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 retention. 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

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

<table>
<thead>
<tr>
<th>Interests</th>
<th>Male/Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meet new people/friends</td>
<td>Female</td>
</tr>
<tr>
<td>Crafts</td>
<td>Female</td>
</tr>
<tr>
<td>Games</td>
<td>Male</td>
</tr>
<tr>
<td>Cooking</td>
<td>Female</td>
</tr>
<tr>
<td>Church</td>
<td>Female</td>
</tr>
<tr>
<td>Volunteer Activities</td>
<td>Male</td>
</tr>
<tr>
<td>Wants to be active</td>
<td>Female</td>
</tr>
<tr>
<td>Pets</td>
<td>Female</td>
</tr>
<tr>
<td>Being with others</td>
<td>Female</td>
</tr>
<tr>
<td>Staying active</td>
<td>Male</td>
</tr>
<tr>
<td>Crafts</td>
<td>Female</td>
</tr>
<tr>
<td>Golf</td>
<td>Male</td>
</tr>
<tr>
<td>Music</td>
<td>Male</td>
</tr>
<tr>
<td>Art</td>
<td>Female</td>
</tr>
<tr>
<td>Volunteer Activities</td>
<td>Male</td>
</tr>
<tr>
<td>Photography</td>
<td>Female</td>
</tr>
<tr>
<td>Socializing</td>
<td>Male</td>
</tr>
<tr>
<td>Exercise</td>
<td>Female</td>
</tr>
<tr>
<td>Socializing</td>
<td>Male</td>
</tr>
<tr>
<td>Socializing</td>
<td>Male</td>
</tr>
<tr>
<td>Group Activities</td>
<td>Female</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th><strong>Name of Organization</strong></th>
<th><strong>Address</strong></th>
<th><strong>Contact Info</strong></th>
<th><strong>Notes</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crafting/Socializing Organizations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lion’s Club San Diego</td>
<td>310 Market St. San Diego, CA 92101</td>
<td>(619) 239-3539</td>
<td>Partnership with organizations to improve community</td>
</tr>
<tr>
<td>Forte Academy of the Arts</td>
<td>615 Sycamore Avenue Vista, CA 92083</td>
<td>(760) 622-6336</td>
<td>Performance history in community</td>
</tr>
<tr>
<td>San Diego Hydroponics and Organics</td>
<td>802 N Twin Oaks Valley Rd. San Marcos, CA 92069</td>
<td>(760)510-1444</td>
<td>Promote gardening and individual health</td>
</tr>
<tr>
<td><strong>Animal Organizations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Escondido Humane Society</td>
<td>3450 E Valley Pkwy. Escondido, CA 92027</td>
<td>(760)888-2275</td>
<td>Established de-stress events and pet-assisted therapy programs</td>
</tr>
<tr>
<td>San Diego Zoo Safari Park</td>
<td>15500 San Pasqual Valley Rd. Escondido, CA 92027</td>
<td>(760) 747-8702</td>
<td>Developed educational events and sessions</td>
</tr>
<tr>
<td><strong>Health and Beauty Organizations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Palomar Institute of Cosmetology</td>
<td>355 Via Vera Cruz #3 San Marcos, CA 92078</td>
<td>(760) 744 - 7900</td>
<td>Promote hair care and skin care knowledge in community</td>
</tr>
<tr>
<td>Alchemy of the Hearth Culinary School</td>
<td>960 Rancheros Dr. San Marcos, CA 92069</td>
<td>(760) 244 - 2433</td>
<td>Offer hands-on classes and workshops</td>
</tr>
<tr>
<td>Organization</td>
<td>Address</td>
<td>Phone</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>----------------------------------------------</td>
<td>-------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Healing Hands School of Holistic Health</td>
<td>125 W Mission Ave. Escondido, CA 92025</td>
<td>(760) 746-9364</td>
<td>History bringing healing to those in need in community</td>
</tr>
<tr>
<td>Reform Yoga and Fitness</td>
<td>3225 Business Park Drive Suite 4 Vista, CA 92081</td>
<td>(760) 602-0020</td>
<td>Promote wellness, music healing, workshops and events</td>
</tr>
<tr>
<td><strong>Church Organization</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Coast Church</td>
<td>1451 Montiel Rd. Escondido, CA 92026</td>
<td>(760) 724-6700</td>
<td>Promote community involvement</td>
</tr>
<tr>
<td><strong>General Organizations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HandsOn San Diego</td>
<td><a href="mailto:info@handsonsandiego.org">info@handsonsandiego.org</a></td>
<td></td>
<td>Developed software to post volunteer opportunities</td>
</tr>
<tr>
<td>California State University San Marcos</td>
<td>333 S. Twin Oaks Valley Rd. San Marcos, CA 92096</td>
<td>(760) 750-4000</td>
<td>Continual student internship requirements &amp; specialties</td>
</tr>
<tr>
<td>Palomar College</td>
<td>1140 W Mission Rd. San Marcos, CA 92069</td>
<td>(760) 744-1150</td>
<td>Continual student internship requirements &amp; specialties</td>
</tr>
<tr>
<td>Create the Good (AARP)</td>
<td>1-888-687-2277</td>
<td></td>
<td>Developed software to post volunteer opportunities</td>
</tr>
<tr>
<td>Senior Corps RSVP Program</td>
<td>1-800-942-2677</td>
<td></td>
<td>Well established volunteer network ages 55+</td>
</tr>
</tbody>
</table>
References


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**

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**

<table>
<thead>
<tr>
<th>MON</th>
<th>WED</th>
<th>FRI</th>
<th>SAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am to 4 pm</td>
<td></td>
<td></td>
<td>9 am to 12 pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TUES</th>
<th>THURS</th>
<th></th>
<th>SUN</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am to 8 pm</td>
<td></td>
<td></td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

**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 3.0
**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 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 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 Oshino 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
**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)

**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) 744-5536

**Visit our Website**
http://www.san-marcos.net/play/adults-50
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**


Volunteer Offerings

Danielle Admendares
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.
### List of Volunteer Opportunities

<table>
<thead>
<tr>
<th>Current Volunteer Offerings</th>
<th>Suggested Volunteer Opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Lunch Program</td>
<td>1. Executive Email Secretary</td>
</tr>
<tr>
<td>2. Front Desk</td>
<td>2. Ceramics Lab Teacher</td>
</tr>
<tr>
<td>3. Clerical</td>
<td>3. Performing Arts Entertainment /</td>
</tr>
<tr>
<td>4. Class and Program</td>
<td>Special Event</td>
</tr>
<tr>
<td>Instructors/Leaders</td>
<td>4. Bilingual Translator</td>
</tr>
<tr>
<td>5. Computer Lab</td>
<td>5. Meal Delivery</td>
</tr>
<tr>
<td>6. Special Events/ Entertainment</td>
<td></td>
</tr>
<tr>
<td>7. Building Maintenance/ Janitorial</td>
<td></td>
</tr>
<tr>
<td>8. Library</td>
<td>6. Wall Display Organizer</td>
</tr>
<tr>
<td>9. Bingo Caller</td>
<td>7. Lunch Ambassador</td>
</tr>
<tr>
<td>10. Tax Preparer (AARP)</td>
<td></td>
</tr>
<tr>
<td>11. Intergenerational Garden</td>
<td></td>
</tr>
</tbody>
</table>
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

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

*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

<table>
<thead>
<tr>
<th>Name:</th>
<th>Position:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Volunteer Task(s):</th>
<th>Skills Required:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Volunteers Needed:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

| Dates Needed: From      /      / |
|-------------------------|------------------|
| To          /      /         |
| Ongoing?  /      /           |

**Staff Use Only: Approved __________**

Volunteer Names:
Intake and Application
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.
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
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.
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

<table>
<thead>
<tr>
<th>Task</th>
<th>Date Completed</th>
<th>Staff Initials</th>
<th>✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Application</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Interview</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Placement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orientation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Begin Volunteering</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 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.
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.
**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 x3605
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.
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 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 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 of 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.
**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**


# Volunteer Software Programs & Features

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

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

<table>
<thead>
<tr>
<th>Software Program</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| **Volgistics**   | ![Volgistics Logo](https://www.volgistics.com)  
  [https://www.volgistics.com](https://www.volgistics.com)  
  Fax #: (616) 328-6554  
  Volgistics Inc.  
  400 76th St. SW  
  Suite 9  
  Byron Center, Michigan 49315  
  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. |
| **Cervis Technologies** | ![Cervis Technologies Logo](https://www.cervistech.com)  
  [https://www.cervistech.com](https://www.cervistech.com)  
  Phone #: (888) 549-3601  
  Email: info@cervistech.com  
  Support: support@cervistech.com  
  Customer Support is available Monday - Saturday, 8:30am-8:30pm MST  
  P.O. Box 64181  
  Colorado Springs, CO 80962  
  There is also an online form that can be submitted for any questions. |
| **Volunteer Local** | ![Volunteer Local Logo](https://www.volunteerlocal.com)  
  [https://www.volunteerlocal.com](https://www.volunteerlocal.com)  
  Phone #: (800) 909-7370  
  Email: hello@volunteerlocal.com  
  Twitter: @volunteerlocal  
  They call Des Moines home and also have an office in Chicago. Email them if you need their mailing address. |
| **Samaritan Technologies** | ![Samaritan Technologies Logo](https://samaritan.com)  
  [https://samaritan.com](https://samaritan.com)  
  Phone #: (888) 904-6060  
  (801) 328-3972  
  265 East 100 South  
  Suite 290  
  Salt Lake City, UT 84111  
  Support tickets are also available online for quick, Samaritan Support. |
| **MySeniorCenter** | ![MySeniorCenter Logo](https://www.myseniorcenter.com)  
  [http://www.myseniorcenter.com](http://www.myseniorcenter.com)  
  Phone #: (866) 739-9745  
  Email: info@myseniorcenter.com  
  support@myseniorcenter.com  
  MySeniorCenter Software  
  PO Box 55071 #30713  
  Boston, MA 02205  
  The phone number, email address and mailing address are not available online.  
  You can submit a form online, which includes your name, email and message in order to contact them. |
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