



Davidson County Senior Services Volunteer Program Policies and Procedures

Davidson County Senior Services realizes volunteers are a valuable resource to its staff and clients. To maintain a high standard of volunteer service, create a safe environment for the clients we serve and provide the volunteer with a positive experience, these policies and procedures have been established.

MISSION STATEMENT

Davidson County Senior Services' mission is to support, assist and advocate for older and disabled adults and their families by offering an array of programs and services to meet their present and future needs regarding their well-being, independence, involvement in their community and the ability for them to remain in their own home.

PURPOSE OF PROGRAM

The purpose of Davidson County Senior Services' Volunteer Program is to meet the needs of an aging population in a growing community. Volunteers play a vital role in promoting the independence of seniors and helping them remain in their own homes.

CODE OF ETHICS

As a volunteer of Davidson County, he/she will maintain the highest standards of personal integrity, truthfulness, honesty and fairness in discharging his/her duties and never abuse the position for improper or personal gain.

The Davidson County Code of Ethics is based on:

- Treating others as I would like to be treated – “The Golden Rule”
- Being accountable to the public I serve
- Being a public servant to the citizens of Davidson County
- Being an ambassador of Davidson County Government, reflecting a positive image upon the County at all times.

Davidson County Senior Services believes strongly that the establishment and maintenance of professional standards is essential to the delivery of quality services and programs.

VOLUNTEER STANDARDS

Volunteers must be eighteen (18) years of age or older and a United States citizen/legal resident. Meals on Wheels volunteers must supervise family members under the age of 18 who are in their care during a volunteer assignment. Other volunteers should not bring children or grandchildren with them to perform volunteer tasks. If problems arise, the Volunteer Coordinator will contact the service member directly. In addition, volunteers should only bring young family members along if they feel secure in their ability to complete assigned tasks. Once a family member turns 18 years of age, they should complete a volunteer application.

High school students under the age of 18 with a desire to volunteer may do so under the general supervision of the Volunteer Coordinator. Students must be pre-approved by the Senior Services director. Students may be selected to volunteer if there is a need in the agency and the activities will enhance their understanding of Senior Services' workplace. The Volunteer Coordinator or director may reject or suspend a student's volunteer services at their discretion. High school students are not required to complete a volunteer application packet however, must present the Volunteer Coordinator with their school's student volunteer form. Students may be required to sign a confidentiality waiver if their tasks are of a confidential nature.

In addition, persons delivering meals must possess a valid driver's license, have two years driving experience and the minimum liability insurance as required by the state of North Carolina.

VOLUNTEER GUIDELINES

1. All potential volunteers are required to complete a volunteer application packet. This will include a consent for a criminal background check, confidentiality statement and liability waiver.
2. Volunteer applicants should provide two references they have known for at least five years. Completed applications must be returned to the Volunteer Coordinator for processing.

In the event a felony charge is discovered on the criminal background check, the application will not be discredited without examining other ways to utilize the volunteer's experience.

Information reported from background checks will be protected in ordinance with all Federal, State and County regulations.

Davidson County Senior Services reserves the right to reject a volunteer if it is in the best interest of the agency and its clients.

Volunteers may be selected from all social and economic groups within the community, without regard to race, creed, color, national origin, sex, age, marital status, religion, sexual orientation, political affiliation or physical/mental disability.

EXPECTATION OF VOLUNTEER

Senior Services asks that volunteers treat clients with dignity and respect their rights and individuality. Specifically, volunteers should:

- Be reliable and helpful
- Carry out specified duties
- Be committed to Senior Services
- Undertake training as requested
- Ask for support when needed
- Be trustworthy and respect client confidentiality
- Carry out the work agreed to do responsibly, safely and ethically

DRESS AND PERSONAL CARE

Volunteers are expected to use good personal hygiene and dress appropriately.

VOLUNTEER ASSIGNMENT & ORIENTATION

Upon receipt of a volunteer application, the Volunteer Coordinator will assign the volunteer to the program of choice according to the area of interest indicated on the application.

New volunteers are **required to attend** an orientation at either the Lexington or Thomasville Senior Center (held monthly) where they will be given an overview of the agency, an introduction to their roles and an opportunity to meet available staff members.

Additional program specific training may be required and will be scheduled with the program manager accordingly.

VOLUNTEER EVALUATION:

Any volunteer performance issues should be reported to the volunteer coordinator by staff and/or clients. If a volunteer in a leadership position, such as a Meals on Wheels Chairperson, notices any problems with performance, they should contact the Volunteer Coordinator.

VOLUNTEER TRAINING

The Volunteer Coordinator includes educational and training information with calendar mailings to Meals on Wheels volunteers. Other volunteers can request specific age-related training information from the volunteer coordinator at any time during their tenure. During the volunteer screening process, references are contacted to verify that the new volunteer would be suitable in a position helping older adults.

ABSENTEE REPORTING

If a volunteer cannot fulfill their duties on a specific day, they should contact the Volunteer Coordinator or route chairperson as soon as possible. Generally, at least one full week of notice is required. If two volunteers switch days on a meals route, for example, they should immediately contact their chairperson or the Volunteer Coordinator. The Volunteer Coordinator will keep in constant contact with all route chairpersons.

RECORDING VOLUNTEER HOURS

All volunteer hours are recorded by staff for volunteer positions outside of the senior centers. Volunteers who assist with programs at the senior center should enter their own hours into the MySeniorCenter system. Nutrition site volunteers can receive no more than 30 minutes or one hour per day depending on their designated position. Chorus and line dancing volunteers will be given one hour per performance. Furthermore, Meals on Wheels volunteers receive two hours per delivery and chairpersons get an additional hour per month. If a spouse member of a dedicated Meals on Wheels volunteer does not usually deliver with their designated delivery partner, they may be kept from receiving annual volunteer awards at the spring banquet.

CONFIDENTIALITY

Davidson County Senior Services values the confidentiality of its clients, participants and volunteers and emphasizes the protection of this information.

Volunteers are responsible for maintaining the confidentiality of proprietary and privileged information to which they are exposed while serving as a volunteer.

Under strict guidelines, Senior Services is unable to share health and personal information with volunteers.

Volunteers are expected to follow these same guidelines by protecting any personal information shared by a client as a volunteer.

Client information should not be discussed among other volunteers, family, friends or staff.

Volunteers should never attempt to give a client personal care of any kind.

DRUG FREE WORK PLACE POLICY

It is the policy of Davidson County that unlawful manufacture, distribution, dispensation, possession or use of a controlled substance in the work place is prohibited. Any volunteer who violates this policy may be subjected to dismissal, and/or referred to a law enforcement agency.

HARASSMENT

Any form of harassment or discrimination is contrary to this policy and shall be regarded as discrimination on the basis of race, color, religion, age, sex, disability, or national origin. It shall be considered a violation of this policy for any volunteer to engage in harassment of any employee or recipient of agency services. The aggrieved person shall immediately report the alleged harassment to the Volunteer Coordinator. For the purpose of this policy, "harassment" shall be defined as sexual harassment or any inflammatory comments, jokes, printed material and/or innuendo based, in whole or in part, on race, color, religion, age, sex, disability or national origin.

COMMUNICATIONS

Davidson County Senior Services' Volunteer Program practices an open-door policy. Should a volunteer have any questions or concerns, they are encouraged to communicate directly with the Volunteer Coordinator.

Volunteers will be asked to complete an annual survey at the recognition banquet regarding their volunteer experience.

RECOGNITION / MINIMAL HOURS PER YEAR

Davidson County Senior Services hosts an annual banquet for volunteers who have given ten or more hours of service in the previous calendar year. Select volunteers are recognized and honored for outstanding service and dedication.

SOLICITATION/GIFTS

Volunteers should not solicit clients for business purposes or private gain. Volunteers should not accept gifts from clients or participants.

HOLIDAY SCHEDULE

Davidson County observes the following holidays annually: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Fourth of July Independence Day, Labor Day, Veteran's Day, Thanksgiving and Christmas. A detailed holiday schedule can be requested from the Volunteer Coordinator.

INCLEMENT WEATHER

In the event of severe weather, Davidson County Senior Services will operate on the same schedule as Davidson County Schools. If schools are closed, the nutrition sites will close, senior center events will be cancelled and meals will not be delivered. If Davidson County Schools are delayed, the nutrition sites will open, senior center events will operate on schedule and meals will be delivered.

Davidson County Senior Services will relay closing information via television channels WFMY News 2, Fox 8, and WXII 12.

ACCIDENT/INCIDENT PROCEDURE AND REPORTING

Davidson County Senior Services strives to provide a safe and healthy environment for all volunteers. Volunteers are expected to obey safety rules and exercise caution in all activities. Volunteers should report any unsafe condition or hazardous situations observed to the Volunteer Coordinator or a staff member. If a volunteer is injured in the course of service, he/she should notify the Volunteer Coordinator or another staff member as soon as possible. The Volunteer Coordinator/staff member will then complete an accident report.

VOLUNTEER IDENTIFICATION

All volunteers are required to wear a volunteer badge. If other volunteer identification is deemed necessary, volunteers will be given proper instructions. Volunteer t-shirts are available for purchase, but are not required.

INACTIVITY

After one year of inactivity, the volunteer will no longer be considered an active volunteer. Should the individual decide to volunteer again in the future, a background screening may be required at the discretion of the Volunteer Coordinator.

RESIGNATION

Volunteers wishing to resign from their assignment(s) must provide a (2) two week notice to the volunteer coordinator.

TERMINATION

Volunteers can be terminated from assignments due to job performance or personal conduct.

Negligence, improper use of property or equipment, discourteous treatment of staff or public, or inability to perform duties satisfactorily are grounds for termination.

Termination will be considered a last resort in matters related to job performance.

Efforts will be made by staff to improve volunteer performance through assistance or reassignment prior to termination.

Volunteers may be terminated immediately for inappropriate personal conduct such as the commission of criminal offenses, reporting for assignments under the influence of alcohol or narcotics, willful destruction of property or equipment, or willful violations of agency policies and procedures.

The Director of Senior Services has the authority to terminate volunteers in accordance with the above.

GRIEVANCE

A. Purpose of Grievance Procedures

Davidson County Senior Services' (DCSS) Volunteer Program attempts to operate in an orderly and consistent manner. When there are occasions when a volunteer feels as though he/she has not been treated fairly, these grievance procedures provide an outlet for airing the complaint to the proper authorities. A grievance may be defined as a claim or complaint based on an event or condition which affects the circumstances under which a volunteer is served.

B. Grievance Procedures

Whenever possible discuss and work out the complaint with the Volunteer Coordinator. If that does not result in a positive outcome, you should follow the written grievance procedures indicated below:

Any comments/complaints may be addressed by calling the Volunteer Coordinator at (336) 242-2290 or writing to the following address: Davidson County Department of Senior Services, 555-B West Center Street Ext., Lexington, NC 27295 or email Jacob.Gordon@DavidsonCountyNC.Gov

- Volunteer Coordinator will discuss complaint with the volunteer and the incident will be thoroughly investigated. If the complaint is deemed valid, immediate corrections will be made.
- If the complaint is against the Volunteer Coordinator, Senior Services director will discuss the problem with the Volunteer Coordinator and any witnesses involved within seven (7) working days. If the complaint is deemed valid, necessary corrective action will immediately be implemented.
- Volunteer making the complaint will be notified within seven (7) working days of the status of the complaint and the decision of Senior Services director. If additional time is necessary to complete the investigation, the volunteer will be notified.
- The volunteer filing the complaint and witnesses' names and comments will not be disclosed to the Volunteer Coordinator. Complaints will be disclosed to the DCSS Advisory Board.
- If the volunteer is dissatisfied with the complaint resolution, they may contact the Senior Services director within five (5) days of the decision rendered by the Senior Services director to request a hearing before the DCSS Advisory Board. A topic written summary of the complaint's grievance of the attending person's presentation and any supporting information must be supplied to the Senior Services director who will confirm the hearing date and time. Regular meetings

are scheduled during the months of January, March, May, September and November. If circumstances giving rise to the complaint affect the health/safety of the volunteer or any volunteer of DCSS, the Senior Services director may arrange for an expedited hearing before a panel made up of no less than three (3) members of the DCSS Advisory Board to conduct the hearing prior to the Board's next regular meeting.

The DCSS Board hearing will be private and not open to the public. The Board may set reasonable time limits upon the presentation of the complaint and the staff member(s) with whom actions may have given rise to the complaint.

- The volunteer will be notified in writing within seven (7) working days after the DCSS Advisory Board has made a determination concerning the complaint. The decision of the DCSS Advisory Board shall be deemed final.