



HENDRICKS COUNTY

**Senior
Services**

Volunteer Handbook

WELCOME

We want to thank you for your expressed interest in volunteering at Hendricks County Senior Services. It takes a special person to be a volunteer.

The purpose of this handbook is to introduce you to HCSS and to give you a better idea of the opportunities that are available, as well as the responsibilities involved in each.

Volunteers are a huge part of what we do here at HCSS, as we strive to make a positive difference in the quality of life for seniors in our community. So, again thank you for your willingness to serve as a volunteer. We are truly grateful to you for generously sharing your valuable time, energy and caring nature. We could not possibly achieve all that we do without you!

WHO WE ARE

Hendricks County Senior Services believes that older persons have a right to live with independence and dignity in their own home for as long as possible. Hendricks County Special Service was incorporated as a private not-for-profit corporation in 1977. The name was changed to Hendricks County Senior Services in 1981 to better identify it to the mission. The agency operates as a charitable organization under section 501c(3) of the Internal Revenue Code.

Hendricks County Senior Services is located at 1201 Sycamore Lane in Danville. Its 15,200 square foot building houses the agency offices as well as an expanded senior center. Included are a dining hall, dance hall, classroom, library, and a fully equipped fitness center. The agency is the operations manager for LINK Hendricks County, the rural public transit system. Services are provided onsite, in the community, and in-home.

HCSS believes fairness, equality and inclusiveness are of the utmost importance in fulfilling its mission to the communities it serves. Based on this belief, the agency recognizes that in order to be effective, it must promote an organizational culture, recruitment, partnerships, and other business practices that demonstrate inclusiveness. We recognize and value any aspect by which people are different from one another. We promote and measure inclusiveness in various aspects of its internal and external functions. These encompass the entire organization from its board, its staff, its volunteers, its clients and how services are delivered.

Hendricks County Senior Services is funded in part by United Way of Central Indiana, CICOA-Aging, and In-Home Solutions and the generous donations of individuals and community organizations. Services are provided without regard to sex, race, color, religion, disability, or national origin.

GENERAL INFORMATION

- The center is open Monday through Friday from 8:00 a.m. – 4:00 p.m.
- There are occasional evening activities.
- Everyone is asked to scan in when coming in the Center. Participants and volunteers are issued a participant scan card.
- Lunch is offered Monday through Friday. Reservations are required by 11 am the day before. Lunch donation of \$3 is requested for seniors; there is a cost of \$6 for those under 60.

WHAT WE DO

The Senior Center:

The Senior Center provides wonderful opportunities for a wide variety of recreational and educational activities for adults of all ages. We offer many weekly activities, classes and social events to help seniors improve fitness, combat loneliness, and promote socialization and education. Ongoing programs each month include:

- Recreation/Crafts
 - Woodcarving
 - Crochet
 - Quilters
 - Art Club
 - Cards and Games
 - Bingo
- Wellness
 - Fitness Classes (e.g. Chair yoga, line dancing, cardio drumming, cardio-strength-flexibility, strong for life, etc.)
 - Fitness Equipment
 - Healthy Lunch Program
 - Health Screenings
 - Pedicures
 - T.O.P.S (Taking off Pounds Sensibly)
- Education
 - Support Groups
 - Dementia Friends Workshops
 - Seminars
 - Legal Assistance
 - SHIP – Medicare Information
 - Fraud/Scam prevention
 - Information/Referral – for such topics as Housing and Home Healthcare Options, Energy Assistance Programs, etc.
- Socialization
 - Music With Dave
 - Thursday Night Music and Dancing
 - Friday Music Party
 - Trips
- Library

HCSS FOOD PANTRY

HCSS offers a food pantry for Hendricks County seniors, including perishable, nonperishable and hygiene products. Individuals must be 60 years or older and a resident of Hendricks County. This food pantry is open every other Tuesday and you do need to have an appointment.

MEDICAL EQUIPMENT LOANING CLOSET

Walkers, wheelchairs, canes and rollators are available to borrow. This lending service is possible through the Danville Rotary Club.

IN-HOME SERVICES

- Respite Services
 - Support family caregivers so they can take a break from caregiving. The HCSS attendants offer companionship, supervision, and help with daily living activities such as food preparation, medication reminders and stimulating activities.
- Attendant Services
 - Our caring personal care attendants provide support that includes assistance with bathing, dressing, medication reminders, light house cleaning, meal preparation, errands and companionship.
- Homemaker Services
 - Help with light housekeeping, laundry and linen changes, meal preparation and essential shopping.

TRANSPORTATION

LINK Hendricks County provides transportation services to anyone, 60 or older, needing a ride within Hendricks County. Transportation is provided for daily necessities, like medical appointments, grocery shopping, legal, social service, financial business, nutrition sites, and other life-essential services. This service is provided on a donation basis.

In addition, LINK provides public transit service to persons of any age (including wheelchair transport, portable oxygen, attendants and service animals) within Hendricks County. Those under the age of 16 must be accompanied by an adult. This is a fee-based service, \$6 round trip within town; \$8 round trip within the county.

Appointments are needed and should be scheduled at as far in advance as possible.

HENDRICKS GO!

Hendricks Go! Provides shared-ride transportation to medical and wellness. This program is a partnership between Hendricks Regional Health and HCSS for the benefit of patients served by Hendricks Regional Health Facilities. The cost is \$5 per ride whether you schedule one way or round trip. Cash (exact change) or check are accepted.

VOLUNTEER OPPORTUNITIES

Regular On-Going Volunteers

- Front Desk Administrative Volunteer
- Kitchen Volunteer
- Food Pantry Volunteer
- Senior Center Activities Volunteer
- Special Training Required Volunteer
- Germ Buster Volunteer
- Support Group Reminder Calls

Occasional Volunteers

- Home Assistance Volunteer
- Facility Maintenance Volunteer
- Seasonal Volunteer
- Special Event Volunteer
- Fundraiser Mailings

Friendly Services Volunteer

- Program in Development

Please see the following pages for more information about each opportunity

Note: All volunteer positions will require an application, as well as a background check.

Front Desk Volunteer

Supervision: Becky Brownfield, Business Manager; Trainer: Staci Market, Information & Access Clerk

Time Commitment: This is a regular part-time, “job” share volunteer opportunity. We look for individuals willing to volunteer 1-2 regular shifts a week. Shifts are 4 hours (8 am -12 pm or 12 pm – 4 pm).

Duties /Responsibilities

- Be the first point of contact for Hendricks County Senior Services (“HCSS”).
- Answer a multi-line telephone system and retrieve voice messages.
- Greet & acknowledge all visitors in the lobby.
- Answer questions regarding HCSS and its services, or direct clients to the appropriate staff member.
- Refer to the Front Desk Resources and other available documentation to seek answers to questions as they arise. Be proactive.
- Use the computer to access client information and staff email.
- Assist with the intake of in-kind and monetary donations and payments.
- Assist clients with any necessary paperwork.
- Schedule client appointments and make reminder phone calls as requested.
- Provide assistance to all HCSS staff, as needed, in the form of special projects or administrative assistance.
- Use the copy and fax machine to service clients as needed.
- Update shared Front Desk calendar with your availability and absences on a regular basis.

Qualifications & Preferred Skills

- High degree of patience, understanding & sensitivity
- Excellent customer service and communication skills
- Friendly and professional demeanor
- Dependable
- Basic computer and office machine skills
- Well-organized
- Discretion and confidentiality
- Positive and upbeat attitude

Other Requirements

- Must attend an onboarding session and two job shadowing sessions prior to the first volunteer shift.

Kitchen Volunteers

Supervision: Crystal Basler and Paula Snyder, CICOA Lunch Program

Time Commitment: We look for individuals willing to work 1-2 regular shifts a week. Shifts vary depending on task, but all kitchen volunteering is done between 10 am to 1 pm. See specifics below:

Duties /Responsibilities

- 10:00-11:00 Kitchen Meal Prep Volunteers
 - Make coffee and prep coffee station.
 - Disinfect all tabletops in the dining room.
 - Disinfect all countertops and stove tops in kitchen.
 - Replenish and set out salt/pepper/sweetener basket on each table.
 - Make iced tea and lemonade (if needed).
 - Count out the number of dishes and silverware needed for the day.
 - Wrap the silverware (additional individuals help with this task).
 - Put out a tray of glasses for the day.

- 11:00-1:00 Food Pickup and Delivery Volunteers
 - Pick up food containers from designated place at Hendricks Regional Health and deliver to HCSS between 11:00-11:15.
 - Help unpack containers/boxes. Take temps and record temps and time of arrival on designated paperwork. Double-check the amount provided matches the amount ordered.
 - Put warm foods in oven and cold/cool foods in the refrigerator.
 - Put out plastic container with soapy hot water for dirty silverware.
 - At end of serving, empty and rinse out HRH containers and return to Hendricks Regional Health.

- 11:30-12:15 Food Serving Volunteers
 - Sides that do not fit in 3 compartment plates are dished into individual bowls.
 - About 11:50 put those sides and milk cartons on rolling carts and as the seniors start to come in those can be served to them.
 - About 11:55 the food is removed from the oven. The temp is recorded on the designated paperwork and the food is put on the serving counter.
 - At Noon, the lunch bell is run and a blessing is given (there is a regular person that does the blessing).
 - Meals are served to those unable to come to the counter or carry their own plate.
 - Everyone else will come through the line and you will fill up their plates for them.
 - Assist with any lunch needs and clear tables.

- 12:15-1:00 Dishwasher/Clean-up Volunteers
 - Preheat dishwasher after removing racks.
 - Wash off dishes and rinse glasses before putting in dishwasher.
 - Plates and bowls are put away as they come out of the dishwasher.
 - Glasses, cups and/or silverware dry in baskets on toweled tray on counter or they can be dried and put away.
 - Make sure all debris is cleaned from sink and that the dishwasher is off.
 - Wipe down counters.
 - Mop up any spills or puddles of water on the floor as they happen.

Qualifications & Preferred Skills

- High degree of patience, understanding & sensitivity
- Excellent customer service and communication skills
- Friendly and professional demeanor
- Dependable
- Positive and upbeat attitude

Other Requirements

- All food handlers must wear a hairnet or hat, as well as food handling gloves.
- All kitchen volunteers must wash hands at the kitchen handwashing station.
- When handling or dishing up food, an apron must be worn as well.

Food Pantry Volunteer

Supervision: Jeff Pitts, Business and Operations Clerk

Time Commitment: If you are volunteering on a Food Pantry Tuesday, it's from 8:30-10:30 am.; if a non-food pantry day it can vary depending on the amount of food that needs put away or prepped. Refilling food cabinets/picking up food deliveries/preparing bags can be done on any Tuesday/Thursday between 8 am-1 pm.

Duties /Responsibilities

- Assist with refilling food cabinets.
- Occasionally pick up food from one of our food sources (Gleaners, Bishop's Storehouse, Walmart).
- Prepare standard bags with dry goods for next food pantry.
- Assist with staging food in pantry and/or outside storage.
- Assist in getting refrigerator and freezer items bagged up and ready to take to pantry client's car.
- Greet pantry clients and provide them with "reminder notices" to call for next pantry.
- Load client's car with pantry items.

Qualifications & Preferred Skills

- High degree of patience, understanding & sensitivity
- Excellent customer service and communication skills
- Friendly and professional demeanor
- Dependable
- Well-organized
- Discretion and confidentiality
- Positive and upbeat attitude
- Ability to get down into lower shelves of storage.
- Ability to lift 20 lbs.

Senior Center Activity Volunteer

Supervision: Christa Miller, Activity Coordinator

Time Commitment: Varies depending on activity

Duties /Responsibilities – This is going to vary depending on the activity. Below are examples of needs:

- Fitness Center Attendant – oversees the fitness center between 8 am – Noon, answers questions on how equipment works, wipes down equipment during downtime, puts fitness towels in wash, etc.
- Craft Leader – sets up, participates in and answers questions for a craft group. Examples include, but are not limited to, painting, woodworking, crocheting, quilting, etc.
- Dance Instructor – leads a dance activity (i.e. line dance, etc.)
- Fitness Instructor – leads a fitness activity (i.e. chair yoga, cardio drumming, etc.)
- Musical Entertainment – provides musical entertainment (i.e. sings, plays piano, plays other musical instruments, etc.)
- Bingo Caller
- Game Leader – Chess, Euchre, etc.
- Technology Assistant
- Librarian
- Other possibilities (include, pet therapy, other special skills you have that you would like to share with the seniors).

Qualifications & Preferred Skills

- High degree of patience, understanding & sensitivity
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Well organized
- Discretion and confidentiality
- Positive and upbeat attitude

Special Training Required Volunteer

Contacts: Becky Brownfield, Business Manager; Staci Market, Information & Access Clerk; Helee Adkins, Resource Development Coordinator

Time Commitment: Varies depending on activity

Duties /Responsibilities – This is going to vary depending on the activity. Below are examples of needs:

- SHIP Medicare Counselors
- SHIP Trained Representative to Work Health Fairs
- Dementia Friends Educator
- Fraud/Scam Specialist
- Legal Assistance

Qualifications & Preferred Skills

- High degree of patience, understanding & sensitivity
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Well-organized
- Discretion and confidentiality
- Positive and upbeat attitude
- Training in the specialized area you are volunteering

Germ Buster Volunteer

Contacts: Becky Brownfield, Business Manager

Time Commitment: Twice per month or as needed. Approximately 2-4 hours per month. Volunteers in this area would preferably work in the afternoon (after 1 pm) when there are less activities going on.

Duties /Responsibilities

- Follow a check list of tasks
- Wipe down/sanitize assigned areas
- Deep scrubbing and cleaning, at times, of items on the check list.

Qualifications & Preferred Skills

- Enjoy working either alone or with one other volunteer.
- Ability to work independently.
- Like to clean is a must!
- Ability to bend to reach places down low.

Support Group Reminder Calls Volunteer

Contacts: Becky Brownfield, Business Manager; Deanne Sanders, Coordinator of In-Home

Time Commitment: 1 hour (or less) a week; calls need to be made at least one day in advance of the support group. This can be done on-site at HCSS or remotely.

Duties /Responsibilities –

- Call individuals on a provided list and remind them of their upcoming support group.

Qualifications & Preferred Skills

- Ability to work independently.
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Well-organized
- Discretion and confidentiality
- Positive and upbeat attitude
- Ability to determine when information needs to be passed along to a staff member

Home Assistance Volunteer

Contacts: Deanne Sanders, Coordinator of In-Home Services and Information

Time Commitment: Varies depending on task – would be discussed on a case by case basis

Duties /Responsibilities –

- Assist with light sewing.
- Assist with basic home maintenance or repairs.
- Shovel snow
- Do yard work
- Window washing
- Possible other jobs as a need arises

Qualifications & Preferred Skills

- Ability to work independently.
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Discretion and confidentiality
- Positive and upbeat attitude

Other Requirements

- Knowledge of and ability of basic home maintenance and/or repairs.
- Recognize tasks that require a licensed professional or are beyond personal ability or skill.
- Ability to do seasonal yard work and/or shovel snow in the winter.
- Ability to do light sewing.

Facility Maintenance Volunteer

Contacts: Becky Brownfield, Business and Operations Manager

Time Commitment: Varies depending on task – would be discussed on a case by case basis

Duties /Responsibilities –

- Assist with basic maintenance and repairs.

Qualifications & Preferred Skills

- Ability to work independently.
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Discretion and confidentiality
- Positive and upbeat attitude

Other Requirements

- Knowledge of and ability of basic maintenance and/or repairs.
- Recognize tasks that require a licensed professional or are beyond personal ability or skill.

Seasonal Volunteer

Contacts: Becky Brownfield, Business and Operations Manager; Christa Miller, Activities Coordinator

Time Commitment: Varies depending on task – would be discussed on a case by case basis

Duties /Responsibilities

- Decorate for an upcoming holiday or party.
- Wrap Gifts
- Assist with the Christmas Cheer Program

Qualifications & Preferred Skills

- Ability to work independently or with a group of other volunteers
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Discretion and confidentiality
- Positive and upbeat attitude

Special Event Volunteer

Contacts: Christa Miller, Activities Coordinator

Time Commitment: Varies depending on task – would be discussed on a case by case basis

Duties /Responsibilities

- Help with event set-up and/or tear-down
- Stuff bags for events
- Check individuals in as they arrive
- Help individuals fill out blue forms (if needed)
- Help direct individuals to various areas of the event

Qualifications & Preferred Skills

- Ability to work independently or with a group of other volunteers
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Discretion and confidentiality
- Positive and upbeat attitude

Fundraiser Mailing Volunteer

Contacts: Helee Adkins, Resource Development Coordinator

Time Commitment: Varies depending on task – would be discussed on a case by case basis

Duties /Responsibilities

- Prep and fold letters
- Stuff envelopes
- Address and stamp envelopes
- Take them to the post office

Qualifications & Preferred Skills

- Ability to work independently or with a group of other volunteers
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Discretion and confidentiality
- Positive and upbeat attitude

Other Requirements

- Good penmanship

Phone a Friend Support Volunteer

Contacts: Dawn Mulkey, Information and Referral Advocate

Time Commitment: Can be set to your availability and desire based on the number of clients you sign up to phone.

Duties /Responsibilities –

- After being partnered up with a client, start making your phone calls to check in on them as needed.
- Learn about the client and be versed in speaking about things that the client is interested in talking about.
- Ask questions about the client's life.
- Listen, Listen, Listen!

Qualifications & Preferred Skills

- Genuinely have an interest in people.
- Enjoy talking on the phone.
- Ability to work independently
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Discretion and confidentiality
- Positive and upbeat attitude
- Ability to determine when information needs to be passed along to a staff member

Other Requirements

- Must be able to get involved on an appropriate level with the client(s) you call.
- Feel comfortable with ending a conversation that needs to be ended (due to length or content of the discussion).
- Feel at ease with maintaining the boundaries that are set up and that you set up for yourself in the position.
- Must be an excellent listener.

Friendly Visitor Volunteer

Contacts: Dawn Mulkey, Information and Referral Advocate

Time Commitment: Can be set to your availability and desire based on the number of clients you sign up to visit.

Duties /Responsibilities –

- After being partnered up with a client, visit the senior on a mutually agreed upon schedule, whether weekly, bi-weekly or monthly.
- Call in advance of visit to ensure that your visit will be well timed.
- Adhere to any commitments made.
- Learn about the client and be versed in speaking about things that the client is interested in talking about.
- Ask questions about the client's life.
- Listen, Listen, Listen!

Qualifications & Preferred Skills

- Genuinely have an interest in people.
- Ability to work independently
- Excellent communication skills
- Friendly and professional demeanor
- Dependable
- Discretion and confidentiality
- Positive and upbeat attitude
- Ability to determine when information needs to be passed along to a staff member

Other Requirements

- Must be able to get involved on an appropriate level with the client(s) you visit
- Feel comfortable with ending a visit that needs to be ended (due to length or content of the discussion).
- Feel at ease with maintaining the boundaries that are set up and that you set up for yourself in the position.
- Must be an excellent listener.

VOLUNTEER POLICES

Background Check

In order to ensure the safety and well-being of the clients, staff and other volunteers, HCSS requires that all prospective adult volunteers (anyone over 18) go through the background check process. Information obtained from a background check will be assessed in light of the nature and requirements of the volunteer position sought and will remain confidential.

Confidentiality

In the course of volunteering, volunteers may be in personal contact with senior clients or their personal information. All volunteers are required, as a condition of their volunteerism, to abide by the following confidentiality policy.

Volunteers shall observe, maintain and protect confidentiality of all HCSS clients. Please respect the confidentiality of all the information communicated to you or personally observed with regard to living conditions, financial status or anything else of a personal/private nature. You must not discuss clients' health or anything else of a personal/private nature with anyone other than appropriate Senior Services staff, and any disclosures should be on a "need to know" basis. Refrain from taking pictures of the clients or sending e-mail communications containing client or other confidential information.

Solicitation/Gifts

Seniors are a vulnerable population and are due our utmost respect. Never solicit clients for business purposes/private gain, and do not accept gifts from them (unless it is a "token" gift like a cookie, etc.).

Emergency Procedures

Should you encounter an emergency (i.e. senior has fallen, is hurt, ill, confused, etc):

- Do not attempt to lift or move the senior & stay with them until help arrives.
- If at HCSS, contact a Staff Member immediately (main line is 317-745-4303, if there is not a staff member in the area). If offsite, call 911 immediately.

Volunteer Rights/Responsibilities

As a volunteer, you are considered a member of the HCSS team. You have the right to receive a meaningful assignment, and appropriate orientation and training. You will be treated with respect and appreciation for your volunteer time. As a volunteer, what you do is a reflection on Hendricks County Senior Services, so we ask

you to adhere to appropriate standards of conduct while volunteering. We rely on our volunteers to help fulfill our mission. We value your input and welcome any suggestions for improvements to HCSS programs.

Attendance

Should you be unable to fulfill your volunteer commitment for any reason, we ask that you give as much notice as possible. Please contact the direct supervisor or call the main line at 317-745-4303.

Personal Health and Safety

Your health and safety are a high priority for us. It is important that you always use your best judgment regarding physical exertion and your personal comfort level. Examples of going beyond your abilities include, but are not limited to: lifting heavy items; not taking a break when you are tired; volunteering when you are sick; and doing a task that you are not comfortable doing or are not trained to do. If you are unable to perform an activity or feel uncomfortable performing a task at any time, please let your supervisor/point person know.

Inclement Weather Policy

Events may be cancelled in the event of extreme weather conditions. Cancellations are announced via Facebook and on an automated phone message at 317-745-4303 and on the local TV stations. Should weather make it impossible for you to report for any volunteer activity that may not be cancelled due to weather, please contact your supervisor or call the main line at 317-745-4303.

HENDRICKS COUNTY SENIOR SERVICES
VOLUNTEER APPLICATION

Thank you for your interest in volunteering at Hendricks County Senior Services! Our volunteers help us achieve our mission: to help older persons live with independence and dignity, with the best quality of life, in the home of their choice, for as long as possible.

Tell Us About Yourself:

Name: _____

Address: _____ Town: _____ Zip Code: _____

Email Address: _____ Phone _____

Current or Previous Occupation(s): _____

Current or Previous Volunteer Experience(s): _____

Education/Background: _____

Hours/Days of Week Available*: _____

**Hendricks County Senior Services is open Monday to Friday from 8am to 4pm. Evening and weekend opportunities may be available.*

Why are you interested in volunteering at HCSS? _____

List any additional information, special interests, or experiences you feel may be helpful to us in considering your application. _____

How did you hear about our program?

- From a friend/family member
- From a member of the Senior Center
- In the newspaper
- On the Internet/Online
- Other: _____

On the next page, please mark areas of interest.

Volunteer Signature

I certify that information/answers given herein are true and complete to the best of my knowledge.

Signed: _____ Date: _____

We consider applicants for all volunteer positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, sexual orientation, the presence of a non-job related medical condition or handicap, or any other legally protected status.

Please return the completed form by mail to:
Hendricks County Senior Services
P.O. Box 448
1201 Sycamore Lane
Danville, IN 46122

Or, email Becky Brownfield at bbrownfield@hcseniors.org

Thank You!

Website: www.hcseniors.org

Phone: 317-745-4303

Name: _____

Interests and Abilities:

Volunteers at Hendricks County Senior Services support our mission in a variety of ways. Please, tell us what skills, talents, interests and special abilities that you would like to share with seniors and our agency.

- Front Desk Administrative Volunteer
 - Answering phones, filing, mailings, giving tours
- Kitchen Volunteer
 - Picking up lunch or grocery store donations, serving lunch, hostess, dishwashing
- Food Pantry Volunteer
 - Packing food pantry bags, organizing food pantry donations, helping with the food pantry every other Tuesday morning.
- Germ Buster
 - Wiping down/sanitizing assigned areas weekly.
- Support Group Reminder Calls
 - Calling individuals on specific days to remind them of their upcoming support group. Can be done from home.
- Home Assistance
 - Flower Bed Clean-up, Lawncare, Clean Exterior Windows, Rake Leaves, Snow Removal
- Facility Maintenance
 - Gardening, Handyman jobs, Windows (inside/outside), Minor Repairs of Durable Medical Equipment
- Senior Center Activities
 - Fitness Center Attendant, craft leader, gardening, pet therapy, other special skills (dance instructor, musical entertainment, etc)
- Seasonal Volunteer
 - Decorate, wrap gifts, assist with Christmas Cheer
- Fundraising/Special Event Volunteer
 - Event set up or tear down, decorating, mailings, registration, photographer
- Special Training Required Volunteer
 - Tax Assistance, SHIP (Medicare Counselor), Dementia Friends Educator, Fraud/Scam Specialist

- Friendly Services
 - Phone Pal or Friendly Visitor

NOTICE REGARDING BACKGROUND INVESTIGATION

A consumer report (background screening report) and/or an investigative consumer report which may include information obtained through personal interviews concerning your character, employment history, general reputation, personal characteristics, police record, education, qualifications, motor vehicle record, mode of living, may be obtained in connection with your application for and/or continued employment, contract for services or volunteer services with HENDRICKS COUNTY SENIOR SERVICES. **A consumer report and/or an investigative consumer report may be obtained at any time during the application process or during your employment, contract for services or volunteer services with HENDRICKS COUNTY SENIOR SERVICES.** You have the right, upon written request made within a reasonable time after receipt of this notice, to request disclosure of the nature and scope of any investigative consumer report. Please be advised that the nature and scope of the most common form of investigative consumer report obtained with regard to applicants for employment is an investigation into your education and/or employment history conducted by Safe Hiring Solutions LLC, P.O. Box 295, Danville, IN 46122 888-215-8296.

AUTHORIZATION

By signing below, I, _____, hereby voluntarily authorize HENDRICKS COUNTY SENIOR SERVICES to obtain either a consumer or an investigative consumer report about me from a consumer reporting agency and to consider this information when making decisions regarding my application for and/or continued employment, contract for services or volunteer services at HENDRICKS COUNTY SENIOR SERVICES. I understand that I have rights under the Fair Credit Reporting Act; including rights discussed above, and have received a Summary of My Rights Under the FCRA. This report may be delivered in either written or electronic form.

Print Name (last, first, middle)

Social Security Number

Date of Birth (MM/DD/YYYY)
(For ID Purposes Only)

Driver's License Number

Driver;s License State

Any other names I have been known by: _____

Current Address: _____

Previous Addresses (Last 7 Years) _____

Signature

Date

Check for CA, MN or OK applicants only, if you would like to receive a copy of the consumer report if one is obtained

Hendricks County Senior Services Financial Code of Conduct

The recent state of business scandals has focused attention on the importance of a well-developed and communicated code of conduct in promoting a culture of honesty and ethical behavior and deterring unethical business activity. To be effective, a code of conduct must be well communicated to, and understood by, those expected to adhere to it. The code of conduct should be presented to Hendricks County Senior Services, Inc. personnel and periodic training sessions conducted to ensure that employees remain aware of the code and understand its implications for their behavior.

Hendricks County Senior Services, Inc. is committed to the highest possible ethical standards and we encourage everyone associated with our organization to commit to acting in the best interest of the agency and its mission.

Our mission demands that we, Board Members, staff and volunteers, as stewards of our mission, uphold the public trust and act in an ethical manner in all that we do in the name of Hendricks County Senior Services, Inc. These ethical values include integrity, openness, honesty, accountability, fairness, respect and responsibility.

As a public charity, we rely on the public for funding and volunteer support, which is critical to the success of our mission. The public trusts us to carry out our stated mission and to act in the best interests of Hendricks County Senior Services, Inc. If we abuse the public trust, our ability to fulfill our mission is severely weakened. Therefore, it is critical that we operate in a manner that is above reproach in all aspects, including governance, fundraising, mission operations, legal matters and human resources.

As a public charity we are committed to:

- Acting responsibly and with integrity.
- Following not just the letter of the law, but the spirit of the law as well.
- Promoting financial accountability, transparency, and best governance practices.
- Respecting the wide variety of people who support our mission through donations of their time, talent and money.
- Being responsible stewards of Hendricks County Senior Services, Inc., its mission, reputation and resources.
- Being open and honest in all of our dealings with both internal and external audiences.

This Code of Conduct applies to all staff members, the Board of Directors and Volunteers.

Signature

Date