Agenda

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About Us

Who We Are

Mission Statement
We are a multiservice nonprofit partnering with older adults to remove the inequities that impact aging by providing accessible, essential and inclusive services that support people through their life’s journey.

What We Do

Mission
We partner with older adults to provide accessible and inclusive services so they can age their way.

What We Believe

Vision
We envision a responsive, multigenerational community that recognizes and fulfills the diverse and changing needs of everyone as we age.

Our purpose is to honor lives, nurture connections, empower action, and inspire hope.
Our Values

Lead with Compassion

Service Minded

Integrity

Uphold Diversity, Equity, and Inclusion

Foster Community

Embrace Collaboration
Sound Generations History

- 1967: Senior Services
- 1971: Ballard Senior Center
- 1972: Senior Center of West Seattle
- 1973: Meals on Wheels
- 1974: Volunteer Transportation Services
- 1975: Minor Home Repair
- 1977: Sno Valley Senior Center
- 1979: Shoreline Senior Center
- 1977: Pathways I&A
- 1977: Project Enhance
- 1993: Senior Rights Assistance
- 1997: Hyde Shuttle
- 1997: Caregiver Support
- 2001: Senior Services re-branded as Sound Generations
- 2016: East African Senior Center Program
- 2020: Lake City Senior Center Program
- 2020: WeCare Medicare
- 2021: Geriatric Regional Assessment Team
- 2021: WeCare Medicare
At Sound Generations we embrace the belief that racial and other social identities should be respected and affirmed.

We are continuously building a team of staff, board members, and volunteers who are culturally responsive and committed to addressing institutionalized racism and other forms of oppression.
Diversity includes all the ways in which people differ, and it encompasses all the different characteristics that make one individual or group different from another.

It is all-inclusive and recognizes everyone and every group as part of the diversity that should be valued.

Includes not only race, ethnicity, and gender—the groups that most often come to mind when the term "diversity" is used—but also age, national origin, religion, disability, sexual orientation, socioeconomic status, education, marital status, language, and physical appearance.

Also involves different ideas, perspectives, and values.
Inclusion

Authentically bringing traditionally excluded individuals and/or groups into processes, activities, and decision/policy making in a way that redistributes power.
Equity

Birthed out of inclusion, equity is the unprejudiced treatment, access, opportunity, and advancement for all people.

Equity establishes policies and practices, creates opportunities, and ensures everyone has the tools and support they need to achieve their individual success.
Equal Opportunity Statement

Sound Generations is committed to diversity, equity and inclusion in all we do. We celebrate it, we support it, and we thrive on it for the benefit of our employees, clients, and community.

*We do not discriminate in employment or volunteer opportunities on the basis of race, color, religion, sex (including pregnancy and gender identity), sexual orientation, marital status, parental status, national origin, disability, genetic information, age, military service, or any status protected by the laws or regulations in the locations where we operate.*
Why is DEI a Commitment?
Four Pillars

Sound Generations has provided:

- Food Security
- Transportation
- Health & Wellness
- Assistance Services

to underserved, and marginalized populations in King County since opening its doors in 1967.
Food Security

Food Security is comprised of two programs:

- **Meals On Wheels**
- **Community Dining**

These essential programs ensure that older adults and disabled persons have access to nutritionally balanced food and social interaction that prevents isolation.

"I could not eat if I did not have the Meals On Wheels program. I’m so grateful for this wonderful service."

-Meals On Wheels Client
According to AgeWise King County, 21% of individuals 65+ live alone.

For those involved in our Meals on Wheels program, 70% of our clients live alone.

Did you know? Social isolation and loneliness has been linked to a higher risk of physical and mental health decline.

Our Meals on Wheels staff and volunteers deliver more than just a meal. They deliver friendly smiles, listening ears, and helping hands.
According to Aging and Disability Services, 11% of individuals 65+ experience food scarcity.

**Did you know?** More than one in ten (11.65%) Washington State seniors face the threat of hunger. Food insecure older adults take in fewer critical vitamins and are more likely to get sick and be in poorer health.

Our Community Dining staff and volunteers prepare from scratch meals each day, using fresh, whole ingredients. Each meal provides one-third of adult daily nutritional requirements; this is especially important for those managing diabetes or other health conditions.
Transportation

Transportation is comprised of two programs:

• Hyde Shuttle
• Volunteer Transportation

These essential programs keep older adults connected to their communities and living independently. They provide rides to medical appointments, senior centers, friends homes, and other essential errands.

“Thank you for your wonderful service. We would not be able to get my mom to her treatments so painlessly w/ out you. All of your drivers are wonderful & thoughtful & so respectful. We appreciate all of you.”

--Grateful daughter
According to an Aging Americans research study, older adults have a decreased ability to participate in the community.

Did you know? More than 50% of non-drivers age 65 and older (3.6 million Americans) stay home on any given day in part because they lack transportation options.

The Hyde Shuttle program provides door-to-door van service for older adults and adults with disabilities throughout many communities in King County. Our drivers take you to the store, a friend’s house, senior centers, medical appointments, or any local errand within your neighborhood.
According to the US Department of Transportation, only 3% of trips made by older adults use public transportation.

Did you know? About 90% of all trips made by individuals between the ages of 65 and 84 are in private vehicles, either as passenger or driver.

Our drivers use their own vehicles to provide a safe, personalized, and affordable transportation service for older adults. They’ll drive you to your medical, dental, or other healthcare appointments, wait the duration, and safely return you home, providing companionship for the round trip.
Health & Wellness

Health & Wellness is comprised of two programs:

- Exercise and Fall Prevention
- Health Management

Access to health and wellness services allow older adults to remain active both physically and mentally in a community that empowers positive aging.

“After about 2 years in Enhance Fitness class, my blood pressure medication is half. My blood sugar medication is half. My weight is down 10% and my stomach is flat. I am not out of breath climbing stairs. Thank you!”

-Enhance Fitness Client
To help people thrive at every age, Sound Generations offers a range of high-quality fitness classes, health workshops and other affordable resources designed with the specific needs of older adults in mind.

Decreasing arthritis pain and preventing falls for older adults throughout the country with Fall Prevention Classes.

Health Management includes Matter of Balance workshops, PEARLS depression counseling and Powerful Tools for Caregivers Leader Trainings.
Health & Wellness

we can ALL benefit from wellness

Click on picture and press control click to watch the video
Assistance Services

Assistance Services is comprised of six programs:

- **Pathways Information & Assistance**
- **Minor Home Repair**
- **Senior Rights Assistance (SRA)**
- **WeCare Medicare**
- **Caregiver Support**
- **Geriatric Regional Assessment Team (GRAT)**
- **Senior Centers**

Access to assistance services provides service for low-income home owners, caregivers, and resources on Medicare plans and legal services.

“Professional, humble, supportive to all my concerns and good feedback. Blessed service. Many many thanks for helping me and others.”

-Pathways I&A Client
Our highly trained staff of professionals and volunteers are here to answer your questions and provide free, unbiased advice for aging persons, people with disabilities, and caregivers.

Did you know? According to the PRB, the number of Americans ages 65 and older is projected to nearly double from 52 million in 2018 to 95 million by 2060.

We connect individuals to community resources to meet the most complex of situations. Our staff are available to speak with you on the phone, over email, meet you in your home, or provide outreach at multiple community partner sites.
Our Minor Home Repair program serves younger disabled homeowners, low-income homeowners, and older adult homeowners who are faced with the challenge of affording home repairs.

**Did you know?** According to the U.S. Census Bureau, only 10% of all U.S. homes, or about 11 million housing units, are aging-ready.

Minor Home Repair provides home maintenance for Seattle, Bellevue and Shoreline homeowners of any age, who are on limited budgets or have moderate incomes. **Our program helps adults of all ages maintain independence and remain safely in their homes for as long as possible.**
According to the National Council on Aging (NCOA), approximately 1 in 10 Americans aged 60+ have experienced some form of elder abuse.

Did you know? Some estimates range as high as 5 million elders who are abused each year. One study estimated that only 1 in 14 cases of abuse are reported to authorities.

Senior Rights Assistance empowers people to utilize their legal rights by providing expert advice free of charge. Topics we help with include Estate Planning, Power of Attorney, Probate, and Guardianship.
Why WeCare

We want to make navigating Medicare options an easy and painless decision for your health and your wallet. We want to make sure you understand your Medicare choices so you select the Medicare option that’s right for you while maximizing your benefits.

What We Do

We offer advice on Medicare without bias. As a proud partner of Sound Generations, we can provide an integrated safety net of services and resources to support you on your aging journey. We are here to assist YOU!

Testimonials

“The WeCare Medicare insurance broker was very knowledgeable and was able to direct me to a plan with more benefits and less out of pocket expense.”

“The WeCare Medicare insurance broker helped me navigate the confusing world of Medicare.”

David Washington
WeCare Medicare Insurance Broker
We reduce stress and provide counseling sessions for unpaid caregivers throughout King County.

**Did you know?** 16% of Caregivers in King County report concerns for their physical and mental health.

Our advocates help you identify community resources, select the best options and assist in securing needed services. **We can connect you with caregiver counseling, arrange home visits, and follow up to make sure you have received the help you need.**
The Geriatric Regional Assessment Team (GRAT) is a home-visiting team of behavioral health clinicians who can engage and assess cognitive and behavioral health difficulties in adults 55 and older living in King County.

GRAT works with the elderly and their community to provide stabilization and avoid overuse of emergency services or hospitalization. During the pandemic, GRAT provides telephone outreach with elders in the place of home visits.

An estimated 20 to 25 percent of older adults in the United States meet the criteria for a mental health disorder and/or dementia.

GRAT receives funding from the King County Veterans, Seniors & Human Services Levy and the MIDD Behavioral Health Sales Tax.
Ballard NW Senior Center

“Where Friends Meet Friends”

Mission

Ballard Northwest Senior Center’s Mission is to promote the emotional, social and physical well-being of older adults. The Center is a place “Where Friends Meet Friends”.
The Senior Center of West Seattle is a multi-purpose facility in which older people may come together to fulfill many of their social, physical, and intellectual needs. It can help expand their interests, tap their potential, and develop their talents. The Center is also a bridge—a broad, two-way bridge—linking the loose-knit senior community to the community at large.
Shoreline-Lake Forest Park Senior Center

Shoreline-Lake Forest Park Senior Center offers a variety of activities that engage adults age 50+ to participate in recreational, social, health, educational, and nutritional services. Our staff, volunteers, instructors and facilitators strive to foster a fun, relaxed atmosphere where lasting friendships form and memories are created.
Sno-Valley Senior Center

“Your home-base in the Snoqualmie Valley”

Mission

The Sno-Valley Senior Center works to inspire, support and empower seniors to lead healthy, enriched lives.
Lake City Senior Center Project

“A senior center without walls”

The Lake City Seniors (LSC) uses a “without walls” model to bring intercultural senior center programming to Northeast Seattle. We began in 2016, after members of the community advocated through City Council to bring senior programs to Lake City. Our mission is to support people on their aging journey through community connections, access to services and resources, and empowering older adults to be socially engaged and live their best lives.
East African Senior Center Program

We began to build our community around food and eventually, a robust schedule of senior-focused programming that includes fitness classes, information sessions, gardening/farming and field trips. We now have an East African senior center ‘without walls,’ providing meals, services, and activities at various locations in Seattle.
OUR IMPACT BY THE NUMBERS 2022

HYDE SHUTTLES & VOLUNTEER TRANSPORTATION
Provided 55,271 one-way rides to the doctor and other essential services.

AFFILIATED SENIOR CENTERS
Welcomed 110,415 visits for 6,432 older adults to stay active, take classes, and ease loneliness

MEALS ON WHEELS
Delivered 517,450 nutritious meals to homebound older adults

PATHWAYS INFORMATION & ASSISTANCE
Provided 1,847 clients with expert advice. GRAT served a total of 194 individuals.

WECARE MEDICARE
Assisted 66 clients in navigating complicated health plan information.

COMMUNITY DINING
Served 235,412 delicious and affordable hot meals to local aging adults

CAREGIVER SUPPORT
Alleviated the stress for 445 caregivers

HEALTH & WELLNESS PROGRAMS
Helped 5,737 older adults stay fit and healthy

MINOR HOME REPAIR
Kept aging adult homes safe by completing 1,091 repair jobs

SENIOR RIGHTS ASSISTANCE
Provided legal advice in 713 cases

We manage over 180 employees and 1,283 incredible volunteers who provided service in 2022. Our work would not be possible without them.

BY THE NUMBERS represents the annual impact of Sound Generations' programs during the 2022 calendar year.
Workplace Environment

Sound Generations believes that all volunteers should conduct themselves according to the standards of common sense, good citizenship, and mature behavior.

Examples of these standards include:

- Working safely
- Treating everyone in the workplace with respect
- Treating the property of Sound Generations and its employees with care and respect
- Conducting all work you perform on behalf of Sound Generations with honesty and integrity
- Maintaining your skills and attributes to meet the requirements of your volunteer position
Expectations

- Enjoy the journey and have fun
- Don’t hesitate to ask questions and offer feedback as this helps us improve our service delivery
- Be courteous, respectful, and caring in all that you do.
Q: What are the benefits of volunteering?

A: Volunteers extend our capacity and ability to help those most in need. They also:

- Help us build community
- Foster new friendships and engagement
- Strengthen program effectiveness
- Enhance their skill set and personal growth
Q: Is there an expectation around time commitment?

A: Volunteering is meant to be a fun and engaging experience that takes place at your convenience within the needs of the program you are assisting. Please work with your volunteer coordinator to determine what is best for your availability and their needs.
Q: Can I volunteer for more than one program?

A: Yes. We love having individuals who want to lend their assistance in multiple ways. We want it to work for you and the programs you are interested in, while providing a rewarding and meaningful experience for you.
FAQs

Q: What is the dress code?

A: The dress code is business casual. We expect you to dress appropriately for your role and attire must not be offensive to third parties you interact with.
FAQs

Q: What happens if there is inclement weather?

A: Sound Generations rarely closes its facilities, so please have a contingency plan to safely report to your assigned location. If you are unable to make it to your assignment, please contact your volunteer coordinator.
FAQs

Q: What does safety look like at Sound Generations?

A: You can expect site-specific safety notices and evacuation plans. We follow the safety guidelines recommended by Centers for Disease Control and Prevention; you will be expected to regularly wash hands and follow social distancing guidelines.
Q: What are some important resources for volunteers?

A: If you or a client ever have any questions regarding services at Sound Generations or within the community, contact Pathways Information and Assistance at 206-448-3110 or toll free at 888-435-3377.
THANK YOU