



THE COUNCIL FOR SENIOR CITIZENS

A CENTER OF EXCELLENCE

VOLUNTEER HANDBOOK

REGULAR OPERATING HOURS

- Monday – Friday, 8:30 am – 5:00 pm

CONTACT INFORMATION

- Administration/Staff – (919) 688-8247
- Adult Day Health Center – (919) 682-0215

KEY PROGRAMS & SERVICES

- Adult Day Health Services
- Caregiver Support
- Congregate Meals
- Health Promotion
- Information and Case Assistance
- Social and Senior Center Services
- Transportation

Mission: To enhance the lives of older adults through education, recreation, nutrition and social services in welcoming community settings.

Welcome Volunteers

Dear Volunteer:

It is a pleasure welcoming you as a volunteer with the Council for Senior Citizens. The Council is dedicated to providing the highest level of services to older adult in Durham County, and we are sure that you will soon feel the pride of being part of our exciting and growing organization.

This manual will serve as a guide to help you learn more about our organization and your roles and responsibilities as a volunteer. As you go through the orientation process, keep our mission in mind. We will do our best to help you become a productive volunteer through orientation and training. In the next few weeks you will meet many other volunteers and staff. Feel free to ask them questions and to let them know what you need to be a successful volunteer.

Thank you again for volunteering with the Council and making this commitment to help enrich the lives of older adults.

Sincerely,

Gail E. Souare, MPH
Executive Director

Introduction/Council for Senior Citizens

MISSION

The mission of the Council for Senior Citizens is to enhance the lives of older adults through education, recreation, nutrition and social services in welcoming community settings.

VISION

The Council is the gateway to health, friendship and personal fulfillment for older adults.

KEY BELIEFS

- Older adults are a growing valuable community resource and will be appreciated and respected.
- Older adults are entitled to quality services to maintain a healthy and active life.
- Older adults contribute a wealth of knowledge and skills; we will engage them to share their wisdom and experience.
- The Council believes in treating everyone fairly, respectfully and with the highest ethical standards.

ORGANIZATIONAL HISTORY

The Council is a private, non-profit, tax-exempt agency, governed by a Board of Directors. It began as a Committee on Successful Aging in 1949. In 1951, the Golden Age Society was created and admitted to membership in the Durham United Way. During the years, 1951-1966, the agency organized Golden Age Clubs in neighborhoods, brought informative speakers into Durham, conducted surveys and scheduled a crafts teacher in nursing homes. The stated goal of the agency is to foster a comprehensive array of services accessible and acceptable to older adults (60+) living in Durham. In 1966, the Board of Directors received a grant of \$10,000 from Older American Act Title III funds for the coordination and development of services for older adults.

In 1968, the name was officially changed to Coordinating Council for Senior Citizens, now commonly shortened to Council for Senior Citizens, to more precisely reflect the organization as a service agency with the unique role of offering opportunities and services in Senior Centers. Presently the Council, which has been recognized by the State of North Carolina as a Center of Excellence, operates eight Centers, including the Durham Center for Senior Life in downtown Durham.

Key Programs and Services

SENIOR CENTERS

The Council operates eight senior centers. The Durham Center for Senior Life, is recognized as a multi-purpose senior center, which means it meets certain standards set by the state. The Durham Center for Senior Life is the only center that is dedicated solely to senior services.

In addition to the Council also operates seven satellite sites throughout Durham County:

- Edison Johnson – 600 West Murray Ave., Durham, NC
- Lyon Park - 1313 Halley St., Durham, NC
- W.D. Hill – 1308 Fayetteville St., Durham, NC
- Preiss-Steele Place – 500 Pickwick Trail, Durham, NC
- Little River, 8305 Roxboro Rd., Bahama, NC
- Durham Hosiery Mill – 804 Angier Ave, Durham, NC

SOCIAL AND SENIOR CENTER SERVICES

The Social and Senior Center Services Program is federally funded through the Home and Community Care Block Grant. The program focuses on seniors who live independently in the community and is designed to foster that independence. The Council’s Senior Centers promote community involvement, life-long learning, physical health, and social well being through a range of opportunities and services that includes:

- Continuing adult education classes
- Exercise classes
- Crafts
- Monthly events
- Socialization activities

CONGREGATE NUTRITION

The Council offers a hot, balanced lunch daily, Monday to Friday, at seven satellite senior centers. (No lunch is provided at the Durham Center for Senior Life.) The federally funded Congregate Nutrition Program assures that older adults have access to at least one well balanced meal per day. Individuals age 60 years or older and their spouses may participate in the nutrition program. Handicapped residents of buildings in which there is a nutrition program, regardless of age, may also participate. Participants are asked to make a contribution; however, no this is not required.

TRANSPORTATION

Transportation is available for seniors attending the congregate meal sites, and some limited services are provided for shopping assistance.

INFORMATION, REFERRAL AND CASE ASSISTANCE

Information, Referral Case Assistance (IR&CA) assists seniors in accessing resources or services such as housing, Medicare, insurance, health care, and other social services. Staff is also trained as Senior Health Insurance Information Program (SHIIP) counselors to provide special assistance in understanding and accessing Medicare and other health insurance. In addition to these services, IF&CA also offers monthly “Lunch and Learns” to address various topics of interest to older adults. Counselors also work very closely with the SALT (Seniors and Law Enforcement Together) to offer special programs addressing fraud and safety.

CAREGIVER SUPPORT

Older adults and family members who are caregivers can access caregiver support services. These services include in-home respite care, a caregiver support group and monthly educational dinners for caregivers with respite support provided.

HEALTH PROMOTION

Keeping seniors healthy is a key component to all the Council's services. Health promotion activities include a diabetes club, a wellness clinic, and health education activities.

ADULT DAY HEALTH CENTER

Adult Day Health provides a safe and structured day program for older adults who may have some difficulty managing on their own because of isolation, frailty or the effects of disease. Our programs seek to prolong independence by providing a supportive and caring environment where each individual's capabilities are recognized and enhanced.

Both participants and family caregivers benefit from involvement in the Adult Day Health Center. Participants foster new experiences and friendships in a safe environment where a nurse is available. Caregivers can keep the family unit intact and can alleviate some of the worry and stress associated with care giving. Best of all, our affordability compares favorably with in-home or institutional care.

To enter our programs, a candidate must be an adult and preferably an older adult. He or she should be in need of socialization and/or supervised care. We serve those who have incontinent, feeding, cognitive/memory and ambulatory disabilities. Our health program offers nursing care for medication administration and wound care. We have a ratio of one staff person to every six participants. Acceptance into the program is contingent upon completion of an admissions application, which includes a social history and medical report. Persons whose mental or physical health/needs interferes with the comfort or safety of others are not eligible for enrollment.

Programs offer a variety of activities to promote social interaction without being too difficult or pointing out skills that the individual may no longer have. Activities consist of short, interactive programs of music, games, exercises, arts and crafts, and discussions. Educational programs emphasize safety, such as the Vial of Life, or presentations by the Sheriff's Office on fraud. In between, our schedule provides for rest, lunch, snacks, and a time for personal assistance. Our goal is for each person to leave having enjoyed his or her day with us.

Volunteer Policies

Employees and volunteers represent the Council for Senior Citizens to other agencies, to clients, and to the public at large. Whatever the job, it is important to give a good impression in all aspects of responsibilities such as, how visitors are greeted, telephones are answered, letters written, materials mailed, consultations rendered, meetings conducted, and in other contacts with the public.

SETTING POLICIES

The Council for Senior Citizens Board of Directors sets the organizational policies. Employees and volunteers are expected to carry out the policies. In the process of developing organizational policies, opportunities exist to offer input and suggestions. Once a policy has been adopted, employees and volunteers are expected to reflect it when expressing views or when representing

the Council for Senior Citizens. Should an employee or volunteer be in sharp disagreement with a policy, his/her supervisor should be notified.

VOLUNTEER RECRUITMENT

The Council welcomes persons from all backgrounds as volunteers. Persons interested in volunteering must complete a volunteer application and an interview with the appropriate staff person. The Council, at its discretion, may conduct a criminal and motor vehicle background check on applicants. The Council reserves the right to refuse any volunteer applicant. The Executive Director is solely responsible for hiring, managing and supervising the entire agency's personnel and volunteers.

ORIENTATION

The Volunteer Coordinator will conduct orientation. Orientation includes the following: an overview/history of the Council for Senior Citizens, its Mission, its governing body, its profile of funding and services, and the role of the volunteer in the Agency's operation. Each volunteer shall receive a copy of the agency brochure and other pertinent information.

TRAINING

After orientation, the volunteer should be prepared to begin his/her particular assignment of duties. The job description will give preliminary guidance to the volunteer; however, training in the specific tasks to be accomplished must augment that. The supervisor should provide on-the-job training until it is evident the volunteer is familiar with his/her responsibilities. Training will also cover the volunteer's hours, the Council for Senior Citizens' holiday schedule, and any reimbursement for travel or incidental purchases that may be allowed.

RECORD KEEPING

The Volunteer manager maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognition. Volunteer records, including application, reference checks and background checks are confidential. Volunteers are responsible for submitting and updating information contained in their files to the volunteer manager.

SERVICE REQUIREMENTS

Volunteers agree to commit to a minimum number of hours of service over one year. At the end of a service term, volunteers may elect to renew their volunteer service agreement. The number of services hours requested is approximately 50 hours each year; however, this service requirement varies by opportunity.

RECOGNITION

The Council sponsors an annual volunteer recognition event to highlight the contributions of volunteers to the organization.

CONDUCT

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and the Council. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of Council property or that of any Council volunteer, staff, agent or client, including failing to cooperate fully in any Council investigation.
- Altering Council reports or records.
- 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.
- Creating a disturbance on Council premises, at sponsored activities or in areas that could jeopardize the safety of others.
- Improper use of Council property or property owned by any other individual or organization.
- Lack of cooperation or other disrespectful conduct.
- Violation of federal, state or local safety and health rules.
- Inappropriate use of telephone, computer equipment or systems, mail system, e-mail system, facsimile machines or other Council-owned equipment.
- Unauthorized disclosure of Council proprietary or confidential information.
- Unsatisfactory performance or conduct.

SMOKING

The Council intends to provide a safe and healthy environment. Smoking in the workplace is prohibited except in outside areas specifically designated as smoking areas.

DRUG-FREE ENVIRONMENT

The Council provides a drug-free, healthy, and safe environment. While on Council premises and while conducting Council-related activities off Council premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Occasionally, the Council may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

EQUAL OPPORTUNITY, AFFIRMATIVE ACTION AND NON-DISCRIMINATION POLICIES

The Council for Senior Citizens is committed to the identification and elimination of all institutional policies, procedures, and practices that intentionally or otherwise deny an individual equal opportunity. It also affirms its agreement with and support of the Civil Rights Act of 1964, Equal Employment Act of 1967, Rehabilitation Act of 1973, Vietnam Era Veteran's Readjustment Assistance Act of 1974, Age Discrimination Act of 1974, and Americans with Disabilities Act of 1990.

It is the policy of the Council for Senior Citizens to ensure equal opportunity for our applicants for employment, Board and other volunteer positions, and program services; as well as for our employees, Board members and other volunteers, and consumers. There is to be no distinction or

discrimination because of age, color, race, sex, religion, creed, national origin, physical or mental disability (including HIV infection and sickle cell traits), marital status, sexual orientation, membership or non-membership in any lawful organization, or other artificial barrier

The Council is committed to a program of affirmative action to further the utilization of members of minority groups, women, qualified individuals with disabilities, and qualified disabled veterans.

Sexual harassment is recognized as a form of sex-based discrimination and is prohibited. (Refer to Section 3.16)

CONFLICT OF INTEREST

The Council is judged, in large part, by the individual and collective performance of its employees and volunteers. The Council recognizes the important of a volunteer's duty to the Council, and to its members and supporters, to act in a manner that merits public trust and confidence.

Each volunteer must act in all matters in a matter that will safeguard the reputation and integrity of the Council and will preserve and strengthen public confidence in Council activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interest conflict, potentially conflict or appear to conflict with those of the Council.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for him/herself or for a relative as a result of the Council's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.

Participation in any activity prohibited by this policy can result in the termination of volunteer service.

Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some of the more common situations pertaining to volunteers rise to the potential conflicts set out below. The list is illustrative only and should be not regarded as all-inclusive:

Accepting payment or gifts: No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or participation in workshops or similar activities.

Improper influence: Any volunteer or close relative should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence the Council's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

Inside information: Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by the Council.

Competing with the Council: No volunteer shall prevent or hinder the Council from lawfully competing with others or divert business or personnel from the Council.

Political activities: Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for persons authorized to act on behalf of the Council, volunteers participating do so as individuals and not as representatives of the Council. To avoid any inference of support or sponsorship by the Council, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of the Council.

The making of statements: No volunteer shall use Council stationary or any title of the Council or refer to the Council or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of the Council and to express an opinion on its behalf.

HARASSMENT

It is a violation of both federal and state law to harass anyone at work because of their age, color, race, sex, religion, creed, national origin, physical or mental disability (including HIV infection or sickle cell trait), marital status, sexual orientation, membership or non-membership in any lawful organization, or other artificial barrier.

The Council is committed to maintaining a workplace that is free of any such harassment or hostility. If a volunteer believes s/he has been subject to discriminatory harassment or actions by a co-worker, supervisor, volunteer, client, vendor, or by anyone else, concerns shall be reported immediately to the Executive Director. All volunteers are required to report any harassment they experience or observe. Retaliation against a volunteer by any employee, contractor, vendor or volunteer of the CSC for opposing such harassment, for filing a bona fide complaint of discriminatory harassment, or for providing information in good faith will not be tolerated.

Any volunteer who fails to cooperate with a bona-fide investigation of discriminatory harassment or retaliation will be subject to termination.

SEXUAL HARASSMENT

The Council recognizes sexual harassment to be a denial of equal opportunity rights which is considered a form of sex-based discrimination. This will be treated in accordance with the discriminatory harassment policy outlined above. Improper conduct, both in the workplace or between parties after hours, is inappropriate and will not be tolerated. Any verbal, physical, or visual harassment by any volunteer is prohibited. Sexual harassment can exist between the opposite gender or same gender, despite the person's sexual orientation. Sexual harassment will be defined according to current state law and policy and federal law.

Sexual harassment does not refer to occasional compliments or other generally acceptable social behavior. It refers to behavior that is not welcome, personally offensive, undermines or weakens morale and, therefore, interferes with the work effectiveness of its victims and their co-workers. All volunteers are required to immediately report any sexual harassment they experience or observe to the Executive Director. Because it is the subject of a great deal of controversy and misunderstanding, we have chosen to define it in more detail in this manual.

Sexual harassment is unwelcome conduct of a sexual nature when:

- a) submission to such conduct is made (explicitly or implicitly) a term or condition of the individual's employment;
- b) submission to or rejection of such conduct is used as the basis for employment decisions affecting the individual; or
- c) the conduct has the purpose or effect of unreasonably interfering with the individual's job performance or creating an intimidating, hostile, or offensive working environment.

Examples of some of the kinds of conduct that violate the Council's sexual harassment policy include:

1. Sexual assaults, including rape and molestation, and attempts or threats to commit these assaults;
2. Unwanted intentional contact of a sexual or suggestive nature, such as touching, pinching, patting, grabbing, kissing, brushing against or poking of a person's body;
3. Unwanted sexual advances, propositions or comments, including sexually oriented gestures, jokes, or comments about a person's sexuality or sexual experiences;
4. Preferential treatment or the promise of preferential treatment to an employee for engaging in sexual conduct;
5. Displaying or publicizing pictures, posters, reading materials, calendars, objects, etc. that are sexually suggestive, demeaning, or pornographic;
6. Disciplining or retaliation against an employee/patron because he or she has resisted, reported, or complained about sexual harassment; and
7. Any other verbal or physical contact of a sexual nature that is deemed harassing by the victim.

ATTENDANCE

Although volunteers are not compensated for work, the Council for Senior Citizens relies on their help. Because of that reliance, volunteers are asked to notify their supervisors as soon as they are aware they know they will be tardy or must be away from their job assignment due to illness, vacation, or other responsibilities. This allows the supervisor to seek a replacement volunteer. Punctuality is appreciated.

CONFIDENTIALITY

Confidentiality is imperative. Should volunteers find themselves discussing the Council for Senior Citizens with family or friends, we ask that they keep in confidence personal information that may have learned regarding participants or staff. Should the volunteer have complaints about his/her job or the way the Agency operates, he/she is asked to speak first with the

supervisor. If the response is not satisfactory, the volunteer may proceed with the complaint or concern to the Executive Director.

INFORMATION AND REFERRAL

If a volunteer is confronted by a situation where a participant needs information or referral to another agency for assistance, s/he should seek guidance from his/her supervisor or from the Information and Referral staff at the Council.

EVALUATION

Volunteers are evaluated to ensure that tasks are being performed satisfactorily. As in the evaluation of employees, the process is expected to be a reciprocal one, where the volunteer is encouraged to express thoughts regarding how things can be improved to offer better services. The volunteer and supervisor should have an “evaluative discussion” at least once a year. Indeed, the volunteer may become bored with the responsibilities of his/her job, in which case a job assignment change might best serve both the program and the volunteer.

DRESS CODE

Appropriate, neat attire and appearance of volunteers helps to create a positive impression of the agency on those who visit our offices or on those visited. Standard conservative business attire for an office is expected by employees, volunteers, interns, contractors or anyone representing the Council.

In general, tee shirts, shorts, “grungy” jeans, flip flops and athletic shoes are not appropriate business attire for work at the Council for Senior Citizens. Volunteers must wear shoes at all times. Some noted exceptions would be designer t-shirts, t-shirts promoting a Council or bona fide public service activity, designer jeans and tennis shoes worn for work assignment or medical reasons. Jeans must be clean, pressed and in good repair.

SAFETY AND SECURITY

The Council desires to provide a safe environment for volunteers. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment:

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member. If in doubt, it is always better to advise your supervisor or another staff member.
- Never leave your purse, wallet or other valuable items where they may be taken. Ask your supervisor where you may store them safely.
- Desks, lockers and other storage devices may be provided for a volunteer’s convenience, but remain the sole property of the Council. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of the Council at any time, either with or without prior notice.

The Council is not responsible for lost or stolen personal property. The Council will not reimburse a volunteer for any personal property which disappears from a volunteer site.

USE OF COUNCIL'S PROPERTY

Any equipment, machine, or tool which appears to be damaged, defective or in need of repair should be reported to the volunteer's supervisor. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment, loss of time, and possible injury to others.

Driving: Any volunteers who must drive as part of their volunteer work must have a valid North Carolina driver's license and maintain vehicle insurance. The Council, at its discretion, may request a copy of the volunteer's motor vehicle record.

Telephone and mail services: Telephones are for business purposes. When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service. In addition, long distance charges resulting from a volunteer's personal use of a Council telephone must be reimbursed to the Council. The use of Council paid postage for personal correspondence is prohibited.

Computer usage: The Council may provide computers, e-mail and internet access to volunteers to assist in performing their duties. Computers, e-mail and internet access should be used for business and related purposes. Personal business should not be conducted during volunteer time. The computers and all files are the property of the Council and may be inspected at any time.

EMERGENCIES/ACCIDENTS

The safety of the participants, volunteers, and staff is important. In an emergency situation, the area of danger should be evacuated immediately. Call 911 as quickly as possible and notify the Council for Senior Citizens administrative office of the problem (688-8247). If the emergency is one of personal health, on-site assistance should be sought immediately. Call 911 as appropriate and the CSC administrative office to inform staff of the incident (688-8247).

Volunteers who experience an accident or injury during work hours as the result of an activity directly related to their volunteer activity are required to report the incident to their immediate supervisor without delay, regardless of whether the injury is apparent or suspected.

RETURN OF PROPERTY

Volunteers are responsible for Council property, which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteers' possession or control. All Council property must be returned on or before your last day. The Council may take all actions deemed appropriate to recover or protect its property.

DISCIPLINARY ACTION

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

- Verbal Warning
- Written Warning
- Disciplinary Suspension or Conduct Agreement

➤ Dismissal

Your supervisor or Volunteer Coordinator may speak to you about an undesired behavior or issue if it arises.

Written warnings will include the reasons for the dissatisfaction and any supporting evidence. You will have the opportunity to defend your actions and rebut the opinion at the time the warning is issued. The written warning may come from the Volunteer Coordinator or site supervisor and may be in the form of a conduct agreement, which highlights the issues and how to correct them.

All facts and input will be carefully reviewed, and the volunteer will be given full opportunity to explain his or her conduct before any decision is reached. A member of senior management may give a second opinion concerning the unacceptable behavior before dismissal occurs.

DISMISSAL

Volunteers may be dismissed without notice. The Council reserves the right to request a volunteer to leave immediately. Volunteering is terminable at will, by the Executive Director or Volunteer Coordinator, regardless of the duration of the volunteer assignment.

VOLUNTEER ACKNOWLEDGMENT OF RECEIPT OF
AND WILLINGNESS TO ABIDE BY
THE VOLUNTEER POLICIES

I have (received a copy) of the Council for Senior Citizens' Volunteer Manual, have reviewed it and had the opportunity to ask my supervisor questions about it. I understand that this Manual serves as a guideline, and the policies and benefits described in it, may be changed from time to time, with or without advance notice, at the Council's discretion.

I understand the policies described in the Manual and agree to abide by them.

Signed: _____

Please Print Name: _____

Date: _____

VOLUNTEER STATEMENT OF CONFIDENTIALITY

This confirms my understanding that, as an volunteer of the Coordinating COUNCIL FOR SENIOR CITIZENS, Inc., I will respect the right of all clients of agency services and participants in activities to have information about them handled in keeping with accepted practices to preserve confidentiality. Such practices include, but are not limited to:

Records kept in locked files;

Replies to requests for information are to be given only upon written approval of the client or participant;

Client information used for training, or staff discussion, be conveyed in such a way that the individual can not be identified;

No information about one client will be given to other clients, unless written permission for release of information is received.

In addition, I understand the right of confidentiality of volunteers and fellow employees.

Signed: _____

Please Print Name: _____

Date _____