



Helping seniors and their families remain vital
and independent in the community.

VOLUNTEER HANDBOOK

Updated: February 2021

Summer 2020

Senior Services for South Sound

222 Columbia St NW

Olympia WA, 98501 360.586.6181

COVID-19: The health and safety of our community is our highest priority. As the novel coronavirus (COVID-19) continues to spread throughout the country, we ask that all Volunteers and staff adhere to the state and Federal mandated COVID-19 protocols while performing volunteer duties, including masks, hand washing and distancing. Department managers and supervisors will supply masks and sanitizer as needed and address any concerns that may arise.

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A Message From our Executive Director:

To volunteer is an act of hope and meaning. We volunteer for many reasons, yet all share some hope in making a positive difference in the lives of people. We hold hope that through our actions, there will be less suffering, more health, or an improved quality of life. Research shows we are not made truly happy by external factors like possessions or wealth, but rather by the meaning we feel in our lives. Even a hard life, or hard duty, can leave us profoundly peaceful if we believe it is meaningful. Raising children is no easy task, yet many would say it is a source of their greatest joy. Helping seniors is sometimes quite difficult, depending on the program, and yet we return home deeply satisfied by knowing we have added value to the situation. We have made a difference.

Whatever has brought you to volunteer for Senior Services for South Sound, I believe you will find it meaningful, and I share your hope. We ask that you always take care of yourself first, and then provide what you can to those in need. I'd like to leave you with this little motto I stole from another great volunteer organization:

Be Safe, Have Fun, get a Little Work Done!

Let's do this. Always be safe, always find the fun in your efforts, and then, you will look back and see you have managed to get quite a bit of good work done. And our work is the challenge to improve the quality of life for people as they age. Thank you for sharing in this mission and joining our team.

Brian Windrope
Executive Director

**SENIOR SERVICES FOR SOUTH SOUND'S MISSION:
TO IMPROVE THE QUALITY OF LIFE FOR PEOPLE AS THEY AGE SO THEY CAN
ENJOY LIFE TO THE FULLEST!**

OUR HISTORY: Senior Services for South Sound was founded in 1973, for over 40 years Senior Services for South Sound's mission has been to improve the quality of life for people as they age by offering a wide range of programs for seniors and their families, addressing the ever-changing demands of our community and senior concerns. Our progressive and comprehensive services programs include Brighter Days Adult Day Program, Meals on Wheels, Senior Community Dining, Senior Transportation, Care Connection Caregiver Registry, Supportive Services, Health, and Wellness Programs, Adult Learning, and Independent Living Programs. We are proud to provide dozens of activities at the Virgil Clarkson Lacey Senior Center, Olympia Senior Center. We also have a total of eight nutritional locations.

SENIOR SERVICES FOR SOUTH SOUND'S VISION:

PEOPLE AS THEY AGE ARE EMPOWERED AND ENGAGED IN THE COMMUNITY, VALUED FOR THEIR WISDOM AND EXPERIENCE, AND HAVE A POSITIVE SENSE OF SELF-WORTH.

WHAT WE DO:



SENIOR NUTRITION

Senior dining, nutrition classes and assessments, farmers market vouchers and CSA shares, and Meals on Wheels



ALZHEIMER'S AND DEMENTIA PROGRAMS

Supportive, engaging, person-centered activities, with respite for caregivers



CAREGIVERS

Affordable in-home caregiver placement, family consultations, and support



SENIOR TRANSPORTATION

Rides for essential errands to medical appointments, Senior Services programs and grocery stores



LEISURE TRAVEL

Exciting day, overnight, and overseas adventure travel



CLIENT SERVICES

Information, assistance, support groups, consultations and counseling for seniors and their families



LIFELONG LEARNING

Life-affirming opportunities await you for academic, wellness and activity classes!



HOME SHARE

Matching home providers who want to remain at home with individuals seeking affordable housing

Activities • Brighter Days Adult Day Program • Budd Bay Bargains • Care Connection • Client Services • Home Share • Inclusion • Momentia • Senior Nutrition • Sharing Teens & Elders Project (STEP) • Statewide Health Insurance Benefit Advisors (SHIBA) • Transportation • Trips & Tours

WHERE WE'RE GOING

- Serve with compassion, kindness, and empathy to improve the quality of life for seniors in our communities.
- Welcome and respect people of diverse backgrounds believing in the dignity of every human being.
- Adapt and creatively respond to changing needs.
- Manage our resources with fiscal responsibility and accountability and leverage them to better serve our clients

LOCATION INFORMATION:

OLYMPIA SENIOR CENTER AND ADMINISTRATION OFFICES

222 Columbia St NW

Olympia, WA 98501

Hours: Monday - Friday 8:30am to 4:00pm

VIRGIL CLARKSON LACEY SENIOR CENTER

6757 Pacific Ave SE

Lacey, WA 98503

Hours: Monday - Friday 8:00am to 4:00pm

CLOSED Saturdays & Sundays

MASON COUNTY OFFICE

By appointment only

Phone 360.426.3697

PARKING INFORMATION: Parking is available at all sites. Please check with your supervisor for location and if a parking pass is needed. At the Olympia Center parking is available on the street and is metered. Or you may request a parking pass from the Olympia Parks Department, which will give you access to the parking lot on Columbia, or the lot at the corner of State Street and Columbia Street.

Bicycle parking is available at most sites. 

Restrooms: There are conveniently located handicap accessible restrooms located at each site. Please check with the manager or site supervisor at your site for their locations. At the Olympia Center, there are two restrooms on the 1st floor of the building and one restroom on the 2nd floor. State law requires that you wash your hands before returning to service.

Personal Belongings: Due to the limitation of space at some sites you may wish to leave your personal belongings at home. Depending on the area in which you volunteer, there may or may not be a place to stow your things. Please check with your supervisor to see where purses and other small belongings may be kept safe during your time of service. Volunteers are cautioned not to bring valuables into the building. Senior Services cannot be held responsible for loss of personal property by any means.

Holidays & Building Closures:

- New Year's Day
- Martin Luther King's Birthday—3rd Monday of January
- President's Day—3rd Monday of February
- Memorial Day—Last Monday of May
- Independence Day—4th of July
- Labor Day—1st Monday of September
- Veterans Day November 11th
- Thanksgiving—4th Thursday & Friday of November
- Christmas Day—December 25th
- Day Before or Day After Christmas

YOUR ROLE AS A VOLUNTEER This handbook will increase your awareness and knowledge of Senior Services for South Sound's Volunteer Program. Please be sure you understand the goals and objectives, activities, emergency procedures, philosophy, and can articulate them to the public as appropriate. Individuals who volunteer their time and talents are valuable assets to our organization. We encourage constructive participation, ideas, and feedback from our volunteers. Our volunteer board of directors and paid staff know and appreciate how essential volunteers are to our mission, performing appropriate tasks under the direction, training, and supervision of our department managers and supervisors.



SENIOR SERVICES FOR SOUTH SOUND'S VOLUNTEER PHILOSOPHY:

A UNITED AND COMPASSIONATE COMMUNITY ENGAGING, ASSISTING, EDUCATING AND SUPPORTING OUR LOCAL SENIOR CITIZENS TO HELP ENSURE THAT THEY FEEL VALUED, HEARD AND CAN CONTINUE TO LIVE INDEPENDANTLY AND BE AN INTEGRAL PART OF OUR LIVES AND SOCIETY.

VOLUNTEER EXPECTATIONS:

ENJOY YOURSELF! By showing and communicating your own enthusiasm about Senior Services and its mission, you will have gone a long way toward fulfilling our expectations of you.

SHARE YOUR EXPERIENCE! Any time you are acting as a Senior Services volunteer, you are representing the organization and our work. Your role as a volunteer is key to connecting us with the community.

POSITIVITY! Your attitude and performance are direct reflections on the quality of our organization and the work we do. Courtesy, kindness, and commitment to the aging public and respect for agency personnel are of the utmost importance in the spirit of community connections

VOLUNTEERS RESPONSIBILITIES:

- To be open and honest regarding your intent, goals, and skills.
- To accept only realistic assignments and have a clear understanding of the job.
- To carry out duties promptly and reliably.
- To accept the guidance and direction of your supervisor and fellow volunteers.
- To respect confidentiality.
- To discuss satisfactions, dissatisfactions, and suggestions for upgrading or changing of volunteer assignments with the supervisor of volunteers.
- To be punctual and notify your supervisor of absences as much in advance as possible
- To be alert, sober and drug free while volunteering.

VOLUNTEER RIGHTS:

- A safe and harassment free environment
- Training and support for the activity and department you will be volunteering in.
- Support from the Volunteer Manager and staff in resolving issues.
- To be valued as a person who can make unique contributions to the agency.

- To have a clear understanding of the job they serve including duties, responsibilities, supervisor structure and time commitment.
- To know as much as possible about the organization policy, people, and programs.
- Safe working conditions.
- Supervision, where appropriate.
- Recognition and appreciation for your contribution.

USE OF SENIOR SERVICES PROPERTIES:

Use of phones for local personal phone calls should be kept to a minimum. Long distance personal use of the phone is prohibited unless preauthorized in writing. Other equipment, including vehicles, should be used by employees for official business only. An employee's misuse of services, telephones, vehicles, equipment, or supplies can result in disciplinary action including immediate termination.

Use of agency owned personal computers for personal use is prohibited. Permission to use a personal computer for any purpose other than official business must be approved in writing by the Executive Director. Examples of exceptions might be family emergencies or contacting relatives in the military.

Agency computer files are subject to management review. Any e-mail, Internet access, phone call or other computer record should not be considered private by any employee of Senior Services.

Use of company vehicles is restricted to staff who have a current driver's license, personal auto insurance, driving test and drivers abstract on file.

Tobacco, Drugs, Alcohol and Firearms: For health and safety considerations, Senior Services prohibits smoking by employees in all Senior Services owned, leased, or rented facilities, including vehicles, offices or other facilities rented or leased by Senior Services.

The manufacturing, distribution, dispensation, possession, and use of unlawful drugs or alcohol on agency premises or during work hours by employees and volunteers are strictly prohibited. Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment is strictly forbidden.

Firearms: to ensure that Senior Services for South Sound is a place free of violence, the possession or use of perilous weapons on SSSS properties and events and activities is prohibited. A license to carry does not supersede the

SSSS policy. Any volunteer in violation of this policy will be subject to disciplinary action, up to and including dismissal. All staff and volunteers are subject to this provision.

Reimbursements: Should an employee or volunteer have occasion to pay for items or supplies from their own funds, they must request prior approval from the Executive Director or program Director. Expenditures will be reimbursed at cost and receipts must be provided. Reimbursement must be requested within 60 days of the purchase.

POLICY AND PROCEDURE:

Working Cooperatively: Senior Services supports and fosters a positive, inclusive, constructive, and creative outlook. Here are some suggestions to make your working environment a great place to be: Change is natural and a welcome the opportunity for the growth it brings. Think of solutions to problems as they arrive and work collaboratively to achieved desire results and best-case outcomes and accept personal responsibility for improvement.

Nondiscrimination Statement

Senior Services recognizes that the future strength of our community rests firmly on the agency's commitment to engage, value, and respect richness of a diverse citizenry.

Senior Services programs and volunteer opportunities are administered without regard to race, gender, ethnicity, creed, national origin, age, political affiliation, marital status, sexual orientation, physical, mental, or sensory handicap, or any other basis prohibited by law. However, Senior Services reserves the right to exclude volunteers who do not support its goals.

Harassment Policy Senior Services is committed to an environment in which all individuals are treated with respect and dignity. All volunteers are expected to be sensitive to, and respectful of, their co-volunteers and others with whom they come into contact while representing Senior Services.

Harassing conduct includes, but is not limited to: epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on Senior Services premises or circulated; and making unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature.

Pets and Service Animals: Please leave your pets at home. Credentialed service animals are welcome.

Reporting Time and Attendance, it is especially important to Senior Services that you keep track of your volunteer hours. Volunteers make a significant contribution and we must keep accurate records of all volunteer hours for our grantors and financial records.

Please record your hours worked on department timesheets daily as directed by staff supervisors.

Lateness and Absenteeism:

- If you are ill, please call your direct manager or supervisor. If you do not have a supervisor, please call the Volunteer Manager 360.586.6181 Ext 120.
- Please notify your supervisor as soon as possible of planned absences or if you exchange work shifts with another volunteer.
- Volunteers should immediately notify the Volunteer Manager, or their supervisor of any change in address or telephone number in case we need to contact you.

When a volunteer's performance is below standards required by Senior Services for South Sound, or when client rules are violated, Steps will be taken outlining the problem and the consequences. To deal with this in a fair, constructive, and consistent manner, we have identified two categories of inappropriate behaviors—performance problems and serious violations—and their consequences.

Resigning from your volunteer position. Volunteers are not required to give a reason for their departure. However, a two-week notice is recommended and greatly appreciated.

Background Checks

Senior Services strives to ensure a safe working environment for its staff, volunteers, and students. In support of these efforts, SSSS requires background checks to be completed for some of our volunteer positions, such as those involving minors, confidential information, and/or finances. Background checks will be conducted in compliance with federal and state law. Information obtained through a background check will be maintained in strict confidence.

Privacy Policy and Your Contact Information:

Senior Services respects the privacy of our members and volunteers. The organization does not sell, trade, or share personal information, nor does Senior

Services send any solicitations on behalf of other organizations, unless the individual has given us specific permission to do so.

We will use your contact information to send you volunteer opportunities and information about Senior Services volunteer needs and activities.

Photographs:

Photos are often taken at Senior Services events and on site. Senior Services will use photos for marketing our agency's mission and reach. To opt out, please indicate to your preference to your direct supervisor so that we may inform our marketing team.

**Permission to take photos of individuals registered in our Brighter Days program must be approved in advance by the Bright Days Director.*

Communication:

We strive to keep all our volunteers updated and reminded of upcoming schedules and projects. We will do our best to communicate with you ASAP if there are changes in your volunteer activity.

Phones:

Mobile Phones: as practicable as possible, personal phone calls and emails should be avoided until the end of a volunteer's committed time.

Telephone Use: Agency phones are business phones. Limit the number and duration of personal phone calls. Long distance phone calls are not allowed.

Minors (under 18) as Volunteers:

Volunteers who have not reached 18 years of age must have a signed minor consent form prior to volunteering. On many projects, youth under 16 must be chaperoned by a parent or guardian.

The volunteer assignment for a minor must be in a non-hazardous environment that complies with all appropriate requirements of child labor laws.

Dress Code: all volunteers will dress in accordance with the requirements of the departments they volunteer in.

Fragrance Free Policy

To accommodate people who are medically sensitive to the chemicals in fragrant products, Senior Services requests that you refrain from wearing fragrances and other scented products that are perceptible to others while volunteering. If scent becomes an issue, a supervisor may ask a volunteer to

leave the premises and correct the problem. Any volunteer with a concern about scents or odors should contact the Volunteer Manager or the manager/supervisor of his/her activity or program.

Cleanliness: It is the intent of Senior Services to maintain high standards of quality and cleanliness. Volunteers, while on duty, are expected to be clean and to dress neatly. This type of appearance presents to members our concern about sanitary handling of their food. We want members to have the utmost confidence that our staff and volunteers are clean and professional.

Personal Hygiene: State law requires that all volunteers and employees wear shoes and shirts. All clothing should be clean and appropriate for the work required.

- All volunteers working with food are required to obtain a Food Handler's Card from Thurston County or Mason County.
- All volunteers working with any food must wash their hands before and after starting their shift and handling food.
- Please keep head and facial hair clean and well groomed. Men without beards should be clean-shaven unless growing a beard. Hair restraints (i.e. hair nets) may be required for food handling service.
- Bodies should be clean. Be aware of strong odors such as tobacco smoke, strong perfumes, etc.

CDC Guidelines for Hand Washing: Follow these five steps every time.

Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.

Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

Rinse your hands well under clean, running water.

Dry your hands using a clean towel or air dry them.

Mileage: Program volunteers' mileage reimbursement may be reimbursed based on mileage from the volunteer's home to the initial site and from site to site thereafter when using their own vehicle. Program volunteers are those individuals who deliver meals on wheels, transport seniors as part of a program or conduct assessments. These volunteers must have a valid Washington State Driver's License and proof of insurance on file in the accounting office.

Volunteers may choose one of the following reimbursement options for travel pre-approved by the appropriate program Director.

- Reimbursed at the charitable donation rate set by the Internal Revenue Service for the given tax year and receive an annual statement from SSSS as to the value.

SAFETY RULES FOR VOLUNTEERS:

- **Accident Reporting:** Volunteers must report immediately all personal injuries, vehicle accidents, and any other incident to the Volunteer Coordinator or supervisor. They should maintain contact with their work site and provide updates on their condition when off due to accident or injury.
- **First Aid kits:** Located in the Administrative and Activities Offices, kitchens, and vehicles of Senior Services for South Sound. Volunteers should know their location. We encourage volunteers to have kits in their vehicles. A prompt first aid response can keep most injuries and medical situation from growing worse.
- **Office Safety:** Office work is not often hazardous, but accidents do happen! Most are preventable if we identify common hazards and preventative measures. Your supervisor will go over common hazards and ways to avoid them. For fire or medical emergencies, call 911. If possible, confirm the need for 911 with a supervisor.

Violation of Policies:

Volunteers adhere to the same guidelines of respect for the programs, staff, and volunteer personnel as paid staff. When there is need for disciplinary actions, the volunteer will receive a warning by their direct supervisor of behavior that does not fit Senior Services standards. After the warning, the volunteer will have a period to change their behavior. The Volunteer Manager will be made aware of the situation from the beginning. Written, dated records of all policy violations and warnings will be recorded in your volunteer file.

If needed, the Volunteer Manager will set up a meeting to discuss the situation and possible solutions which could include assigning the volunteer to a different activity and/or job. Any changes must be agreed upon by all parties involved (volunteer, direct supervisor, and volunteer manager) and if the behavior in question continues after this process, the volunteer may be asked to leave.

Consequences:

1. First Incident, Step 1, Verbal Warning: The volunteer will be notified of the problem and the changes required.

2. Second Incident, Step 2, Written Warning: The volunteer will be issued a written warning.

3. Third Incident, Step 3 Written Warning-Probation:

The volunteer will be placed on probation for a period of four weeks. During that time, an evaluation will be done to determine if continued volunteering will benefit the volunteer. The volunteer will be provided goals that must be accomplished to resolve the situation. If the problem is not corrected following this process, a dismissal notice will be given.

Volunteer Dismissal: Senior Services is not required to give reason for asking a volunteer to leave but will do its best to communicate the cause for dismissal and/or work with the volunteer to find a better fit within the organization.

Grievance/Appeals/Concerns:

If a volunteer has a grievance, it is important to address the concern as soon as possible. In situations where differences arise between volunteers or between volunteers and staff it is advised to first try to resolve these differences amongst the parties involved. If a third party is needed, the Volunteer

Manager is to be informed. Under no circumstances shall grievances be made public or involve members of the organization who are not directly involved. If the grievance is regarding the Program Manager or Supervisor, an appeal may be made to the Executive Director.

Your Volunteer Schedule:

- Work with the spirit of interdependence among the individuals and departments of the organization. Help others. We are all working to keep the office and workspaces clean, organized to help meet client's needs, etc. Teamwork makes the dream work!
- Focus on producing results, not putting in time.
- Follow through on your volunteer commitments. When you cannot, be sure to let those affected by your absence know.
- If you are requested to do a task with which you are uncomfortable, please notify paid staff or supervisor and seek assistance.

Nondisclosure of Confidential Information

Definitions

"Confidential Information" means information that is exempt from disclosure to the public or other unauthorized persons under Chapter 42.56 RCW or other federal or state laws. Confidential Information includes, but is not limited to, protected health information as defined by the federal rules adopted to implement the Health Insurance Portability and Accountability Act of 1996, 42 USC §1320d (HIPAA), and Personal Information.

"Personal Information" means information identifiable to any person, including, but not limited to, information that relates to a person's name, health, finances, education, business, use or receipt of governmental services or other activities, addresses, telephone numbers, social security numbers, driver license numbers, other identifying numbers, and any financial identifiers.

How Volunteers can Protect Clients' Privacy & Rights

Because Senior Services is all about serving clients, we need to protect their private information as if it were our own. We can do this every day by being aware of our practices. By signing below, I agree that I:

1. Will not use, publish, transfer, sell or otherwise disclose any Confidential Information gained by being a volunteer for any purpose that is not directly connected with the performance of my duties except as allowed by law.
2. Will protect and maintain all Confidential Information gained by being a volunteer against unauthorized use, access, disclosure, modification, or loss.
3. Will employ reasonable security measures, including restricting access to Confidential Information by physically securing any computers, documents, or other media containing Confidential Information.
4. Will access, use, and/or disclose only the "minimum necessary" Confidential Information required to perform my assigned job duties.
5. Will not share computer system passwords with anyone or allow others to use the systems logged in as me.
6. Will not distribute, transfer, or otherwise share any Senior Services software with anyone.
7. Understand the penalties and sanctions associated with unauthorized access or disclosure of Confidential Information.
8. Will forward all requests I may receive to disclose Confidential Information to my supervisor for resolution.
9. Understand that my assurance of confidentiality and these requirements do not cease when I am no longer a volunteer.

Mandatory Reporting

If you suspect a vulnerable adult living in their own home or apartment or living in an adult family home, boarding home, or nursing home is being abused, neglected, or exploited, DSHS Adult Protective Services must be called at 1.877.734.6277.

Code of Conduct

1. Treat all participants, volunteers, and staff with respect and empathy.
2. Treat equipment with respect by proper use and care.
3. Respect the rules of access to space and/or equipment.
4. Respect the confidentiality of clients and participants in programs of Senior Services.
5. Use appropriate language; no foul language, innuendoes, or gestures will be tolerated.
6. Be responsible for yourself and your personal belongings.
7. Be understanding of others' feelings. Abstain from arguing, violent behavior, or threats.
8. If there is a situation, please get your supervisor or other paid staff person to intervene.

Thank you for sharing you time, skills, and heart with our local senior citizens!



Volunteer Agreement Signature Form

I certify that the information I have provided in the Volunteer Application is true and correct, and that I have read and understand this Application. I freely and voluntarily agree to all the conditions and responsibilities listed herein both for myself and on behalf of any minor as indicated below.

I have received a copy of Senior Services for South Sound's Volunteer Handbook and agree to the following policies and procedures as listed in the handbook.

X

Print name

X

Signature and Date

Please print and sign the return the acknowledgement page to:

Volunteer Manager

theresaz@southsoundseniors.org

Senior Services for South Sound

222 Columbia St NW • Olympia, WA 98501