



*ADULT RESOURCE*

**Alliance**

*of Yellowstone County*

# AVP VOLUNTEER MANUAL

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## **What you, as a volunteer, can expect from AVP:**

- Orientation to AVP includes a personal interview, information on ARA programs and services, and general information about area senior and community centers
- A suitable and meaningful volunteer placement
- A well-defined volunteer position description
- Assistance in changing or adding volunteer placements
- Assistance in resolving volunteer-related challenges
- Prime Connections a complimentary newsletter
- No cost excess medical accident and general liability insurance
- Support from AVP staff at any time
- Acknowledgement of your accomplishments as a volunteer
- An opportunity to develop new friendships, share stories and have fun
- Preset reporting of volunteer service hours depending on ARA programming

## **What AVP expects from each volunteer:**

- A commitment to ARA/AVP goals and policies
- Completion of training as needed
- Acceptance of supervision
- Honoring confidentiality
- Dependability
- Professionalism and respect
- Notice to AVP if you have an accident while volunteering
- Maintaining required auto liability coverage
- Manual reporting of volunteer service hours depending on ARA programming

# ORGANIZATION

The Yellowstone County Council on Aging Inc. was formed in 1975 by a resolution of the Yellowstone County Commissioners as an independent 501(c)3 non-profit organization to serve as a coordinating body for senior programs within Yellowstone County.

In 2011, we changed our name to Adult Resource Alliance of Yellowstone County. The name with its tag line, “Keeping Adults 60 and above Independent and Involved,” signifies our focus on older adults, our role as a source for information about programs and services for participants, family members and friends, and our connection with other agencies who also serve seniors in Yellowstone County.

The Adult Resource Alliance is governed by a volunteer board of directors whose members are appointed by the Yellowstone County Commissioners.

# MISSION

The Adult Resource Alliance provides effective services and leads collaborative efforts to ensure seniors remain independent with the highest possible quality of life.

# VISION

The Adult Resource Alliance respectfully assists seniors and their families to navigate the aging process with dignity.

# **POLICIES AND PROCEDURES**

General guidelines for volunteers who serve in Adult Resource Alliance (ARA) programs and services are briefly summarized in this AVP Handbook.

Comprehensive policies and procedures are detailed in the AVP Policy Manual which is available at the AVP office and on the ARA website at <http://www.alliancecyc.org/>. Please refer to the Manual for more in-depth information.

## **AVP ENROLLMENT**

In most cases individuals who volunteer for the ARA are required to be 18 years of age and must enroll in AVP. Enrollment enables AVP to help satisfy your wishes as a volunteer and the needs of the participants that you serve.

Individuals under 18 years of age may volunteer to help seniors with yard clean-up and snow removal projects with a parent/guardian present and responsible at all times.

## **VOLUNTEER SELECTION**

Individuals are enrolled in AVP based on their suitability, skills, experience, interests, and availability. While AVP makes every effort to match volunteer applicants to volunteer opportunities, matches are made according to the needs of ARA. AVP cannot guarantee immediate volunteer placement.

## POSITION DESCRIPTION

Volunteers are provided with a position description that summarizes the essential responsibilities, required skills, time commitment, background check requirements, and training provided in connection with their assignment.

Duties listed in the position description are designed to serve participants consistent with the parameters and requirements of the specified ARA program. **ARA does not authorize volunteers to extend any services to participants beyond those identified in the position description.** Your program supervisor or ARA staff may monitor volunteers' activities and address variances on an individual basis.

## SUPERVISION

**Each volunteer is assigned to a program supervisor. This person will provide you with program specific information and detailed training.** The program supervisor has the ultimate responsibility for your well-being as a non-paid staff member. We encourage you to share any questions, suggestions, and concerns that you may have.

## CONDUCT

Volunteers are expected to maintain high ethical standards and professionalism and to treat participants, staff, volunteers, and visitors with courtesy, respect, and integrity, and conduct themselves in an appropriate manner in their service role. Volunteers should not express personal beliefs, bias, or prejudice in the performance of their service.

# ABUSE AND NEGLECT OF PARTICIPANTS

ARA is responsible for the immediate reporting of any allegations or observations of possible abuse, sexual abuse, neglect, self-neglect, and/or exploitation of individuals they serve. Volunteers have the same responsibility to report any allegations or observations of possible harm to an individual. Supervisors can help make certain that the appropriate steps are taken to guard any individual that a volunteer feels is in danger of abuse or neglect.

## CONFLICT OF INTEREST

Volunteers must not engage in activities with ARA or with its participants which may be or may have the appearance of a conflict of interest. Examples of such activities include but are not limited to the following:

- Accepting gifts or payments of any kind for services rendered during scheduled volunteer hours.
- Soliciting gifts, gratuities, favors, entertainment, rewards or other items of monetary value.
- Using privileged or personal information obtained through volunteer activities for personal gain.

## CONFIDENTIALITY

Volunteers are required to adhere to the principles outlined in the Adult Resource Alliance Confidentiality Agreement which is contained in the Volunteer Application.

## NON-DISCRIMINATION

ARA will not discriminate in the selection of volunteers or participants who receive services based on age, race, color, religion, gender, marital status, sexual orientation, physical or mental disability, national origin, or any other status protected by applicable law. ARA also expects volunteers to treat participants they serve without discrimination.

## AMERICANS WITH DISABILITIES ACT (ADA)

ARA welcomes applications for volunteer placements from people with disabilities. AVP recommends volunteers based on their ability to perform the essential volunteer job functions and is committed to making reasonable accommodations.

## ATTENDANCE AND ABSENTEEISM

Staff members depend on you to complete your valued service, but we understand that situations may arise that prevent you from doing so. **If you know in advance when you will be absent or in the event of an illness or emergency, please notify your program supervisor as soon as possible.**

## TARDINESS

Many volunteer placements and projects are required to occur during specific timeframes. Tardiness impedes supervisors' ability to adhere to a timeline that they have set to complete a project. **Please make every attempt to notify your program supervisor if you are unable to report at the time specified.**



## RESIGNATION

If you wish to resign your position as a volunteer with AVP, you may do so at any time by notifying your supervisor.

**We request that you provide at least two weeks' notice if possible.** Prior to your final workday, please return any ARA property in your possession to your supervisor, including identification badges, wristbands, car magnets, records, equipment, and supplies.

## DISMISSAL

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to resolve the situation will be made including a meeting with the volunteer, his or her supervisor, appropriate employees, and an AVP Program Representative. If the decision to dismiss the volunteer is made, a written letter documenting the reason for dismissal will be given to the volunteer. Dismissal reasons are detailed in the AVP Policy Manual. Every volunteer has the right to appeal the decision to dismiss through the Grievance Procedures.

## GRIEVANCE PROCEDURES

ARA Grievance Procedures provide volunteers with the opportunity to review any problem or misunderstanding that arises during the course of their service or to appeal their dismissal from service as an AVP volunteer. If an issue arises, it can usually be resolved by following the steps described in the AVP Policy Manual.

# DRIVING AND VEHICLE SAFETY

ARA expects volunteers who operate a motor vehicle on its behalf to follow all laws, traffic regulations, and safe driving practices to ensure the safety of themselves, the participants they serve, and the general public.

Volunteers who drive on behalf of ARA, using either an ARA-owned vehicle or a personal vehicle, must have: a valid Montana driver's license; vehicle liability/property damage insurance as required by Montana state law; an acceptable driving record; and a safe and dependable vehicle equipped with seat belts.

Volunteers must not operate a vehicle when their ability to do so safely has been impaired for any reason.

In the event of an accident while driving, the volunteer must submit a Volunteer Vehicle Accident Report form to AVP staff within 24 hours or the next business day of the accident. Failure to do so may result in no supplemental insurance coverage. The form is available from the program supervisor or the AVP office.

## INSURANCE

ARA provides supplemental insurance coverage to enrolled AVP volunteers while carrying out their assigned duties for ARA. This coverage does not take the place of your private insurance policy. Please speak with an AVP staff member if you have questions about the volunteer insurance.

### ***Coverage for all enrolled volunteers includes:***

- General Liability coverage for Bodily Injury or Property Damage to Others that arises out of the operations of ARA

- Excess Accident Medical Coverage for personal injuries sustained by the volunteer
- Additional insurance coverage is available to volunteers who use their personal automobile to provide support for ARA programs such as Bookkeeping Assistance, Chore Corps Handy Person Repairs, Meals on Wheels Delivery, Pantry Pals, RIDES, Friend Companion, Senior Commodity and Prime Connections delivery. Coverage includes:
  - Hired and Non-Owned Auto Insurance coverage for Bodily Injury and Property Damage that arise out of the usage of personal autos
  - Deductible Assistance Program to assist with the volunteer's personal physical damage deductible should his/her auto be damaged. This Program is subject to cancellation or change at the discretion of ARA.

Volunteers are not covered by ARA's Workers Compensation insurance.

## **DRESS CODE**

Volunteers are expected to reflect a positive, professional image of the ARA. Volunteers should be well groomed, neat, and appropriately dressed for their specific job duties.

## **BACKGROUND SCREENING**

A background screening is required for volunteers who serve in ARA programs where they have significant direct personal contact with participants and/or they provide transportation to participants. The background screening is conducted by a third-party provider and may include a criminal background screening and a motor vehicle records search.

## **EXPENSE REIMBURSEMENT**

Volunteers will be reimbursed for their mileage for job-related expenses by completing the Mileage Reimbursement form which is available from your program supervisor or the AVP office. Mileage calculations for eligible programs, as stated on the position description, are based on the volunteer's departure and return location. Reimbursement checks or direct deposit payments are made to volunteers, typically within 12 working days of submission.

## **LOGGING VOLUNTEER SERVICE HOURS**

Preset service hours are automatically recorded for volunteers in some ARA programs. In these cases, volunteers do not need to manually record the hours of service they provide.

When instructed to do so, volunteers manually record their hours of service on the monthly AVP Log My Volunteer Service Hours timesheet. The program supervisor will post a timesheet each month and will return it to the AVP office where the service hours are documented in the volunteers' electronic record.

When a supplemental timesheet is necessary, volunteers will receive individual instruction.

The number of hours served is calculated for acknowledgement, funding and grant writing purposes.

## **SMOKING**

Smoking of traditional and electronic products and the use of any tobacco or cannabis products are prohibited in all ARA facilities, grounds, and vehicles.

## **DRUG AND ALCOHOL USE**

Use of illegal drugs or alcohol while working on behalf of ARA is strictly prohibited. The legal use of prescribed drugs is permitted while volunteering only if it does not impair your ability to perform your tasks effectively and safely. When representing ARA at events where alcohol is served, we ask that you limit your consumption to maintain your sound reputation.

## **WORKPLACE SAFETY**

ARA is committed to providing a safe and productive workplace and to developing awareness and appreciation of safe work practices. Volunteers are expected to exercise maximum care and good judgment and comply with safe working procedures. Volunteers should report all unsafe conditions, inoperable equipment, or safety hazards to their supervisor.

Volunteers must report to their program supervisor immediately if a job-related incident occurs that may, or

does, result in a personal injury or property damage even if no medical assistance is requested or required. Volunteers must also submit a Volunteer Incident Report form to the program supervisor or AVP representative within 24 hours or the next business day of an accident or incident. The form is available from the program supervisor or the AVP office. Volunteers should be aware of the potential risks and hazards your health plays in the health of those you serve. **Please follow safe hygiene practices at all times and do not come to work if you become ill or may have been exposed to an illness.**

Violence in the workplace will not be tolerated. Report any actual or potential threats or threatening behavior to your supervisor.

Possession of firearms, handguns, knives or any related items, weapons or materials while performing Adult Resource Alliance business or in an Adult Resource Alliance-owned vehicle or building is prohibited.

## **PARTICIPANT COMPLAINTS**

ARA expects volunteers to provide excellent service to its participants. **If a participant is dissatisfied and brings a concern to a volunteer's attention, refer him/her to the program supervisor.** If a participant asks to speak with "someone in charge," refer him/her to the supervisor or AVP Program Representative. Report all complaints to the supervisor as soon as possible.

# FREQUENTLY ASKED QUESTIONS

***May a volunteer or participant give or accept gifts, tips, and/or gratuities?***

Gifts of any kind are not allowed to be accepted or given, no matter the value by any volunteer or participant. As an alternative, you may wish to make a donation to the Adult Resource Alliance in support of the volunteer program.

***May a participant accompany a volunteer on errand runs, a ride around town, or attend events outside of their home?***

Volunteers use their own personal vehicles to provide services on behalf of the Adult Resource Alliance. Transport in a volunteers' vehicle is NOT permitted, unless it is specified as part of the volunteer position description and service delivery.

## **ALLIANCE VOLUNTEER PROGRAM**

**1505 Avenue D • Billing MT 59102**

**406.245.6177**

**EMAIL: [avp@allianceyc.org](mailto:avp@allianceyc.org)**

# IN CASE OF EMERGENCY

When a face-to-face meeting is deemed an emergency situation the following steps should be taken:

## Participant is NOT responsive:

- Immediately call 9-1-1;
- Remain with the individual and follow the directions of 9-1-1 dispatcher until first responders arrive and assume responsibility;
- Call the SCC office 406-294-1590 or AVP office 406-245-6177; provide known information regarding the event/situation to SCC staff

## Participant IS responsive and refuses call to 9-1-1

- Call the SCC Office 406-294-1590 or AVP Office 406-245-6177; to report the situation and discuss next steps

# SOCIAL BUDDIES

When you are notified of an emergency situation over the telephone the following steps should be taken:

- Notify the caller to call 9-1-1 to minimize delay in receiving emergent care
- If the caller reports they are unable to make call to 9-1-1, help with obtaining emergency services, call 9-1-1 and provide 9-1-1 dispatcher with known details related to the event/emergency situation
- Call the SCC office 406-294-1590 or AVP office 406-245-6177; provide known information regarding the event/situation to SCC staff