



HARWICH COMMUNITY CENTER

VOLUNTEER HANDBOOK





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*THANK YOU for choosing to volunteer with the
Harwich Community Center!*

Welcome!

Dear Volunteer,

Welcome to the Harwich Community Center! We are excited and honored that you are exploring the volunteer opportunities in our building. Our volunteers provide many of the greatest services to our community.

There are a myriad of ways that people can volunteer here at the Center.

When you volunteer here, your energy and efforts will have an impact on peoples' lives and within our community. So take a minute and get to know us and let us get to know you.

"The heart of a volunteer is never measured in size, but by the depth of the commitment to make a difference in the lives of others."

- Dean Hollis

Please know you have already made a difference in mine.

Thank you, and I can't wait to work together.

Carolyn Carey

Director

Harwich Community Center



Purpose of Handbook

This Handbook is intended to provide you with an understanding of the mission of the Harwich Community Center. It also describes the programs, assignments, and responsibilities of the volunteers.

Mission

The mission of the Harwich Community Center is to provide facilities to engage in recreational, social, educational, cultural, community service, civic and governmental activities. The Center provides opportunities for persons of all ages to participate in a wide range of programs that educate and stimulate the public, enhance self-confidence, and promote mental and physical health.

Building Hours of Operation

Monday	6AM-6PM
Tuesday – Friday	6AM-9PM
Saturday	8AM-4PM
<i>~ Closed on Sundays & major holidays ~</i>	

Volunteer Assignments

A. Reception Desk Clerk:

- ◆ Greeter
- ◆ Opening/Closing Building
- ◆ Managing Daily Cash
- ◆ Scheduling Room Reservations
- ◆ Use of Fax/Copy Machine
- ◆ Replenishing Copy Machine Supplies
- ◆ Reproducing Informational Pamphlets
- ◆ Passport Appointment Reminders
- ◆ Sell and Promote Apparel
- ◆ Answering Phone inquiries



Volunteer Assignments

B. Managing the Fitness Rooms:

Monthly memberships are available for \$15. The fitness room is available to Harwich residents with a membership and to Silver Sneakers members. Proof of residency or a Silver Sneakers membership card must be provided to sign up.

Weight Room Hours

Monday	6AM-5:45PM
Tuesday – Friday	6AM-8PM
Saturday	8AM-3:45PM

Closed on Sundays

- ◆ Sign Up New Gym Members
- ◆ Update Existing Memberships
- ◆ Processing Membership Payments
- ◆ Cleaning Equipment
- ◆ Placing Service Requests for Weight Room Equipment

C. Administrative Support

- ◆ Newsletter: i.e. New Topics and Authors
- ◆ Website Support
- ◆ Filing
- ◆ Organizing

D. Special Events:

We are seeking volunteers for our many fun projects throughout the year. Whether you have a special talent, a special interest or a desire to make new connections in the community, we would love your help. Responsibilities include organizing and setting up. Examples of events are presented below.

- ◆ Activities during Building's Birthday Month (February)
- ◆ Egg Hunt
- ◆ Holidays
- ◆ School vacation projects
- ◆ Halloween
- ◆ Try It, You Might Like It (free classes)
- ◆ Yard Sale
- ◆ Other



Council on Aging Volunteer Opportunities

There are a number of different volunteer opportunities available through the Council on Aging, and they are always in need of extra help for the following:

- ◆ Reception Desk help
- ◆ Brown Bag delivery
- ◆ Lunch check-in
- ◆ Volunteer medical drivers
- ◆ Friendly visitors
- ◆ Clerical help
- ◆ Data entry
- ◆ Van aide

For more information about these tasks, you can contact the Council on Aging at **508-430-7550**, or you can email them at **COA@harwich-ma.gov**

Council on Aging Hours of Operation:

Monday—Friday

8:30AM-4:00PM



Code of Conduct

This Volunteer Code of Conduct is designed to provide all volunteers with a set of principles and expectations for appropriate conduct and behavior.

- ◆ Act honestly and ethically while in the performance of volunteer duties.
- ◆ Treat all volunteers, employees and community members with respect, courtesy and dignity and maintain confidentiality.
- ◆ Avoid insensitive or offensive language.
- ◆ Observe safe work habits and be aware of the safety of others.
- ◆ Adhere to the policies of the Harwich Community Center.
- ◆ Be reliable and punctual in reporting for scheduled volunteer activities. Notify Director if planning to be absent or late.

Emergency Procedures

In the event of an emergency at the Harwich Community Center, follow the steps below.

- ◆ Call Emergency Personnel (Fire, Police, etc.)
- ◆ If possible, use the Page System on the telephone to alert other staff that an emergency is occurring within the building.
- ◆ Keep in mind the Safety Equipment in the building, including First Aid boxes and the A.E. D. machine.
- ◆ In the event of a fire alarm, secure the immediate area helping all the patrons to the nearest exits, making sure everyone stands clear of the building.





Harwich Community Center

Volunteer Application

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____ Email _____

Emergency Contact Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____ Email _____



Volunteer Opportunities

Please indicate which volunteer assignments are of interest.

- ☐ Reception Desk Clerk
- ☐ Managing the Fitness Rooms
- ☐ Special Events
- ☐ Activities during Birthday Month (February)
- ☐ Egg Hunt
- ☐ Holidays
- ☐ School Vacation Projects
- ☐ Halloween
- ☐ Try It You Might Like It (Free Classes)
- ☐ Yard Sales
- ☐ Monthly Events
- ☐ Other Activities (please describe): _____
- _____

Comments and Ideas: _____

Availability*

Mon _____ Tues _____ Wed _____ Thurs _____ Fri _____ Sat _____

* Indicate AM or PM

Please check one below:

- ☐ I give my permission for my photograph to be taken and published for promotional purposes or
- ☐ I do **not** give my permission for my photograph to be taken and published for promotional purposes.

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

Signature _____ Date: _____



July 2023

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WEBSITE:
harwich-ma.gov/community-center