents 60+

Care Management* works with:

- Seniors
- Families
- Caregivers
- Service providers

to help develop a plan to age in place

*Care Management—a source for information regarding services and provides consultation, assessment, education, and support

SENIOR CENTER in Central Park

There’s something special about helping older adults stay at home

Home delivered meals provides nutrition to citizens with immobility issues.

Home Delivered Meals partners with an organization called SeniorServ to deliver breakfast, lunch, and dinner each weekday morning to qualified residents.

SCICP Social Services

Services and activities at the SCICP

For qualified Huntington Beach residents 60+

Home Delivered Meals—in partnership with **SeniorServ**, breakfast, lunch, and dinner are delivered each weekday morning to qualified older residents



The Transportation Department provides a donation-based ride to citizens for any purpose anywhere in Huntington Beach.

It also provides a ride to doctors in neighboring cities. All of these social services combined can go a long way to help older adults stay at home.

SCICP Social Services

Services and activities at the SCICP

For qualified Huntington Beach residents 60+

Transportation—*Surf City Seniors on the Go*

Provides rides to:

- ✓ Anyplace in Huntington Beach
- and:
- ✓ Fountain Valley Social Security Office
- ✓ Medical rides to Hoag Hospital Complex in Newport Beach
- ✓ Fountain Valley Hospital locations



Combined, these services can help older adults stay at home

Volunteers can staff the resource desk at the Senior Center. You can see the long list here of assistance, advice, outreach, and loan-out services. Many of these services are free, such as income tax assistance.

Volunteers can add a human touch every day with Daily Care Calls, phone calls to citizens who may not hear and interact with another person all day. Some other free services include legal advice and notary services.

Did you know that the Senior Center will loan out wheelchairs and walkers? Volunteers can also sign up for the Friendly Visitor program, where you can spend an hour per week visiting and getting to know a Huntington Beach resident who could really use a friend.

SCICP Services - Resource Desk

Services and activities at the SCICP

For qualified Huntington Beach residents 60+

- ✓ AARP Volunteer Income Tax Assistance Free!
- ✓ Daily Care calls
- ✓ Food Distribution— 2nd Friday, monthly
- ✓ Friendly Visitors
- ✓ Grocery gift cards
- ✓ HICAP Health Insurance Counseling Program
- ✓ Home improvement projects
- ✓ Incontinence supplies

- ✓ Legal Assistance Free!
- ✓ Mobility equipment lending
- ✓ Money Mentor Free!
- ✓ Notary Services
- ✓ Nutritional supplement
- ✓ Personal Emergency Response systems
- ✓ Utility Tax Exemption Assistance





The SCICP can provide lots of help and advice



And then there's our new state-of-the-art fitness center, sponsored by Hoag hospital.

There's a wide selection of equipment, not to mention the free health screenings by Hoag medical staff.

The gym is open six days a week and is one of the best deals in town.

Hoag Wellness Pavilion

Services and activities at the SCICP

- ▶ In alliance with
- ▶ 12-month membership
 - Age 50+: \$120
 - Age 80+: \$80
- ▶ Wide selection of cardiovascular, strength training, free weight and stretching equipment
- ▶ Free health screenings by Hoag medical staff
- ▶ Personal training available






Keep your body tuned with state-of-the-art equipment



You can enjoy a hot lunch at the Senior Center every weekday. You can find the menu in the Outlook newsletter.

This service is a cooperation between the Senior Center and the SeniorServ organization. It's a great way to break bread with old friends, meet new friends, and feed your body, mind, and soul every day at the "SKIP."

SeniorServ Daily Lunch Program

Services and activities
at the SCICP



Monthly menu
published in
Outlook Newsletter



- ▶ Sign up by 10:30 am for 11:15 serving
- ▶ Federally funded but dependent on donations
- ▶ Special holiday lunches may require pre-registration
- ▶ **Pricing:** \$3 suggested donation for 60+
\$5 fee if under 60



Feed your body, mind, and
soul every day at the SCICP

Now let's move ahead to the HBCOA, the Huntington Beach Council On Aging. The HBCOA enables the Senior Center to accomplish its mission.

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2. Specific knowledge, actions, and behaviors

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- ▶ Rights & responsibilities—what's expected of volunteers
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The Huntington Beach Council on Aging is one of the major fund raising organizations for the Senior Center.

Most of its work goes on behind the scenes, but its effect is felt throughout the center.

You can see here just some of services and activities that couldn't happen without the HBCOA's support.



The HBCOA

The HBCOA is a 501 C3 non-profit corporation that collaborates with the SCICP to fund:

- ▶ a part-time care manager
- ▶ direct client services
- ▶ durable medical equipment
- ▶ personal emergency response systems
- ▶ holiday meals to the home
- ▶ wellness scholarships
- ▶ the travel program
- ▶ a variety of social activities, classes, dances, and events
- ▶ volunteer engagement

Learning about the HBCOA

www.hbcoa.org

SENIOR CENTER in Central Park

The HBCOA works behind the scenes to keep the SCICP going

The "OUTLOOK On Active Aging" newsletter describes all of the activities happening at the Senior Center.

With a \$15.00 annual membership, the OUTLOOK newsletter will be delivered to your mailbox every month. You can also read the newsletter online at HBCOA.org.

You can join the HBCOA by completing and mailing in the form on page 2 of the OUTLOOK, paying at the SKIP Resource Desk, or going online at hbcoa.org.

Let's watch a short video now, about how the HBCOA serves our community.



HBCOA's Outlook on Active Aging

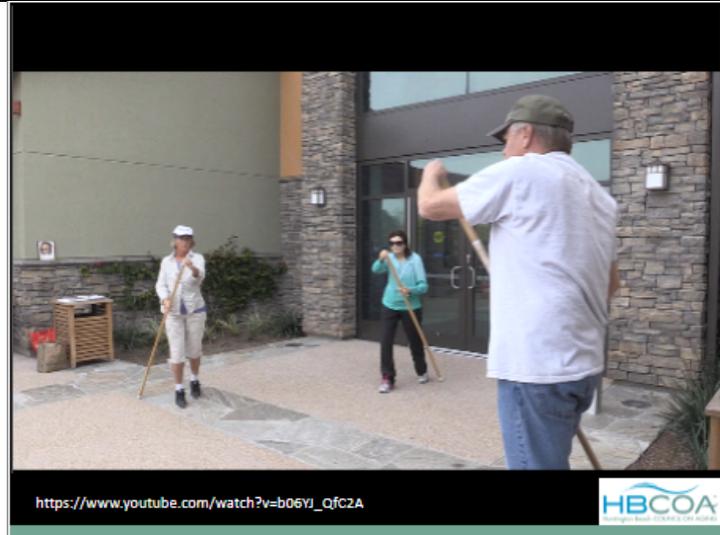
Learning about the HBCOA

- ▶ \$15.00 Membership give you access to
 - Volunteer Page
 - Calendar of Events
 - Discounts and travel and dances
- ▶ 3 ways to join the HBCOA
 - Mail in form on Page 2
 - Pay at SCICP Resource Desk
 - Online at hbcoa.org

Subscribe to the OUTLOOK, find out what's happening

SENIOR CENTER in Central Park

(HBCOA video)



The HBCOA video available for viewing at:
https://www.youtube.com/watch?v=b06YJ_QfC2A

One of the first questions many guests ask when they visit the SKIP is “How do I join the senior center?” The best way is to register at the MySeniorCenter touch-screen computer terminal at the concierge desk in the main lobby. It’s free!

Besides registering, each guest should also sign-in to MySeniorCenter any time they enter the SKIP main lobby. We do, of course, allow people to visit and simply relax in the lounge or play scrabble, without joining or registering for anything.

The MySeniorCenter software program measures the usage of the center’s various facilities as well as tracks guest attendance and volunteer hours worked. This data helps us plan our activities and programs to best serve the community.

How to Join the Senior Center

Learning about the HBCOA

How do I join? **Free!**

MySeniorCenter

- Online accounts for volunteers and attendees of the center for any reason, sign up at SCICP
- Measures usage of the center’s facilities
- Tracks guest attendance and volunteer hours

SENIOR CENTER in Central Park

There are four other fun and informative activities that require registration. First, you can register for many recreation classes at the SKIP using the online Sands guide.

Joining Other Activities

Learning about
the HBCOA

Sands



- www.hbsands.org
- Costs per class or activity
- Various classes each quarter throughout the City, sign up online, by mail, or at any recreation center



Second, the Hoag Fitness Center, which also has an annual membership fee. You can sign up in person at the gym.

Joining Other Activities

Learning about
the HBCOA

Sands

Hoag Fitness Center



- \$120 per year or \$80 if over 80
- Sign up in person after taking an orientation at the Fitness Center



Third, the HBCOA has an annual membership as well, which provides seniors with a monthly mailed copy of the OUTLOOK newsletter, as well as discounts for travel, dances, and other activities.

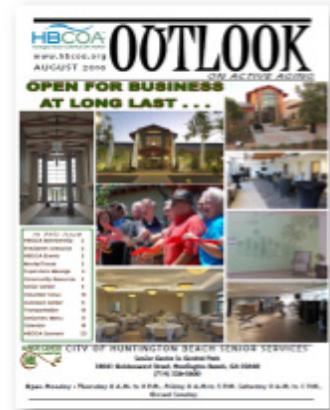
Joining Other Activities

Learning about the HBCOA

▶ Sands

▶ Hoag Fitness Center

- ▶ **HBCOA**
- www.hbcoa.org
 - \$15/year
 - Non-profit membership, OUTLOOK newsletter mailed to home, online, or in person



Finally, seniors must register with SeniorServ in order to enjoy the daily hot lunch at the SKIP.

SeniorServ is a separate vendor that tracks its own usage. Please register in person at the Parkview Room inside the SKIP.

Joining Other Activities

Learning about the HBCOA

▶ Sands

▶ Hoag Fitness Center

▶ HBCOA

- ▶ **SeniorServ**
- Free for 60+ (donations welcome)
 - Register at the Parkview room for daily congregate lunches



For more information about all activities and memberships, come in and ask our volunteers at the concierge desk in the main lobby.

Joining Other Activities

Learning about
the HBCOA

- ▶ Sands
- ▶ Hoag Fitness Center
- ▶ HBCOA
- ▶ SeniorServ



Come in and ask our volunteers
at the concierge desk

Okay, let's slow down and get more specific with what you'll need to know every day as a volunteer.

Let's start with the kinds of things you can do as a volunteer at the Senior Center.

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- ▶ **Opportunities—different ways to volunteer**
- ▶ Rights & responsibilities—what's expected of volunteers
- ▶ Boundaries—volunteer's relationships with clients
- ▶ Policies & expectations—why set behavioral standards
- ▶ Tips to communicate and work well with older adults

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First of all, who are our customers? As you can see from the list on the right, our customers come in all shapes and sizes. They also have different perspectives on what the Senior Center is, and how they can use it.

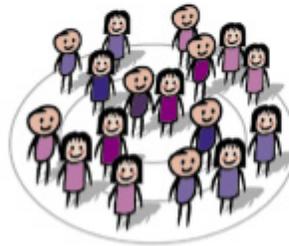
Sometimes the older adult will come in on their own. Other times it may be a son or daughter, coming in to find out information to help their mom or dad.

Our customers come from everywhere.

Customer Service

Opportunities—different ways to volunteer

Who are our Customers?



- ▶ Residents
- ▶ Parents
- ▶ Kids
- ▶ Grandparents
- ▶ Seniors
- ▶ Businesses
- ▶ Co-workers
- ▶ Peers
- ▶ Participants



Our SCICP customers come from all perspectives

Now let's look at the types of programs and services, and places where volunteers can really help.

Where might you fit in?

Volunteer Positions

Opportunities—different ways to volunteer



The Senior Center is highly dependent on volunteers to run its daily operations. General office help and administrative support is a key area.

Often, the administrative staff member is the first person to greet an incoming guest. Many of the skills we learned in life are very useful both behind the scenes and at the front desk.

A smile goes a long way towards making a good first impression.

Administrative Support

Opportunities—different ways to volunteer

- Computer, customer service skills and phone etiquette required for most positions
 - Concierge / Docent
 - Home Delivered Meals Assistant
 - HBCOA Assistant
 - SeniorServ Receptionist
 - Recreation Assistant
 - Travel / Resource Assistant
 - Wellness (Fitness) Center Assistant
 - Transportation Assistant

Administrative support is often the **first point of contact** for guests



www.hbsands.org



You may be the first impression for our guests

Delivering meals directly to someone's front door can be fun and rewarding.

You can deliver meals in your own vehicle one weekday morning or as a substitute, 9:30 to 11:30 a.m.

Often you may be the only person that they encounter that day. So, along with the nutrition, you bring a smile and brief conversation to someone in need of both.

If driving around town is not your thing, we also need help packing the coolers for our drivers.

Home Delivered Meals

Opportunities—different ways to volunteer



www.hbsands.org

- Deliver meals to seniors in your own vehicle one weekday morning or as a substitute, 9:30-11:30 AM
- Pack meals into portable coolers for delivery one weekday morning, 8:00-9:00 AM



Daily food and a smile at home

We also need help to prepare and serve hot meals to our guests every day in the Senior Center lunch room.

Again, you can work behind the scenes or you can be out there and mingle with the crowd.

SeniorServ Lunch Program

Opportunities—different ways to volunteer

Facilitate the daily lunch program

- ▶ Coffee volunteers
- ▶ Kitchen volunteers
- ▶ Lunch servers
- ▶ Receptionists



www.communityseniorserv.org



Daily food and friends at the SCICP

Transportation services at the Senior Center are a big deal, with lots of opportunities to volunteer.

You can be trained to pick up citizens and drive them to their destinations using a City vehicle. Note that volunteer drivers must have an excellent driving record. We also need administrative help in the transportation command center.

We even have a grocery store escort service, where we pick up citizens at their home and help them through the aisles in the store.

This is a great way to get to know people that you would never have otherwise met.

Transportation

Opportunities—different ways to volunteer



- ▶ Drivers transport seniors in city vehicles anywhere in HB for any reason and to some medical locations in Fountain Valley and Newport Beach
- ▶ Escorts accompany seniors throughout their grocery shopping trip to lend assistance



www.hbsands.org



Mobility for your needs and for your pleasure

Care managers are usually permanent Senior Center staff members, who are highly trained and formally educated in this field.

As a volunteer, you can assist the care management program by providing some home repairs and by delivering special meals on holidays. There is a Friendly Visitor program available for you to visit a homebound older adult on a regular basis for an hour per week.

There is also a Money Mentor role. The human touch provided by the care management program really makes a difference in the lives of our citizens.

Care Management

Opportunities—different ways to volunteer

- ▶ Minor home repairs and improvement
- ▶ Holiday Meals Delivery
 - Easter
 - Thanksgiving
 - Christmas day
- ▶ Friendly Visitors
- ▶ Money Mentor



www.hbsands.org



Personalized care with an assigned counselor

Our food distribution program relies solely on volunteers helping to provide basic needs for our neighbors.

Once a month we get together at the Senior Center, form an assembly line, and pack basic food items and dry goods for the needy members of our community.

We also need a few strong arms to carry the bags and load them into their cars.

Food Distribution

Opportunities—different ways to volunteer

- ▶ Distribute food on the 2nd Friday of the month to low-income Huntington Beach Residents
 - 6:30 – 8:00 AM Packers
 - 7:45 – 10:00 AM Registration



Basic needs for our neighbors

Volunteers run many of the recreational activities as well.

We need everything from bingo callers to popcorn makers. Planning the travel excursions and managing the day-of activities are all done by volunteers.

Volunteer & Play

Opportunities—different ways to volunteer

- ▶ Tuesday Afternoon at the Movies
- ▶ Bingo
- ▶ Travel Program



www.hbsands.org



Basic needs for our neighbors

Handy Crafters meet Friday mornings at 10:30.

Volunteer your time to create beautiful and useful items that are then sold at the Senior Center to raise money for programs such as Holiday Meals and craft classes.

Handy Crafters

Opportunities—different ways to volunteer

- ▶ Meets Friday morning 10:30 AM
- ▶ Knit or crochet items to benefit community seniors through the Holiday Meals Program and low cost volunteer-led craft classes



Donate your artwork and useful creations

We need volunteers to serve as ambassadors. They represent the Senior Center at community and city events, answer questions and distribute information about the Senior Center.

Community Events

Opportunities—different ways to volunteer

- ▶ Ambassadors represent the Senior Center in Central Park at community events by providing and distributing information



Meet & greet our neighbors at SCICP events

Volunteers are also needed to staff information booths at several of the HBCOA events throughout the year.

Special Events

Opportunities—different ways to volunteer

- ▶ HBCOA On Course Golf Tournament
- ▶ HBCOA Dances
- ▶ Senior Saturday
- ▶ SeniorServ Monthly Lunches
- ▶ Fishing Derby



www.hbsands.org



Meet & greet our neighbors at HBCOA events

There are many other ways you can serve the Senior Center as a volunteer. Just take a look at this long list.

Would you like to be a teacher and share information and training that you've accumulated in your life?

Maybe you can invent a new way to volunteer your time—something we haven't thought of yet. J

Just walk in and make a suggestion to the volunteer coordinator. There are lots of other ways to donate your time, energy, and enthusiasm.

If the shoe doesn't fit...

Opportunities—different ways to volunteer



- ▶ AARP Tax
- ▶ Computer Assistant/Teacher
- ▶ Entertainment
- ▶ HBCOA Board/Committees
- ▶ Longevity Stick
- ▶ Notary
- ▶ Outlook Newsletter Assembly
- ▶ Photography
- ▶ Professional Services
- ▶ Volunteer Teacher

**Parks
Make
Life
Better!**



There are lots of other ways to donate your time, energy, enthusiasm

Okay, let's talk about some more serious subjects for a bit.

What is it that we expect of you and what can you expect from us? What are your rights and responsibilities?

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- ▶ Opportunities—different ways to volunteer
- ▶ **Rights & responsibilities—what's expected of volunteers**
- ▶ Boundaries—volunteer's relationships with clients
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- ▶ Tips to communicate and work well with older adults

3. Reference materials for further study



As we mentioned before, the Senior Center could not operate without the immense support from its volunteers. With that in mind, we need to measure the number of volunteer hours worked in order to accurately plan and provide resources for all of the Senior Center and HBCOA programs.

The “MySeniorCenter” program tracks hours and activities making volunteering, attending and record keeping a breeze!

To help let you know how appreciated you are, volunteers with 40+ hours per year are invited to an appreciation celebration.

Please make every effort to record all of your volunteer hours. We prefer you to use the online recording system in MySeniorCenter, but there are manual processes available if you are not able to use the online tracking system.

Volunteer Responsibilities

Rights & responsibilities
—what's expected of
volunteers

—Hours—

- ▶ My SeniorCenter tracks hours & activities
- ▶ Volunteers with 40+ hours per year are invited to an appreciation celebration
- ▶ Volunteers provide over \$1.7M of service annually

40+ hours
per year?



Tracking your volunteer hours helps us measure just how valuable you are



Offsite hours:

Volunteer Handbook form or
e-mail tsimonis@surfcity-hb.org
to report your hours

As a volunteer, you are expected to display the same professionalism as you would in a paid staff position.

Please wear your name badge at all times and take care to follow all dress code requirements.

We know that life happens, so if you cannot make a scheduled volunteer work assignment, please call ahead so we can backfill your position.

Maintain whatever insurance and licensing that's required, based on your role.

We ask that you follow the instructions for your job, and stay within the limits of your job.

Since you are our eyes and ears in the field, we rely on you to call for help whenever there is a health or safety issue.

Remember that the service you provide is a reflection of our organization as a whole. Volunteers really do represent the SCICP and HBCOA.

Volunteer Responsibilities

Rights & responsibilities
—what's expected of
volunteers

- ▶ Name badge 
- ▶ Appearance / dress code requirements
- ▶ Fill scheduled shift or provide ample notification of time off
- ▶ Maintain insurance and licensing as required
- ▶ Follow instructions within job description
- ▶ Safety & Emergencies: follow directions and report any injury, unsafe condition or issue
- ▶ Customer Service—reflection of Community Service 



Volunteers really do represent the SCICP and HBCOA

In return, here's what you can expect from the Senior Center staff and the citizens that you serve in the community.

This is the complete list. While all of these rights are essential, a few points to note are that you deserve respect and appreciation, you can expect to be given guidance and training, and that you're given opportunities to express your ideas about how to make things better at the SKIP.

Volunteer Rights

Rights & responsibilities
—what's expected of
volunteers

Volunteers deserve to be:

- Respected and appreciated ✓
- Treated as co-workers
- Given appropriate assignments based on abilities
- Given guidance and training ✓
- Empowered by the process
- Given feedback to address concerns
- Acknowledged for contributions
- Given the opportunity to express ideas ✓



Fairness and dignity, towards and from volunteers

Often referred to as the Good Samaritan law, you will be protected from legal liability when things go wrong, as long as you do the right thing. Take a moment to look at the details here.

If the conditions you see here are met, you will most likely not be prosecuted for trying to help someone or help a situation. The bottom line is that when you do the right thing, you're protected.

Volunteer Protection Act of 1997

Rights & responsibilities
—what's expected of
volunteers

Protects volunteers of non-profit, government organizations from liability if:



1. The volunteer was acting within the scope of his or her responsibilities.
2. The volunteer was properly licensed, certified or authorized to act, if appropriate or required.
3. The harm was not caused by willful, criminal or reckless misconduct or gross negligence.



Do the right thing, and you're protected

It may not be obvious to you yet, but boundaries between a volunteer and client can be a crucial aspect of the job.

Let's take a look at some of the physical, emotional, relational, and financial boundaries that are important to maintain.



Orientation Outline

1. General knowledge for awareness

- ▶ Mission and purpose of the SCICP
- ▶ Services and activities at the SCICP
- ▶ Learning about the HBCOA

2. Specific knowledge, actions, and behaviors

- ▶ Opportunities—different ways to volunteer
- ▶ Rights & responsibilities—what's expected of volunteers
- ▶ **Boundaries—volunteer's relationships with clients**
- ▶ Policies & expectations—why set behavioral standards
- ▶ Tips to communicate and work well with older adults

3. Reference materials for further study



Please take a conservative approach to performing your job when it comes to boundaries. Establishing appropriate boundaries in your relationship with participants will help protect the client from misunderstandings, protect you from over-involvement, and protect the future of the program.

Improper acts, or even the appearance of impropriety, can be damaging to both you and the Senior Center. Your intentions when slightly crossing a boundary may be totally misunderstood by your client.

Small favors or small steps outside the bounds of your task can escalate into permanent commitments and unhealthy expectations from your client.

It's really important that you speak up about any requests a participant makes that's beyond the scope of your volunteer position. Sticking to your job can protect you from awkward or even legal problems.

Boundaries

Boundaries—volunteer's relationships with clients

- ▶ Establishing appropriate boundaries in your relationship with participants will help protect:
 - **The client** from misunderstandings
 - **You** from over-involvement
 - **The future** of the program

Maintaining boundaries avoids the appearance of impropriety and perception of conflict of interest



Advising your supervisor, volunteer coordinator, or care manager of any requests a participant makes beyond the scope of your volunteer position, will help us provide better supportive services



Sticking to your job can protect you from awkward or even legal problems

Here's a short list of activities to avoid—they may even be reason for dismissal. They're all important, so we'll take a moment to discuss each one.

One of the main reasons for being careful about boundaries is that once you start something it's difficult to stop.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

<ol style="list-style-type: none"> 1. Visiting participants outside your volunteer shift 2. Giving out your personal contact information 3. Exchanging personal gifts 4. Transporting participants in your vehicle 5. Running errands or doing chores 6. Posting participant information on social media sites 7. Pushing wheelchairs 	<ol style="list-style-type: none"> 8. Physically helping participants up or down, or in or out of chairs or beds 9. Acting as a mobility device to steady clients 10. Engaging in inappropriate contact 11. Discussing sensitive subjects—sharing personal opinions on sex, politics, or religion 12. Behaving inappropriately that may reflect poorly on Community Services or the Huntington Beach Council on Aging
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Visiting participants outside of your work shift can have liability issues, as well as develop unreal expectations about the relationship.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

<ol style="list-style-type: none"> 1. Visiting participants outside your volunteer shift 2. Giving out your personal contact information 3. Exchanging personal gifts 4. Transporting participants in your vehicle 5. Running errands or doing chores 6. Posting participant information on social media sites 7. Pushing wheelchairs 	<ol style="list-style-type: none"> 8. Physically helping participants up or down, or in or out of chairs or beds 9. Acting as a mobility device to steady clients 10. Engaging in inappropriate contact 11. Discussing sensitive subjects—sharing personal opinions on sex, politics, or religion 12. Behaving inappropriately that may reflect poorly on Community Services or the Huntington Beach Council on Aging
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- ▶ Liability issues
- ▶ Problematic expectations



While it might seem like the friendly thing to do, make sure you don't give out your cell phone number to clients. If you do, you'll very likely start getting calls when you don't really want them.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

1. Visiting participants outside your volunteer shift	8. Physically helping participants up or down, or in or out of chairs or beds
2. Giving out your personal contact information	9. Acting as a mobility device to steady clients
3. Exchanging personal gifts	10. Engaging in inappropriate conversations
4. Transporting participants in your vehicle	11. Discussing personal or religious beliefs
5. Running errands for participants	12. Being unprofessional or disrespectful
6. Posting participant information on social media sites	
7. Pushing wheelchairs	



- ▶ No cell phone numbers
- ▶ Avoid excessive unwanted calls

SENIOR CENTER
in Central Park

Exchanging gifts may be difficult financially for the participant and foster uneasy feelings of favoritism.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

1. Visiting participants outside your volunteer shift	8. Physically helping participants up or down, or in or out of chairs or beds
2. Giving out your personal contact information	9. Acting as a mobility device to steady clients
3. Exchanging personal gifts	10. Engaging in inappropriate conversations
4. Transporting participants in your vehicle	11. Discussing personal or religious beliefs
5. Running errands for participants	12. Being unprofessional or disrespectful
6. Posting participant information on social media sites	
7. Pushing wheelchairs	



- ▶ Difficult financially
- ▶ Show favoritism

SENIOR CENTER
in Central Park

“I’m going your way ... would you like a lift?”

Even something as well-meaning as giving a client a ride in your personal car can have insurance issues as well as set expectations for future rides.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

1. Visiting participants outside your volunteer shift	8. Physically helping participants up or down, or in or out of a vehicle
2. Giving out your personal contact information	9. Acting as a caregiver or mobility device to someone
3. Exchanging personal gifts	10. Engaging in sexual or romantic relationships
4. Transporting participants in your vehicle	11. Discussing personal or religious beliefs
5. Running errands or doing chores	12. Being reflective of the organization
6. Posting participant information on social media sites	
7. Pushing wheelchairs	



- ▶ Insurance issues
- ▶ Expectations

SENIOR CENTER
in Central Park

Doing small chores can escalate into much larger and routine favors in the future. In fact, we had a case where a Home Delivered Meals client asked the volunteer delivery driver to make him a sandwich.

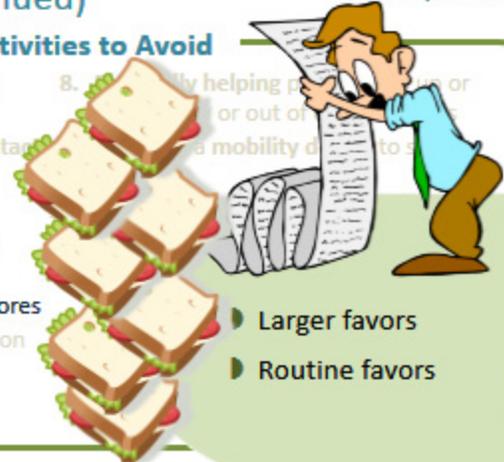
This seemed innocent enough, until it became an every-week request. Finally, it escalated to weekly sandwich-making for every day of the week.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

1. Visiting participants outside your volunteer shift	8. Physically helping participants up or down, or in or out of a vehicle
2. Giving out your personal contact information	9. Acting as a caregiver or mobility device to someone
3. Exchanging personal gifts	10. Engaging in sexual or romantic relationships
4. Transporting participants in your vehicle	11. Discussing personal or religious beliefs
5. Running errands or doing chores	12. Being reflective of the organization
6. Posting participant information on social media sites	
7. Pushing wheelchairs	



- ▶ Larger favors
- ▶ Routine favors

SENIOR CENTER
in Central Park

Posting participant information in public forums violates the volunteer's confidentiality statement. It can lead to legal liability for the senior center and you personally.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid



1. Visiting participants outside your volunteer shift
2. Giving out your personal contact information
3. Exchanging personal information
4. Transporting participants in your vehicle
5. Running errands or doing chores
6. **Posting participant information on social media sites**
7. Pushing wheelchairs
8. Physically helping participants up or down, or in or out of chairs or beds
9. Acting as a mobility device to steady clients
10. Engaging in discussions
11. Personal use of center resources
12. Being disrespectful or reflecting poorly on the center

- ▶ Violates confidentiality
- ▶ Legal liability

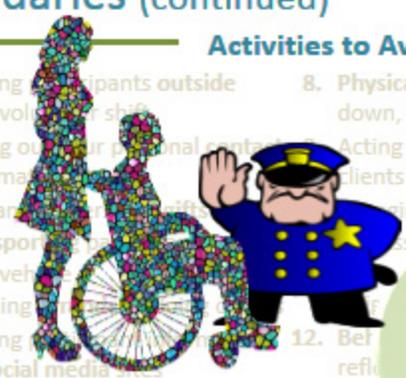
SENIOR CENTER
in Central Park

Even something that may seem innocent, like pushing a wheelchair if a client asks you to, can lead to injury for both you and your client.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid



1. Visiting participants outside your volunteer shift
2. Giving out your personal contact information
3. Exchanging personal information
4. Transporting participants in your vehicle
5. Running errands or doing chores
6. Posting participant information on social media sites
7. **Pushing wheelchairs**
8. Physically helping participants up or down, or in or out of chairs or beds
9. Acting as a mobility device to steady clients
10. Engaging in discussions
11. Personal use of center resources
12. Being disrespectful or reflecting poorly on the center

- ▶ Can lead to problems

SENIOR CENTER
in Central Park

Also, helping someone out of a chair or helping them to their feet after they have fallen, can result in additional injury for your client.

Most volunteers don't have the appropriate training for performing such acts.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

1. Visiting participants outside your volunteer shift
2. Giving out your personal contact information
3. Engaging in inappropriate contact
4. Discussing sensitive subjects—sharing personal information on sex, politics, or religion
5. Engaging in inappropriate contact that may reflect poorly on the Community Services or the Human Resources Council on Aging
6. Physically helping participants up or down, or in or out of chairs or beds
7. Acting as a mobility device to steady clients
8. Physically helping participants up or down, or in or out of chairs or beds
9. Acting as a mobility device to steady clients

- ▶ Possible additional injury for clients
- ▶ Appropriate training required



SENIOR CENTER
in Central Park

Acting as a mobility device can lead to injury for both your client and yourself.

Again, most volunteers don't have the appropriate training.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

1. Visiting participants outside your volunteer shift
2. Giving out your personal contact information
3. Engaging in inappropriate contact
4. Discussing sensitive subjects—sharing personal information on sex, politics, or religion
5. Engaging in inappropriate contact that may reflect poorly on the Community Services or the Human Resources Council on Aging
6. Physically helping participants up or down, or in or out of chairs or beds
7. Acting as a mobility device to steady clients
8. Physically helping participants up or down, or in or out of chairs or beds
9. Acting as a mobility device to steady clients

- ▶ Possible injury for clients and you
- ▶ Appropriate training required



SENIOR CENTER
in Central Park

Engaging in physical contact, for example, hugging, can be misconstrued as an act of affection, which may be either unwanted or lead to expectations for more.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

<ol style="list-style-type: none"> 1. Visiting participants outside your volunteer shift 2. Giving out your personal contact information 	<ol style="list-style-type: none"> 8. Physically helping participants up or down, or in or out of chairs or beds 9. Acting as a mobility device to steady clients
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- ▶ Can be misconstrued
- ▶ May be unwanted
- ▶ May lead to expectations

10. Engaging in inappropriate contact
11. Discussing sensitive subjects—sharing personal opinions on sex, politics, or religion
12. Behaving inappropriately that may reflect poorly on Community Services or the Huntington Beach Council on Aging



SENIOR CENTER
a Central task.

Initiating discussion on sensitive subjects may be offensive or hurtful to your clients. You may not know your client as well as you had thought.

Be very careful even if the subject is initiated by your client. For those sensitive subjects you can listen—just don't respond and discuss.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

<ol style="list-style-type: none"> 1. Visiting participants outside your volunteer shift 2. Giving out your personal contact information 	<ol style="list-style-type: none"> 8. Physically helping participants up or down, or in or out of chairs or beds 9. Acting as a mobility device to steady clients
--	---

- ▶ May be offensive
- ▶ Be very careful
- ▶ Listen, but don't respond

10. Engaging in inappropriate contact
11. Discussing sensitive subjects—sharing personal opinions on sex, politics, or religion
12. Behaving inappropriately that may reflect poorly on Community Services or the Huntington Beach Council on Aging



SENIOR CENTER
a Central task.

Remember that you represent the SKIP and HBCOA. When you state an opinion or behave inappropriately, your client may think that your words and actions are condoned and even promoted by the City.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

1. Visiting participants outside your volunteer shift
2. Giving out your personal contact information
3. Exchanging personal gifts
4. Transporting participants in your vehicle
5. Running errands
6. Posting participant information on social media
7. Pushing wheelchairs
8. Physically helping participants up or down, or in or out of chairs or beds
9. Acting as a mobility device to steady clients
10. Engaging in inappropriate contact
11. Discussing sensitive subjects—sharing personal opinions on sex, politics, or religion
12. **Behaving inappropriately** that may reflect poorly on Community Services or the Huntington Beach Council on Aging



Clients may think your words and actions represent the City



In addition, make sure you don't discuss Senior Services programs with the media—direct any inquiries to the Human Services Senior Supervisor.

Boundaries—volunteer's relationships with clients

Boundaries (continued)

Activities to Avoid

1. Visiting participants outside your volunteer shift
2. Giving out your personal contact information
3. Exchanging personal gifts
4. Transporting participants in your vehicle
5. Running errands
6. Posting participant information on social media
7. Pushing wheelchairs
8. Physically helping participants up or down, or in or out of chairs or beds
9. Acting as a mobility device to steady clients
10. Engaging in inappropriate contact
11. Discussing sensitive subjects—sharing personal opinions on sex, politics, or religion
12. **Behaving inappropriately** that may reflect poorly on Community Services or the Huntington Beach Council on Aging



Do not discuss Senior Services programs with the media—direct any inquiries to the Human Services Senior Supervisor



Remember, some inadvisable actions may not be obvious at the start.

Boundaries (continued)

Boundaries—volunteer's relationships with clients

Activities to Avoid

1. Visiting participants **outside** your volunteer shift
2. Giving out your **personal contact** information
3. Exchanging **personal gifts**
4. **Transporting** participants in your vehicle
5. Running **errands** or doing chores
6. Posting participant information on **social media** sites
7. Pushing **wheelchairs**
8. **Physically helping** participants up or down, or in or out of chairs or beds
9. Acting as a **mobility device** to steady clients
10. Engaging in **inappropriate contact**
11. Discussing **sensitive subjects**—sharing personal opinions on sex, politics, or religion
12. **Behaving inappropriately** that may reflect poorly on Community Services or the Huntington Beach Council on Aging

Do not discuss Senior Services programs with the media—direct any inquiries to the Human Services Senior Supervisor



Some inadvisable actions may not be obvious

Now let's look at the Senior Center policies and expectations for behavior, and why they were put in place.

Orientation Outline

1. General knowledge for awareness

- ▶ Mission and purpose of the SCICP
- ▶ Services and activities at the SCICP
- ▶ Learning about the HBCOA

2. Specific knowledge, actions, and behaviors

- ▶ Opportunities—different ways to volunteer
- ▶ Rights & responsibilities—what's expected of volunteers
- ▶ Boundaries—volunteer's relationships with clients
- ▶ **Policies & expectations—why set behavioral standards**
- ▶ Tips to communicate and work well with older adults

3. Reference materials for further study



The policies listed here really were created to protect everybody, on both sides of the volunteer/client relationship. As we noted earlier, volunteers really do represent the SCICP and HBCOA.

Let's take a closer look at each item on this list.

Policies and Expectations

Policies & expectations—
why set behavioral
standards

To protect all involved,
volunteers are
expected to follow
staff guidelines in the
Handbook

- ▶ Code of Conduct
- ▶ Confidentiality
- ▶ Code of Ethics
- ▶ Conflict of Interest
- ▶ Harassment /Regulations



Volunteers really do represent the
SCICP and HBCOA

In our code of conduct, the first point here is really just the golden rule: “do unto others as you would have them do unto you.”

The offensive behaviors listed here—profanity, hate speech, engaging in illegal activities, participating while under the influence, harassment, fighting, or damaging property—will not be tolerated in the Senior Center.

Code of Conduct

Policies & expectations—
why set behavioral
standards

“When I enter the SCICP I will treat participants, visitors, city employees, volunteers and members of the community with respect and dignity.”

We will
not
permit:

- Profanity
- Hate speech
- Engaging in illegal activities
- Participating while under the influence
- Harassment, fighting, or damaging property



Treat others as you wish to be treated

Huntington Beach is a small town and news can travel quickly when you're not careful. You never know what may come up in conversation with your clients and what information they may disclose.

The point of confidentiality is that it protects the rights of clients and anyone who receives direct services, against identification exploitation, and embarrassment.

Volunteers may be privy to information that is confidential—this information is not to be shared with your family, friends, or associates.

So if you hear or see something that you think may be sensitive, please keep it to yourself. What's private should stay private. If you think the information may indicate a health or safety hazard, please contact one of the Senior Center care managers.

Confidentiality



- ▶ Huntington Beach is a small town—"news" can travel quickly
- ▶ Confidentiality protects the rights of clients
- ▶ Do not share confidential information with family, friends, or associates



What's private should stay private

The golden rule (do unto others) is again encapsulated in the Huntington Beach code of ethics, adopted in the year 2010. It addresses responsibility, fairness, respect, and honesty.

Note that the official City document is printed in the Volunteer Handbook.

Code of Ethics

Policies & expectations—
why set behavioral
standards



- ▶ The HB City Council adopted the Code of Ethics
- ▶ Applies to all City elected and appointed officials, employees, volunteers, and members of its commissions, committees and task forces

Code addresses

- ▶ Responsibility
- ▶ Fairness
- ▶ Respect
- ▶ Honesty



The official City document is printed in the Volunteer Handbook

Please be very careful with anything that is, or could be interpreted as, a conflict of interest.

Take a moment to look through this list of actions to avoid.

Don't buy or sell goods or services with a client, and certainly don't transfer money to or from a client. Even something seemingly inconsequential could blow up into a big problem.

Please seek the advice of Senior Center management before entering into any of the activities listed on this page.

Conflict of Interest / Perception

Policies & expectations—
why set behavioral
standards



- ▶ Using confidential information for gain
- ▶ Selling goods or services to a client
- ▶ Giving money or goods to a client
- ▶ Sharing housing or renting from a client
- ▶ Removing equipment, property or supplies from a client's home



Neither volunteer nor client should profit from their SCICP relationship

Harassment can take many forms and is often in the “eye of the beholder.” What seems perfectly harmless to you may be a sore subject and very hurtful to someone else.

Since you may not know someone’s background completely, and the history that they may bring, be very careful when discussing the subjects listed on this page and others like them.

Bottom line — harassment, in all its forms, is unacceptable.

Harassment Administrative Regulation

Policies & expectations—
why set behavioral standards

Harassment on the basis of race, religious creed, color, national origin, ancestry, disability, medical conditions, marital status, sex, sexual orientation, or age is **prohibited** and will **not** be tolerated

This applies to outside contractors, customers and constituents



Harassment, in all its forms, is unacceptable

Let’s move ahead and talk a bit about some of the best ways to communicate with older adults in our community.

Orientation Outline

1. General knowledge for awareness

- ▶ Mission and purpose of the SCICP
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2. Specific knowledge, actions, and behaviors

- ▶ Opportunities—different ways to volunteer
- ▶ Rights & responsibilities—what’s expected of volunteers
- ▶ Boundaries—volunteer’s relationships with clients
- ▶ Policies & expectations—why set behavioral standards
- ▶ **Tips to communicate and work well with older adults**

3. Reference materials for further study



There's a lot to consider when interacting with older adults. They may have cognitive issues, hearing problems, physical limitations, health issues, and family dynamics, to name a few.

Let's discuss some ways to be observant of these problems and some tips on how to best interact.

Interacting with Older Adults

Tips to communicate and work well with older adults

Things to consider when working with clients:

- ▶ Cognitive and hearing impairment
- ▶ General and specific communication techniques
- ▶ Conversation starters
- ▶ Elder abuse basics
- ▶ Inappropriate terms
- ▶ Irrate customers & clients

A lot to consider when you're 1-on-1 with older adults

Alzheimer's disease and other forms of dementia are a fact of life in our aging community.

Understanding what's a clinical problem as opposed to normal aging can be important when choosing the most effective ways to communicate.

Take a look at the comparison of symptoms you see here. Notice that it can be very difficult to differentiate a clinical problem from normal aging.

Alzheimer's & Cognitive Impairment

Tips to communicate and work well with older adults

Medically Diagnosed	Age Related
<ul style="list-style-type: none"> ▶ Poor decision making and judgment ▶ Conversations are difficult ▶ Misplacing things and not being able to retrace steps ▶ Difficulty managing budget ▶ Losing track of season or year 	<ul style="list-style-type: none"> ▶ Making a bad decision on occasion ▶ Forgetting a word occasionally ▶ Losing things from time to time but knowing where to look ▶ Missing monthly payment ▶ Forgetting which day it is and remembering later

Difficult to differentiate a clinical problem from normal aging

The first thing to consider when communicating with older adults is that they are regular people, and should be given the same courtesy and kindness that we give anyone.

Please practice these communication behaviors with everyone that you meet.

Take a few moments to scan through the list you see here; they are simple but effective ways to communicate with respect and courtesy.

General Tips for Communicating

Tips to communicate and work well with older adults

- ▶ Smile
- ▶ Identify yourself (name, role)
- ▶ Address the person by name
- ▶ Make eye contact and face the person
- ▶ Be calm, patient, kind, respectful, empathetic
- ▶ Use pleasant tone and open body language
- ▶ Reflect or restate the discussion as needed
- ▶ Avoid distractions
- ▶ Be a good listener, ask clarifying questions
- ▶ Allow the other person to finish speaking
- ▶ Respond quickly to questions



Approach older adults with usual courtesy

For many members of our aging community, especially those with dementia or hearing impairment, we need to take extra measures in order to effectively communicate.

Take a look at some of the suggestions you see here.

We need to be more patient and more demonstrative in our speaking and listening skills.

Being sensitive to communication difficulties can go a long way.

Communicating—Special Considerations for Dementia or Hearing Impairment

Tips to communicate and work well with older adults

1. Look directly at the older adult
2. Amplify voice with an even tone and pitch
3. Speak slowly
4. Speak very clearly, exaggerate enunciation
5. Give short, one sentence, explanations
6. Give visual clues (facial expression, hand gesture)
7. Be patient, allow plenty of time for comprehension
8. Repeat or restate your question or comment



Be sensitive to communication difficulties

It is often difficult to start conversations, especially with people we meet for the first time. Yet it is our responsibility, as volunteers reaching out to the community, to take the initiative and lead those conversations.

With that in mind, here are some suggestions on subjects to get your conversations going.

Keep in mind that many people find it easier to talk about their own experiences.

Conversation Starters

Tips to communicate
and work well with
older adults

Reflecting and Reminiscing

- ▶ What is your fondest childhood memory?
- ▶ Tell me about your home town, family, first job, first car ...
- ▶ What were your hobbies as a child?



Your client may find it easier to talk about their own experiences

You can get a conversation started by asking the person what he or she would like to talk about, or you could ask where they get news, or whether they've heard about some current topic.

You could ask about their hobbies, how they're handling any health changes, what they're planning to do for an upcoming holiday, or whether they have any words of wisdom for you. You might try asking if there's a special celebrity they'd like to meet.

Remember that your client may be most at ease talking about his or herself.

More Conversation Starters

Tips to communicate
and work well with
older adults

Current Circumstances

What would you like to talk about today?

Where do you get news?

Did you hear about ... ?

What are your hobbies?

How are you handling changes in your health?

What are you doing for the holiday?

Do you have any words of wisdom?

Which celebrity would you most like to meet? Why?



Your client may be most at ease talking about his or herself

As volunteers in the field, we are the eyes and ears of the Senior Center and its care managers. As such, we need to be keenly aware of safety issues, one of which is elder abuse, which can come in many forms—physical, emotional, financial, sexual, self-neglect, and abandonment by family or friends.

If you suspect elder abuse, please call either a care manager at the SKIP or call the Orange County adult protective services hotline. The numbers are shown here.

You can call anonymously and rest assured that all calls are kept confidential.

Elder Abuse—Basics

Tips to communicate and work well with older adults

Types of Elder Abuse

- ▶ Physical
- ▶ Emotional
- ▶ Financial
- ▶ Sexual
- ▶ Self-neglect
- ▶ Abandonment

While volunteering, if you are concerned about the welfare of a senior or suspect abuse, call:



Senior Services Care Management

(714) 374-1572

OC Adult Protective Services

24/7 hotline

(800) 451-5155

Anonymous

Confidential



Be aware, err on the side of caution, call for help

Although elder abuse comes in many forms, self-neglect is the most common among people living alone. During your volunteer work please develop an awareness for warning signs such as the ones listed here.

An occasional occurrence may not be an issue, but chronic conditions usually indicate a problem.

Remember—you may be the only person that visits your client. This is why it's so important that you speak up.

Elder Abuse - Neglect

Tips to communicate and work well with older adults

Self-neglect accounts for the **majority** of cases reported to adult protective services.

Often, the **problem is paired** with declining health, isolation, Alzheimer's disease or other dementia, drug/Rx misuse or alcohol dependency.

Warning signs

- ▶ Hoarding
- ▶ Failure to take essential medications
- ▶ Refusal to seek medical treatment
- ▶ Leaving a burning stove unattended
- ▶ Poor hygiene
- ▶ Not wearing suitable clothing for the weather
- ▶ Confusion (beyond forgetfulness)
- ▶ Inability to attend to housekeeping / living in squalor
- ▶ Dehydration & Malnutrition



You may be the only person that visits your client

Now we all know that we live in an ever increasing politically correct world. We should all try to protect everyone's feelings. Words and terminology can be a big part of that. What may seem inconsequential to us may be very harmful or hurtful to others. So here is a list of do's and don'ts, regarding words and phraseology to consider during your interaction with older adults.

Avoid using the terms in the gray-colored boxes on the left; instead, aim at the terminology in the "Currently Accepted" lists. Keep in mind that your words can impart unintended bad feelings.

Disability Sensitivity Terms

Tips to communicate and work well with older adults

Outdated Term 	Accepted Term 	Outdated Term 	Accepted Term 
Deaf and dumb	Deaf, has hearing loss	Stricken/afflicted by xyz	Developmental disability
Mute	Is non-verbal, unable to speak	Crazy, insane, psycho	Behavioral disorder, mental illness
Confined to wheelchair	Uses a wheelchair	The: blind, disabled, autistic	Use person-first language: person with a disability, person with autism, people who have vision loss
Wheelchair bound	Always uses a wheelchair		
Crippled	Has a physical disability		
Handicapped	Disabled	Courageous	Has overcome
Slow, simple, retarded	Cognitive or Intellectual disability	Victim of: stroke, Parkinson's	Has had a stroke, Parkinson's Disease




Your words can impart unintended bad feelings

Pain, discomfort, and other difficulties of living often make people impatient, intolerant, angry, and downright difficult to deal with.

Older adults may have more than their fair share of problems to deal with. So if you encounter an irate client, please don't take it personally.

You can use some tried and true techniques. For example, relax and try to stay calm. Keep in mind that they're mad at the situation, not you personally. You can try saying something like, "I understand you want this, but I don't have the authority. Let me connect you with someone who can help resolve this situation."

And, of course, keep in mind that the Senior Center staff is always available to help.

What Do You Do With an Irate Customer or Client?

Tips to communicate and work well with older adults

- ▶ Relax, be calm
- ▶ They're mad at the situation, not at you

"I understand you want this, but I don't have the authority. Let me connect you with someone who can help resolve this situation."






Don't take it personally

Remember, we are the eyes and ears of the Senior Center and its care managers when we interact with clients in the field.

When you suspect a problem, please don't hesitate to call either a care manager or the Orange County adult protective services hotline.

If You Are Concerned ...

Tips to communicate and work well with older adults

While volunteering, if you are concerned about the medical welfare or safety of yourself or a client:



Consult **immediately** with

a Care Manager
(714) 374-1572

or

OC Adult Protective
Services, 24/7
(800) 451-5155



Don't wait, ask for help

And remember, don't forget to smile and have fun!

And Don't Forget ...

Tips to communicate and work well with older adults

Smile!



The final brief section of this video provides additional information sources for you to read at your leisure after this orientation.

Orientation Outline

1. General knowledge for awareness

- ▶ Mission and purpose of the SCICP
- ▶ Services and activities at the SCICP
- ▶ Learning about the HBCOA

2. Specific knowledge, actions, and behaviors

- ▶ Opportunities—different ways to volunteer
- ▶ Rights & responsibilities—what’s expected of volunteers
- ▶ Boundaries—volunteer’s relationships with clients
- ▶ Policies & expectations—why set behavioral standards
- ▶ Tips to communicate and work well with older adults

3. Reference materials for further study



Please take a quick look now. Your volunteer coordinator has hardcopies of the lists you’ll be seeing here.

Here are referral and help lines.

Referral and Help Lines

Reference materials for further study

Resource	Contact
SCICP Care Manager On Duty	(714) 374-1572
“OUTLOOK on Active Aging” newsletter	Page 5 lists many useful services and phone numbers
Office on Aging	(800) 510-2020
OC Human Resources Information line	2-1-1
OC Adult Protective Services 24/7	(800) 451-5155



And here are additional information sources, some of which you can find online.

Information Sources

Reference materials
for further study

- ▶ Volunteer Handbook
- ▶ Brochures in SCICP main lobby
- ▶ "Outlook on Active Aging" newsletter (monthly)
- ▶ "Sands" magazine (quarterly)
- ▶ Senior Center in Central Park on Facebook
- ▶ HBCOA on Facebook



- ▶ www.hbcoa.org
- ▶ www.huntingtonbeachca.gov
- ▶ www.hbsands.org



And, finally, here are community resources and partnerships. After all, it really does take a village!

Community Resources/Partnerships

Reference materials
for further study

- ▶ Huntington Beach Council on Aging
- ▶ Orange County Council on Aging
- ▶ Hoag, Orange Coast Memorial, and Huntington Beach Hospitals
- ▶ SeniorServ
- ▶ Alzheimer's Family Services Center and Alz OC
- ▶ AR Mobility
- ▶ HICAP-Health Insurance Counseling and Advocacy
- ▶ Orange County Transit Authority Senior Mobility Program
- ▶ Rescue Alert of California
- ▶ Dream Catchers/HB Assistance League
- ▶ Service Organizations
- ▶ Faith-based groups



It takes a village

Our sincere thanks to you for taking the time to view this orientation video—we look forward to partnering with you as we work together to improve the lives of our very special clients.

Remember that volunteers aren't paid—because you are priceless!

