

# Bingo Volunteer

## Mission, Vision, Values

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### **Our Mission:**

To advocate for and with people living with dementia and their care partners and provide access to a diverse range of appropriate resources and supports. Particularly, to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

### **Our Vision:**

A community where individuals with dementia and their care partners are fully supported to maximize their quality of life and well-being. Ultimately, a world without Alzheimer's disease and other dementias.

### **Values: CARE**

#### **Collaboration**

We continually seek new opportunities for collaboration with all stakeholders to enhance the range of coordinated services available to meet the needs of this unique population and educate the public.

#### **Accountability**

We believe in openness and transparency. We are accountable for our actions and decisions to those we serve and to those who fund and support our organization.

#### **Respect**

We value commitment, integrity and consistency. Dealing fairly, acting ethically and showing respect are cornerstones of our future growth and success.

#### **Excellence**

We are committed to innovation and sustainability. We are leaders in the development and delivery of services that use a holistic, client-centered approach that is inclusive of all care partners involved and take into account all aspects of well-being for those being served.

## Role Description

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<b>Title:</b>	Bingo Volunteer
<b>Location:</b>	Delta Gaming Centre (St. Catharines or Niagara Falls)
<b>Assigned Supervisor:</b>	Coordinator of Volunteer Programs
<b>Time Commitment:</b>	2 hours – selected time slot recommended 2 per month

## Role Summary

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This customer support role is a very important part of our fundraising. It helps fund many programs and services at the Alzheimer Society of Niagara Region. The volunteer is responsible for assigned duties and responsibilities for Delta Bingo sessions. Delta Bingo selects and assigns time slots to the Alzheimer Society of Niagara Region. The Society earns funds from charitable gambling and is responsible for

finding volunteers to cover assigned shifts. Volunteers are trained, screened, and provided with details of tasks prior to any session. Each Bingo volunteer is required to complete a shadow shift.

## Primary Responsibilities

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- Represent the Alzheimer Society and provide information as required.
- Provide support to customers.
- Respond to customer questions.
- Assist game winners.
- Help customers with disabilities when needed.
- Redirect negative customer service issues to staff.
- Ensure tables and floor remain tidy as required.
- Follow the required dress code by Delta Bingo.

## Qualifications

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- Have a sincere interest in supporting the mission of the ASNR and help to raise funds to support adults or seniors with a diagnosis of dementia.
- Ability to communicate with the public and Delta Bingo attendees in a pleasant and positive manner.
- Excellent teamwork, communication, and active listening skills.
- Dependable and punctual.

## Boundaries

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- Comply with the policies and procedures of the ASNR and the Delta Bingo
- Health Guidelines must be followed or exceeded.

## Screening Requirements

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- Complete an application.
- Attend a One-to-one interview.
- Provide two References
- Must be 18+ years of age.

## Training Requirements

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- Orientation to agency, Alzheimer Society of Niagara Region programs, policies, and procedures
- Complete online cGaming Volunteer Training from Ontario Charitable Gaming Association

## Benefits

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### Volunteer

- Support a cause that you believe in.
- Meet other people who share your interests and passions.
- Learn new skills and discover new talents.
- Build your network and establish contacts in your field of interest.
- Completion and certificates of training programs.
- Reference available upon request
- Annual Volunteer appreciation events and acknowledgement of service

### Society

- Help make life better for those living with dementia.
- Work towards creating dementia-friendly communities.
- Improve the quality of life for persons living with dementia, their care partners, and families.

### Community

- Encourage community connections.
- Help improve the quality of community life.
- Work to alleviate the personal and social consequences of Alzheimer disease and related dementia.

## Challenges

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- None captured.

## Evaluation

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The Coordinator of Volunteer Programs will be responsible for providing feedback to the volunteers in such a way that will allow the volunteer to grow and learn as part of their role. Once per year, volunteers who participate in this role in an ongoing capacity may request and receive an annual review.

## Success

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The Society acknowledges the contributions of volunteers using methods of recognition that are meaningful and respectful of cultural differences and are committed to continuous quality improvement, which can be best achieved by encouraging feedback.

Recognizing the hard work and dedication of volunteers is very important to the Society.

Volunteers will receive ongoing support and regular recognition in various ways.

## Risk Assessment

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A Risk Assessment of this role has been completed. In keeping with our Risk Management Framework every effort has been made to ensure the safety of the volunteer, client, care partners and staff during the engagement of this role.

*The Alzheimer Society recognizes the value and dignity of each individual and ensures everyone has genuine, open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. We are dedicated to building a diverse and inclusive work environment, where the rights of all individuals and groups are protected and all members feel safe, respected, empowered, and valued for their contributions.*

*Our values include **justice** and **connection** and are the guideposts we use for decision-making of all kinds. We believe that this will guide the organization toward a place of inclusion for all - where equity and access to essential supports and services become the reality.*

*We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA. The Organization welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from First Nations, Inuit and Métis, Indigenous Peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as LGBTQ2S+.*

*We respect your privacy. The Alzheimer Society collects your personal information to help identify and align suitable volunteers and opportunities. Only authorized Alzheimer Society staff and/or volunteers access this information. For more information about our privacy policy, go to [www.alheimerniagara.ca](http://www.alheimerniagara.ca)*