

# Energize Your Life!

# Come Volunteer With Us!



County Executive Kevin Kamenetz  
and the Baltimore County Council

**Baltimore County Department of Aging  
Senior Centers and  
Community Services Division**



# Welcome Volunteers!

Volunteers are a crucial component of our BCDA senior center operations. Without the more than 2,200 individuals who share their talent, skills and enthusiasm with us each day, we would not be able to complete our mission of “strengthening lives by connecting individuals to community resources, programs and services.”

We are so pleased that you want to join us! We appreciate your interest and look forward to getting to know you better. Last year volunteers contributed more than 236,000 hours of time in senior centers – an amazing gift! The following slides provide all the information you need to know about joining a volunteer team at one of the county’s 20 senior centers.



**Joanne E. Williams**  
Director,  
Baltimore County  
Department of Aging



**Jill P. Hall**  
Division Chief,  
Senior Centers and  
Community Services

# Volunteers Provide the Energy that Makes Us THRIVE!

- Almost 236,000 hours were contributed by volunteers at the 20 senior centers in Baltimore County last year!
- Without volunteers, we would not be able to deliver award-winning programs and services each day.
- BCDA staff is supported by 20 volunteer-led non-profit 501c3 corporations that raise money, offer feedback and advice on programs, and provide leadership for events and classes. This support is critical to our success.

*Come join our team and THRIVE with us!*

"I volunteer to get out amongst people and I enjoy people. Volunteering keeps me young!"

*Nancy M. (age 90)*



"I like talking to residents and telling them about what we do at the senior centers. They are always impressed by the wide range of activities."

*Peter D.*

# Our Volunteers Come from All Walks of Life!

- Our volunteers are high school students, community residents, business partners and senior center members.
- They serve for many different reasons. Some want to expand their skills, others want to be around people, some want to make a difference and others just want to have FUN!
- Our volunteers give us an hour, a day, a week or a year. Because we know how valuable their time is, we accommodate whatever scheduling needs they have.



"I am always happy to help out"  
*Cynthia O.*



"I enjoy cooking things for others  
at the Rosedale Senior Center"  
*Martha S.*

***You will find a perfect fit to your needs and interests at BCDA!***

# We Offer Great Opportunities to Share Your Skills or Learn New Ones!

Volunteering at a senior center allows you to share your professional or personal skills in a rewarding work environment:

- **Leadership** – become a member of the Senior Center Council Executive Board and help raise funds and provide input to the programs and activities at the center.
- **Instruction** – share your talents by teaching others new skills.
- **Customer Service** – answer questions and provide administrative assistance at the Front Desk or in the staff offices.
- **Technical Assistance** – individuals with training in graphic design, accounting, grant-writing, computers, social media, marketing, photography and more can help enhance the center's operations and marketing efforts.
- **Supervision** – monitor the fitness room or Eating Together participants to insure a safe and enjoyable environment.
- **Creativity** – join a performing arts group or assist with flyers and brochures.

I love the Liberty Senior Center! Five years ago I joined the center to travel and saw an opportunity to give back and offer my expertise and that is what I did. I enjoy the people and the staff. This is like the best job that I've ever had and I don't get paid to do it.

*Catherine J.*



*There are so many volunteer positions it will be difficult for you to choose!*

# Volunteers mean so much to us at BCDA!



Research has proven that volunteering reduces your risk of hypertension and increases your independence and lifespan.

We honor the amazing work of our volunteers with:

- Invitations to annual recognition events such as the BCDA Volunteer Luncheon and senior center appreciation ceremonies.
- Protection against personal injury or property damage claims arising out of the performance of volunteer duties. Insurance is provided at no cost to the volunteer. It is supplemental and not a substitute for any insurance you may now carry.
- Eligibility to join the Baltimore County Credit Union and enjoy full benefits.
- Tickets to Governor's Day at the Maryland State Fair.
- Training to assist you with fully developing the skills needed to successfully carry out your volunteer assignment.
- Knowledge that you are making a positive impact on the lives of many older adults in Baltimore County!

*The benefits to volunteering are endless!*

# Our Standards of Customer Service



## **We Are Always Positive and Friendly**

While performing our volunteer duties, we are mindful that at all times we represent Baltimore County government and the Department of Aging. A positive attitude and friendly manner is the norm for us, not the exception.

## **We Strive to Be the Best We Can Be**

We perform our duties to assist the staff and board. To do this, we learn about the programs and services offered by BCDA so we can be accurate and informative when sharing information.

## **We Excel at Customer Service**

We go the “extra mile” to greet with a smile and assist everyone we meet to the best of our abilities.

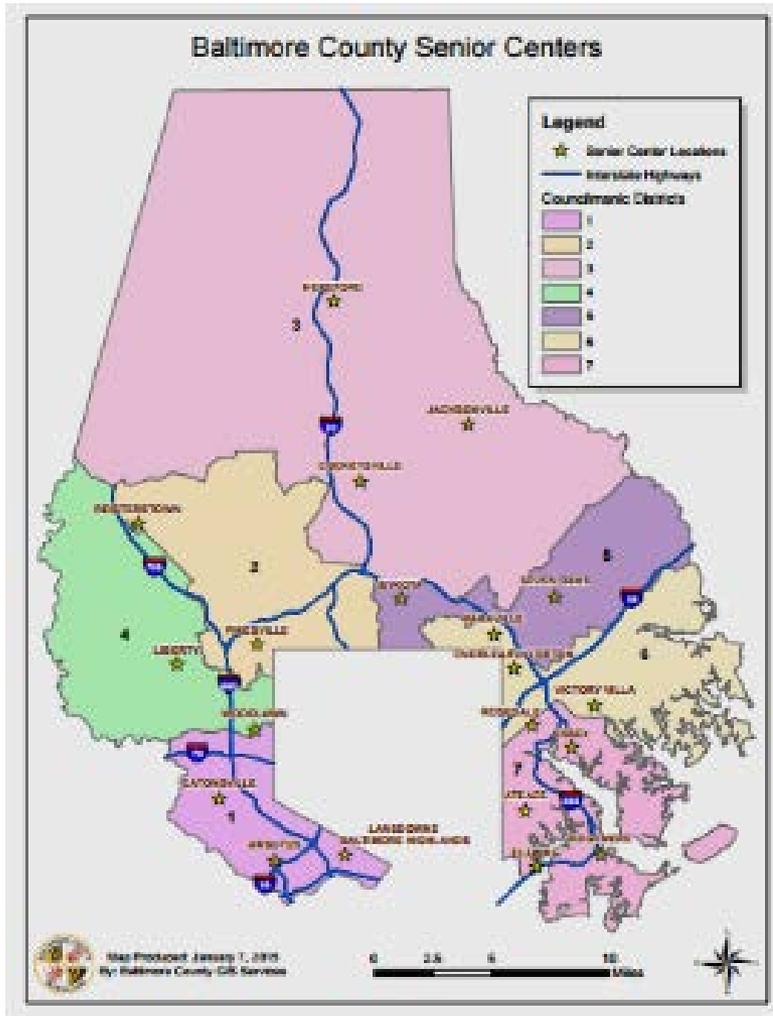
## **We Respect Confidentiality**

We keep all information we see and hear confidential and we do not participate in gossip or mean spirited conversation about members, staff or visitors during our shift.

## **We Are Accepting of All Others**

We treat all persons with respect and kindness and do not discriminate based on gender, race, religion, class, disability or sexual orientation.

# 20 Convenient Locations to Serve



Arbutus	855A Sulphur Spring Rd., Baltimore, MD 21227	410-887-1410
Ateaze	7401 Holabird Avenue, Dundalk, MD 21222	410-887-7233
Bykota	611 Central Avenue, Towson, MD 21204	410-887-3094
Catonsville	501 N. Rolling Road, Baltimore, MD 21228	410-887-0900
Cockeysville	10535 York Road, Cockeysville, MD 21030	410-887-7694
Edgemere	6600 North Point Rd., Baltimore, MD 21219	410-887-7530
Essex	600 Dorsey Avenue, Baltimore, MD 21221	410-887-0267
Fleming	641 Main Street, Baltimore, MD 21222	410-887-7225
Hereford	510 Monkton Rd., 2 <sup>nd</sup> Floor, Hereford, MD 21111	410-887-1923
Jacksonville	3605A Sweet Air Road, Phoenix, MD 21131	410-887-8208
Lansdowne	424 Third Avenue, Baltimore, MD 21227	410-887-1443
Liberty	3525 Resource Drive, Randallstown, MD 21133	410-887-0780
Overlea	4314 Fullerton Avenue, Baltimore, MD 21236	410-887-5220
Parkville	8601 Harford Road, Baltimore, MD 21234	410-887-5338
Pikesville	1301 Reisterstown Road, Baltimore, MD 21208	410-887-1245
Reisterstown	12035 Reisterstown Rd, Reisterstown, MD 21136	410-887-1143
Rosedale	1208 Neighbors Avenue, Baltimore, MD 21237	410-887-0233
Seven Oaks	9210 Seven Courts Drive, Perry Hall, MD 21236	410-887-5192
Victory Villa	403 Compass Rd., Baltimore, MD 21220	410-887-0235
Woodlawn	2120 Gwynn Oak Avenue, Baltimore, MD 21207	410-887-6887
<b>Main Office</b>	<b>611 Central Avenue, Towson, MD 21204</b>	<b>410-887-2040</b>

All our senior centers can be reached by e-mail at: (name of center)sc@baltimorecountymd.gov

*Find the closest senior center to your home!*

# What you can expect from us...

We want to make sure you get the most out of your volunteer experience with us, therefore, you can expect to:

- Always be treated with respect, consideration and appreciation.
- Be introduced to a wide variety of volunteer opportunities from which to select a position that is interesting, utilizes your skills and makes a difference in a person's life or the operations of the senior center.
- Receive a job description, orientation, training, and supervision to enable you to succeed in the volunteer role you have selected.
- Be treated as a fellow staff member who contributes to our goals through your volunteer work.
- Be trusted with confidential information that will help you carry out assignments.
- Expect that an accurate record of your volunteer service will be kept in an appropriate manner, to include areas served and hours worked.
- Be given appropriate expressions of appreciation and recognition for your efforts, as well as fair, honest and timely feedback of your work.
- Be encouraged to make suggestions to enhance your volunteer job experience.
- Be supervised by someone with realistic expectations of the length of time you are needed and the tasks you will be given.
- Work in an environment that encourages a spirit of friendliness and cooperation.



“We get to show our artistic skills and make money for the center”

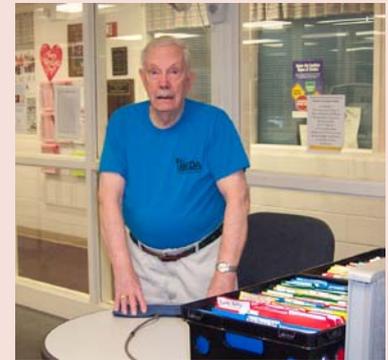
*We are committed to making your volunteer experience very rewarding!*

# What we expect from you...



We expect high standards from all our personnel, whether they are paid staff or volunteers. We ask that you:

- Correctly learn about your duties by attending scheduled training sessions and asking questions of staff.
- Cooperate and maintain a good, respectful team attitude with staff, members, guests and co-workers.
- Keep all communications with or concerning clients confidential.
- Report to your assignment on time and notify your supervisor of planned absences.
- Keep track of and report volunteer hours on a monthly basis.
- Follow all BCDA policies and procedures.
- Share your suggestions on how to improve the quality of the volunteer program.



Exercising, socializing  
with my new friends,  
becoming a volunteer -  
who knew there was life  
after retirement!

*Paul*

*Our  
volunteers are  
the key to our  
success!*

# Essential Information for Volunteers

As a volunteer, you'll need to be aware of the following policies and procedures at BCDA. Please read through and familiarize yourself with them in case you have any questions.

## Dress Code

BCDA encourages professional dress attire at all times for staff, with the exception of casual Fridays, where blue jeans are permitted, however volunteers may dress more casually.

## Inclement Weather

It is the policy of Baltimore County Department of Aging to open and fully operate its senior centers as scheduled. The effects of severe weather and concern for the safety of our constituents may, however, lead us to close centers. Center closure announcements will be made on WBAL-Radio 1090 AM, WBAL-TV 11 and WJZ-TV 13 and the Baltimore County website. If there is a 2-hour delay, senior centers open at 10 a.m.

## Confidentiality

Volunteers are required to maintain the confidentiality of all information pertaining to center members, staff and other volunteers. All individuals in volunteer positions that allow access to confidential member information must sign a form assuring that they will preserve this confidentiality.

## Compensation

Volunteers are not compensated financially for their duties.

## Accountability

Volunteers are responsible and accountable for the work they do. Volunteers should communicate openly with supervisors and take any issues or concerns to the Senior Center Director..

## Non-Solicitation

It is the policy of the Department of Aging that no volunteer of the department may benefit directly or indirectly as a result of conducting business with members or guests of the senior center while on the premises of the senior center. Prohibited activities include, but are not limited to the following:

- Selling raffle tickets for organizations other than the senior center.
- Selling products of any kind or nature.
- Selling services of any kind or nature.
- Soliciting on behalf of own business.
- Soliciting on behalf of another person's business.

## Smoking

Baltimore County Department of Aging does not permit smoking in any of its senior centers or sites.

## Boundaries

Clear boundaries are important for staff, volunteers and center members. They enable us to carry out our duties according to agreed upon expectations and ensures everyone receives the same quality of service. Please take care to avoid any apparent conflict of interest.

## Accidents and Incidents

All accidents and incidents must be reported to the senior center director as soon as possible.

# How do you get started?



You can start your volunteer experience in any of the following ways:

1. Contact the senior center staff at your preferred location by telephone or e-mail. They will want you to come to the center for an interview to discuss your interests and match you with the perfect position.
2. Visit the center where you want to volunteer. It is best to schedule your visit between 10 and 11 a.m. or 1 to 3 p.m. to ensure someone will be available to give you a tour of the senior center and meet with you to discuss available volunteer positions.
3. Register with RSVP at <http://volunteer.truist.com/baltimore-county/volunteer/> and type *senior centers* into the keyword box. Many of the positions available at senior centers are listed on this site.
4. For any other questions, call us at 410-887-2040.



We look forward to meeting you! Come see us today and join our team!

*Ateaze Senior Center Council  
Executive Board*