



SENIOR SERVICES

Helping Our Elderly Live With Dignity

VOLUNTEER HANDBOOK

TABLE OF CONTENTS

INTRODUCTION	3
Volunteer Mission Statement.....	3
History of Senior Services, Inc.	3
Senior Services, Inc.	3
Meals on Wheels	3
Share-A-Home	4
Living-At-Home	4
Elizabeth and Tab Williams Adult Day Center.....	4
Elder Care Choices.....	4
Senior Lunch.....	5
Help Line.....	5
Volunteer Guidelines and Procedures	5
Background Checks.....	5
Attendance.....	5
Computer Usage.....	6
Social Networking	6
Cellular Phones/Wireless Technology	6
Gifts	7
Exit Interviews.....	7
Policies	8
Commitment to Safety	8
Volunteer Safety Responsibilities.....	9
General Safety Rules	10
Conduct	10
Housekeeping.....	10
Injury Reporting.....	10
Workplace Safety Policies	10
Drug Use.....	11
Automobile Use.....	11
Information on HIPAA.....	11
Confidentiality	12
Receipt of Volunteer Handbook.....	13

INTRODUCTION

Welcome to Senior Services, Inc. We are delighted that you are here and appreciate the time and talents you are giving to this organization and to the elderly of our community. We hope that your time here will be rewarding. The following information is intended to give you a good general knowledge of our agency and staff, as well as policy guidelines that apply to volunteers.

VOLUNTEER MISSION STATEMENT

Volunteers greatly enhance our ability to help seniors live with dignity and purpose. We provide volunteers with experiences that they will find meaningful and impactful while fully utilizing their talents and passions.

HISTORY OF SENIOR SERVICES, INC.

Senior Services, Inc.

A private, non-profit agency established and incorporated in 1974. The organization originally operated under the name Creative Life Centers, Inc. and the first project of the agency was an adult day care center. The original founders, members of Parkway United Church of Christ, the Experimental Church, and the Downtown Church Center, conceived of Creative Life Centers in response to a need for adult day centers in Forsyth County, NC. The organization has had an adult day center in operation continuously since 1975. In 1984, the name of the agency was changed from Creative Life Centers to Senior Services, Inc. to reflect the growing variety of services for older adults under the organization's umbrella.

Meals on Wheels

This program was adopted by Senior Services, Inc. (Creative Life Centers) in 1976. Meals on Wheels, which began in 1962, is one of the oldest home delivered meals programs in the United States and one of the largest. Meals-on-Wheels has nearly 1,250 volunteers who share the responsibility of delivering hot meals to 1,100 homebound senior adults in need each weekday.

In 1978, the Home Care Program was implemented as part of a statewide research/demonstration project. The program first offered chore service but soon offered personal care through certified nursing assistants. The Home Care Program was the first in-home aide service in Forsyth County, North Carolina to be certified by a national accrediting organization. It is currently accredited by the Accreditation Commission for Health Care and received a rare perfect score during the process in 2000.

Share-A-Home

Added to the agency's services in 1986. Operating independently since 1984 it was a comfortable residential home for independent older adults with a full time manager. It could be said Share-A Home was the forerunner of the many assisted living facilities now dotting the landscape. Share-A-Home closed in 1991 as other living opportunities opened up.

Living-At-Home

Began as a research and demonstration project in 1988 in association with Bowman Gray School of Medicine, testing the effectiveness of assessments and case management by nurse and social work teams. At the end of the grant, a new care management program called Living-At-Home was implemented patterned after the state's Community Alternatives Program for Disabled Adults (CAP/DA) but operating under a Kate B Reynolds Trust grant. By the time the grant period was complete (1992) Senior Services had collaborated with the local Health Department and Department of Social Services to establish a CAP/DA program in Forsyth County, with Senior Services Living At Home Program serving as the coordinating agency.

Elizabeth and Tab Williams Adult Day Center

A new adult day health program of Senior Services, The Alzheimer's Center, opened in 1989 through a Robert Wood Johnson Foundation grant. The center was one of 18 demonstration projects chosen from more than 300 national applicants. The Center experienced three years of success and was combined with the original Adult Day Care Center in 1993 to form a combination day care and day health center. The combined Adult Day Care and Alzheimer's Center moved to the newly constructed Elizabeth and Tab Williams Adult Day Center facility in May of 2000. This facility was the result of Senior Services first capital campaign that raised \$4 million to construct, equip, and maintain the building as well as provide scholarships for attendance.

Elder Care Choices

Implemented in 1994 to provide local corporations with assistance to their employees on elder care issues. Employees of contracting companies call counselors at Senior Services and receive assistance with questions about services for aging family members who live anywhere in the United States. There are currently more than 30,000 employees eligible for this service through 31 contracting companies.

Senior Lunch

Became a part of Senior Services in 1997 when the Experiment in Self-Reliance, Inc., which had operated the service since 1974, decided to discontinue their management of the program. This congregated nutrition service provides activities, education, fellowship, and nutritious daily lunches to seniors at four sites throughout Forsyth County.

Help Line

Became an official service of Senior Services in 1999. Information and referral had been a part of the Living At Home program unofficially since its inception but the service did not have a name and had not been promoted widely in the community. Help Line services are available to all residents of Forsyth County who need assistance in accessing services or are seeking advice on aging issues. Help Line also produces and distributes the very popular "Directory of Services for Older Adults", a semi-annual publication.

In 1987, 1999, and 2007, Senior Services was the winner of the Joel Weston Memorial Award for Excellence in Nonprofit Agency Management. In 2002, Senior Services also won the George L. Maddox Award for "Excellence in Creative Programs for Older Adults" from the NC Division of Aging and was named one of the Top 40 "Family Friendly" Work Places in NC by *Carolina Parent* Magazine. In 2010, the Elizabeth and Tab Williams Adult Day Center received an award for being the best adult day center in the United States from the NASDA. The North Carolina New Organizational Vision was awarded to Senior Services in 2011, and in 2017, Senior Services' Aging with Purpose Initiative was awarded the Innovative Program Award from North Carolina Association on Aging.

VOLUNTEER GUIDELINES AND PROCEDURES

Background Checks

For the protection of our participants, Senior Services, Inc. requires a background check on all volunteer applicants. We appreciate your cooperation with this effort. We thank you for understanding and helping us ensure the safety of our elders living with frailty.

Attendance

It is very important that volunteers honor their agreed upon assignment or commitment of time. If a volunteer will be unable to perform their duties, he/she

should notify Senior Services as soon as possible. In the case of bad weather, we will notify volunteers if activities have been canceled, or volunteers can call Senior Services at 336-725-0907 to talk to their supervisor. Volunteers are asked to sign in and out at the reception area of building each day. Our safety policy requires that we are aware of who is in the building at all times. This also helps with tracking of volunteer hours.

Computer Usage

All electronic and telephonic communications systems, and all communications and information transmitted by, received from, or stored in these systems are the property of Senior Services, Inc. As such, these systems are to be used for job-related purposes. Improper use of the internet and/or email systems will not be tolerated.

Social Networking

Unless specifically instructed, volunteers are not authorized and therefore restricted to speak on behalf of Senior Services, Inc. Volunteers may not publicly discuss program participants, products, employees or any work-related matters, whether confidential or not, outside company-authorized communications. Volunteers are expected to protect the privacy of Senior Services and its employees and program participants, and are prohibited from disclosing personal employee and nonemployee information and any other proprietary and nonpublic information to which volunteers have access. Such information includes but is not limited to participant information, financial information and strategic business plans.

Volunteers are cautioned that they should have no expectation of privacy while using the Internet. Your postings can be reviewed by anyone, including Senior Services. Senior Services, Inc. reserves the right to monitor comments or discussions about the company, its employees, clients and the industry, posted on the Internet by anyone, including employees and non-employees. Senior Services, Inc. can and does monitor web usage from data collected at the firewall.

Volunteers are cautioned that they should have no expectation of privacy while using company equipment or facilities for any purpose, including authorized blogging. Senior Services, Inc. reserves the right to use content management tools to monitor, review or block content on company blogs that violate company blogging rules and guidelines.

Cellular Phones/Wireless Technology

Volunteers are expected to turn cellular phones and wireless technology off while in our office area, or leave on silent or vibrate for emergency use. Use of cellular phones in work areas is strongly discouraged.

All volunteers are expected to follow applicable state or federal laws or regulations regarding the use of cell phones or wireless technology at all times. North Carolina has banned text messaging for all drivers.

Volunteers whose job responsibilities include regular or occasional driving are prohibited from using their phone while driving. You should not use your cell phone or similar device to receive or place calls, text messages, surf the Internet, check phone messages, or receive or respond to email while driving if you are in any way doing activities that are related to your volunteer work at Senior Services, Inc. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, volunteers are asked to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or use hands-free operations, refrain from discussion of complicated or emotional matters and keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather or the volunteer is driving in an unfamiliar area.

Gifts

Volunteers are prohibited from accepting gifts, money or gratuities from clients receiving services under any of our programs or from any person or agency performing services under contract with Senior Services. If a volunteer receives a gift through the mail or through other unavoidable circumstances, the items should be disposed of as follows:

1. Perishable gifts delivered without notice must be made available to all volunteers and employees of Senior Services, Inc.
2. Non-perishable items become property of Senior Services, Inc. to be used or disposed of at the discretion of the President and CEO or Chief Operating officer.

Exit Interviews

An exit interview will be offered to volunteers. A volunteer's candid assessment of his/her assignment(s), as well as reasons for leaving Senior Services, will be encouraged. The Volunteer Coordinator may choose to discuss the information gathered with the volunteer's supervisor.

POLICIES

Commitment to Safety

Senior Services Inc. recognizes that our volunteers drive the organization. As the most critical resource, volunteers will be safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. All work conducted by Senior Services Inc.'s volunteers will take into account the intent of this policy. No duty, no matter what its perceived result, will be deemed more important than volunteer health and safety.

Senior Services Inc. is firmly committed to the safety of our volunteers. We will do everything possible to prevent accidents and we are committed to providing a safe working environment for all volunteers.

We value our volunteers not only as volunteers but also as human beings critical to the success of their family, the local community, and Senior Services Inc.

Volunteers are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor on duty.

A key factor in implementing this policy will be the strict compliance to all applicable federal, state, local, and Company policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this, Senior Services Inc. will make every reasonable effort to provide a safe and healthful workplace that is free from any recognized or known potential hazards. Additionally, Senior Services Inc. subscribes to these principles:

1. All accidents are preventable through implementation of effective Safety and Health Control policies and programs.
2. Safety and Health controls are a major part of our work every day.
3. Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds Senior Services Inc. in higher regard with community members, and increases productivity. This is why Senior Services Inc. will comply with all safety and health regulations which apply to the course and scope of operations.

4. Management is responsible for providing the safest possible workplace for volunteers. Consequently, management of Senior Services Inc. is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy.
5. Volunteers are responsible for following safe work practices and company rules, and for preventing accidents and injuries. Management will establish lines of communication to solicit and receive comments, information, suggestions and assistance from volunteers where safety and health are concerned.
6. Management and supervisors of Senior Services Inc. will set an exemplary example with good attitudes and strong commitment to safety and health in the workplace. Toward this end, management must monitor company safety and health performance, working environment and conditions to ensure that program objectives are achieved.
7. Our safety program applies to all volunteers and persons affected or associated in any way by the scope of this organization. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at Senior Services Inc. must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy.

Volunteer Safety Responsibilities

Senior Services strives to create a safe environment for all volunteers. This includes ensuring meaningful, safe and courteous interactions between volunteers and participants in our programs. To this end, Senior Services completes in-home visits and assessments with participants prior to and at regular intervals while receiving services from our organization. It should be noted that while we have these measures in place to help ensure volunteer and participant safety, we do not perform background screenings on program participants and are not able to disclose personal and confidential information about program participants to volunteers, staff or other entities in accordance with our privacy and confidentiality policies.

The primary responsibility of the volunteers of Senior Services Inc. is to perform their duties in a safe manner in order to prevent injury to themselves and others.

As a condition of your time spent with the organization, volunteers **MUST** become familiar with, observe, and obey Senior Services Inc.'s rules and established policies for health, safety, and preventing injuries while at work. Additionally, volunteers **MUST** learn the approved safe practices and procedures that apply to their work; which include complying with all program rules and procedures.

Before beginning special work or new assignments, a volunteer should review applicable and appropriate safety rules.

If a volunteer has any questions about how a task should be done safely, he or she is under instruction **NOT** to begin the task until he or she discusses the situation with a supervisor. Together, they will determine the safe way to do the job.

If, after discussing a safety situation with a supervisor, a volunteer still has questions or concerns, he or she is required to contact the Safety Coordinator.

NO VOLUNTEER IS EVER REQUIRED to perform work that he or she believes is unsafe, or that he or she thinks is likely to cause injury or a health risk to themselves or others.

GENERAL SAFETY RULES

Conduct

Horseplay, 'practical jokes,' etc., are forbidden. Volunteers are required to work in an injury-free manner displaying accepted levels of behavior. Conduct that places the volunteers or others at risk, or which threatens or intimidates others, is forbidden.

Housekeeping

Clean up several times throughout the day, disposing of trash and waste in approved containers, wiping up any drips/spills immediately, and putting equipment and tools away as you are finished with them.

The following areas must remain clear of obstructions:

1. Aisles/exits
2. Fire extinguishers and emergency equipment
3. All electrical breakers, controls, and switches

Injury Reporting

All volunteer-related injuries must be reported to a supervisor immediately.

WORKPLACE SAFETY POLICIES

Senior Services hopes that each volunteer's work experience is free from any mishaps or accident. In order to ensure safety, everyone is asked to continuously observe all safety policies, and to immediately report any unsafe conditions to their supervisor.

Drug Use

As a Federal grantee and as an agency concerned about the health and safety of its volunteers, Senior Services has established a substance abuse policy and a drug awareness program designed to maintain a drug-free workplace. Senior Services is concerned about the adverse effects that drugs and alcohol can have upon its volunteers' safety and health. Alcohol abuse and the illegal use of drugs lead to increased accidents and medical claims, and can lead to the destruction of a volunteer's health and adversely affect his or her family life. Through its Substance Abuse Policy, Senior Services prohibits--on company property or time-- the possession, use, transfer, manufacture, or sale of alcohol, illegal drugs, or controlled substances without a valid prescription. Volunteers identified as being drug abusers will be asked to leave.

Automobile Use

Volunteers who must drive as part of their regular job responsibilities must maintain a valid drivers' license and all legally required insurance at all times. Any volunteer who does not have current and adequate insurance may not drive on company business. When operating your vehicle for Senior Services, Inc., your personal auto liability insurance is the primary payer. Senior Services, Inc. is not responsible for any physical damage to your vehicle. Report any accidents to us as soon as possible.

Volunteers may not use cell phones to make or receive business or personal calls while driving on company time or while conducting company business except in cases of emergency. Volunteers who must make a telephone call while in the car on company time or on company business should pull over to conduct any telephone call or to check telephone messages. However, volunteers are advised to avoid stopping on any roadside where they may pose a significant threat to themselves or other traffic, to pull into a safe, well-lit area, and to avoid stopping in high-crime areas.

Seatbelts shall be worn at all times, as required by state law, in company vehicles as well as personal automobiles.

INFORMATION ON HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act. HIPAA was mandated to ensure that personal medical information shared with doctors, hospitals, and other healthcare providers is protected. Senior Services, Inc., because of its full array of services, is considered a healthcare provider under HIPAA. Therefore we must abide by these new regulations.

Basically, the HIPAA Privacy Rule does two things:

1. It restricts the use and disclosure of patient data including how it is stored, who can access it, where it goes and how it is used.

2. It gives patients new rights regarding their protected health information and more control over how and when it is used and by whom.

When a patient gives personal health information to a healthcare provider, that information becomes “protected health information”. It includes: Any information – oral, recorded on paper or sent electronically – about a person’s physical or mental health, services rendered or payment for those services, and includes personal information that connects the patient to records.

Examples of information that might connect the personal health information to the individual patient include:

1. The individual’s name or address
2. Social Security or other identification numbers
3. Physician’s personal notes
4. Billing information

Senior Services has always treated information given to us by those we serve as confidential information, sharing it only with those who need to know to carry out our work or to obtain the best service possible for our program participants. We will continue to respect the privacy of our program participants and keep this information confidential.

All program participants will receive our Notice of Privacy Practice and will be asked to sign an acknowledgement form.

Confidentiality

Volunteers are asked to refrain from:

1. discussing any information regarding program participants except in the nature of their assignment;
2. removing any written information from Senior Services facilities unless explicitly approved by their supervisor; and
3. acknowledging that a person is a Senior Services program participant to persons outside of the agency.

Volunteers are to seek clarification from their supervisor if they have questions regarding confidentiality or HIPAA requirements.

Please note: We sometimes photograph or film volunteers while they are participating in program services. At that time, we will obtain verbal consent. Voluntarily choosing to participate in a photo or film could result in its use in promotional, social or other means by Senior Services to promote our mission. Unless verbal consent is not given, all volunteers should expect the possibility of their image being used to promote Senior Services.

RECEIPT OF VOLUNTEER HANDBOOK

I acknowledge receipt of the Senior Services' Volunteer Handbook and understand the policies that apply to my volunteer assignment.

Volunteer Signature

Date

I have read or have had explained to me and understand the following policies:

- _____ Social Networking Policy
- _____ Cellular Phone/Wireless Technology
- _____ Safety and Health Policy
- _____ Drug Free Workplace Policy
- _____ HIPAA and Confidentiality

Volunteer Name (please print)

Signature

Date

Witness/Volunteer Coordinator