



Volunteer Handbook

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About Seniors First, The Shenandoah Area Agency on Aging:

Seniors First is a non-profit organization providing high-quality services and opportunities to enhance the dignity and independence of seniors and promote their contributions to the community. Our services enable older adults to remain living in their own home for as long as safely possible, rather than go into a nursing facility. Seniors First serves the Counties of Clarke, Frederick, Page, Shenandoah, Warren, and the City of Winchester.

Mission:

To foster the dignity, independence and security of older adults, persons with disabilities, and their caregivers, by providing a variety of high-quality services and opportunities, promoting their continued contributions to the community, while continuing to live at home for as long as safely possible.

History:

In 1965 when the Older Americans Act (OAA) became law, Congress and the Johnson Administration envisioned a framework of support services so that older adults would be empowered to age with dignity, health, and independence for as long as possible. The OAA is a seminal piece of legislation that provided the foundation for aging services and provided a vision for home and community-based services for older adults.

Seniors First was incorporated in July of 1975, and is the only comprehensive regional provider of support services that enable older persons to continue living in their own homes. As our older population increases, our services will be even more critical in controlling long term care costs and providing in-home care for our elderly friends and neighbors.

Throughout the Northern Shenandoah Valley of Virginia, Seniors First offers a variety of high-quality services that provide in-home support, delaying or preventing a move to more costly long-term care facilities. We offer a broad range of services to adults, 60 years and older, with the primary purpose of allowing them to age at home. Some of our services include Meals on Wheels, Personal Care, Homemaker Services, Respite Care, Transportation, Information and Referral Services, Ombudsman, and Insurance Counseling. We also operate six Senior Centers. The service area includes the counties of Clarke, Frederick, Page, Shenandoah, Warren, and the city of Winchester.

Seniors First enhances the dignity and independence of older persons, facilitating staying active and continuing community service. Services also support caregivers of older adults, often enabling spouses and family to continue in the workforce. Seniors First receives federal, state, and local jurisdictional funding, but the needs of older residents and their caregivers continue to exceed these resources. Individual, corporate, and faith-based community support are critical to help us meet the diverse needs in our community.

What Does Seniors First Do?

Below is a list of programs Seniors First provides:

Information and Referral Assistance: links older adults, adults with disabilities, and caregivers to supportive community services.

Congregate Meal Program: provides weekday lunches at senior centers.

Disease Prevention & Health Promotion: provides education and information to engage and empower older adults, people with disabilities, and their caregivers to stay healthy longer.

Senior Cool Care: reduces the risk of heat exhaustion by providing electric fans and air conditioners to income-eligible seniors.

Home Delivered Meals: provides weekly noontime meals to older adults who are unable to leave home. Frozen meals may be available for those at nutritional risk. Northern

Virginia Long-Term Care Ombudsman: provides information on long-term care facilities in Northern Virginia, and advocates for recipients of long-term care services.

Senior Centers: provides a network of social, educational, wellness, fitness, and other activities for independent seniors. Each center has its own calendar of events and offerings. All senior centers offer congregate meals.

Senior Center Transportation: Seniors First provides rides to and from the Senior Centers.

WellTran Transportation: WellTran offers safe, reliable transportation for non-emergency medical appointments.

Senior Medicare Patrol: educates beneficiaries to identify, report and prevent fraud and abuse in Medicare and Medicaid programs. SMP volunteers are available for community presentations.

Virginia Insurance Counseling and Assistance Program (VICAP): provides confidential help and advice about Medicare health insurance, long-term care insurance and Medicare prescription drug program.

Volunteer Opportunities:

Seniors First is unable to provide court-mandated community service opportunities.

- Meals on Wheels Kitchen Assistant: Kitchen assistants help out in the kitchen, transfer supplies and equipment between storage and work areas, help with washing pots and pans, and cleaning work spaces.
- Meals on Wheels Runners: Deliver hot, nutritious meals to homebound elderly persons. The volunteer will ride along on the van and carry the hot meals to the home of a homebound client. Meals on Wheels runners also help load and unload the van.
- Meals on Wheels Drivers: Drivers act as on-call substitute for the staff driver who transports Senior Center participants to and from the center and delivers meals to the homebound. Drivers also help load and unload the van.
- Virginia Long-Term Care Ombudsman Program: Ombudsman program volunteers provide invaluable advocacy with and for residents in long-term care facilities in their local communities.
- Medicare Benefits Counseling Volunteer: Seniors First offers several positions with its VICAP program. These positions require special training. This training along with staff support is provided by the agency.
- Special Projects: Special project volunteers help with a variety of tasks which may include telephoning, copying materials, sorting donated items for events, helping with fundraisers, delivering items/gifts, pre-event planning, setting up for events, and/or help with ticket sales or activities.

Volunteer Application Process:

The volunteer application process is comprised of the following components: volunteer application, interview (in-person or over the phone) and a background check. In addition, for volunteers who wish to drive the following is required: verification of valid driver's license, DMV driving record and a physical. The agency covers these costs.

All volunteers with Seniors First are required to complete a background check also known as a Consumer Report. Under the provisions of the FCRA (15 USC at 1681 - 1681u), before we can seek such reports, we must have your written permission to obtain the information. You have the right, upon written request, to a complete and accurate disclosure of the nature and scope of the background investigation. You are also entitled to a copy of the Consumer Finance Protection Bureau's document entitled Summary of Rights under the Fair Credit Reporting Act.

Seniors First does not check credit scores as part of its background check for volunteers. Under an interim final rule issued on September 12, 2018, the Consumer

Financial Protection Bureau (CFBP) has issued a new model disclosure form that employers and background check companies are required to provide to any individual who completes a credit report consent form. You may download this form on our website at: www.seniorsfirst.info.

Reconfirming Background checks:

Background checks will be repeated every five (5) years for volunteers still in service with the agency. You will be asked to complete a new written permission form before a consumer report is run. For volunteers who drive, certification of valid driver's license and driving record are required annually. Seniors First covers the cost for the background checks, DMV driving records and physicals.

Volunteers with Disabilities:

Seniors First values the service of volunteers with disabilities. We are committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA) and its amendments. It is Seniors First's policy not to discriminate against any qualified employee, applicant or volunteer with regard to any known disability or perceived disability so long as the person can perform the essential functions of a job, with or without reasonable accommodation. Consistent with this policy of nondiscrimination, Seniors First will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made Seniors First aware of their disability, provided that such accommodation does not constitute an undue hardship on Seniors First. Volunteers with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact their Program Manager.

Volunteers Under the Age of 18:

Most Seniors First volunteer opportunities require persons under the age of 18 to have a parent, guardian or chaperone accompany them. Volunteers under the age of 18 must also have a signed Volunteer Agreement, Release and Waiver of Liability form. Seniors First is unable to provide court-mandated volunteer community service opportunities.

Volunteer Benefits:

Lifelong Learning and Friendships: Volunteers will work as part of a team, and will have the chance to contribute to the welfare of the community and organization. Additionally, volunteers may develop new skills, learn about new community programs, meet new people, and have an opportunity to participate in fun social events.

Limited Insurance Coverage: In the case of injury or accident while performing volunteer service, your medical insurance serves as the primary carrier. Seniors First insurance may cover a limited amount of medical expenses under certain circumstances. Please report any accident or injury to your program manager immediately.

Tax Advantages: You may be able to deduct certain out-of-pocket expenses. Please consult the Internal Revenue Service (IRS) guidelines or your tax advisor. The IRS requires you to maintain adequate records in order to qualify for tax deductions.

What Does Seniors First Expect from You as a Volunteer?

- Complete the initial application process and sign all appropriate forms.
- Participate in orientation and all required trainings.
- Provide courteous service with a smile and positive attitude.
- Accept work assignments that are best suited to your interests, talents, and availability.
- Be on time, dependable, and report as scheduled. In case of an absence, provide notice to the program manager (“program manager” refers to the manager of the service you are volunteering with, i.e., Senior Center Manager.).
- Stay in touch with your program manager. All volunteer hours, schedule changes, absences, etc. should be communicated directly with the program manager.
- Record all hours worked on the “Volunteer Sign-In” form. Sign and date form.
- Be respectful of the confidentiality and sensitivity of participant needs. A breach of confidentiality will result in termination of your volunteer position.

Code of Conduct for Volunteers:

Our expectation is that all volunteers will conduct themselves with integrity while recognizing and appreciating the diversity of backgrounds and experiences they may encounter. We expect all volunteers to be respectful of all individuals they encounter as a volunteer of Seniors First.

- Conduct all dealings with the public, agency staff, other volunteers and clients, in a manner that presents a courteous, professional, and service-oriented image of Seniors First.
- Treat everyone fairly and equitably, without regard to race, color, religion, sex, gender identity, sexual orientation, parental status, disability, age, national origin, or other non-merit-based factors.
- No using language or displaying behavior that is profane, abusive, obscene, threatening harassing, insulting, or sexually suggestive as determined by the program manager.
- Volunteers are required to share concerns directly with the program manager.
- In sharing about your experiences outside of the agency, do not use names of clients or other identifying information.
- Client information and data may not be written/recorded on anything other than designated agency forms. All documents containing client information must be left at the end of the day with the program manager.
- All facilities are smoke-free, drug-free, and alcohol-free. A designated outdoor smoking area may be available in some locations.
- Appearance and dress should be professional and consistent with the position responsibilities. Special requirements may be necessary for safety, health, and

sanitation, i.e., the use of gloves, nonslip footwear, hairnets and/or hats, and other specialized clothing or equipment. The following should not be worn while volunteering: apparel with images, wording, or logos that may be perceived as lewd or offensive, any articles of clothing that expose undergarments and or leave the midriff or back exposed, flip-flops and excessive use of fragrances, which may cause allergic or adverse reactions in clients.

- Personal arrangements for services made between clients and volunteers, outside of Seniors First are prohibited and can lead to liability issues for both the volunteer and Seniors First.
- Volunteers should not provide their personal contacts to a client. To block your phone number and name from appearing on a client's Caller ID, dial *67 before dialing the phone number. Seniors First staff will not give out phone numbers of volunteers.
- If a client contacts a volunteer with service questions, the volunteer is required to provide this information to the program manager or designated staff person.
- Volunteers may not accept personal gifts and/or gratuities from clients, their family members or caregivers.
- Volunteers should not enter into financial transactions with clients, their family member or caregivers. If volunteers identify client needs outside of the boundaries of their own volunteer role, the volunteer should notify their program manager.
- Seniors First's physical contact policy promotes a positive, nurturing environment while protecting clients, employees and volunteers. Seniors First encourages appropriate physical contact with clients and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by employees or volunteers towards clients will result in disciplinary action, up to and including termination of employment or volunteer status. See "Physical Contact" beginning on page 4 in the Seniors First Abuse and Molestation Policies handbook.
- Seniors First wants to know about all interactions with clients. Please keep your program manager abreast of your time with clients and speak to your program manager if a concern arises.

Required Training:

Seniors First has established training requirements for each volunteer role. These training requirements vary from role to role. Volunteers will receive direction from their program manager on how to complete their required specific volunteer training.

Confidentiality:

Agency staff and volunteers are bound by federal and state regulations regarding protecting confidential information. Protecting the privacy of our clients is a basic value of Seniors First. Confidential information is protected information and data of any kind concerning matters affecting or relating to Seniors First and the personal, medical, and financial information of our current and former clients. You are free to talk about Seniors First, our services and your volunteer position, but you are not permitted to

disclose clients' names or talk about them in ways that will make their identity known. Client confidentiality is breached when protected information received from or about a client is repeated to persons who are not on a need-to-know basis to perform their respective duties. Care must also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

Confidential information may not be released without appropriate authorization. Consent forms are kept on file for each client. These forms designate who your program manager has permission to speak to regarding confidential information for that client. Program managers are limited in what information they may share with persons not listed on the client's consent form. This includes staff and volunteers. The confidentiality agreement does not prohibit staff and volunteers from reporting suspected abuse, neglect or exploitation. Staff and volunteers are required to share information by law when it relates to suspected abuse, neglect or exploitation. This information must be conveyed directly to the program manager, but not to other volunteers, family or friends. Appropriate steps will be taken by the program manager.

It is the policy of Seniors First that confidential information must be kept confidential both during and after employment or volunteer service. This policy is intended to protect you as well as Senior First because in extreme cases, violations of this policy could result in civil or criminal penalties. A breach of confidentiality may result in termination of your volunteer position.

Reporting Suspected Abuse, Neglect and Exploitation:

Mandated reporters are certain persons who are identified in the Code of Virginia as having a legal responsibility to report suspected abuse, neglect and exploitation. Seniors First program managers are Virginia Mandated Reporters. The purpose of mandated reporting is to identify suspected abused and neglected children or vulnerable adults as soon as possible so that they can be protected from further harm. If you suspect that a client is being abused, neglected, or exploited, you should immediately report your concerns directly to your program manager. Your program manager is legally mandated to file a report with the local Adult Protective Services (APS) office. Once you have reported any concerns to your program manager, you have met your responsibility.

If you suspect abuse, neglect and exploitation in a child or adult (who is over age 60 or incapacitated adults 18 years and older) that is not a Seniors First client, you should always report your concerns to your local Department of Social Services (DSS) or the 24-hour toll-free hotlines:

Adult Protective Services (APS): 888-832-3858 or
Child Protective Services (CPS): 800-552-7096

Accidents and Incidents

All accidents/incidents should be reported to your program manager immediately. Program managers will complete the Accident/incident form for your signature.

Holidays:

The agency follows the state of Virginia holiday calendar. Please ask your program manager for a copy of the VA holiday calendar. Holiday closures are also noted on the senior center monthly activities calendar.

Inclement Weather Policy & Closings:

Most all agency services will be closed if schools are closed for bad weather in that specific town or county. Your program manager will contact you to let you know about facility closures.

Medical Emergency Procedures:

In the event of an emergency, call 911. *If unsure if it is a life-threatening emergency treat as if it is.* Agency staff will notify the client's emergency contact on file. Staff and volunteers may never transport anyone requiring medical assistance to a hospital or doctor's office in a medical emergency situation.

If the emergency appears to be life-threatening, i.e., altered mental status, unconsciousness, difficulty breathing, chest pain or discomfort, inability to move, potential head, neck, or spinal injuries, large broken bones, uncontrollable bleeding, stroke, etc. follow the procedures below:

- Call 911 immediately.
- Do not move the victim.
- Send someone to meet responding personnel at building entrance and guide them to the emergency location. If possible, one person should remain with the patient until emergency personnel arrive.
- Provide First Aid to level to which you are trained, after obtaining consent from the person. All senior centers and agency vans have a first aid kit.
- If you suspect a heart attack, retrieve the nearest AED (ask your program manager where the nearest one is located), open and follow the written and audio instructions.

Additional Resources:

Signs of Adult Abuse, Neglect, or Exploitation:

Per the Virginia Department of Social Services, signs of adult abuse, neglect, or exploitation may include:

Physical Signs/ Psychological/Behavioral Signs

- Dehydration or malnutrition
- Broken bones or sprains
- Pain from touching
- Scratches, burns, bruises
- Soiled clothing or bed
- Unsafe or unsanitary housing
- Depression
- Lack of communication and talking
- Isolation or withdrawal
- Anxiety and or Anger
- Frequent change of healthcare professionals

Signs of Caregiver Abuse

- Forced isolation
- Lack of affection of care for adult
- Communicates to others that adult is a burden
- Conflicting stories or accounts of details
- Prevents adult from speaking to others
- Prevents visitation from family and friends
- Inappropriate sexual relationship or language
- History of family violence

Signs of Financial Exploitation

- Missing personal belongings
- Suspicious signatures
- Adult has no knowledge of monthly income
- Frequent checks made out to “cash”
- Numerous unpaid bills
- Discrepancies in tax returns
- Large bank withdrawal
- Unusual bank activity
- A changed will or POA

For more information and additional resources, visit the Virginia Department of Social Services APS page at: <https://www.dss.virginia.gov/abuse/aps.cgi>

Do's and Don'ts When Interacting with Non-Native English Speakers

- Smile! it's the universal code for instilling reassurance.
- Look for understanding and clarity from facial expressions and body language.
- Maintain eye contact.
- Speak slowly and enunciate clearly.
- Use short sentences and avoid using slang.
- Avoid acronyms, idioms, and abbreviations.
- Restate your point with different words.
- Use hand gestures and body language to express yourself.
- Do not rush the person through the communication
- Ask the individual to repeat back what they just heard you say or ask a specific question to determine understanding.
- Avoid asking "Do You Understand?" as people might be hesitant or embarrassed to admit that they do not.
- Offer to write down information for the individual, whether it is completing a form or writing "how to" instructions.
- Get help from their family member, a colleague, or interpreter when appropriate.

Receipt of Volunteer Handbook

I have received and carefully read Seniors First Volunteer Handbook. I acknowledge that the handbook will be updated from time to time and that I am responsible for reading the updates and complying with the provisions thereof;

Signature: _____

Print Name: _____

Date: _____

Confidentiality Agreement

Seniors First, the Shenandoah Area Agency on Aging (Seniors First) and all staff and volunteers are bound by federal and state regulations regarding protecting confidential information. Protecting the privacy of our clients, donors, staff, and volunteers is a basic value of Seniors First. Personal, medical, and financial information is confidential and should not be disclosed or discussed with anyone without permission or prior authorization. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Staff and volunteers may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of Seniors First that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service.

I hereby agree as follows:

- ❖ I understand confidentiality regulations shall in no way hinder me from reporting suspected abuse.
- ❖ I **understand** that I will only disclose confidential information on a need-to-know basis to those who need to know such information in order to perform their respective duties.
- ❖ I will only use confidential information as necessary to perform my duties as an employee or volunteer affiliated with the Seniors First.
- ❖ I will not in any way divulge, copy, release, sell, loan, review, alter or destroy any confidential information except as properly authorized to do so.
- ❖ I will safeguard and will not disclose or share computer passwords, keys, or any other items that allow access to confidential information.
- ❖ I will keep all confidential information properly secured with passwords, lock and key and or any other methods available to secure confidential information.
- ❖ I will report activities by any individual or entity that I suspect may compromise the confidentiality of information.
- ❖ I understand that I have no right or ownership interest in any confidential information.
- ❖ I understand I will be held responsible for my misuse or wrongful disclosure of confidential information and for any failure to safeguard such information.

I have read and understand the Confidentiality Agreement. I agree to comply with the agreement and I understand that a violation of this agreement may result in disciplinary action, up to and including termination, as well as civil or criminal liability.

Printed Name: _____

Signature: _____

Date: _____

Photo Release Form

I grant permission to Seniors First, the Shenandoah Area Agency on Aging the right to take photographs and videos of me. I grant Seniors First the rights of my image, likeness and sound of my voice as recorded by cell phone or camera without payment or any other consideration. I understand my photograph may be used for promotional and/or educational purposes in print publications, displays, the agency website, newspapers, Facebook, etc. I understand that my image may be edited, copied, published, or distributed and waive the right to inspect or approve the finished product.

By signing this release, I understand this permission allows my photograph or video recording to be electronically displayed online. I also understand Seniors First may choose not to use my photo at this time but may do so later at its own discretion.

By signing this form, I acknowledge that I have completely read and fully understand the above release. I hereby release all claims against Seniors First utilizing this material.

Printed Name: _____

Signature: _____

Date: _____

Email: _____