



# Saskatoon Council on Aging

## *“Positive Aging for All”*

*Promoting dignity, health and independence of older adults through programs, services, education and awareness.*

# VOLUNTEER HANDBOOK

Updated February 2015

Welcome to SCOA!



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# Welcome to SCOA

*Positive Aging for All!*

Welcome to the Saskatoon Council on Aging! We are very excited to have you volunteer with our organization. In this manual you will learn about SCOA, the roles volunteers play in our organization, and some of the expectations we have for our volunteers. If you have any questions, please contact us at 306-652-2255. We look forward to working with you as we strive towards our vision of 'Positive Aging for All!'



# About SCOA

- ❑ The Saskatoon Council on Aging, Inc. is operated by a Board of volunteers, the majority of whom are older adults. We are a non-profit, community-based organization dedicated to promoting the dignity, health and independence of older adults through programs, services, education, and awareness.
- ❑ The Saskatoon Council on Aging has two main functions: operating a Resource Walk-in Centre to enhance the quality of life for older adults, and working with local agencies to develop projects useful to older adults in our community.

SCOA began operations in 1991 when interested seniors formed a board to establish the Resource Centre and work on projects of interest to older adults.

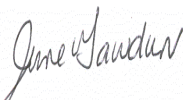
# A Message from our Executive Director

The Saskatoon Council on Aging envisions an environment in Saskatchewan that addresses the widespread prejudices of ageism, enhances the age-friendliness of communities, enables healthy, positive aging and supports the well-being of seniors across the province. The expertise and commitment of volunteers add strength in advancing the many initiatives within which SCOA is currently engaged, promoting future strategic directions and contributing to building a caring community

A board of volunteers, the majority of whom are older adults, and a team of over 160 volunteers and a small staff operate the Saskatoon Council on Aging Inc., a non-profit, community based, voluntary organization that is dedicated to the promotion of dignity, health, and independence of older adults through programs, services, awareness, and education. Either alone or in partnership, SCOA provides the leadership necessary to initiate, implement, and evaluate projects that anticipate and respond to the needs of older adults in our community.

The Saskatoon Council on Aging offers a multiplicity of programs and services in response to age-related needs in the community. It operates a [Resource Walk-in Centre](#) designed to support and enable older people to access education and other services that enhance their quality of life. The Resource Centre also provides education and support to caregivers and others who are looking for related information or services. We hope that the attached information provides you with an understanding of the structure of SCOA and the various types of volunteer positions that you may be interested in. If you have any questions, please do not hesitate to contact either one of us.

Yours sincerely,



June Gawdun

Executive Director, SCOA

# Mission and Vision Statements

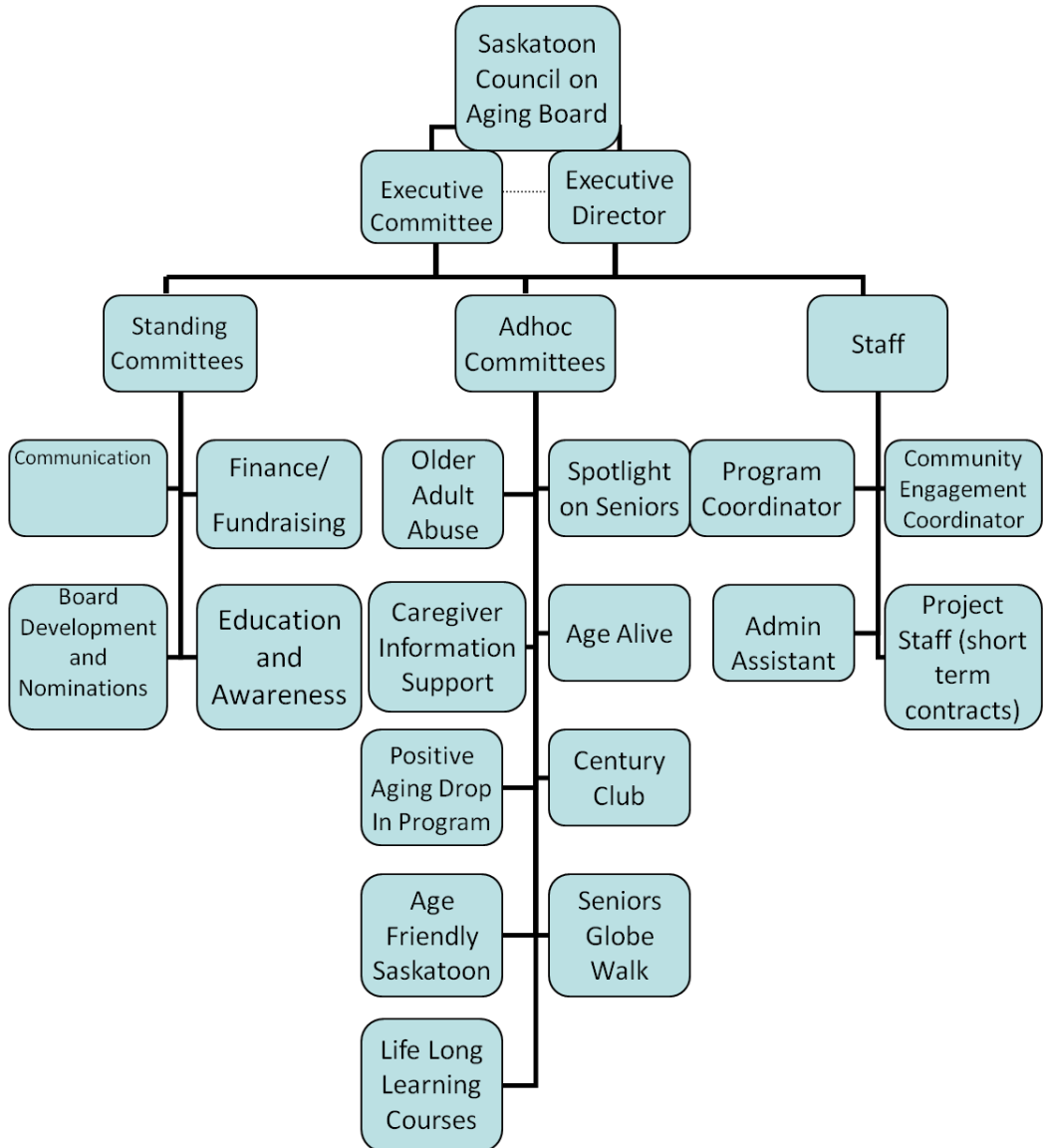
- **Mission** - *To promote dignity, health and independence of older adults through programs, services, education, and awareness.*
  - The Saskatoon Council on Aging is a community based organization dedicated to promoting positive aging for all members of our community. We strive to achieve our mission by providing programs and services to promote dignity, health and independence of older adults.
- **Vision** – *Positive Aging for all*
  - The Saskatoon Council on Aging envisions an environment in Saskatchewan that addresses the widespread prejudices of ageism, enhances the age-friendliness of our communities, enables healthy, positive aging and supports the well-being of older adults across the province.

# Values, Beliefs and Guiding Principles of SCOA

- ❖ **Dignity** – SCOA strives to promote dignity of older adults through the active community involvement and contribution, sense of belonging, and integration. Through the involvement in the community older adults have the opportunity to preserve their self-worth and preserve an active role in our society
- ❖ **Health** – SCOA is committed to providing services, programs and education to our clientele to increase well-being of older adults and informal care givers.
- ❖ **Community Leadership** – SCOA is committed to serving our community and being the leading organization in identifying opportunities, initiating, implementing and evaluating projects useful to older adults in the community. SCOA provides education, mentorship, employment, partnership, policy direction, programs and services and opportunity for volunteer experience.
- ❖ **Awareness** – SCOA is a strong advocate on issues related to the promotion of health, dignity and independence of older adults.
- ❖ **Education** – SCOA is committed to promoting lifelong learning of older adults. Furthermore, we are committed to promoting the community awareness about the critical issues affecting older adults.
- ❖ **Partnership** – SCOA believes that our work is most effective when it is an integral part of the community and is carried out through building productive co-operations, collaboration and extensive networks with the partners in our community.
- ❖ **Accountability** – The targeted services and programs of SCOA are delivered with the assurance of high quality, in response to the needs and interests of older adults.
- ❖ **Diversity** – The services and programs of SCOA are tailored to serve the diverse older adult population in our community.



# SCOA's Organizational Chart



# Services and Programs

## RESOURCE CENTRE

Information referrals, library, pamphlet resources of interest to older adults. Open weekdays 8:30am-4:30pm.

## POSITIVE AGING DROP IN PROGRAM

Offered on the 3<sup>rd</sup> Thursday of the month at Lawson Civic Centre and the 4<sup>th</sup> Monday of the month at the Saskatoon Field House. Free program that offers blood pressure checks by retired nurses, a presentation, and refreshments.

## LIFELONG LEARNING COURSES

Technology courses on topics such as iPad, iPhone, Skype and Facebook available. Watercolour and Acrylic Art Classes are offered throughout the year. We also offer men's cooking classes, women's life skills courses, and many educational workshops!



# Services and Programs

## **PUBLICATIONS**

Coming of Age newsletter distributed three times a year.  
Directory of Services and Activities For Older Adults available for pickup.

## **SPEAKERS BUREAU**

Volunteers are available to speak to community groups and agencies about the Council on Aging

## **VOLUNTEER OPPORTUNITIES**

Interesting work is available to volunteers year round

## **ELEMENTARY SCHOOL PARTNERSHIP**

Students and older adults interact to help build intergenerational relationships.

## **SPOTLIGHT ON SENIORS**

Annual event celebrating the contributions of older adults to the community. Includes, entertainment, booths, and educational speakers



# Services and Programs

## **OLDER ADULT ABUSE TASK FORCE**

Identifying unmet needs to address the problem of older adult abuse in Saskatchewan

## **CENTURY CLUB**

Saskatoon Branch of the Club was formed for seniors who have reached the age of 90+ who are determined to live a full, active life to age 100 and beyond. Includes various outing and activities offered throughout the year



## **MEMBERSHIP**

Membership is Free! Members receive the Coming of Age Newsletter three times a year and vote at the Annual General Meeting!

## **CAREGIVER INFORMATION & SUPPORT**

Telephone referral of information and compassionate listening, Caregiver support and education through Forums, Individual counselling and support group referrals for caregivers

# The Impact of Volunteers

- ❑ **Volunteers are the lifeblood of SCOA**
- ❑ *There are currently over 2000 members of SCOA, many of whom benefit directly from our volunteers*
- ❑ *All of our committees and programs are run by volunteers*
- ❑ *Volunteers contribute to older adults in our community through education, programs, and services.*



# Volunteer Roles at SCOA

- **Social** – Organize social functions for volunteers and special events
- **Membership** – Update our membership lists
- **Resource Centre Assistant** - Provide clerical assistance and reception coverage
- **Communications** – Determine SCOA’s communication strategy, create and distribute *Coming of Age* newsletter and bulk mail outs
- **Speakers Bureau** – Provide presentations to community agencies
- **Blood Pressure** – Assist with free blood pressure clinic at the Positive Aging Drop in Program
- **Technology/Computers** – Assist with teaching technology workshops and/or computer courses
- **Finance Committee** – Seek out funding for Council’s services and projects through grants
- **Fundraising Committee** – Organize events to raise funds for SCOA

# Volunteer Roles

## Cont'd

- **Positive Aging Drop In Program for Seniors**
  - Plan free activities; provide event set up/take down
- **Council's Board of Directors** - Assist in operations of the Council's activities
- **Century Club Committee** – Assist in organizing events for the Century Club
- **Caregiver Committee** – Provide direction and support for the Caregiver information and support program
- **Education and Awareness** – awareness on issues related to the promotion of health, dignity, and independence of older adults
- **Older Adult Abuse Task Force** – Provide education, awareness, and community response about older adult abuse.
- **Age-Friendly Saskatoon Initiative Steering Committee** – provide direction for SCOA's Age-Friendly Saskatoon Initiative

# Expectations of Volunteers

- ❑ To act in the best interests of the SCOA and our clients at all times
- ❑ To act honestly and in good faith
- ❑ That any knowledge gained as a result of my position will remain in strictest confidence
- ❑ To respect the confidentiality of information about the SCOA and SCOA clients
- ❑ To exercise due care to ensure that any information I may give to others in the course of my duties as a volunteer or otherwise is information that is required to be given and is given to a party entitled to receive such information.
- ❑ To not discuss any of the confidential aspects of my work with the media.
- ❑ To attend all scheduled volunteer times I have committed to unless unforeseen circumstances prevent me from doing so
- ❑ To advise the Volunteer Coordinator, as soon as possible, if I am unable to attend a scheduled time
- ❑ Not to disclose or make for personal use, at any time, any information belonging to the SCOA, of which I know that SCOA considers confidential. Confidential information includes, for example, information about a client's health or financial information.
- ❑ Not to provide counseling to SCOA clients or callers to the Resource Centre as SCOA acts as an information/referral agency only



# What you can expect from SCOA

- An orientation to your volunteer position and our organization
- You will be given the necessary training to fulfill your volunteer duties
- A respectful and safe environment
- Recognition for your valued contributions to SCOA
- Ongoing communication with SCOA staff regarding your volunteer experience
- Professional Development Opportunities
  - Learn new skills and be challenged
  - Courses available at a discount
- Meeting new people at programs, special events, and volunteer socials!
- Learning about community resources for older adults
- Contribute to the vision of positive aging for all!

# Parking at SCOA

- SCOA clients and volunteers are welcome to park **for free** in the Saskatoon Field House parking lots!





Thank you for volunteering!

“We make a living by what we get, we  
make a life by what we give”

- Sir Winston Churchill



*Promoting Dignity, Health, and  
Independence of older adults  
through programs, services,  
education and awareness.*

Saskatoon Council on Aging

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