Hanover Township Officials

Brian P. McGuire, Supervisor
Katy Dolan Baumer, Clerk
Khaja Moinuddin, Assessor
Alisa 'Lee" Beattie, Trustee
Craig Essick, Trustee
Eugene N. Martinez, Trustee
Denise Noyola, Trustee

Department of Aging Services
Hanover Township Senior Center
240 S. IL Route 59
Bartlett, Illinois 60103
www.hanover-township.org
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Department of Aging Services

Volunteer Handbook

2026

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"I love when it is busy and I am able to help people. Makes the time go by fast and gives me a sense of accomplishment. Also love to help the staff and they are thankful in return, like to see their smiling faces.."
-Becky, Volunteer

"I Love to help people so HTSC is the prefect place for me! I enjoy talking with the clients and hearing all their wonderful stories. The staff are very helpful and always smiling. I Love it here!!!
-Rayann, Volunteer

"I enjoy all the people. I like helping people, I love all the stories I hear about everyone's family and the trips they take. All that organize and run the Senior Center are awesome, always with a smile on their face. I'd be very lonely if I wouldn't come here. Jan , Volunteer

Hanover Township Senior Center
Code of Conduct

Grievance Procedure

If a patron disagrees with the decision of the Aging Services Director or staff member regarding a suspension, he or she has the following recourse:

I. The individual will request, in writing, to the Hanover Township Administrator, the opportunity to discuss the suspension. The Administrator will then make a final decision whether or not the suspension will remain in place.

II. Where required by law or agreement, a final appeal may be made to the Suburban Area Agency on Aging (AgeOptions) or the Illinois Department on Aging.

Hanover Township does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with the Illinois Human Rights Act; the U.S.Civil Rights Act; the U.S. Civil Discrimination Act; the aged Discrimination in Employment Act; the U.S. and Illinois constitutions. If you feel you have been discriminated against, you have a right to file a complaint for more information, contact Megan Conway (630) 483-5600

Funds (in whole/part) for this publication were provided through an award from AgeOptions through grants from the Illinois Department on Aging and/or Administration on Aging, U.S. Department of Health and Human Services under Title III of the Older Americans Act

Hanover Township
Mission Statement

To continuously improve the quality of life for Hanover Township residents.

Vision Statement
A better life through leadership, innovation, and diversity.

Aging Services
Mission Statement

Enriching Lives,
Fostering Friendships,
Promoting Independence

Accredited by ncoa
National Institute of Senior Centers

AgeOptions.
Area Agency on Aging

Letter from the Director

Welcome to Hanover Township Aging Services!

Each year Aging Services provides services to thousands of older adults. The Enrichment Programming Division plans unique opportunities to stay social and involved such as interactive presentations, art and fitness classes, and day and overnight trips. The Nutrition Division provides services including home delivered meals to township residents that are homebound and congregate meals in a social setting. Older adults residing in the Township can schedule rides to medical appointments and to other locations through our Transportation Division. Our Social Services Department provides an array of services including Medicare counseling, caregiver support, home care services, and therapy services.

Without the dedication of our volunteers none of this would be possible. During the year 2025 over 24,000 hours of volunteer service were given by 224 volunteers who their expertise, time, energy, and positive spirit. The services our volunteers provide to the center is priceless and essential for Aging Services to continue to provide such robust offerings and continue to expand the services that are provided.

I look forward to working alongside all of you in the upcoming year. If you have any questions, please call or email me. Thank you for your time and dedication to our continued mission of Enriching Lives, Fostering Friendships, and Promoting Independence.

Allison Stamp
Director
Hanover Township Aging Services
(630) 483-5671
astamp@hanover-township.org

Hanover Township Senior Center
Code of Conduct

Second Warning: The second time an individual demonstrates improper behavior; the Aging Services Director will notify the individual in a certified letter regarding the violation of the Code of Conduct, and issue a warning that a third violation will result in suspension of the individual. The witnessing staff member, or the staff member who was informed of an incident, will complete an Incident Report and add the client's information to the Code of Conduct Log.

Suspension: The third time an individual demonstrates improper behavior, he or she will be asked to leave the Senior Center promptly. A minimum suspension of two weeks will be instituted depending on the severity of the incident. The participant will also be notified by certified letter. The witnessing staff member, or the staff member who was informed of an incident, will complete an Incident Report and add the client's information to the Code of Conduct Log. An individual may also be suspended for a first offense of a more serious nature.

Repeated Incident: If this process needs to be repeated a second time, the individual will be suspended from the Center for a period of one year. The individual will be notified by certified letter of this suspension.

Acts of Violent Behavior or Imminent Danger: Any act of violent behavior or any behavior that results in imminent danger to patrons, guests, or staff will result in a phone call to the police and other necessary emergency responders, removal from the premises, and immediate suspension and/or permanent suspension from the Senior Center.

Hanover Township Senior Center
Code of Conduct

Incident Reporting

The health, safety, dignity, and welfare of Senior Center patrons, staff, and guests are of the utmost priority to Hanover Township. For any medical emergency, 911 will be contacted immediately by staff. Additionally, Hanover Township staff should be notified immediately following the notification of emergency personnel in the event that a person's health or safety is in jeopardy. Incidents involving a violation of the Center's Code of Conduct or other policies should be immediately reported to Hanover Township staff. Any incident of prohibited behavior, or behavior suspected of being inappropriate, requires that an Incident Report is completed by the staff. This incident report will require the input of the individual witnessing the violation.

Consequences of Misconduct

Hanover Township will institute a policy of progressive discipline for individuals who violate the Senior Center code of conduct. Disciplinary actions will be taken as indicated below:

First Warning: The first time an individual demonstrates improper behavior, the individual will receive a verbal warning from a Senior Center staff member. The individual will be told that his or her behavior is not acceptable according to the Code of Conduct. The witnessing staff member, or the staff member who was informed of an incident, will complete an Incident Report and add the information to the Code of Conduct Log.

History of Hanover Township

Hanover was organized as a Township on April 2, 1850, primarily to provide government closer to home than the county seat in Chicago. Land was divided like a checkerboard into six mile squares called Townships, each Township being roughly 36 square miles. Hanover's location in the checkerboard is designated as Township 411 North, Range 9 East of the Third Principal Meridian - the farthest west of the old "country Towns" of Cook County.

In 1850 the first federal census of Hanover Township reported a population of 672. Most of these people were from upstate New York and New England. Ten years later, there were 926 residents, but a marked change in composition had occurred. The rural government was concerned with collecting the tax, controlling weeds and stray animals, and maintaining roads. After spring and fall rains, roads were apt to become long black ditches of mud, so this was quite a chore. The Clerk organized the machinery for elections. Another function, "poor relief" was minimal.

Today the population of Hanover Township is over 100,000. Most of Streamwood residents live within its boundaries; also portions of Bartlett, Elgin, Hanover Park, Hoffman Estates, Schaumburg, and unincorporated Cook County. In 1900 a town hall was built on the southeast corner of North Bartlett Road and Route 19. The cost of the town hall was $600. It served as the only polling place until 1912. Since 1985 the Township hall has been located on ten acres of land, two miles south of Route 19 and Route 59. This building along with the Hanover Township Senior Center, 240 S. Route 59, Bartlett; the Hanover Township Astor Avenue Community Center, 7431 Astor Avenue, Hanover Park; and the Hanover Township Izaak Walton Center and Reserve, 899 Jay Street, Elgin house all Township services.

In 2021, the Township acquired the almost 16 outparcel immediately south of Town Hall. A brand new Emergency Services Station with 12 vehicles bays was dedicated in February 2024.

Hanover Township Senior Center

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 older adults. Aging Services programs were initially held in the farmhouse portion of the Town Hall, which they outgrew. A senior tax referendum, "Support Our Seniors," was passed in November 2002 thanks to our older adult residents whose dedication and hard work incited its passage. The referendum allowed for the construction and maintenance of a new Senior Center. The center benefits adults, age 55 and over, and their families who live in Hanover Township.

Volunteer Program Purpose

At Hanover Township Senior Center, we strive to provide reliable support to the staff to better serve the community with effective and efficient programming. We support the Aging Services Mission 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.

Benefits of Volunteering

Many of our volunteers tell you that their biggest reward comes from helping others. We hope that you see the range 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
- Discover and develop new skills
- Share your knowledge, wisdom, and experience
- Enjoy the pleasure that comes with helping others
- Remain an active and vital member of the community
- Support the Hanover Township Aging Services staff
- Receive recognition for your services to the community

Hanover Township Senior Center
Code of Conduct

8) Misuse or removal from the Senior Center premises, Without proper authority, of records or confidential information of any nature;
9) Arriving at the Senior Center while intoxicated;
10) Unauthorized use or unauthorized possession of drugs;
11) Engaging in indecent or unlawful conduct, or creating a disturbance within the Senior Center;
12) Jeopardizing the health or safety of other patrons, guests, or staff members;
13) Demonstrating disregard for common safety practices;
14) Violating any safety rules or practices which create a hazard to participants or staff;
15) Distracting the attention of others or causing confusion by unnecessary shouting or any other disruptive behavior at the Senior Center;
16) Soliciting membership or contributions to groups or organizations, or selling goods, without express authorization from the Director of Seniors Services;
17) Distributing literature, brochures, or printed matter without express authorization from the Senior Services Director;
18) All postings, signage and other marketing material must be approved by Aging Services Director.
19) Use of profane, obscene, abusive, derogatory, or threatening language toward patrons, guests, or staff;
20) Creating or contributing to unsanitary conditions, or throwing refuse or objects on the floor;
21) Smoking inside the Senior Center and the vestibules;
22) Clients shall respect the boundaries of staff and other patrons. Incessant calling, emailing, or any other form of harassment is unacceptable; and
23) Acts of retaliation against a fellow patron, guest, or staff, of any kind.

A patron who feels that any of the prohibited activities described above has been directed at them is encouraged to notify a member of the staff.

Hanover Township Senior Center
Code of Conduct

Prohibited Behavior

Demonstrating the following behaviors at the Senior Center is prohibited and will subject the offending individual to disciplinary action. Upon reasonable belief, the Hanover Township staff has the sole discretion to determine if any of the following behaviors have taken place. The following behaviors are prohibited:

1) Engaging in physical violence of any kind, including battery, defined as when a person, knowingly and without legal justification, by any means, causes harm to an individual, or makes physical contact of an insulting or provoking nature with an individual, pursuant to 720 ILCS 5/12-3 of the Illinois Criminal code, on any patron, guest, or staff member;
2) Assault, defined as when a person, without lawful authority, engages in conduct which places another in reasonable apprehension of receiving battery, pursuant to 720 ILCS 5/12-1 of the Illinois Criminal Code, on a patron, guest, or staff member;
3) Fighting, threatening, intimidating, coercing, or interfering with fellow participants, guests or staff;
4) Unauthorized possession or concealing of firearms or other weapon on Center premises at any time;
5) Theft or misappropriation of the Senior Center's property, or the possessions of other patrons, guests, or staff, pursuant to 720 ILCS 5/16-1 of the Illinois Criminal Code;
6) Forging, altering, or deliberately falsifying any of the Senior Center's documents or records, pursuant to 720 ILCS 5/17-3;
7) Making or publishing false, vicious, or malicious statements concerning any patron, guest, or staff member;

Operating Hours and Locations

Hanover Township Senior Center

240 S IL Route 59
Bartlett, IL 60103
(630) 483-5600

Monday, Wednesday, Friday	8:30 AM to 4:30 PM
Tuesday, Thursday	8:30 AM to 8:00 PM
Saturday	8:30 AM to 12:30 PM

Holidays Closing Days

New Years Day	January 1 (observed)
M. L. King Birthday	January 15
Presidents' Day	February 19
Memorial Day	May 27
Juneteenth	June 19
Independence Day	July 4
Labor Day	September 2
Veterans Day	November 11
Thanksgiving	November 28
Day After Thanksgiving	November 29
Christmas Eve	December 24
Christmas	December 25

Hanover Township Board Meetings
Held on the first and third Tuesday of each month at 7 PM.

Senior Citizens' Services Committee
Held on the second Monday of each month at 1 PM.

Volunteer Overview

Goals of Volunteer Program

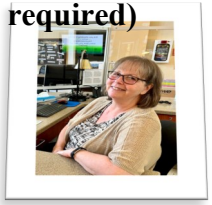
- We strive to support the staff and overall programming at the Senior Center.
- Engage older adults and community members, encouraging investment within the community.
- We recognize that it is an opportunity to meet new people, learn new skills, and make connections, creating a sustainable and supportive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

Orientation and Training

Participatory Training
Activity Aide
Club Secretary
Fundraising Committee
Kitchen Worker
Senior Committee
Special Events Volunteer

Advanced Training (background checks required)
Café Data Entry
Home Delivered Meals Driver
Lending Closet
Tax Aide Representative

Intensive Training (background checks required)
Auxiliary Staff
Clerical Associate:
Receptionist Associate
Social Services Associate
Enrichment Associate:
Class Instructor
Trip Escort
Media Associate:
Videographer/Photographer/Web Designer
Social Services Associate:
Medicare Counselor



Hanover Township Senior Center
Code of Conduct

General Rules and Expectations

1) All patrons must complete an annual Data Page;

2) Patrons must respect the hours of operation; the building is open Monday, Wednesday, and Friday 8:30 AM – 4:30 PM,
Tuesday and Thursday 8:30 AM – 8:00PM,
and Saturdays 8:30 AM – 12:30 PM;

3) Hanover Township supports a community of inclusivity and tolerance. Patrons, staff, and guests are expected to be respectful of one another and show each other kindness and courtesy;

4) Senior Center patrons are expected to abide by all state laws and local ordinances regarding public behavior;

5) All persons attending the Senior Center must be able to function independently or with an attending personal caregiver while at the Senior Center. Individuals who are physically or cognitively impaired to the extent they need personal assistance in such matters as using a telephone, going to the bathroom, or attending a meeting must be accompanied by a caregiver at all times when at the Center;

6) The Senior Center hosts various activities, programs, presentations, and groups. Please do not disrupt group functions or individuals involved in these activities; and

7) Patrons, staff, and guests are to be considerate of others while using Senior Center furniture and equipment. Please refrain from placing feet on chairs, tables, and counters. Please treat furnishings and equipment with care.

Hanover Township Senior Center
Code of Conduct

The Hanover Township Department of Aging Services is committed to facilitating programs and services that enrich lives, foster friendships and promote independence for the older adults of Hanover Township. The Department of Aging Services provides programs and services for residents 55 and older to enable seniors to enjoy an independent lifestyle within the Township through transportation, life enrichment, nutrition, and social service programs.

In order to ensure an atmosphere that welcomes participation at the Senior Center, Hanover Township Aging Services has adopted this Code of Conduct for the proper conduct of patrons, guests, and staff at the Senior Center. The purpose of these rules and procedures is to encourage an enjoyable, warm, and supportive environment for all who participate and work at the Senior Center. The Code of Conduct is also designed to protect the facility for the benefit of everyone at the Senior Center. These rules and procedures also serve to provide notice of behavior that will not be tolerated and the consequences resulting from such behavior.

All individuals present at the Hanover Township Senior Center, transportation, satellite programs and out trips agree to abide by the Hanover Township Senior Center Code of Conduct set forth below.

Volunteer Guidelines

Volunteer Rights

As a Volunteer, you have the right to:

- be treated respectfully by Aging 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. Our goal is that each volunteer feels appreciated and knows what an extraordinary contribution they are making. Because of the expectations from the Senior Center, we ask that volunteers have the responsibility of

- upholding the mission of the Senior Center and the Township
- reporting on time for your volunteer assignments
- calling in advance if you are ill or otherwise unable to report for your assignment
- treating others with dignity and compassion
- adhering to the Senior Center Code of Conduct
- be sincere in the offering of service and believe in the value of the job to be done
- Be willing to learn new tasks and accommodate changes

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

Volunteer Policies

Age
Volunteers must be 10 or older. For volunteers under 16 a parent or guardian must also volunteer and be present during all volunteer assignments. For all volunteers under the age of 18 a parent or guardian must sign a waiver. Friendly Visitors must be at least 18. Home Delivered Meals drivers must be over the age of 21.

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

Attire
The 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 confidentiality 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.

Volunteer Position
A volunteer is a unpaid position. For certain positions, there is reimbursement for driving done as part of the volunteer position (i.e., Home Delivered Meals). Any items needed for volunteer work must be approved by the Volunteer Coordinator before they are purchased; receipts must be submitted for reimbursement.

Transportation Services

Transportation Manager**: Dino Kazeos**
Dispatcher: **Myra Wilkins**
Driver**: Mary Aguayo**
Driver: **Elizabeth Craig**
Driver: **Beth Evans**
Driver: **Shannon Johnson**
Driver: **Steve Nelson**
Driver: **Daniel Pacheco**
Driver: **Kathleen Buckner**

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. - 3:00 P.M.
- Saturday 8:30 A.M. - 12:00 P.M. to/from Senior Center only
- TRIP: Township Rider Initiative Program
    - For medical purposes only
    - Travel across 5 Township Borders (Wheeling, Elk Grove, Palatine, Schaumburg, Hanover)
    - Several Chicago-area medical centers - Tuesday and Fridays only
    - $5 per Township line crossed; maximum $10 each way
    - Call (630) 483-5656 to register

Volunteer Positions:
- Dispatch Aide
- Transportation Intake Assistant

Social Services

Social Services Manager: **Diana Gomez**
Social Services Specialist: **Melissa Endean**
Social Services Specialist: **Thalia Robles**
C-Hope Therapist: **Trish Abbey**
Homecare Coordinator: **Phoebe Ugalde**
Homecare Assistant: **June Talbot**
Intake Assistant: **Breda Wisniewski**
Caregiver Resource Specialist: **Katherine Ackley**

The Social Services staff of the Department of Aging Services assists seniors and their caregivers with the programs listed below. Social Services Caseworkers assist clients according to last name.

Diana Gomez: All Spanish Speaking Clients
Melissa Endean: Client last names of A-L
Thalia Robles: Client Last Names of M-Z

- Information and referrals
- Energy assistance for heating and cooling (LIHEAP, ComEd Hardship, weatherization)
- Health insurance counseling (Medicaid, Medicare)
- Pharmaceutical assistance (Medicare Part D Enrollment, patient assistance programs)
- Public aid programs (SNAP, Medicare Savings Program)
- General benefit screenings
- Benefits Access (RTA Senior Discount Ride Free Program)
- C-Hope: Free therapy program funded by the Hanover Township Mental Health Board; Hanover Township residents can qualify for short term therapy with a licensed counselor.
- Caregiver Support Groups
- Wellness Programs
- Non medical care

Volunteer Positions

- LIHEAP Volunteer
- Tax Aide Representative
- Social Services Associate
- Friendly Visitor
- Friendly Caller

Reporting Hours

Located in the main floor Lobby of the Senior Center is a MySeniorCenter Kiosk. The kiosk enables touch screen technology to help track volunteer hours and participation in groups, as well as alert people of new opportunities. Tracking enables the center to accurately report participant activities and volunteer hours, which are very important in grant reporting. Each participant receives a key tag that is tied to an individual. We ask that you use it every time you volunteer, attend a class, or participate in a program or event at the Senior Center.

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. An annual Volunteer Recognition luncheon is held in April. Written and verbal recognition of volunteer efforts are encouraged by staff, patrons, and other volunteers.

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. Any violation of the Hanover Township Aging Services Code of Conduct, listed in this handbook, is grounds for dismissal.

Resignation

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 resignation. The exit interview is an opportunity for the volunteer to state reasons for leaving and for the agency to improve the volunteer experience.

Emergencies

Emergencies don't happen frequently, but when they do it is crucial to act calmly, quickly, and properly. Usually, a Registered Nurse from the Office of Community Health is on premises at the Senior Center. However, 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 or Volunteer Drivers who may not have their own phone.

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The Division Manager and/or Key Lead Team Member will review specific locations of AED, Panic Button, and other notable items during your orientation.

Assessing the Situation

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

Call your staff 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 significant extreme pain

Enrichment Programming Division

Program Manager**: Lisa Perrone**
Volunteer & Program Coordinator: **Devora Murillo**
Programing Specialist: **Tammy Cambra**
Administrative Assistance**: Charlene Thomason**
Evening and Weekend Receptionist: **Vern Urban**
Visual Arts Instructor: **Linda Kay**
Visual Arts Instructor: **Mimi Krall**

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 Yoga and Line Dancing
- Card groups, knitting, bingo, movies and much more!

Volunteer Positions:

- Art Assistant
- Activity Aide
- Club/Game Secretary
- Library Aide
- Trip Escort
- Parade Volunteer
- Front Desk Reception Aide
- Community Outreach Member (and More!)

Senior Citizens' Services Committee

- Appointed by the Hanover Township Board, serving three year terms, the Senior Citizens' Services Committee advises the board on issues affecting the older residents of Hanover Township.
- The committee oversees the operations of the Ye Olde Gift Shoppe, which is run by volunteers. All items in the gift shop are donated and revenue is generated to support the older adults of Hanover Township.

Volunteer Positions:

- Committee Member (appointed by the Board)
- Gift Shop Volunteer
- Fundraising/Special Event Volunteer

Nutrition Services

Nutrition Services Manager: **Jame Aman**
Food Services Coordinator: **Anthony Di Paolo**
Line Cook:
Food Services Assistant: **Denise Christofalos**
Food Services Assistant: **Debbie Panico**

Hanover Township's Stars-N-Stripes Café provides nutritionally complete meals to our residents. A choice of three different meals are served daily.

Café hours:
- Monday - Friday
- 11:00 A.M. - 1:00 P.M.

Home Delivered Meals:
Individuals unable to come to the Senior Center may qualify to have home delivery. Referrals are made through Catholic Charities Northwest or the individual's Managed Care Organization. Clients have the same choices as those coming to the Café or special diets are available.

Volunteer Positions:
- Server
- Hostess
- Nutrition Aide

HDM Packing
Home Delivered Meals Driver

Administrative
Administrative Specialist: **Florie Sposito**

The Senior Center receives grant funding from the Area Agency on Aging (AgeOptions). Collecting data and completing reports is an integral part of our operations. With the help of Self-Directed Volunteer teams; registration, inputting patron information, and help with reports are imperative to the Senior Center.

Volunteer Positions
- Registration Team
- Data Entry Volunteer
- AgingIS Reporting Assistant
- Data Analytics

Building Information

Bulletin Boards
Information pertinent to volunteering and new opportunities are periodically posted on the Volunteer Center bulletin board located outside of the Volunteer Office. Please feel free to bring in fliers of other volunteer opportunities; all fliers must be approved by staff in advance.

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 remain available to those with disabled placards. Please do not park on the yellow lines adjacent to the accessible parking spaces. Home Delivered Meals Drivers 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 the loss of personal property.

Restrooms
The restrooms are available in three locations in the center. The main floor facility is located behind the Receptionist Desk, just before the staff offices. There is a single bathroom at the south end of the building across from the Library and another single bathroom is located off of the Dining Room. Additionally, there are men's and women's restrooms on the lower level. All restroom facilities are handicapped accessible. State law requires you to wash your hands before returning to duty.

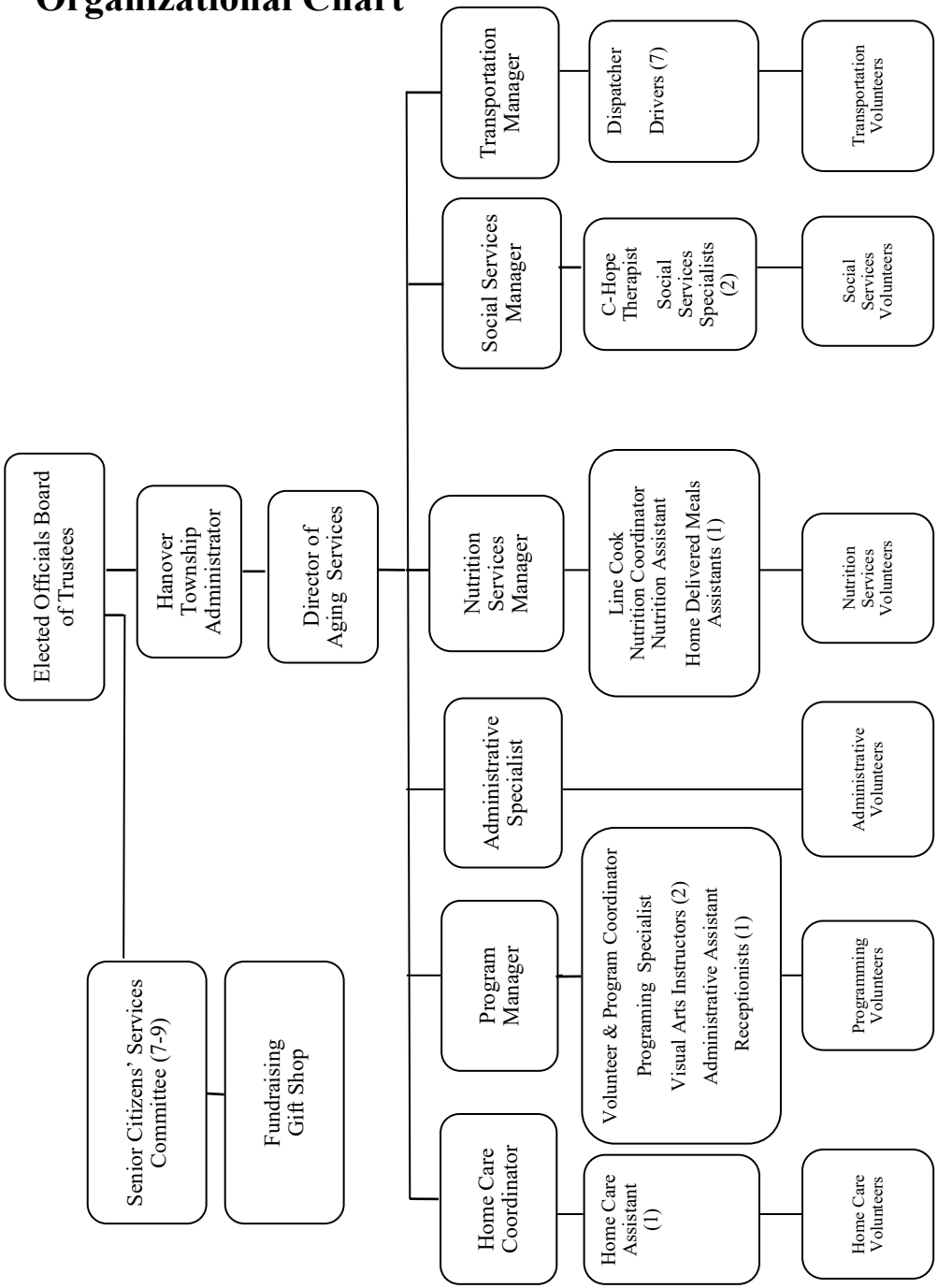
Role of the Volunteer & Program Coordinator

Volunteer & Program Coordinator Devora Murillo works with the four divisions of the Department of Aging Services: Enrichment Programming, Nutrition Services, Social Services and Transportation and She also works closely with Key Leads of Volunteer Groups such as the Card Clubs and Gift Shop.

Devora recruits potential volunteers through the Township website, VolunteerMatch.com, Hands-On Suburban Connect, and through other volunteers and patrons. Candidates fill out an application regarding interests and skills. Devora then interviews each candidate and matches them with a volunteer position.

Devora will assist with the orientation of a new volunteer on his/her first day, introducing them to the Division Manager and Key Team Leader. Devora then acts as a liaison between the Division Manager and volunteer to ensure that both parties have a quality and enriching experience at the Senior Center. Devora is involved with training as well as evaluation processes of volunteers with each Division Manager.

Recognition is an essential piece of our volunteer program. Devora plans the annual event, as well as smaller recognition of volunteers, throughout the year. From the organizational chart on the next page, you can see that volunteers are at the core of all we do. It is because of your efforts and support we can excel in service to all that enter the Senior Center.

If you would like to learn more about other volunteer opportunities, please contact Devora Murillo!

Organizational Chart