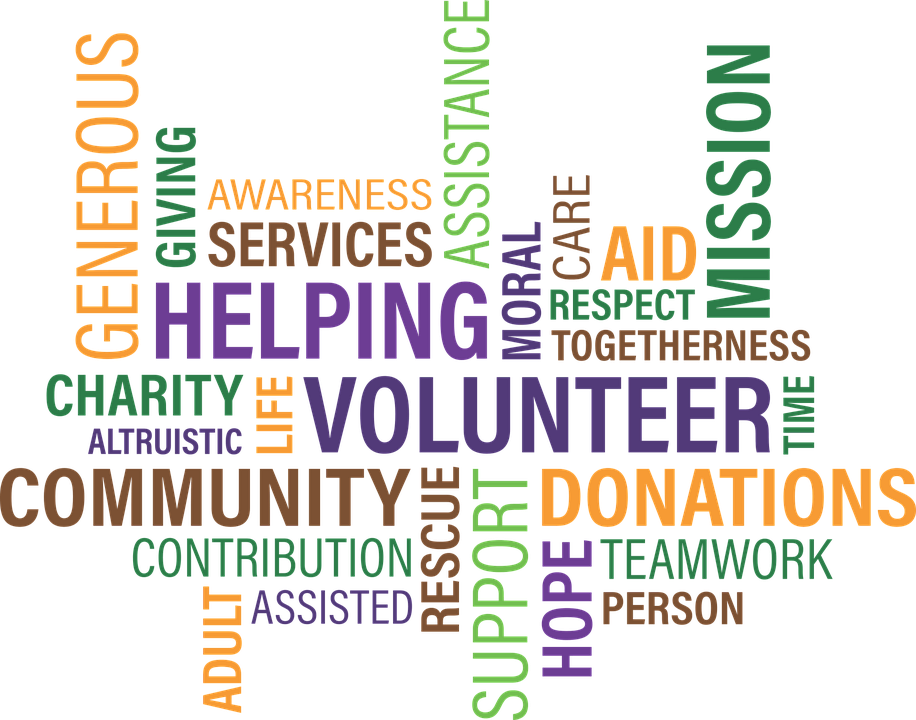
**Volunteer Connections**

PO Box 1877 115 West Court

White Salmon, WA 98672 Goldendale, WA 98620

Phone: 509-493-3068 Phone: 509-773-3757

**Volunteer Handbook**

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**Mission:**

*KCSS Volunteer Connection Program* supports our senior neighbors who live independently with dignity and a positive quality of life in their own homes or with loved one.

**History**

*KCSS Volunteer Connection Program* became possible through a grant received from the Area Agency on Aging & Disabilities of Southwest Washington (AAADSW) and support for Klickitat County. The *caregiving* program was founded on the ideal of community volunteerism of neighbors helping neighbors. We meet senior needs throughout Klickitat County, Washington.

We are the grateful recipients of funding from AAADSW and Klickitat County.

*“Every person can make a difference, and every person should try.”***– John F. Kennedy**

**Letter From Our Director**

Dear Volunteer,

Seniors are the fabric of our community; thank you for choosing Klickitat County as a place where you can meet their needs. You will find that the blessings you receive much outweigh the time you give.

Volunteer guidelines are outlined here; they will help you make the most out of your volunteer service.

You are an everyday hero; you are appreciated. We exist to make your volunteer experience one with many joys, call us with your successes, ideas, or needs.

Kind Regards,

Sharon Carter, Director

# ***VOLUNTEER RIGHTS AND RESPONSIBILITIES***

As a Volunteer, you have the right to expect the following from your volunteer service:

* To be treated with the same consideration and respect as a paid employee
* To have your volunteer role thoroughly explained
* To know to whom you are responsible and who will answer your questions
* To have meaningful tasks to perform
* To not have a volunteer position that will replace a paid employee
* To have all these things done in a spirit of friendliness and cooperation so that **KCSS Volunteer Connection Program** will continue to be known as “a great place to volunteer!”

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 connection.

As a Volunteer, you have the responsibility to do the following:

* Treat your placement with the same consideration and respect you would a paid job
* To understand your roles thoroughly ask questions, if needed
* To request an alternative placement if your current placement is no longer fulfilling
* To be reliable and on time
* To give adequate notice if you will be absent or leaving a placement
* To let **KCSS Volunteer Connection Program** know of any problems or concerns
* To honor the confidentiality guidelines

## Section 1



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## Required Criminal Background Checks

Prior to providing services to clients and within every two (2) years thereafter, Klickitat County Senior Services (KCSS) shall receive a completed report for a Washington State Patrol criminal history background check in accordance with RCW 43.20A.710 on its owners, employees, Subcontractors, volunteers and other individuals who will or may have unsupervised access to vulnerable adults (as defined in Chapter 74.34 RCW), children, individuals with mental illness or developmental disabilities. This includes a FBI fingerprint check for individuals that have not resided in Washington State for 36 consecutive months.

The criminal conviction records for individuals who are allowed unsupervised access to vulnerable persons shall not contain convictions of any Disqualifying Crime listed on *ALTSA’s List of Disqualifying Crimes*. In the event that a person has been convicted of a crime that is not disqualifying or is no longer disqualifying, KCSS shall review the individual’s character, competence and suitability and document approval or denial for that person to have unsupervised access to vulnerable persons.

Per ALTSA’s direction state-wide, a Washington State Patrol criminal history background check is required every two (2) years (within 24 months of the previous report) for KCSS employees, Subcontractors, volunteers, students and other individuals who will or may have unsupervised access to children, vulnerable adults (as defined in Chapter 74.34 RCW), individuals with mental illness or developmental disabilities.

In the event that individual(s) are found to have not completed the required criminal history check every 24 months or new results shows disqualifying negative actions or convictions on the Disqualifying Crime list, then the individual(s) will immediately be suspended from having unsupervised access to vulnerable adults and children.

**Drug-Free Policy**

KCSS provides a drug-free environment in compliance with federal, state and local laws. The purpose of this policy is to reinforce the long-standing commitment of KCSS to provide a safe and healthy environment for all.

The use, possession, manufacture, and distribution, dispensation or sale of illegal drugs, alcohol, or any controlled substance on KCSS premises or program sites, in KCSS vehicles or during volunteer hours, is strictly prohibited. Similarly, it is prohibited for any volunteer to be under the influence of illegal drugs, alcohol, or any controlled substance on KCSS premises or program sites, in KCSS vehicles or during working hours.

For purposes of this policy, the following terms have the following definitions:

1. “Under the Influence” means that the Volunteer is affected by an illegal drug or alcohol or the combination of a legal drug and an illegal drug and/or alcohol in any detectable manner.
2. “Legal Drug” means any prescribed or over-the-counter drug which has been legally obtained and is being used for the purpose for which it was prescribed or manufactured. a. Marijuana – including “medical marijuana” – is illegal under federal law and may not be used in the workplace. All Volunteers are prohibited from being under the influence of marijuana while at work.

3. “Illegal Drug” means any drug which is not legally obtainable or which is legally obtainable but has not been legally obtained including, but not limited to, marijuana, any prescription drug, substance or chemical not legally obtained, and any prescription drug, substance or chemical not being used for prescribed purposes.

Violation of this policy may be cause for immediate termination of volunteer duties.

**Standards of Conduct**

*By accepting to volunteer with us, you have a responsibility to KCSS Volunteer Connection Program and to your fellow volunteers to adhere to certain guidelines of conduct. KCSS Volunteer Connection Program tries to keep rules to a minimum. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.*

*Unacceptable Activities*

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of KCSS Volunteer Connection Program. If you have any questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see the volunteer coordinator for an explanation.

*Willful violation of any agency rule; any deliberate action that is extreme in nature and is obviously detrimental to KCSS Volunteer Connection Program.*

*Negligence or any careless action which endangers the life or safety of another person.*

*Possession or consumption of alcoholic beverages is prohibited at any* ***KCSS Volunteer Connection Program*** *event designed for the participation of minors.*

*Possession or use of all illegal drugs or other illegal substances is prohibited.*

*Excessive tardiness or absenteeism.*

*Unauthorized possession of dangerous or illegal firearms, weapons or explosives on agency property or while on duty.*

*Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on agency premises or when representing* ***KCSS Volunteer Connection Program****; fighting, or horseplay or provoking a fight on agency property, or negligent damage of property.*

*Insubordination or refusing to obey instructions properly issued by the volunteer coordinator.*

*Threatening, intimidating or coercing fellow volunteers on or off the premises at any time, for any purpose.*

*Theft of agency property or the property of fellow volunteers; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.*

*Dishonesty; willful falsification or misrepresentation on your application for volunteering or other volunteer records; alteration of agency records or other agency documents.*

*Breach of confidentiality of personnel information.*

*Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job; willfully restricting volunteer output or encouraging others to do the same.*

*Immoral conduct or indecency on agency property*

***KCSS Volunteer Connection Program*** *is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to policies of* ***KCSS Volunteer Connection Program*** *is cause for immediate release.*

***KCSS Volunteer Connection Program*** *has the right to ask a volunteer to leave the facility immediately.*

*Grounds for immediate dismissal may include, but are not limited to:*

*Gross misconduct or insubordination*

*Reporting for a volunteer assignment under the influence of alcohol or drugs*

*Theft of property or misuse of agency funds, equipment or materials*

*Falsifying statements on the application or during the interview process*

*Illegal, violent or unsafe acts*

*Abuse or mistreatment of care receivers or volunteers*

*Releasing confidential information*

*Unwillingness to support and further the mission of the organization*

*Ignoring the guidelines set-forth in the volunteer handbook*

**KCSS Code of Ethics**

The purpose of a Code of Ethics is to recognize that employees and volunteers of Klickitat County Senior Services represent the agency and have access to our clients. This imposes special requirements to insure such employees and volunteers do not personally benefit, or appear to personally benefit, from that access. The avoidance of the appearance of personal benefit is critical to the agency. We need to be perceived as being motivated only by our client’s best interests.

1. Acceptance of Gifts or Gratuities.

The clients we serve often offer KCSS employees and volunteer’s gifts as an expression of appreciation. It is important to recognize the services we offer are provided by the agency, even though a particular employee or volunteer makes them available to the client. Clients should be encouraged to make donations to the program they are benefiting from, rather than to the person representing the program. If we proactively emphasize our relationship to the agency and appropriately suggest donations to the agency, the awkward situations in which gifts must be refused will be kept to a minimum.

A. KCSS employees and volunteers are prohibited from accepting gifts or gratuities of more than a nominal value from agency clients. This includes Christmas gifts. Non-purchased gifts such as cookies or garden produce may be accepted on occasions when refusal would harm the working relationship with the client. Any acceptance of a gift must be reported to the employee’s supervisor and charted in the client’s file. The supervisor may require the gift be donated to the agency. In no case should a regular habit of accepting gifts be allowed to develop. Bequests are a form of a gift and are covered under this section.

1. KCSS employees are prohibited from soliciting, requesting or accepting free service or special favors from clients, vendors, supplier or contractors. This prohibition applies to gifts to family members. Employees are also prohibited from withholding or threatening to withhold any service or referral until a payment or gift is received.
2. KCSS staff and volunteers must refrain from using any or all property belonging to the client, whether temporary or permanent. This includes use of the client’s automobile, furniture or pasture.
3. Purchasing From or Selling to Clients.
4. KCSS employees and volunteers are prohibited from selling any item or service to a client or soliciting a sale on behalf of another person. Such activities include but are not limited to real estate, insurance, investment opportunities or product lines such as Avon or Amway.
5. KCSS employees are prohibited from engaging in any financial transaction with former or present clients of the agency. Such activities include but are not limited to the purchase of client’s property, automobiles, equipment, real estate, insurance or other investments in which the staff member (or staff member’s family or friend) benefit financially. Volunteers are prohibited from engaging in financial transactions with clients they met through agency work.
6. Respect for Client’s Privacy.

A. Staff and volunteers must treat all information received from the client as to their personal, economic or health status as confidential information subject to the KCSS confidentiality policy.

B. Distribution of religious or political literature to the client compromises the client’s right to privacy. Staff and volunteers shall also refrain from forcing their personal, religious or political views on the clients, or forcing them to defend their own views.

C. Staff shall not smoke or consume alcoholic beverages in the client’s home.

D. Except for brief comments made for the purpose of building rapport, staff shall refrain from discussing their personal lives while visiting the client. This especially applies to discussing personal problems.

1. Appropriate Staff Roles.
2. No staff member shall serve as a guardian, power of attorney or protective payee for an agency client. Volunteers may not assume these roles for clients met through the agency, unless they assume that role as part of a Case Management Service Plan.
3. Staff shall present all relevant eligibility information to clients.
4. Will discuss possible alternatives with clients.
5. Will inform clients of grievance procedures available through KCSS and other agencies.
6. Consequences of Breaching Ethical Conduct.
7. Inadvertent and minor violations will be addressed expeditiously between the program supervisor and the involved staff and be resolved in the best interest of the agency, program and client.
8. Gross violations or disregard of the above policies will result in disciplinary action in accordance with Klickitat County’s Personnel Policies. Such discipline may include immediate termination of employment as a volunteer where appropriate.
9. Any disciplinary actions taken in accordance with this policy do not replace or exclude civil or criminal sanctions.

***“Ethics is knowing the difference between what you have a right to do and what is right to do.”*** [**Potter Stewart**](https://www.brainyquote.com/authors/potter-stewart-quotes)

**Confidentiality Policy and Oath**

The principal of confidentiality is basic to the maintenance of professional ethics and community respect. We have a set of ethic responsibilities by which we are bound to the Client, the Agency, the Community and Ourselves. Our clients act in good faith, expecting circumstances and personal matters to remain confidential, and we are obliged by law and ethics to reciprocate.

The following is presented to provide some outlines concerning confidentiality:

1. Information and details about a client's case may be discussed for clinical purposes only. (Cases may be discussed in clinical and supervisory meetings so cases may be handled more effectively.)

2. No identifying information about a client, (name, address, social security number) should be revealed, except within the agency itself.

3. Case records should be used only for clinical purposes and not general purposes. Other agencies requesting a client's file should first obtain a release of information­ from the client or legal guardian.

4. Discussing a client outside the agency could be consider­ed a breach of confidentiality. We might unknowingly reveal enough about the client so that the listener might possibly identify the person. We can NOT discuss clients with family of clients unless the client has filled out a release of information.

Upon discovery of compromise or potential compromise, KCSS must report to designated contracted agencies within one (1) business day of discovery. You must immediately report your discovery of compromise or potential of confidential information to KCSS personnel.

## Duty to Report Suspected Abuse or Neglect

Klickitat County Senior Services (KCSS) employees, volunteers, subcontracted staff and agents are Mandated Reporters of suspected abuse and neglect of vulnerable persons except in limited situations when such staff members are bound by different laws or regulation such as the Washington Rules of Professional Conduct.

Klickitat County Senior Services (KCSS) has a written Mandatory Reporter policy. Suspected incidents that must be reported for vulnerable adults are defined in RCW 74.34.020. They include:

|  |  |
| --- | --- |
| * Physical abuse | * Neglect by others |
| * Sexual abuse | * Unreasonable confinement |
| * Mental/emotional abuse | * Exploitation including financial |
| * Abandonment |  |

If a Mandated Reporter has reasonable cause to suspect that abuse or neglect of a vulnerable adult has occurred, that person must immediately report it to Adult Protective Services (APS) at 1-800-459-0421. Suspected child abuse and neglect shall be reported to Child Protective Services at 1-866-EndHarm (1-866-363-4276) or to a local CPS office.

A person who is required to make a report under RCW 74.34 and who knowingly fails to make the report is guilty of a gross misdemeanor. A person who intentionally, maliciously, or in bad faith makes a false report of alleged abandonment, abuse, financial exploitation, or neglect of a vulnerable adult is guilty of a misdemeanor. (RCW 74.34.053) Klickitat County Senior Services (KCSS) employees, volunteers, subcontracted staff and agents shall not be discouraged from reporting suspected incidents, and Klickitat County Senior Services (KCSS) shall not impede or interfere with any DSHS or law enforcement investigation.

Per DSHS-ADSA’s Long Term Care Manual, Mandated Reporters are also required to immediately report suspected physical assault or sexual assault to law enforcement. A Mandated Reporter is not required by statute to report self-neglect by a vulnerable adult, but reporting is encouraged.

Klickitat County Senior Services (KCSS) shall document all reports and notify the Client’s or Caregiver’s authorizing case manager or social worker within one (1) working day that a report has been made. If notification was verbal, KCSS will follow up with a written notification within 48 hours.

I have read and understand my responsibilities as stated above. I am prepared to follow the direction of Klickitat County Senior Services with regard to reporting any signs of abuse and/or neglect that I find while carrying out my duties as an employee of Klickitat County Senior Services. I will immediately report any signs of abuse as required and designated above.

**HARASSMENT POLICY**

Workplace harassment based on a volunteer’s sex, race, color, national origin, religion, age, disability, sexual orientation, marital or veteran status or other protected status is a form of discriminatory behavior. It negatively effects morale, motivation and job performance and may result in increased absenteeism, turnover, inefficiency and loss of productivity. Such harassment will not be permitted by the County.

Harassment can take many forms, and can include unwelcome slurs, comments, jokes, innuendoes, compliments, pictures, cartoons, pranks and/or other verbal or physical conduct which create an intimidating, hostile or offensive working environment or interfere with an individual’s work performance or employment opportunities. Sexual harassment also occurs when employment opportunities or benefits are conditioned on an employee granting sexual favors to, or having a romantic relationship with, a supervisor or manager.

No volunteer shall be subjected to unwelcome verbal or physical advances or any other on-the-job conduct which could be interpreted as harassment. This protection against harassment includes conduct by co-workers, Elected Officials, directors, managers, supervisors, vendors, guests or customers.

The County’s complete harassment policy can be found in Appendix C of the KCSS Personnel Policy Manual or in the Personnel Office.

Under the above statements and the County’s equal employment opportunity statement, found in Article X, Part I, Equal Employment Opportunity Policy, employees and applicants are entitled to freedom from harassment or discrimination, based on their status, in their daily treatment by the County, its officers and employees.

Grievance Policy

Klickitat County Senior Services (KCSS) is committed to providing service that is appropriate to its clients and meets their needs, as well as complying with all laws and regulations that govern the provision of those services. Any complaints received from the public or agency clients must therefore be welcomed as an opportunity to judge how well we are meeting our commitment. All staff are expected to make it as comfortable as possible for the person making a complaint and to assist them in making the complaint. Anyone making a verbal complaint must be offered the opportunity to make a formal complaint. This must be documented.

All complaints received from clients or members of the public need to be brought to the attention of the KCSS Director as soon as possible, including any response that was made to the complaining party at the time of the complaint. Any necessary follow-up is to be approved by the Director. Detailed notes must be kept and not discarded. They will be filed with the complaint and its resolution in the complaint log kept by the Director.

# Complaint Procedures

If anyone is not satisfied with the services or treatment received from Klickitat County Senior Services or any of its employees or volunteers, the following procedures are available to review the actions of Klickitat County Senior Services (KCSS).

An attempt should be made to resolve the problem with the person that has not provided the needed service or has not done so in a manner acceptable to the person complaining.

If the problem cannot be resolved at this level, the supervisor of that person should be contacted. Any KCSS employee will provide the name of their supervisor and how to contact them. Alternatively, the name of the supervisor can be obtained from the Information and Assistance Coordinator in either Goldendale or White Salmon. The Information and Assistance Coordinator is readily available to walk in clients or can be reached at the published Senior Services telephone numbers. The Supervisor will hear the details of the complaint, conduct an investigation, which will include talking to the person against whom the complaint is made, and respond to the person making the complaint.

If the supervisor cannot resolve the complaint, the person making it has a right to be heard by the Senior Services Director. The Director will review the record with the supervisor and interview the person making the complaint.

If the Director cannot resolve the complaint, or if the person complaining is not satisfied with the resolution, there is a right of appeal to the Klickitat County Board of Commissioners or the Area Agency on Aging & Disabilities of Southwest Washington (AAADSW) or the Washington State Department of Transportation (WSDOT). Klickitat County Senior Services will provide information on how to contact the proper agency. If the complaint involves the provision of state or federally funded services, there may also be a right to a ‘fair hearing’ before an administrative law judge. KCSS and/or AAADSW or WSDOT will provide information as to how to request a fair hearing. Time deadlines apply to a request for a fair hearing.

All complaints received from clients or members of the public need to be brought to the attention of the KCSS Director as soon as possible, including any response that was made to the complaining party at the time of the complaint. Any necessary follow-up is to be approved by the Director. Keep detailed notes and do not discard them.

Anyone making a verbal complaint must be offered the opportunity to make a formal complaint. This must be documented.

**Section 2**



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**SAFETY AND EMERGENCY SITUATION PROCEDURES**

Klickitat County Senior Services (KCSS) shall ensure good safety practices of employees and

Volunteers are enforced to aid in accident prevention and provide a safe environment for Nutrition program participants.

**Fire Safety**—KCSS shall ensure all fire safety codes are in place, documented and enforced.

1. Fire exits shall be clearly marked and continue to stay lit during power outages.
2. Fire drills shall be held at least annually at all dining sites.
3. KCSS shall ensure a fire inspection has been completed at least annually at all dining sites to ensure the safety of the facility.
4. Fire extinguishers shall be placed in plain view and in easily accessible locations in food production areas.
5. Employees and volunteers shall be trained on fire safety and how to use fire extinguishers.
6. KCSS shall document all fire drills, fire inspections and fire safety training. Documentation shall be kept on file.

**General Safety**—KCSS shall ensure procedures are in place for the general safety of participants, employees and volunteers.

1. Aisles in the dining areas and in the production, areas shall be free of obstructions to prevent accidents.
2. Any spills in the dining areas or production areas shall be cleaned up immediately to prevent falls.
3. Disaster drills (tornado and terror alert situations) shall be held at least annually at all dining sites.
4. First aid training shall be provided to employees and volunteers.
   1. Information shall be provided on general first aid, the Heimlich Maneuver (choking procedure) and CPR.
   2. A poster illustrating the Heimlich Maneuver shall be posted in the dining area at each dining site.
5. KCSS shall document all disaster drills, first aid training and any general safety concerns with course of action.
6. Documentation shall be kept on file.

MEDICAL EMERGENCY OR INJURY

**In an Emergency**

IF A RECIPIENT HAS FALLEN OR IS BLEEDING, DO NOT TRY TO MOVE THE RECIPIENT OR TREAT THE WOUND. NEVER TOUCH A RECIPIENT IN NEED OF MEDICAL OR FIRST-AID ATTENTION.

CALL 911 IMMEDIATELY

Notify Senior Services office as soon as possible after you have called 911. Remain with the

recipient until help arrives.

IF YOU GO BEYOND THIS POLICY AND DECIDE TO RENDER FIRST-AID, YOU ASSUME THE RESPONSIBILTY.

We know this may be difficult for you. Some of the reasons why you should not physically move or touch a recipient

include:

· You could further hurt a recipient

· You could fall

· You could hurt your back

· Risk of transmitted diseases through bodily fluids, i.e. HIV, Hepatitis B, etc.

Please Remember…

As a volunteer you are the “eyes” of the program. This is one of the most important aspects of the services that we provide. You may recognize changes or problems in the recipient’s life.

Be aware of the following:

· Confusion, disorientation, forgetfulness, withdrawal

· Anger, depression, hostility, anxiety

· Loss of appetite

· Uneaten (half eaten) meals, trays left on counter, table, or in refrigerator

· Difficulty moving around, reported falls or dizziness

· Fresh cuts, bruises

· Deterioration or improvement in clothing, hygiene, grooming

· Changes in speech, hearing, sight

· Mail, newspapers left outside

Call the Senior Services office when you notice changes in these areas, and we will communicate with emergency contacts and make any necessary referrals.

**BASIC PROCEDURE FOR FIRE (R.A.C.E.)**

There are four basic steps for fire emergencies. The term **R.A.C.E.** is an easy way to remember the four basic steps, as follows:

a. **Rescue** people from the area of the fire. This includes assessing the fire, calling out for help, as well as moving the people from danger.

b. **Alarm** initiation. This includes calling for help, by activating a smoke alarm, a manual alarm, or by initiating a verbal call throughout the site.

c. **Confine** the fire. Normally this is accomplished by closing the door to the room of the fire.

d. **Extinguish** the fire. Assess the fire to determine if it is small enough to be extinguished by available staff with resources, including sufficient fire extinguishers.

**REPORTING INCIDENTS**

When an incident occurs involving staff, volunteers or participants, a report shall immediately be written providing as many details of the incident as possible, such as possible cause, injuries noted, property damage, etc. The report shall include the outcome, if known, as well as

what actually took place.

**Dining Sites Incidents**

Incidents occurring in or on KCSS property or senior dining sites shall be documented on the Incident Report form and the Director shall be notified.

a. A copy of an Incident Report Form shall be posted in the production, serving and dining site area of each site.

b. The procedure shall become a part of the training and orientation program for employees and volunteers.

c. Participants shall be informed on how to report an incident and how to obtain an incident report form.

d. Incident reports will be completed by paid staff if present. If no paid staff present volunteer staff or participant shall complete and report the incident.

e. All incident reports will be submitted to KCSS Director for review and follow-up.

**Off Site Incidents**

Incidents occurring off site, in or on the client’s or caregiver’s property shall be documented on the Incident Report Form and the Director shall be notified.

a. The procedure shall become a part of training and orientation program for employees and volunteers.

b. Clients shall be provided a copy of the procedure and an incident report form with their initial information packet.

c Incident reports shall include all events that are not part of the routine care occurring on the client’s or caregiver’s property,

**All Incidents Reported**

No matter how minor it may seem, **all** incidents shall be reported and documented on the appropriate Incident Report Form and submitted to the KCSS Director.

a. A file shall be maintained on all incidents reported.

Section 3



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**Mileage Reimbursement and Insurance Requirements**

***If you use your own vehicle for volunteering:***

1. You will be reimbursed mileage at the current WA state OFM rate which changes annually. For the year 2022 the rate is paid at ***$0.585*** per mile. ***MILES ARE NOT GUARANTEED*.**
2. You are required to have ***vehicle liability insurance*** of at least the following limits:
   1. $25,000 for injuries or death to another person
   2. $50,000 for injuries or death to all other people
   3. $10,000 for damage to another person's property

“Volunteers don’t get paid, not because they’re worthless, but because they’re priceless.”**– Sherry Anderson**

**Time Keeping, and Attendance**

KCSS Volunteer Connection Program financial stability is based on service hours provided by volunteers.

**Hours reporting:**

Report your hours on our web site, paper form or mobile application: KCSS Volunteer Connection Program web site

Complete form and mail to: KCSS Volunteer Connection Program, address: 115 West Court St, Goldendale, WA 98620

Hours and mileage may be e-mailed to: [isaiasg@klickitatcounty.org](mailto:isaiasg@klickitatcounty.org)

You may telephone your hours and mileage to: 509-773-3757

#### **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 Coordinator. 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 Klickitat Senior Services, 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.

**Holidays and Building Closures:**

* New Year’s Day
* Martin Luther King Jr.’s Birthday
* Presidents Day
* Memorial Day
* Fourth of July
* Labor Day
* Veterans Day
* Thanksgiving
* Day after Thanksgiving
* Christmas

**Section 4**



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**General Guidelines**

1. Do not provide any hands-on care, such as:

Lifting

Bathing

Medical procedures

Handling of medications

1. If a medical emergency occurs while you are serving a KCSS VOLUNTEER CONNECTION PROGRAM care receiver:

CALL 911

Notify the KCSS VOLUNTEER CONNECTION PROGRAM office as soon as possible.

If possible, notify the care receiver’s family or their emergency contact

1. If you are certain the care receiver is home but has not come to the door:

If you are unable to enter the home, call them on your cell phone or use a neighbor’s phone.

If you are able, enter the home and determine what kind of assistance is needed.

If care receiver has fallen – DO NOT attempt to help them up or move them, CALL 911.

Contact the KCSS VOLUNTEER CONNECTION PROGRAM office 509-773-3757

1. You should perform only assigned duties. If you are asked to do more and have the time, this is acceptable. Just remember to **let Coordinator know and if approved** document your time.
2. If unable to complete the assignment because of time commitments, you should let the care receiver know when you will return and notify KCSS VOLUNTEER CONNECTION PROGRAM office.

If the care receiver needs additional assistance ask them to call the office.

1. KCSS VOLUNTEER CONNECTION PROGRAM *recommends that you not give your telephone numbers to the care receiver.*

This will reduce the risk of the care receiver becoming dependent on you for all assistance.

If you need to call them you can use the KCSS phones or have Senior Services call them.

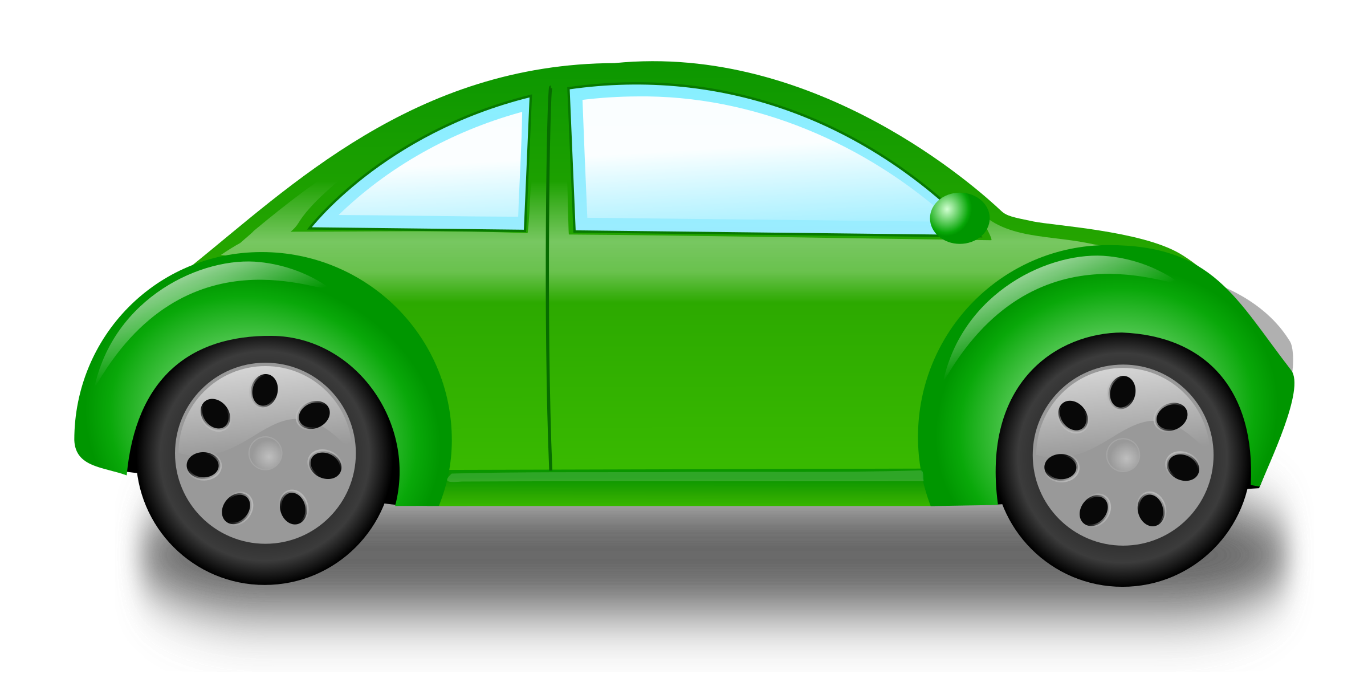
If you use your own phone # we recommend you use \*67 to have your call show as PRIVATE or RESTRICTED on caller ID.

1. If your personal situation changes and you are unable to perform assignments, the KCSS VOLUNTEER CONNECTION PROGRAM office should be notified as soon as possible and also call the care receiver.
2. KCSS or volunteer is expected to personally contact the care receiver one or two days prior to service and again the evening before or the morning of the assignment.
3. You should be an active listener, sharing personal experiences and special interests if appropriate.
4. Never offer advice on legal, medical, financial, or personal issues.
5. Volunteers may not accept any gifts of value from a care receiver, nor be included in their wills, estates, etc.
6. Never loan money to the care receiver and never accept money for service provided.
7. Donations to KCSS VOLUNTEER CONNECTION PROGRAM are accepted. Provide an envelope for the care receiver to mail money into the office. You may accept cash provided you are willing to mail it or bring it to the office. You might want to provide a receipt for the care receiver.

1. If a care receiver wishes to donate money for your assistance, they should be told to mail the money to the KCSS VOLUNTEER CONNECTION PROGRAM office. If they insist that you accept the money, thank them and let them know that you will see that the money is mailed or delivered to the KCSS VOLUNTEER CONNECTION PROGRAM office.
2. Be alert to changing needs of the care receiver and inform KCSS VOLUNTEER CONNECTION PROGRAM so a reassessment can be made.
3. RESPECT CONFIDENCES. Care receivers are not subjects for dinner table conversations.
4. You are expected to be familiar with the guidelines for particular tasks to be performed.

**Section 5**

Transportation



**Transportation for Volunteer Connections**

1. Transport Drivers may or will be under MT. Adams Transportation KCSS division supervision and you will follow their policy and their instructions.
2. If you are asked to transport under the KCSS Volunteer Connections follow the following guidelines:
3. Volunteers who provide transportation services must have a vehicle in proper working condition that is duly licensed and insured. Volunteers who transport care receivers must have a calid driver’s license. Copies of the driver’s license and proof of automobile liability insurance must be provided to your coordinator.
4. Volunteers use their own vehicle to transport care receivers.
5. Care receivers must be able to get into and out of a care independently or with minimal assistance. Volunteers may assist care receivers, but they are not permitted to lift or carry them. Volunteers may transport cane and walkers, or wheelchairs if they are comfortable doing so. Care receivers who use wheelchairs are advised that volunteers may push them to the car, but they must be able to get out of the chair and into the car seat on their own. Care receivers must make sure that a wheelchair (or scooter or whatever is needed) is available for them at the other end of the ride.
6. Volunteers should **never** take responsibility for transporting an ill or injured care receiver in their own cars.
7. Cell phones are encouraged to have in vehicles for emergency situations.
8. When you accept an assignment, the office volunteer scheduler will provide you with necessary information including directions to the care receiver’s home, via e-mail if possible. Verify needs yourself: Is your care receiver blind, does he/she walk with a cane etc.? YOU should call the care receiver and confirm that the information is still valid and confirm the service date and time.
9. When arriving at a care receiver’s home, identify yourself as a volunteer from KCSS or who is there to assist.
10. After arriving at the care receiver’s appointment, make arrangements with the care receiver either to wait during the appointment or to return at a specific time. It is advisable that you notify the receptionist of your intent regarding staying with the care receiver or leaving, and leave your cell number, and a calling card. If you leave, you should meet the care receiver at an agreed upon location and at the agreed upon time.
11. Be aware of the physical limitations of the care receiver in regard to climbing steps or walking distances. Drop the care receiver as close to the appointment door as possible.
12. **Do not park in handicap parking** unless proper identification is displayed in the car. If pavement is wet or icy, instruct care receiver to wait to allow you to assist to prevent falls. You should offer your arm in the manner of escorting a person.
13. ***Seat belts must be worn at all times by the driver and passengers.***
14. If weather is inclement and poses a safety hazard or you are uncomfortable with providing transportation on an inclement weather day inform the office and the care receiver as soon as possible so the appointment can be rescheduled.
15. You are to obey all traffic laws, regulations, and speed limits. You are expected to be a safe and courteous driver.
16. If the care receiver has a vehicle that is designed specifically for a care receiver’s disability, contact the office regarding the circumstances.
17. A copy of your CURRENT proof of insurance is required.
18. **Transportation—Drivers must be 21 years of age or older**

**Section 6**

**Visitor Friends**

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*“Remember that the most valuable antiques are dear old friends.”* [**H. Jackson Brown, Jr.**](https://www.brainyquote.com/authors/h-jackson-brown-jr-quotes)

**Respite Support Friend**

A respite volunteer acts as a companion for a care receiver so that family caregivers can have respite, or temporary relief from their caregiving responsibilities. Family caregivers often dedicate all their energy to meeting the needs of their relative and jeopardize their own health or emotional well being in the process. Respite allows a spouse or adult child to take a well-deserved break so that they can tend to their own needs (e.g., go to the doctor), run errands unhurried, or simply do something fun. Thus, respite benefits *two* people at one time—the care receiver **and** the primary family caregiver.

Respite services are provided for family caregivers of adults who should not be left alone. For example, care receivers may:

* Have dementia due to Alzheimer’s, Parkinson’s, stroke or other illness.
* Be confined to a wheelchair or bed.
* Be too frail to call 911

Respite volunteers typically spend 2 to 3 hours per visit in the home on a weekly, every other week, or monthly basis. KCSS will strive, if possible, to schedule this out within reason.

Sometimes family caregivers request volunteers in the hope of providing activities, social stimulation and friendship to a care receiver whose social network and abilities are changing. The family will identify activities that the volunteer and care receiver can enjoy together.

Possible activities may include the following:

* Socializing
* Eating lunch together
* Watching TV, listening to music
* Playing cards or games
* Going on outings, going for a walk
* Accompanying a volunteer as he/she delivers Home Delivered Meals, etc.
* Listening to the volunteer read or watching the volunteer knit, if care receiver is quit frail

**Tips for respite care**

* The volunteer will be informed of the care receiver’s abilities and needs and will be provided with some biographical information and emergency contact numbers before the first visit.
* Volunteers and families will decide together the best days and times for respite. Routing scheduled visits are **more** successful than if a volunteer says, “call me if you need me”.
* Volunteers should call the day before the scheduled visit to confirm.
* Volunteers should carry with them the emergency contact numbers provided to them by their coordinator and/ or the family.
* Volunteers should ask the family to show them where they keep the current list of medications, in case a volunteer needed to show that to emergency personnel.
* Volunteers should contact the family IMMEDIATELY if they are unable to keep a scheduled visit. Please inform KCSS volunteer coordinator of absences when the family may benefit from a substitute respite volunteer.
* Families are told that volunteers do not give out their personal phone number.
* Volunteers provide quality interaction, companionship and supervision. The respite volunteer’s responsibilities include supervising the care receiver so that he/she does not wander or do anything unsafe.
* While respite volunteers may not provide assistance with personal care or count out or administer medications, they may **remind** their care receivers when it is time to eat, take self-administered medication, or toilet.
* Respite volunteers who transport care receivers are expected to follow the Transportation Guidelines in the Transportation section.
* If a volunteer ever has a concern, recognizes a need for more care than he/she can render, or feels dissatisfied with the assignment, please contact the coordinator.

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*“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”* **– Leo Buscaglia**

**Visitor Friend**

1. Use common sense, tact and courteous consideration. The visit is not for you, ask yourself whose needs are you meeting? Ideally, both will benefit, if not, the care receiver’s needs should come first.

2. Respect your care receiver’s living space. Call him/her by their last name unless invited to do otherwise.

3 Ask permission to turn off the TV if it is turned on; after visit offer to turn it back on.

3. Be accepting of moods, opinions, and interests; avoid controversy.

4. Let your care receiver lead the conversation, unless he or she is shy and needs drawing out. Talk about news of the day to discover areas of interest. Personal history can be a good place to start a conversation.

The following topics may bring an eager response:

Inventions (TV, electricity) and the changes they have brought

Their first car

Courting

Clothing and hairstyles

Their family

5. Avoid showing pity, and do not be falsely cheerful. Listen to a care-receiver’s troubles in silent sympathy, restraining the impulse to offer good advice or moral counsel, show that you care for and accept them.

6. Remember that your care receiver may be experiencing much that is negative. Your most helpful attitude will be one of empathy, caring, and acceptance. Such statements as “Cheer up, things will get better” are not helpful.

7. Do not discourage talk about death. Allow your care receiver to express their thoughts and feelings on this most important topic.

8. Help orient your care receiver if he/she loses track of time, date, person or place. Use best practices in treating clients with dementia, memory, psychiatric challenges.

9. Do not avoid uncomfortable silences.

10. Enjoy your visit. Although visitation requires concentration and hard work, it can also be uplifting to you.

11. Set your boundaries and don’t feel guilty about not giving more than you have committed. Keeping your set appointments made and your real presence when visiting will make the relationship satisfying and meaningful.

12. KCSS VOLUNTEER CONNECTION PROGRAM volunteers are not to impose their religious beliefs. However, if care receivers request prayers or referrals to congregations, then KCSS VOLUNTEER CONNECTION PROGRAM volunteers may respond with the appropriate assistance.

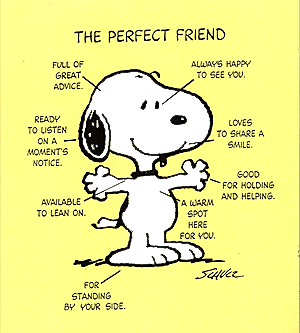
13. DO NOT:

Make a promise you may not be able to keep

Advise care receivers about business or legal matters

Give physical care

Give medicine or medical advice



[This Photo](http://iteachkinderkids.blogspot.com/2010/10/is-for-amigo-f-is-for-friend.html) by Unknown Author is licensed under [CC BY-SA](https://creativecommons.org/licenses/by-sa/3.0/)

**Section 7**

**Lend a Hand Friend**



“The quality of your life will be determined by the quality of your contribution. When you work to improve the lives of others, your life improves automatically.”**– Kurek Ashley**

***Shopping/Errand Runs Without Client***

1. Encourage a specific day for shopping. Call your senior the day before your appointed shopping date to confirm plans. Call again right before you leave home.
2. Do not give out your telephone number or say that you are on call as needed. Inform seniors to call the KCSS VOLUNTEER CONNECTION PROGRAM office for additional needs. If you agree to another shopping day or a routine shopping day/week, please notify the office.
3. Take a shopping list, prepared by the senior, with you. Include brand names and sizes review this list while anticipating potential problems and ask questions.
4. What should be done if the preferred item is not in stock? Should you buy another brand and or omit that item from the list? Expect to make an occasional mistake and don’t let it concern you.
5. Find out if economy is important. If you notice a less expensive brand than the one specified, does your senior want you to buy it instead?
6. For your protection, it is wise to write and sign a receipt for cash, banking cards, checks, or food stamps received from your senior prior to shopping.
7. If your senior indicates that some help would be appreciated, and you have the time, assist with unpacking and sorting purchases.
8. Plan to spend a short time with your senior chatting after shopping, if possible.
9. Make sure you clock in and out or write down your time. Log your miles

***Companion Helper Friend***

The goal of being a companion helper is to provide our seniors the opportunity to be able to go out and enjoy being out and about. Some of our seniors have been homebound, don’t have vehicles, need help running errands, reaching groceries on shelves, may need to be oriented in the stores, and go out and have fun at community events.

Some things a companion can help with are:

* Taking client shopping and or assisting in store
* Hair salon appointment
* Manicure/ Pedicure
* Having lunch in town
* Town events such as rodeos, fairs, shows and etc.
* Going to a movie
* Trips to museums
* Sporting events

Tips:

1. Local coordinator will provide volunteers with the name and address of the care receiver, type of help needed, location and phone number of destinations, along with other special arrangements.
2. Volunteers should allow some flexibility to allow for unanticipated delays. Volunteers should allow extra time for traffic, weather or other unforeseen circumstances.
3. Volunteers must call the care receiver they are helping 1 to 2 days before to confirm event or pick up, introduce themselves over the phone, and clarify any other aspects of the trip. Make sure to both agree on pickup time or event times. If this is the first time meet for a Volunteer with a care receiver, the volunteer should describe his/her appearance and the vehicle to the care receiver for recognition purposes.
4. ***Volunteer should be clear how much time they can give***. One hour, two hours, or whatever works with their schedule
5. If transporting client follow the guidelines in the transportation section.
6. If shopping the volunteer should suggest that a shopping list be prepared by the care receiver prior to the trip. If assistance is needed in preparing the list, the volunteer can help.
7. Before leaving the care receiver’s home, the volunteer should ask if the care receiver has everything needed (shopping list, money, checks, credit cards, coupons, prescriptions, ID cards, etc.) for the trip or event.
8. Remember that care receiver is responsible for costs of goods, tickets, groceries, or other things bought in the trip or event.
9. No gifts of values shall be accepted from care receiver.
10. Before each trip with a care receiver, the Volunteer should ask the care receiver how much assistance is needed. Some care receivers need someone to accompany into the store (to help with reading labels, or reaching high or low items on the shelves, for example) with others may prefer to be dropped off in front of the store or other place and be picked up at an agreed upon time. Care receivers with mobility issues may need the volunteer to go into the store and bring the store’s wheelchair or motorized scooter back out to the car.
11. The Volunteer should assist with carrying packages to the car and then into the house for the care receiver and assist with unpacking as needed. If assisting, the Volunteer should ensure the refrigerated or frozen items are stored properly.
12. Remember that the Volunteer is free to declined any last-minute requests for add-on-trips.
13. Receiver should call Senior Services for any other requests.



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### ***Lend a Hand Friends-Light Housekeeping***

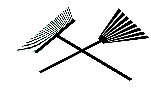
What constitutes “light housekeeping”?

* Vacuuming or sweeping floors
* Light dusting with duster, no moving of knick-knacks
* Mopping
* Kitchen Clean Up: Wipe Counters, stove top, sink; wash dishes (or put in dishwasher); sweep and lightly damp mop floor; and take out trash.
* Bathroom clean up: wash counters and sink; sweep and lightly mop floor; and clean toilet and tub or shower.
* Laundry: Change bed and bath linens and put in washer/dryer if requested; and wash, dry, and fold laundry.
* Windows—inside only as needed, not on a regular basis.
* Upon, request, Volunteers will change light bulbs and batteries in smoke and carbon monoxide detectors, if they can be done safely.
* The homeowner supplies the cleaning products.

Tips:

1. After being matched with a care receiver for housekeeping services the volunteer should call the care receiver the day before the appointed task to confirm the time and plans.
2. Do not give the care receiver your telephone number, or say that you are on call as needed. Inform them to call the KCSS VOLUNTEER CONNECTION PROGRAM office for further appointments. We recommend Use \*69 to block your number on caller ID.
3. Keep the tasks to what was agreed on when the appointment was made. Fill out short agreement form. If additional tasks are needed, another appointment should be made or if you have time let coordinator know of what was done.
4. Ask ahead of time if the care receiver has the equipment necessary for the task: cleaning supplies, yard implements, rake, ladder, brooms, etc. need to be brought to the home. If supplies need to be purchased, the senior should pay for the supplies ahead of time.
5. Volunteers typically spend an hour to an hour and half per light housekeeping visit.
6. Volunteers should do ***only*** light housekeeping. Volunteers are not expected to do heavy cleaning such as moving furniture, or washing walls.
7. Volunteers should wear protective gloves and eye protection when cleaning, especially in kitchens and bathrooms to avoid transmission of disease. We recommend masks as well.
8. Volunteers should not be exposed to and are not expected to deal with hazardous waste, including bodily fluids; syringes, lancets and other sharp items; soiled bandages; disposable sheets; adult diapers; or used medical gloves. Volunteers should notify their coordinator if there are any concerns in regard to hazardous waste.
9. Volunteers should use caution when using step ladders. Volunteers should never use a chair or stand on furniture to reach high places.
10. The care receiver should provide all cleaning products and supplies. The volunteer is responsible for reading all instructions for each cleaning product to be used for using it appropriately.
11. Volunteers **may** choose to bring their own bucket, rags, sponge, paper towels, or other items that they prefer to use when cleaning.
12. The volunteer should be sure that trash is properly bagged and in the proper place for trash collection.
13. Volunteer may decline to change cat litter, clean bird cages, dog kennels, or aquariums or to do any cleaning related to care for other pets.
14. The volunteer should let the care receiver know if they are running low on supplies.
15. If you are unable to complete the assignment due to lack of tools and/or materials, let the care receiver know that additional items are needed and that you will call to reschedule the work. Notify KCSS VOLUNTEER CONNECTION PROGRAM of the problem.
16. Do not attempt to perform a task which has not been approved by KCSS VOLUNTEER CONNECTION PROGRAM COORDINATORO, or one which requires special skills or equipment you are not experienced at or trained to handle.
17. Always remember to respect the care receiver and their property.

**“As you grow older, you will discover that you have two hands — one for helping yourself, the other for helping others.” — Audrey Hepburn**

***Lend a Hand Friends-Light Yard Work***

Volunteers provide light yard work services for care receivers who live in their own homes. These services focus on essential yard maintenance and safety. These services are usually seasonal and often provided on “as needed” basis.

Each request will be evaluated based upon available volunteers and task requested. They may be done in teams to be done quickly and safely.

**Light Yard Work May Include:**

Mowing, twice per month

Spring/Fall yardraking

Pulling weeds (small gardens only)

Trim bushes around walk-ways

Brush Fire Hazard Mitigation Around Home

Removing Vines

Yard debris bagged and staged for pick-up

Snow removal, on a limited basis as a volunteer can be found

*The homeowner supplies the needed implements to get the job done.*

**Tips for Light Yard Work:**

1. The volunteer and receiver should discuss the extent of the work and time to be done within parameters set by things above. Volunteer should set clear expectations of what can realistically be done within reason and safety principles. You will be provided a written agreement page volunteer and receiver will sign (if possible) once agreed and task completed.
2. Yard work volunteers may need to provide their own equipment (such as mowers, rakes, hedge clippers, handsaws, etc.), if the care receiver does not have these tools in usable and safe condition or if volunteers prefer to use their own equipment.
3. Volunteers should wear appropriate clothing and protective gear for the task to be accomplished. Gloves, goggles, hearing protection with gas engines, and closed toed shoes are highly recommended for safety.
4. Volunteers are responsible for being familiar with the equipment they are using and using it appropriately.
5. Volunteers should discuss removal of yard debris with care receiver. IF the materials need to be bagged or bundled for removal by the trash collector, the volunteer should do this and place the materials in the appropriate place for pick up. If the trash collector does not accept yard waste, the care receiver is responsible for arrangements and fees to remove the debris. Care receivers are responsible for providing the appropriate bags for leaves and other yard debris.
6. If work remains to be done after the initial visit, or if there is an ongoing assignment such as regular mowing, the Volunteer should schedule the next appointment with the care receiver before leaving or notify the coordinator about work remaining.

**Minor Home Repairs**

Skilled volunteers perform various repairs based upon their availability and skills. Volunteers need to be aware of their own limitations and avoid tasks that could cause injuries.

Volunteers give an amazing array of services to their senior neighbors.

**Tips for Minor Home Repairs**

* Assess the job to be completed to determine that you have the necessary skills and equipment, and ensure that the care receiver will be able to provide the supplies.
* Dress appropriately for the task to be accomplished, including footwear.
* Wear safety glasses when using tools or equipment that cause flying debris.
* Gloves are recommended.
* Never allow children to operate mechanical equipment.
* Know the proper use of the equipment
* Use power equipment only in day light or when there is good artificial light.
* Allow the engine of any power equipment to cool before storing it in any enclosure such as a garage or storage shed. Do not store near any open flame or when gasoline fumes may be ignited by a spark.
* Take precautions when working on hot, sunny days or extremely cold weather.
* Use extreme caution if repair work calls for climbing a ladder. Make sure the ladder is steady and grounded well. If possible, have another volunteer hold the ladder.
* If the work calls for the use of chemicals, such as paint, make sure the area is properly ventilated.
* If a care receiver asks the volunteer to do additional work, or if the job is more involved than the volunteer was told, the volunteer should contact the coordinator.



**Neighbor Friend Helping with Paperwork**

Volunteers provide assistance for care receivers who need help with handling, sorting and organizing their mail and other paperwork. Typically, volunteers will offer this service once or twice per month on an ongoing basic, although there are also requests for short term or occasional assistance.

Volunteers also provide assistance with paperwork by helping care receivers:

* Sort through mail to separate important items from junk.
* Shred or cut up throw-away mail or other documents to prevent identity theft.
* Organize papers, bills, mail, important documents
* File, or set up a filing system, so that important paperwork and documents can be retrieved easily if needed (e.g., Medicare and Social Security documents, medical bills, bank statements, wills, living wills, powers-of-attorney).
* Write letters or notes or assist with other correspondence.
* Put important dates on the calendar (e.g., medical and other appointments, bill due dates).
* Fill out applications and other forms, except for forms related to money management, medical information, or legal issues. The care receiver must provide responses needed to complete the permitted forms.

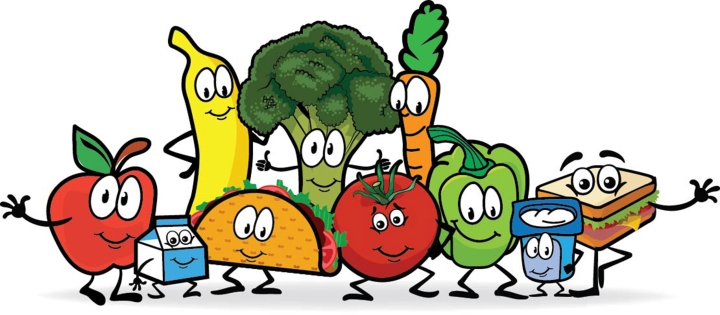
**Tips for Paperwork**

* Volunteers are permitted to assist care receivers with managing their paperwork as described above, but they are not permitted to assist with money management, bill paying, or to provide any other type of financial assistance.
* Volunteers are not permitted to offer advice regarding investments, choice of banks, or related matters.
* Volunteers are not permitted to write checks or balance bank statements for care receivers.
* Volunteers are not permitted to sign checks or other legal documents of any kind for the care receiver or be named on any bank account, insurance policy or other document as a co-signer or beneficiary of fund.
* Volunteers may not be given any form of power of attorney or permission to act on behalf of the care receiver.
* When volunteers are matched with care receiver for paperwork services, they should call their care receivers to arrange a day and time for the service. The volunteer and the care receiver should also discuss the extent of the work to be done and the care receiver’s priorities for assistance, within the parameters described above.
* Volunteers typically spend an hour and a half per visit.
* Before leaving, the volunteer should schedule a day and time for the next visit.

***“We can lick gravity, but sometimes the paperwork is overwhelming.”*** [**Wernher von Braun**](https://www.brainyquote.com/authors/wernher-von-braun-quotes)

Section 8

Nutrition



[This Photo](https://maken.wikiwijs.nl/137409/Voedingsleer) by Unknown Author is licensed under [CC BY](https://creativecommons.org/licenses/by/3.0/)

***“I hope someday we will be able to proclaim that we have banished hunger in the United States, and that we've been able to bring nutrition and health to the whole world.”*** [**George McGovern**](https://www.brainyquote.com/authors/george-mcgovern-quotes)

**Volunteer HDM Job Summary**

**Program: Home Delivered Meals**

**Volunteer Job Title:** Meal Delivery Driver

**Purpose:** To deliver meals directly to seniors in our community, and provide a brief safety check and friendly interaction. These volunteers are the caring people checking in on seniors while delivering nutritious hot meals directly to seniors’ homes. The interaction a homebound senior has with a Home Delivered Meal volunteer may be the only face-to-face interaction that senior has all day. Meals on Wheels delivery drivers are a crucial component to ensuring meals are delivered to seniors in Klickitat County.

**Location:** Meals and equipment are picked up from one of the Klickitat County Meal Sites. Meals are distributed along a preplanned route. After a route is completed, equipment is then returned back to the meal site.

**Key Responsibilities:**

• Deliver hot and/or frozen meals to seniors in Klickitat County

• Engage in friendly interactions with clients

• Report to Klickitat County Senior Services (KCSS) staff any concerns or inconsistencies in clients’ behavior or living situation

• Occasional distribution of other materials along with meals, such as client menus or letters

**Time Commitment:** Most routes take approximately a two-hour time commitment. Most volunteers choose to volunteer one to two times per week; however, we can work with your availability. Volunteers are asked to arrive to pick up meals between 10:30 a.m. and 11:00 a.m.

**Qualifications:** We are looking for friendly, social, caring individuals who are interested in the well-being of the seniors in our community. Volunteers use their own vehicles to deliver meals and must have a current driver’s license and insurance. Gas mileage reimbursement is provided at the OFM rate. Must have the ability to pass a criminal background check, the ability to carry up to ten pounds repetitively, and willingness to deliver to various locations including apartment complexes and mobile home or trailer parks, current WA Food Handler’s card.

**Support and training provided:** Once approval of background check is received, you will be scheduled for an orientation. The orientation is a one-on-one training with a KCSS staff member. They will explain to you the processes of pickup and delivery along with tips, recommendations, and boundaries for client interactions as well as things that need to be reported back to KCSS staff.

**Age Requirement:** Must be 18 years of age or older to drive. Children welcome when accompanied by an adult.

**Certifications/licenses required:** Valid driver’s license, valid car insurance, ability to pass a criminal history background check, Current WA Food Handlers Card.

**Rewards:** Help seniors receive proper nutrition and maintain the independence to stay in their own homes as they age with a sense of security knowing there will be people who care to check on them on a regular basis.

**HDM Volunteer Workflow**

We deliver noontime meals in White Salmon on Mondays & Wednesdays, Lyle on Tuesday, and Goldendale on Tuesdays & Thursdays.

Meals are not delivered on the holidays.

As a volunteer, we ask you to do three things:

1. Deliver the meal.

2. Say a kind word to our senior. You may be the only person he/she talks to all day.

3. Check on the safety of the senior. In the unlikely event the senior needs help, please call 911 and remain with the senior until assistance arrives.

As a new Home Delivered Meals volunteer, you may have questions concerning the people on your route or specific questions about delivery. Our staff is available to help you at:

Goldendale 509-773-3757

White Salmon 509-493-3068

Please leave a message and we will respond promptly. We encourage you to report any unusual

circumstances. You are the “eyes and ears”. You could be their only link to the outside world. Research shows 1 in 9 seniors are at risk for hunger.

If the client is not home, please call our office.

Our office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

1. In case of any unusual situation at the client’s home, call the Klickitat County Senior Services office as we have emergency and family contacts for each client and can usually solve a problem quickly.

1. If it is an emergency, please call 9-1-1 and then the Senior Services office. If the client has fallen or is bleeding - do not try to move them or treat the wound.
2. If a client is not home, do not leave the meal.
3. You must call Senior Services office to report any clients that did not come to the door so we can make sure the client is ok.
4. If you are unable to volunteer on a particular day, notify the Senior Services office as soon as possible when you must be absent so that a replacement can be found to deliver the meals.

6. Meals are not delivered on weekends or holidays. However, extra meals may be sent prior to the holiday. Some clients receive frozen evening and/or weekend meals in addition to their main meal.

8. Please be respectful of client confidentiality and avoid use of client’s information when you are not volunteering.

9. Volunteers are required to report any on-the-job injuries or accidents to the Director at

509-493-3068 or 509-773-3757, within 24 hours of the accident or injury.

10. Please do not deliver a meal to an individual unless instructed by the Senior Services office. If there is someone you feel could benefit from the Home Delivered Meal services, please contact the Senior Services office for further information.

13. All meals are provided to our clients and a donation envelope is provided to the client

in the event they wish to make a donation.

**What if the recipient does not answer the door?**

If you have a cell phone, call them. If you know they’re hard of hearing, try honking your horn when you pull in the driveway. Call us at the office from your cell phone or notify us when you return to the meal site.

**How does someone sign up for meals?**

Clients are referred by a physician, social worker, home health agency, family, or the client. They do this by contacting the Senior Services office and letting them know they would like to sign up for Home Delivered meals. They will then be evaluated to determine if they are eligible.

**Who can sign up for meals?** Recipients must be homebound residents of Klickitat County, Washington who cannot prepare their own hot, nutritious meals and have limited or no support from other individuals. Meals are available without regard to age, income, race, religion, national origin, sex or handicap.

**How long can you receive meals?** Meals can be short term (two-three weeks) or long term (as long as you qualify).

**Do you charge for the meals?** We do not charge for the meals we deliver. We do encourage donations to help support the meal program. We are supported 100% by grants, private donations from individuals and businesses, special events or other grant sources, and cash and in-kind support from Klickitat County. United Way has helped provide support for many years.

**What other resources are available?** Referrals are made to available community resources and agencies based on need and eligibility. Simply call Klickitat County Senior Services in Goldendale or White Salmon.

**REMINDERS:**

1. If a client does not come to the door, please contact the Senior Services office immediately.
2. NEVER leave a meal outside someone’s house.
3. Begin delivery as soon as you pick up meals, or meals are dropped off at your location (all hot meals need to be delivered within a certain timeframe for safety reasons).
4. Do not leave any extra meals in containers – bacteria will develop and damage the container.
5. Do not throw away the route sheets, return them to Senior Services.
6. Check over your route sheet EVERY time you deliver meals. There may be changes.
7. If you have any concerns about a client, please inform Senior Services.
8. Use separate coolers; one for the hot meals and another for the frozen meals and drinks.
9. If you are uncomfortable delivering to a client for any reason do not get out of your car.
10. If you have a particular concern for a client let Senior Services know immediately.
11. When you deliver meals, you will:

• Get your route sheet.

• Read over your route sheet for changes or special instructions.

• Get meals together

• Deliver the meals!



**Congregate Meal-Serving / Clean Up Volunteer**

**Program: Senior Nutrition**

**Program: Congregate Meal Program**

**Volunteer Job Title:** Serving/Clean Up Volunteer

**Purpose:** Help to feed seniors and guests during meal site hours. Also help maintain an atmosphere of respect and dignity for all who walk through our doors.

**Location: KCSS Congregate Meal Site locations—White Salmon, Trout Lake, Goldendale, Lyle, Klickitat.**

**Key Responsibilities:** Volunteers will be asked to assist with a number of different tasks. If they have a physical restriction that limits them from doing a specific task, we are happy to accommodate.

Tasks are:

• Serving entrees

• Serving desserts

• Bussing tables

• Running a beverage bar (making coffee, pouring milk and juice, replenishing sugar packets and creamer, etc.)

• Scraping plates

• Helping with pots and pans

* Running Dishwasher Line

• Plating meals on the serving line

• Assisting Cook with last-minute tasks such as rolling silverware, cutting fruits and vegetables, or preparing sides

**Time Commitment:** People can volunteer weekly, biweekly, or monthly, or they can join a separate alternate list and fill in for cancelations. We ask that volunteers commit to a minimum of three months when they first begin.

**Qualifications:** Volunteers must be willing to work respectfully with a diverse group of dinner guests. The most important characteristics we look for in our volunteers are kindness and patience. All other required skills can be taught. It is also important that volunteers understand the importance of confidentiality.

For physical requirements, volunteers will be asked to be on their feet for two hours at a time. Some lifting may be required, although volunteers can opt out of jobs that they do not feel physically capable of doing. Prior restaurant experience is not required.

**Support and training provided:** All volunteers are required to attend an orientation before getting on the schedule. Since we are working with a vulnerable population, it is extremely important that we go over guidelines and procedures in order to make sure everyone is fully trained. Once a volunteer gets on the schedule, they will receive position-specific training when they come in for their first few shifts. For the most part, this training will be done by the Kitchen Coordinator, although other experienced volunteers may be asked to help.

**Certifications/licenses required:** WA State Food Handler’s Card.

**Dress Code:** Close-toed shoes are required, for safety and hygienic reasons. Please also be prepared to pull long hair back.

**Rewards:** Working at the Senior Meal Site is an extremely rewarding volunteer opportunity. You’ll have the chance to work with a wonderful, energetic, passionate group of fellow volunteers who are all working towards the same goal of fighting hunger.

**Questions?** Please call Klickitat County Senior Services 509-773-3757 or 509-493-3068.

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***“When we sit at the table, there is more going on than satisfying hunger. It is sad to think of those who eat simply to satisfy their hunger and who do not permit themselves to linger under the many spells offered by a good meal - the satisfaction of our hearts, our minds and our spirits.”***[***Leo Buscaglia***](https://www.brainyquote.com/authors/leo-buscaglia-quotes)

**CULINARY ASSISTANT**

**Program: Senior Nutrition**

**Volunteer Job Title:** Kitchen Volunteer

**Purpose:** To portion hot meals that will be delivered to seniors in Klickitat County through the Home Delivered Meal program.

**Location:** The kitchen at one of the Klickitat County Senior Meal Sites.

**Key Responsibilities:**

• Portioning and packaging meals

• Counting and organizing meals to go out on routes

• Packing milk and ice packs into coolers

**Time Commitment:** Varies.

**Qualifications:** Ability to lift up to ten pounds and ability to stand for two hours.

**Support and training provided:** On-the-job instruction and support is provided by the Kitchen Coordinator.

**Age Requirement:** Must be 14 years of age or older.

**Certifications/licenses required:** A current Food Handlers Card.

**Dress Code:** Close toed shoes required.

**Rewards:** Help seniors receive proper nutrition and maintain the independence to stay in their own homes.

**Klickitat County Senior Services**

PO Box 1877 115 West Court MS- CH-21

White Salmon, WA 98672 Goldendale, WA 98620

Phone: 509-493-3068 Phone: 509-773-3757

ACKNOWLEDGEMENT

I acknowledge I have read, understand, and received the KLICKITAT COUNTY SENIOR SERVICES VOLUNTEER HANDBOOK.

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Signature Date