



VOLUNTEER GUIDE

Circle of Care
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WELCOME!

Congratulations! You have discovered one of the most joyful, enriching and heartfelt volunteer positions to be found! Like anyone in a new environment, you will want to know “what’s it like around here?” We hope to answer many of your questions in this beginning guide. But you, our volunteers, are encouraged to contribute to its development and let us know what questions you need to have answered. You are a vital part of this community and are a driving force to make it happen. Thank you for being a part of it. We welcome your input and creativity!

The Circle of Care Project is committed to fostering a caring, creative, inclusive and respectful environment for all of us as we age. People in all stages of life thrive when connected to a supportive community. Access to social, cultural and educational opportunities directly affects our health and well-being. Older adults often do not have access to what we take for granted. Circle of Care is here to offer the support needed to maintain engaged, vibrant connections to the world around us. Our collaborations with arts, cultural and educational organizations provide a wealth of experiences and the opportunity to grow new relationships.

At Circle of Care, our staff and volunteers find that we are offered a great gift when we connect to the elders in our community. Conversations and social time quickly dispel many myths about aging. The ride to events uncovers the gifts, talents, humor and rich history we share; we find the chance to learn from their experience and wisdom. The stories feed us on our own journey. Thank you, and enjoy the ride.

-Joan Raderman, Founder/Director

Human beings are not meant to live solitary lives. Computer buffs would say that we are “hard wired,” genetically programmed to develop and function by interacting with others. Talking, touching and relating to others is essential to our well-being. These facts are not unique to children or to older adults, men or women: they apply to all of us, from Birth to Death.

*“Successful Aging,”
John W. Rowe and Robert L. Kahn*

About Circle of Care:

Mission & Goals:

Circle of Care is a 501 (c) 3 nonprofit organization dedicated to providing accessibility to the arts, education and our community for Boulder County seniors. We are committed to reducing the isolation and hopelessness for the homebound elder, senior facility residents and those with cognitive, physical and financial challenges.

History:

Circle of Care was founded in June of 2003 by Joan Raderman when she was deeply moved by the isolation she witnessed as the administrator of an elder care facility. She saw a need that had not been filled and found a way to connect this often unseen population with art and cultural organizations that had available seats at their venues. The first donation of tickets came from the Colorado Music Festival and soon many other cultural partners followed, including the Boulder Philharmonic Orchestra, Boulder Bach Festival, and Colorado Shakespeare Festival, CU Concerts Theater and Opera, Frequent Flyer Productions, Boulder Ballet and more. Circle of Care has grown to impact up to 400 seniors a month with an ever-growing volunteer base that enjoys the benefits of complimentary tickets for being escorts, companions and volunteer drivers. We have also created Boulder County's annual Senior Idol Talent Show and the Arts for Elders Matinee Series. We are one of the most inclusive nonprofits in Boulder County, partnering with over fifteen other nonprofits and community organizations to improve the quality of life for all of us as we age. Circle of Care is proud to have grown into areas such as education and civic engagement as we expand our services.

Who We Are:

We are a multi-generational community of compassionate citizens dedicated to creating an environment where we all age well. Our community includes exceptional volunteers, cultural and community partners, educational and cultural institutions, other nonprofit organizations, Elder Share, senior centers, transportation companies, senior facilities, seniors service organizations, Boulder County Housing Partners, hospice, faith communities and more.

Staff:

Joan Raderman, Founder/ Executive Director

Sophie Nimmannit, Office Staff

Fred, Driving Angel: Fred works for Super Shuttle and volunteers his time to drive seniors by the bus-load to events in Boulder. In his off-time, he races around Indianapolis.



"Life is like a 10-speed bike. Most of us have gears we never use"

-Charles Schultz

Volunteer Opportunities:

Performance Companion: Performance companions provide transportation, companionship, added safety and a friendly presence during concerts and outings, and receive a complimentary ticket to the event. Volunteers serve as Bus Escorts or Drivers.

Special Events: Special Events volunteers help produce the annual "Senior Idol," talent show, "Art for Elders" Matinee series, picnics, and holiday parties. Commitment is on a per-event basis.

Staff Positions: The growth that Circle of Care has experienced has created a need for additional support. The following positions are *essential*, and include: **Volunteer Coordinator, Transportation Coordinator,**

Fundraiser/Grant-writer. Volunteers with experience in these positions are preferred, although a steady commitment and enthusiasm for the work are primary. Help coordinate these outings! Connect with our cultural partners and meet our community.

Diversity/Outreach: Help us connect with the Latino community. Outreach Coordinator: Olivia Hartenstein

Senior Adult Education Program at CU and Naropa: Many of our members have expressed an interest in continuing education. Assist in coordination and working with the universities.

Newsletter: This fall, Circle of Care will publish its first newsletter, with contributions from our community. We will address issues connected with creativity in the second half of life, ageism, aging and community, Sage-ing, and resources for seniors. Volunteers can get involved by collecting contributions, writing, and working to edit, layout and organize the mailing. Contact us if you have publishing/writing experience or the desire to make it happen!

Office Support: Volunteers can assist in the office by helping with calls, mailings, and data entry. There is always work to be done to notify seniors of upcoming events, solicit donations, and reach out to more seniors in Boulder County. Support is needed to coordinate our cultural outings and reach out to the community.

Caring for our Community: Circle of Care would like to develop a Care Committee to inform us when members of our community are going through life changes and challenges, so we can offer our care and support.

Sage-ing Circle: We invite interested volunteers and seniors to join us to explore life-review, and how to harvest the wisdom of our years, and become mentors to our community. Based on the work of Reb Zalman, author of From Age-ing to Sage-ing, and the Spiritual Eldering Institute.



How to Be a Performance Companion:

How it Works:

Circle of Care Performance Companions accompany senior member(s) to event by serving as a Bus Escort or Driver.

- **Step One:** Fill out a Circle of Care Volunteer Application, and an RSVP Membership form*. Check our calendar (available from our staff or on www.circleofcareproject.org.) as well as our e-mail updates to learn of our upcoming events.
- **Step Two:** Call or e-mail the office to let us know your availability and whether you would like to attend as a Bus Escort or Driver. (We will try our best to match you with people in your area.)
- **Step Three:**

Bus Escorts: Volunteers arrive on location 15 minutes before the bus is to depart. This is a good time to socialize. While boarding, volunteers should be stationed at the bottom and top of the stairs into the bus to assist seniors. Reserve the front seats for seniors who use walkers. When seniors are safely seated, Fred will load walkers into the back of the bus. Bus Escorts should take a headcount and write down the names of people on the bus. Take the opportunity during the ride to meet and converse with the seniors. When you arrive at the venue, assist seniors off the bus, and have walkers immediately available to their owners.

Driver: A Circle of Care staff member will contact you with the name and phone number of a

senior member, and provide details about the pick-up, the event, and any special needs the senior has. Circle of Care will call your guest to inform them of the arrangements. Please call your guest to introduce yourself and confirm their location and pick-up time. Meet your companion(s) at the arranged time. Proceed to the event.

- Step Four, At the Venue: Upon arrival, Circle of Care volunteers/staff will be available to assist you. We will distribute tickets at the arranged meeting point. Drivers, please bring your guest(s) to the drop-off point before parking your car. On the way into the venue, ALWAYS use ramp or handicap access. We will provide you with a "Circle of Care Volunteer" card to display in the window of your car. This will allow you into parking areas and will waive parking fees at Macky Auditorium. Please sit with or near your guests so that you can easily regroup when leaving the venue after the event. *Specific Venue Information (address, parking, access) is included at the end of this guide.* Enjoy the show!
- If an unforeseen event occurs and you *cannot* attend the event, notify Circle of Care ASAP. If you are a Driver, notify your guest and let them know that Circle of Care will contact them about another ride.

*As an RSVP volunteer, you are covered by supplemental 1) accidental insurance 2) liability insurance, and 3) excess automobile insurance while volunteering in the program and while on your way to and from volunteer station(s).

How to be a Good Companion:

- As a volunteer, it is your responsibility to help Circle of Care make every outing a pleasant and joyful activity for all involved. Please conduct yourself appropriately. Be on time. Be polite, patient, compassionate and respectful. Open doors. Offer your arm. Listen and make conversation. Be considerate of your companion's needs, particularly if they have difficulty hearing or walking. Be clean and well-presented. Have an open mind. Respect their privacy, choices and beliefs. Remember that you are an ambassador of Circle of Care and a guest at the performance venue, so please extend considerate behavior towards all members of the group and the venue staff. Enjoy yourself!

SAFETY

- Some of our members use walkers or oxygen. If you are unfamiliar with walkers, wheelchairs or oxygen supplies, please ask us to assist and inform you. The most helpful way to assist them is to be **aware**:
 - ➔ use ramps, avoid curbs and stairs,
 - ➔ keep oxygen with its owner, offer assistance loading/unloading the tank from vehicles and/or walker baskets,
 - ➔ **FIRST** make sure your companion is safely seated in the vehicle or at the performance, *before* storing their walker.
 - ➔ If a senior with a walker, cane or unsteady gait needs to use the restroom, please accompany them.
- Safe driving: When you are a volunteer driver, your cargo is precious to us. *You must obey all traffic laws.* Please be considerate with your driving speed and provide your guest with a clean ride. When you are parked, make sure there is adequate room for your passenger to enter and exit the vehicle and that there is no curb making the first step dangerous.
- Stay together: While attending an event, make sure you and your companion stay aware of each other's whereabouts. If you run to the bathroom after the concert, don't leave them panicking that their ride has left without them. And please, don't leave without them.

Emergencies:

- If your companion appears to be experiencing medical problems, such as difficulty breathing, dizziness, or weakness, find them a safe place to sit. Notify Circle of Care staff immediately and in a calm manner. Do not leave your companion alone; if you are separated from our group, seek assistance from venue staff. If emergency assistance is required dial 911. For non-emergency police assistance, dial (303) 441-3333. **Emergency numbers are listed on the back of your name-tag.**
- If you **MUST** leave an event for an emergency situation, notify your companion and a Circle of Care staff member.

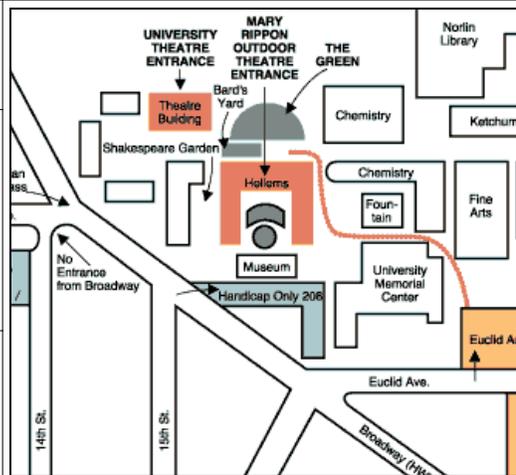
It is our creativity that empowers us, no matter what our demographic markers of gender, age, race, religion, income or health status; and that enables us to participate in life as a journey of exploration, discovery, and self-expression. It can occur at any age and under any circumstances.

Gene D. Cohen, M.D., Ph.D.

Concert Venues: Parking and Logistics

VENUE: Chautauqua Auditorium	
Address: 900 Baseline Road Boulder, Colorado	Directions: <u>From highway 36 To Auditorium</u> Go west on Baseline to 12th Street. Go left (south) on 12th Street approx. 1/8 mile. <u>To The Community House</u> Go west on Baseline to Kinnikinic and take a left (south) to Morning Glory Drive and take a left. The community house is the is 4th building on your left.
Performances: Colorado Music Festival, Silent Film Series	<u>Meeting Point/ Access:</u> The ramp into the auditorium is located directly across from the picnic shelter. Please drop-off seniors with Circle of Care Welcome Staff here before parking. <u>Parking:</u> Handicap parking is available just west of the garden and in the parking lot south of the office building (academic hall). Limited parking is available within Chautauqua Park. Parking is available along Baseline Rd. Park free at Lot 308 on the CU Boulder campus, located off Broadway and 20th Street on the corner of Regent Drive and Kitted Loop Road. On concert nights a shuttle will run every 20 minutes beginning at 6pm.
Protocol: Bring seniors to handicap ramp entrance before parking.	

VENUE: CU-Boulder, University Theatre	
Address: CU-Boulder Campus	Directions: Turn east off Broadway into Lot 206 (Handicap Parking). The entrance is opposite to 15 th Street.
Performances: Colorado Shakespeare Festival	Parking: Lot 206 Meeting Point: Shakespeare Garden.
Protocol: Park in Lot 206 and accompany seniors to	



VENUE: Macky Auditorium	
Address: CU-Boulder Campus	Directions: From Broadway, turn east onto University Ave. Bear right and follow drive to the front of the auditorium.
Performances: Boulder Philharmonic	Access: South-west side of the building via ramp to lobby. Parking: Place your Volunteer sign on your dashboard. This will allow you into the parking area without paying the fee.

Recommended Reading:

The following books are available at Circle of Care's Givezilla Online Storefront. Visit www.givezilla.com/circleofcare and the commission from each purchase will be donated to Circle of Care.

- Callanan, Maggie, and Patricia Kelley. Final Gifts. New York: Bantam Books, 1997.
- Cohen, Gene D. The Creative Age: Awakening Human Potential in the Second Half of Life. New York: Quill, 2001.
- Durrett, Charles. Senior Cohousing: a Community Approach to Independent Living. Berkeley: Habitat Press, 2005.
- Lustbader, Wendy. What's Worth Knowing. New York: Tarcher/Putnam, 2001.
- Rowe, John W., and Robert L. Kahn. Successful Aging. New York: Dell Trade Paperbacks, 1999.
- Schacter-Shalomi, Zalman, and Ronald S. Miller. From Age-Ing to Sage-Ing: a Profound New Vision of Growing Older. New York: Warner Books, 1997.
- Shaffer, Carolyn R., and Kristin Anundsen. Creating Community Everywhere: Finding Support and Connection in a Fragmented World. New York: Tarcher/Perigee, 1993.

Resources:

- Phone Numbers:
 - Joan Raderman (Office) 303-444-1429, (Cell) 303-358-4300
 - Super Shuttle: 303-227-0000 Dial extension #2 and contact the dispatcher.
 - Special Transit: (Main) 303-447-2848, (Dispatch/Schedule a ride) 303-447-9636



"It is not trespassing to go beyond your own boundaries!"