

SENIOR SERVICES

VOLUNTEER HANDBOOK



Scan code to access
volunteer opportunities,
application, and
orientation videos
online.

**Welcome to the Senior
Services Family!**

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INTRODUCTION

Welcome to Senior Services, Inc. We are delighted that you are volunteering with us, and appreciate the time and talents you are giving to this organization and the seniors in our community. We hope that your time here will be rewarding, and we look forward to welcoming you to the Senior Services family!

WHO WE ARE

Senior Services is a nonprofit organization that helps older adults living in Forsyth County remain at home, living with dignity and aging with purpose through a variety of programs and services.

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.

VOLUNTEER HANDBOOK

This manual is intended to provide the following information for all volunteers:

- General understanding of Senior Services and the services we provide the community
- The volunteer's role within our organization
- Organizational Policies and Procedures
- Safety Guidelines
- Ways to stay connected and serve

VOLUNTEER GUIDELINES AND PROCEDURES

Background Checks

For the protection of participants in our programs, 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 participants.

Application Process

People wishing to volunteer with Senior Services should submit an application to begin the process of joining our team. Applications can be completed online or on paper. Applications can be found on our website, seniorservicesinc.org, under the volunteer tab. Paper applications can be mailed to your address or picked up at 2895 Shorefair Drive, Winston-Salem. All volunteers must complete an application prior to volunteering.

Orientation and Onboarding

Volunteers are among our greatest assets and ambassadors and we strive to equip each person with the tools and information needed to be successful in their role. To help with this, a general orientation to the agency is typically done and the volunteer handbook reviewed before a volunteer begins volunteering. Other documentation, such as a background check consent form, is also completed at this time. Once all paperwork is completed, including receipt of the results of the background check, the volunteer will meet with the appropriate staff member for training specific to their chosen role.

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, they should notify their program staffer at Senior Services as soon as possible.

Inclement Weather and Office Closings

In the case of bad weather, volunteers can check with WXII to see if Senior Services and the Williams Adult Day Center are open. A call can also be made to the main line, 336-725-0907 at the Shorefair office location or to the Williams Adult Day Center at 336-724-2155, to find out if any Senior Services programs will be closed or delayed for the day.

Computer Usage

If you are using a Senior Services computer as part of your volunteer work you should know that 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 only.

Social Networking Policy

Senior Services, Inc. takes no position on your decision to participate in social networking activities. However, it is the right and duty of the organization to protect itself from unauthorized disclosure of information. Senior Services, Inc.'s social networking policy includes rules and guidelines for company-authorized social networking and personal social networking and applies to all management, staff, and volunteers.

- What is acceptable:
 - Volunteers are allowed to associate themselves (tagging, mentioning, liking, checking in, etc.) with Senior Services when posting about organizational events and activities.
 - The opinions and views expressed on social media by volunteers of Senior Services are considered to be their own and do not necessarily reflect the opinions, views, and values of Senior Services, Inc.
- What is prohibited:
 - Speaking on behalf of Senior Services, Inc.
 - Disclosing personal employee or nonemployee information and any other confidential, proprietary, or nonpublic information to which volunteers or staff have access. Such information includes, but is not limited to, participant information, financial information, and strategic business plans.
 - Engaging in dishonorable personal conduct online that is inconsistent with the organization's core values including, but not limited to, inflammatory and/or discriminatory language based upon race, ethnicity, sexual orientation, religion, and/or physical disability.

Gifts

Volunteers are prohibited from accepting gifts, money or gratuities from participants receiving services under any of our programs or from any person or agency performing services under contract with Senior Services. This includes gift cards and used items. The exception is handmade items valued at less than twenty dollars or home-grown produce.

Volunteer Satisfaction and Feedback

In order to assure volunteer satisfaction the volunteer manager may contact you about your volunteer experience. Annual volunteer satisfaction surveys are distributed via email. We appreciate and value your feedback!

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

WORKPLACE SAFETY POLICIES

Senior Services Inc. is firmly committed to the safety of our volunteers. We look to provide a safe and healthful working environment that is free from any recognized or known potential hazards and will do everything possible to prevent accidents and injury. In order to ensure safety, everyone is asked to continuously observe all safety policies, and to immediately report any unsafe conditions to their supervisor.

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 the start of service 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.

Cellular Phones/Wireless Technology

Volunteers are expected to leave cellular phones and wireless technology on silent or vibrate while in the office area. Use of cellular phones in work areas is strongly discouraged.

Volunteers whose job responsibilities include regular or occasional driving should keep safety first and are expected to follow all applicable laws for use of cell phones and technology while operating a motor vehicle. As a reminder, North Carolina has banned text messaging for all drivers.

Reporting Unsafe Practices and Injuries

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.

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.

VOLUNTEER POLICIES

Code of Ethics

- To respect participants right to self-determination
- To act honestly, truthfully, and fairly to all
- To exercise compassion to all participants regardless of race, religion, gender, sexual orientation, political affiliation, socioeconomic status, or any other factor
- To be courteous to participants and staff

Code of Conduct

- Maintain professional boundaries with staff and participants
- Protect the privacy and confidentiality of staff and participants
- Avoid conflict of interest
- Do not respond to media inquiries
- Return calls or emails from staff within 1 business day
- Alert staff to known absences as soon as possible
- Submit all required documentation or recording of hours in a timely manner

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 designed to maintain a drug-free workplace. 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. Any violations of this policy may lead to termination.

Smoking and Vaping

If you smoke or vape, we ask that you please refrain from doing so in your vehicle when carrying meals for delivery. With respect to the health and safety of the participants we serve, we also ask that you avoid smoking or vaping in a participant's home.

Automobile Use

Volunteers who must drive as part of their regular job responsibilities are responsible for maintaining 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.

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

Confidentiality

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. Senior Services staff and volunteers are expected to protect all participant information in compliance with HIPAA regulations.

Examples of confidential information include: names of participants, route sheets, addresses, information about medical conditions, caregiver information, etc.

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.

Photography or Film

1. Participant Privacy: To protect the privacy of participants, volunteers are asked to not take any video or photographs of participants or the home of a participant on an electronic device (cell phone, camera, or tablet) without the permission of the participant.
2. Volunteer Privacy: The staff of Senior Services frequently takes pictures of volunteers which could be used for promotional or social media purposes. Volunteer consent is assumed unless verbally stated otherwise at the time the picture is taken.
3. Use of Media: Photographs and film of participants and volunteers is sometimes used in promotional, social media or other means by Senior Services to promote our mission. These images are frequently used on, but not limited to Facebook, Instagram, Senior Services website, Twitter, and blogs.

STAYING CONNECTED WITH SENIOR SERVICES

We encourage you to stay connected with what's happening at Senior Services and help spread the word about our services, programs, and events as you are able.

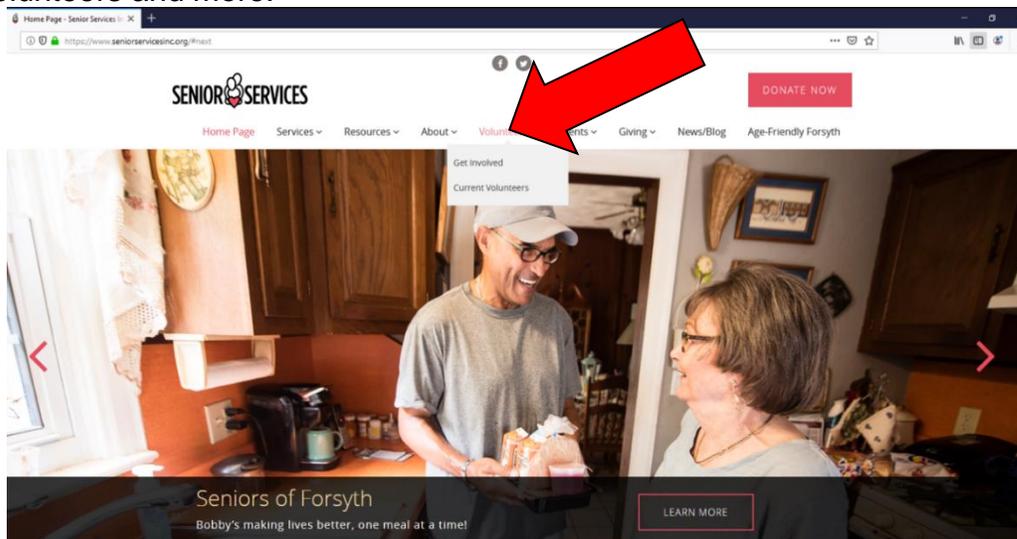
Our Website- www.seniorservicesinc.org

Our website has all the latest information about Senior Services programs, events, and happenings. Check it regularly for updates about our organization!

Volunteer Page

Current volunteers actually have their own page!

Look for the Volunteer tab at the top of the website and click on the “Current Volunteers” option in the drop down menu. What is there? Updates, announcements, current volunteer needs, Meals-on-Wheels newsletters, pictures of volunteers and more.



Stay connected with us on social media and encourage others to do the same:

SHARE THE LOVE!

Tag us at:



seniorservicesinc



srservicesinc



SrServicesInc



ForsythSeniorSrsvs



seniorservicesinc.org

ORGANIZATIONAL INFORMATION

*Please see the timeline at the end of the handbook for a quick view of Senior Services programs through the years.

HISTORY OF SENIOR SERVICES, INC.

Senior Services, Inc.

Senior Services is 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 an adult day center 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.

Current Programs

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 1,300 volunteers who share the responsibility of delivering hot meals to 1,200 homebound senior adults in need each weekday.

Home Care Program

In 1978, the Home Care Program was implemented as part of a statewide research/demonstration project. The program first offered chore services only, 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.

Living-At-Home

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 in 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

Elder Care Choices was 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

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 nutrition service provides activities, education, fellowship, and nutritious daily lunches to seniors at four sites throughout Forsyth County.

Help Line (336) 724-2040

The 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.

Awards

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 the North Carolina Association on Aging.

Past Programs

Share-A-Home

Share-A-Home was 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.

SENIOR SERVICES, INC. CORE VALUES

The following values are the fundamental beliefs of this organization and inform how we bring life to Senior Services' mission. Our core values are the guiding principles that shape behavior and decision-making. Adherence to the core values is a part of every employee's performance evaluation.

Respect for Others: At all times, we are respectful of participants, volunteers, donors, visitors, vendors, co-workers, and others, demonstrating civility and an appreciation for the dignity of all people.

Teamwork: Every Senior Services employee is a critical member of our team and is committed to collaboration and compromise towards the achievement of our common goals. We are strengthened by the diversity of our team and affirm the unique contributions of each individual employee.

Integrity: We are committed to being open, honest, and forthright in all we do. The resulting trust ensures a level of efficiency, effectiveness, productivity, and service critical to achieving our mission.

Mission-driven Excellence: We are committed to providing the best possible service to our community. To that end, our staff and volunteers are committed to performing to the best of their ability and accept responsibility for the quality of their work. We are accountable to our participants, the community, and one another.

Key Aspects of Job Performance:

The following are the key aspects of a volunteer's "Job Performance." As stated above, volunteers and their leader will set expectations relating to them. Volunteer goals and objectives will relate to them as well. Volunteers will be evaluated (rated) as to how well expectations were met.

Customer Service: Since Senior Services exists for the sole purpose of providing service to its participants and community, no other aspect of volunteer performance is as important. It is expected that the volunteer's participant, whether internal or external, be first and foremost in all that volunteers do and that the level of performance achieved in providing service be the very highest possible. Whether or not a volunteer works directly with the ultimate Senior Services' participant base is irrelevant because all that volunteers do, and how well it is done, impacts the ultimate Senior Services' participant.

Job Knowledge: Through performance, volunteers are expected to demonstrate a thorough understanding of the Senior Services' mission, programs, policies and practices as well as competency in the administrative, technical, interpersonal and compliance-related aspects of his or her job.

Productivity: As a non-profit organization Senior Services will always experience limited resources. Therefore, it is especially important and, therefore, expected that volunteers achieve the highest level of productivity practicable.

Accuracy and Efficiency: Accuracy and efficiency are critical to achieving the highest level of productivity practicable. It is expected that a volunteer's performance demonstrates accuracy and efficiency. This expectation applies to all aspects of an volunteer's job.

Timeliness: Volunteers are expected to complete tasks and assignments as soon as practicable—certainly within the time determined appropriate by Senior Services' leadership.

Continuous Improvement: Volunteers are expected to continuously improve their performance. Moreover, they are expected to support an environment where constructive ideas, experiences, and perspectives are shared freely and are respected.

Communication Skills—Verbal and Written: Volunteers are expected to communicate clearly, succinctly, and in a grammatically and syntactically correct manner. Moreover, they are expected to listen actively to fellow team members and

strive to understand what their fellow team member is trying to communicate. Effectively communicating with, and thereby relating to and demonstrating respect for a broad range of people, internally and externally, is a critically important expectation of volunteers.

Interpersonal Relations: Having good relations with everyone whom a volunteer interacts with is expected. Effectively working with a wide range of people, within and across programs and departments as well as externally, is critical to accomplishing the Senior Services' mission. Volunteers are expected to strive to gain the trust and commitment of all with whom they interact. Approaching any instance of conflict in a constructive manner, using appropriate interpersonal styles and methods to reduce tension, and forthrightly addressing conflict are expected volunteer behaviors and are necessary for speedy and successful conflict resolution and the maintenance of positive working relationships.

Adaptability: Adapting to a changing environment is an expectation of volunteers. Adjusting effectively to working within the framework of new and different work structures, requirements, processes, procedures or policies is critical to effective individual and team performance. Moreover, it is expected that volunteers respond quickly to the challenges and opportunities presented by change.

Initiative: It is expected that volunteers proactively take the appropriate action(s) necessary to perform beyond expectations and to continuously improve.

Negotiation Skills: Volunteers are expected to explore differing positions and constructive alternatives in order to reach understandings and agreements that are accepted by all concerned. Moreover, volunteers are expected to resolve conflict by respectfully exchanging the pros and cons of the various positions and to arrive at a win-win outcome.

Planning and Organizing Skills: Volunteers are expected to use accepted and directed practices, processes and procedures to plan, organize and accomplish job tasks and to fulfill job responsibilities. Moreover, they are expected to plan and organize their work so as to achieve the highest levels of accuracy, efficiency and productivity practicable.

Analytical Thinking: A key expectation of volunteers is that they analyze the situations and issues they face routinely in the course of performing their work. That is to say, they are expected to determine the elements of a situation or issue and to discern linkages to the Senior Services' mission (the "big picture") and to determine the potential impact(s) of the situation or issue. Moreover, following analysis, volunteers are expected to determine the appropriate manner in which to deal with the situation or issue so as to best support the Senior Services' mission.

Diversity Awareness and Acceptance: Since the Senior Services' participant base and our community are diverse, and becoming more and more so, volunteers are expected to be open to the range of value systems and perspectives held by and the behaviors and interpersonal styles exhibited by all with whom they interact. That is to

say, volunteers are expected to strive to understand the perspectives, motivations and sensibilities that abound in our community and to interact appropriately. Adjusting behavior, interpersonal style and/or approach, as appropriate, in order to establish and maintain an effective relationship with others who have different value systems, interpersonal styles and perspectives is a key expectation of volunteers.