

Hanover Township Officials

Brian P. McGuire, Supervisor
Katy Dolan Baumer, Clerk
Thomas S. Smogolski, Assessor
P. Craig Ochoa, Highway Commissioner
Mary Alice Benoit, Trustee
Craig Essick, Trustee
Steve Caramelli, Trustee
Howard Krick, Trustee

Senior Services
240 South Illinois Rt. 59
Bartlett, Illinois 60103
www.hanover-township.org
Phone: 630-483-5600
Fax: 630-483-5690

Office Hours: 8:30 A.M.—4:30 P.M.
Saturdays: 8:30 A.M.—12:30 P.M.



Volunteer Handbook

2015



Termination

A volunteer may choose to leave their position at any time. Volunteers are assigned for a set period of time. If a volunteer should need to resign his/her volunteer position, the volunteer coordinator should be notified as well as his or her support person. Volunteers are asked to give at least one week notice when terminating their volunteer service. Volunteers are also asked to go through an exit interview upon termination. The exit interview is an opportunity for the volunteer to state reasons for leaving and for the agency to learn other volunteer concerns.

The following are considered performance problems and are not acceptable:

- Conducting personal business during your shift.
- Excessive personal telephone use.
- Littering or otherwise creating unsanitary conditions.
- Safety violations.
- Tardiness for your shift.
- Unauthorized operation of equipment.
- Unfriendly or uncooperative attitude in dealing with clients, staff members, or volunteers.
- Unsatisfactory work performance.
- Waste, misuse or damage of property.

Volunteer Dismissal

Volunteers may be dismissed for failure to comply with policies and procedures of Hanover Township. Volunteers may discuss reasons for dismissal with support person or volunteer coordinator. Prior to the dismissal the support person and volunteer coordinator must agree to the dismissal. Instead of dismissal the volunteer coordinator may recommend a probationary period to develop corrective methods.

Volunteer Position

This is an unpaid position. For certain positions, there is reimbursement for driving done as part of the volunteer position (Volunteer Express, MOW, etc.) Any items needed for volunteer work must be approved by the Volunteer Coordinator before they are purchased; receipts must be submitted for reimbursement.

Last updated April 30, 2015

Placement

Applicants may select the skills they would like to utilize and the positions that are of most interest to them. The Volunteer Coordinator will work with the applicant to select the best possible match for the volunteer's skills and interests.

Recognition

The Township strives to recognize all volunteers.

Reporting Hours

Thanks to a grant from AgeOptions we are the only Township Senior Center in Illinois to use the My Senior Center software! This new technology allows us to track volunteer hours, participation in groups and alert people to new opportunities. Each participant receives a key tag, like the one from Jewel or Dominick's, that is tied to an individual. We ask that you use it every time you come in to volunteer or attend a class or event at the Senior Center.

Smoking

In the interest of promoting health and safety, the Township has enacted a smoke free policy which applies to all Township buildings and facilities (including rest rooms). Smoking is prohibited on all Township property and within any Township vehicle. The use of smoking materials refers to the lighting and smoking of cigarettes, cigars, pipes, or other similar items. This prohibition also extends to the use of smoke-free tobacco products such as chewing tobacco. Disregard for this policy may subject the volunteer to disciplinary action.

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"I enjoy talking to and helping others. I like to learn different things. I feel connected to the Senior Center and I feel good about helping out. Puedo ayudar la gente latina que no entiende el idioma.

-Rocio, Volunteer



Knit and Crochet Club with booties, hats and blankets for newborns at Sherman Hospital

Letter from the Director

Welcome to Hanover Township Senior Services!

Each year we have thousands of residents involved in programs—including art, exercise, language, and computer classes, organized lunches, congregate meal programs—and people who need assistance through the Social Service department, as well as those who rely on our transportation services.

None of this would be possible without the support of a dedicated volunteer base. Over 200 people contribute their time and energy to the Senior Center. These generous community members collectively gave 18,167.75 hours in 2010. We are excited by the continued growth of the volunteer program, starting in 1990 with 20 volunteers to the numbers that you see today.

Our goal is to create efficient, effective and sustainable programming for the residents of Hanover Township. Volunteers are an integral part of this as we work to increase the services offered while operating within difficult economic times. I hope you will find great satisfaction in your work; thank you for your commitment!

I look forward to seeing you around the Center!



Tracey Colagrossi
Director
Hanover Township Senior Services
630-483-5671
tcolagrossi@hanover-township.org

Emergencies continued

Call the client's doctor or your support person for consultation if the client is:

- Much more confused than usual.
- Having extreme unexplained behavioral change.
 - Unable to speak clearly
 - Having sudden one-sided weakness
 - Bleeding (apply immediate pressure to wound)
 - Having unusual extreme pain.

Grievances

Paid and volunteer staff members should make every attempt to reach a solution at the appropriate level, involving a minimal number of fellow staff members. You will not be subject to reprisal for filing a grievance or for participation in the grievance procedure. If, after exhausting other means to address your concerns you wish to file a grievance, please contact our volunteer coordinator for details and procedures. Note: Grounds for grievances may include the violation of policies, unfair situations where no policies exist, and unfair or discriminatory policies.

Harassment

All people have a right to utilize the space and services of Hanover Township. The Township is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, the Township will not tolerate harassment of Township employees by anyone, including any manager, administrator, official, co-worker, vendor, client, or guest of the Township or any third party. Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as sex, color, race, religion, national origin, age, physical or mental disability or other protected group status.



Intergenerational programming: playing Bingo with a Girl Scout Troop, 2011

“As a new resident, I decided to volunteer to become part of the community and meet people.”
-Roberta, Volunteer



Volunteers completing a mailing for the Township Assessor's Office

Emergencies

Emergencies don't happen very often but when they do it is important to act calmly, quickly, and properly. 911 should always be dialed before calling staff. Staff are on hand during business hours; a cell phone from the Township will be provided for Trip Escorts; Volunteer Drivers will provide their own.

Dial 911 for any fire, police or medical emergency.

Evaluating an emergency may be more difficult, but here are some general guidelines.

Call an ambulance if the client is:

- Unconscious
- Unable to stand (when they usually can)
- Unable to breathe
- Vomiting blood.

Hanover Township

Hanover Township Mission Statement

Hanover Township is committed to provide an array of quality, cost effective, community based services; and to acting as a dynamic and responsive organization that delivers services in a responsible and respectful manner.



Hanover Township Senior Services Mission Statement

With respect, innovation and a dedication to excellence, Senior Services is committed to facilitating programs and services that promote independence, a sense of community, and well being for mature adults in Hanover Township.

History

The Hanover Township Senior Center was dedicated on April 2, 2005. It is a visible symbol of the support that the Hanover Township community has for its elders. A senior tax referendum, "Support Our Seniors" was passed in November 2002 thanks to our seniors whose dedication and hard work incited its passage. The referendum allowed for the construction and maintenance of a new senior center. The center benefits all adults, age 55 and over, who live in Hanover Township.

Volunteer Program Purpose

At Hanover Township Senior Center we strive to provide reliable support to the staff in order to better serve the community with effective and efficient programming. We support the Senior Services Mission Statement by offering opportunities for growth and giving back; a welcoming atmosphere that creates a sense of belonging; an additional support system; and contributing to the greater good.

Volunteer Policies

Age

Volunteers must be 16 or older; under the age of 18 a volunteer must have a parent or guardian sign the waiver. Meals-on-Wheels and Volunteer Express drivers must be over the age of 21.

Americans with Disabilities Act

Hanover Township Senior Services welcomes volunteers with disabilities. Senior Services complies with the Americans with Disabilities Act. Please contact the Volunteer Coordinator if you have special requirements so we may accommodate your needs.

Attire

Dress is business casual. Please refrain from wearing articles that include offensive statements or that is revealing.

Confidentiality

State law requires that you respect the confidence and privacy of clients. You are asked to sign a statement to that effect. You may talk about the agency and your position, but you are never allowed to use a client's name or share personal and identifying information about them.

Discrimination

It is the policy of this agency that there will be no discrimination or harassment in its programs, activities or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, or veteran status. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to the Volunteer Coordinator.

Drugs and Alcohol

The Township is a public agency and has the responsibility to uphold the public trust and maintain a positive image. The impairing influence of drugs and alcohol is inconsistent with that objective; therefore, the Township prohibits employees and volunteers from using, possessing and buying drugs and alcohol on site.

Volunteers stuffed Spring Baskets for area youth in collaboration with General Assistance.



General Information

Hanover Township Senior Services
 240 S. IL Route 59
 Bartlett, IL 60103
 (630) 483-5600

Senior Center Contacts

Tracey Colagrossi, Director
 Megan Conway, Social Service Manager
 Florie Sposito, Administrative Assistant
 Sue Baptist, Visual Arts Instructor
 Mimi Krall, Visual Arts Instructor
 Dan Kupkowski, Computer Instructor
 Sarah Adelpia, Programming Specialist
 Kristine Cable, Program Manager
 Linda Steininger, Transportation Manager
 Lisa Slowik, Nutrition Coordinator/ Head Chef
 Jennifer Bushe, Social Services Specialist
 Amy Seul, Social Services Specialist
 Diana Mondragon, Social Services Specialist
 Jenny Mantis, C-Hope Therapist
 Devora Murillo, Volunteer and Program Coordinator
 Char Kampfranz, Dial A Bus Dispatcher
 Char Thomason, Receptionist
 Nicole Rivera, Saturday Receptionist



I enjoy being with all the seniors—making a contribution with them in various activities and functions at the Center. It is a heartwarming experience. I've been busy my whole life and involved in a lot of activities. Continuing that is important to me. If I put a smile on anyone's face, it makes me happy."
 Kathleen, Volunteer

Streamwood Parade Float with Supervisor Brian McGuire
There's no Business Like Senior Business



Way, Way, Way Off Broadway Variety Show, 2011
Boogie Woogie Bugle Boy

In case of emergencies please call 911

Senior Center Hours

Monday, Wednesday, Friday 8:30 A.M. – 4:30 P.M.
 Tuesday, Thursday 8:30 A.M. – 8:00 P.M.
 Saturday 8:30 A.M. – 12:30 P.M.
 Sunday Closed

Holidays and Early Closing Days

New Years Day	January 1
M. L. King Birthday	Third Monday January
Presidents' Day	Third Monday February
Memorial Day	Last Monday May
Independence Day	July 4
Labor Day	First Monday September
Veterans Day	November 11
Thanksgiving	Fourth Thursday and Friday November
Christmas Day	December 25
New Year's Eve	December 31

Meeting Dates

Board Meetings, 7:00 PM

2nd and 4th Tuesday of every month at the Senior Center.

Senior Committee, 9:00 AM

2nd Monday of every month at the Senior Center.



Volunteer Guidelines

Volunteer Rights

As a Volunteer you have the right to:

- be treated respectfully by Senior Services staff and recognized as an essential part of the team;
- be provided orientation, training, support, supervision, and evaluation;
- have a clear understanding of the position including duties, responsibilities, expectations, and time commitment required;
- turn down (say no) to extra volunteer hours above and beyond your commitment and not be concerned of negative repercussions;
- receive support and recognition from staff, fellow volunteers and Township Officials.

Volunteer Responsibilities

Volunteers are an incredible support to the staff and services of the Senior Center. We hope that each volunteer feels appreciated and knows each time they are here what an extraordinary contribution they are making. Because of the expectations from the Senior Center, we ask that as a Volunteer you have the responsibility to

- uphold the mission of the Senior Center and the Township
- report on time for your volunteer assignments; call in advance if you are ill or otherwise unable to report for your assignment
- treat others with dignity and compassion
- be sincere in the offer of service and believe in the value of the job to be done
- willingness to learn new tasks and accommodate changes.

All volunteers are asked to sign an agreement before they begin.

Benefits of Volunteering

Many of our volunteers tell you that their biggest reward comes from helping others. At Hanover Township we hope that you see the breadth of benefits:

- An opportunity to brush up or refine your current skill set;
- Receive assistance in finding the ideal spot for you;
- Meet new people, develop new skills, and discover new ones;
- Share your knowledge, wisdom and experience;
- Enjoy the pleasures that come with helping others;
- Remain an active and vital member of the community;
- Support the Hanover Township Senior Services staff;
- Receive recognition for your services to the community.

“Retirement is not
a death sentence.”
Roberta, Volunteer



Positive Action sewing pillowcase dresses
for young girls in Africa, August 2011



Way, Way,
Way Off
Broadway
Variety
Show, 2011

Building Information

Bulletin Boards

Information pertinent to volunteering and new opportunities are periodically posted on the Volunteer Center bulletin board located outside the Volunteer office. Please feel free to bring in fliers; all fliers must be staff approved.

Lost and Found

Lost and found articles are returned to and held behind the front desk.

Parking

Volunteers may park in any parking lot space. We ask that the handicapped spaces be allotted to those with handicapped placards and please do not park on the yellow lines adjacent to the handicap parking spaces; Meals-on-Wheels drivers also have reserved spaces for the mornings. Please do not park in loading areas. Overflow parking is available in the Administration Building in the adjacent lot to the South of the Senior Center.

Bicycle parking is available next to the west and east entrances.

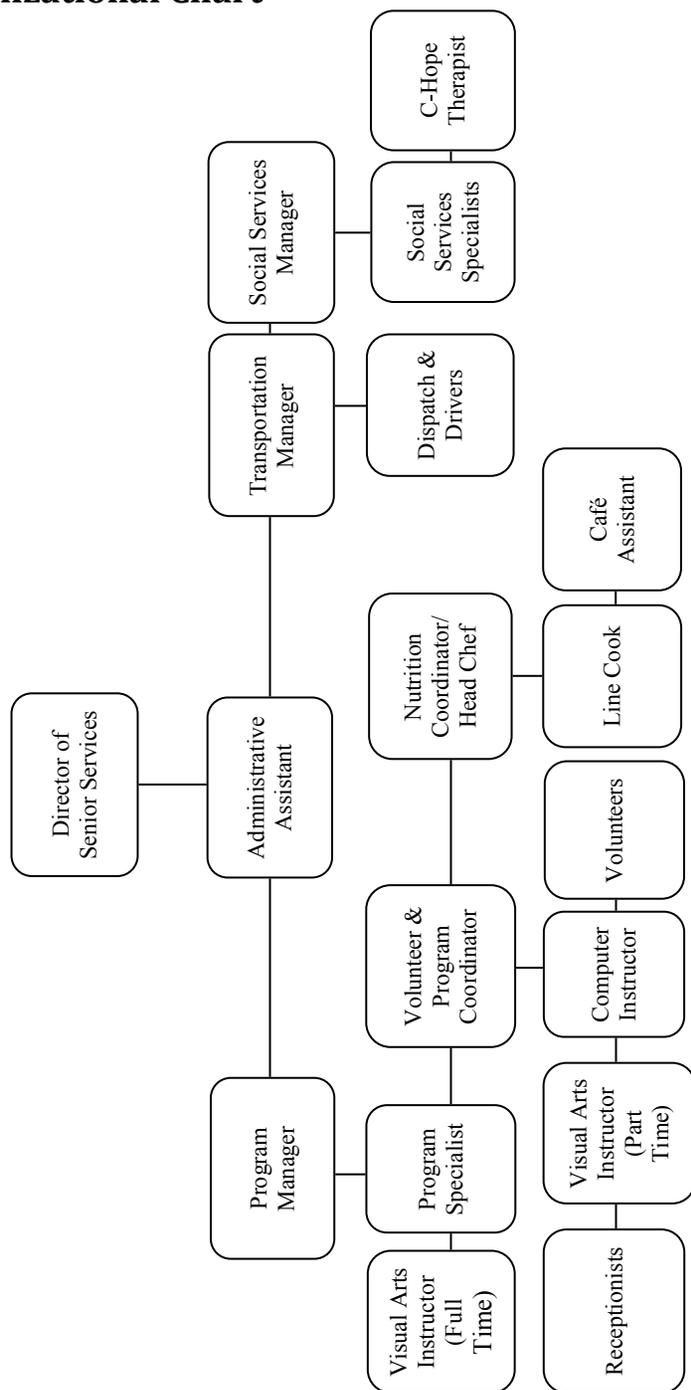
Personal Belongings

You may store your personal belongings in the closet at the front of the building while you volunteer. Hanover Township cannot be responsible for loss of personal property

Restrooms

The restrooms are available in three locations in the center. The largest facility is located behind the receptionist desk, just before the staff offices. There is a single bathroom at the south end of the building by the Library and one is located off of the Dining Room. All restroom facilities are handicapped accessible. State law requires you to wash your hands before returning to duty.

Organizational Chart



Volunteer Overview

Goals of Volunteer Program

- We strive to support the staff and overall programming at the Senior Center.
- Engage seniors and community members, encouraging investment within the community.
- We recognize that it is an opportunity to meet new people and make connections, creating a sustainable, supportive environment.

Orientation and Training

Participatory Training

Activity Aide	Positive Action
Check-in	Program Committee
Card and Game Club Secretary	Senior Committee
Fundraising Committee	Silver Belles Choral Group
Holiday Show Work Group	Special Events Volunteer
Kitchen Worker	Volunteer Work Group

Advanced Training (background checks may be required)

Lending Closet
 Meals-on-Wheels driver
 Volunteer Express driver
 Tax Aide Volunteer

Intensive Training (background checks required)

Auxiliary Staff
Clerical Associate: Receptionist Aide, Social Service Assistant
Enrichment Associate: Trip Escort, Class Instructor
Media Associate: Videographer, Photographer, Web Designer
Social Services Associate: Medicare Counselor, Circuit Breaker Aide

Nutrition

Hanover Township's Stars-N-Stripes Café provides nutritionally complete meals to our senior residents.

Café hours:

- Monday—Friday
 - 11:00 A.M. - 1:00 P.M.

Suggested Donation:

- \$4.00 - ages 60 +
- \$6.00 - ages 59 and under

Special Lunches:

The Stars-N-Stripes Café offers a variety of special lunches on a weekly basis. These lunches can be found in the latest copy of Club 59 and do require pre-registration. These meals include either a special dessert, or activity with your meal.



Senior Services: Areas of Service

Programming

Recreational Opportunities

We promote active aging and offer a wide variety of options:

- Trips to the theater, museums, and casinos
- Lunch Bunch—a new restaurant to try each month!
- Overnight adventures
- Holiday and theme parties
- Art, ceramics, and crafts classes
- Computer classes
- Exercise classes such as Zumba Gold, Yoga and Line Dancing
- Silver Belles Choral Group
- Cards, knitting, Bingo, movies and much more!

Senior Services Committee

- An advisory committee to the Hanover Township Supervisor and Board of Trustees
- Meetings are held the second Monday of the month at 3:00 P.M. in the Senior Center.

Library Services

- Through a cooperative effort between Poplar Creek Public Library and Hanover Township, large print books are conveniently located for free check-out in the Senior Center.

Senior Safety

- Hanover Township and local police departments are committed to senior safety with the Triad Cooperative Agreement, Cook County Sheriff's, S.A.L.T. programs, and Silver Beat.

Ye Old Gift Shoppe

- Open during Senior Center hours
- Operated by volunteers
- Unique gifts and collectibles priced attractively
- Fundraising efforts support our services.

Transportation

Hanover Township Dial-A-Bus

- Residents, age 55+ or 18 with disabilities
- A one-way ride is a \$1 donation
- Monday—Friday, 8:00 A.M.—3:30 P.M.
- Saturday 8:30 A.M.—12:30 P.M. to/from Senior Center only
- Access to TRIP
 - For medical purposes only
 - Travel across 5 Township Borders
 - Stroger Cook County and Hines Hospitals—Tuesday and Fridays only
 - \$5.00 per Township line crossed; maximum \$10.00 one-way
 - Call 630-483-5656 to register.

RTA Program

- Hanover Township Senior Center is an RTA Site for the Senior Ride Free Program and Reduced Fare for individuals with disabilities.
- Staff will take the picture for you for a \$2.00 fee and applications are mailed out weekly. Residents receive their pass within 4-5 weeks.
- Beginning September 1st, 2011, the Ride Free program will be limited to people enrolled with Circuit Breaker.

Volunteer Express

- Residents, age 55+ or 18 with disabilities
- Volunteer drivers will take riders to their desired destinations, free of charge to the rider
- Riders must register with Dial-A-Bus first
- This program is intended for overflow from Dial-A-Bus.

Social Services

Our Social Services staff assists Hanover Township residents with many programs and links them with services to promote independence and a sense of well-being.

Pharmaceutical Assistance

- Circuit Breaker/Illinois Cares Rx
- Discount Programs

Public Aid Programs

- Medicaid
- Food Stamps/LINK
- Medicare Savings Program

Health Insurance

- Medicare
- Medicaid
- Access to Care
- Information on Medicare Supplemental Plans
- Health Benefits for Workers with Disabilities
- Veterans Care

C-HOPE

- Individual counseling and psychiatry appointments

Energy Assistance Programs

- LIHEAP (Low Income Home Energy Assistance Program)
- Weatherization
- Site for CEA REACH Program (Individual Case Management for budgeting utility bills)

Senior Will Program

- Free will-related consultation with a lawyer

Lending Closet

- Medical equipment available on loan for a refundable deposit