



# AREA 10

## AGENCY ON AGING

### **Volunteer Handbook**

631 West Edgewood Drive  
Ellettsville, Indiana 47429  
[www.area10agency.org](http://www.area10agency.org)

Monroe County: (812) 876-3383  
Owen County: (812) 829-6066  
Lawrence County: (800) 844-1010  
Putnam County: (765) 848-1508  
Toll Free in Indiana: (800) 844-1010  
Fax: (812) 876-9922

### ***Welcome, New Volunteer!***

On behalf of your colleagues, I want to welcome you to Area 10 Agency on Aging and wish you every success here! You have a great contribution to make to the lives of the elderly and individuals with disabilities throughout Monroe and Owen Counties by way of Area 10 Agency, and we hope that you will find your volunteer experience with Area 10 Agency a rewarding experience. We look forward to the opportunity of working together to create a more successful agency. We also want you to feel that your experience with Area 10 will be mutually beneficial and gratifying.

This volunteer handbook describes some of the expectations Area 10 Agency has for volunteers, and outlines the policies, programs and benefits available to eligible volunteers. As a new volunteer, you should familiarize yourself with the contents of this handbook as soon as possible. It will answer many questions you have about volunteering at Area 10 Agency on Aging.

You will be asked to sign the acknowledgment page once you are satisfied that you understand the rules and policies. If there is something you do not understand, or if you have questions about anything, please talk to your volunteer coordinator. The acknowledgement form should be signed and returned to your coordinator no later than ten days after the receipt of this handbook.

I know your experience here will be challenging, enjoyable, and rewarding. Again, welcome to Area 10 Agency on Aging!

Sincerely,

Kerry Conway  
CEO

## **Area 10 Mission and Functions**

*Area 10 Agency on Aging leads by offering Resource, Solutions, and Connections that empower community members to live more fulfilling lives.*

We are the tenth of sixteen Area Agencies on Aging in Indiana; our area is Monroe and Owen Counties. We provide a wide variety of high-quality, affordable services to citizens 50 years of age and older, people with disabilities, and others in the community who have concerns for family members or friends. We recognize that the elderly population is increasing and their needs are growing. We are dedicated to helping area residents maintain a quality lifestyle and wish to reach those needing information or assistance. Our services are for all seniors, but we target limited-income persons, minorities, isolated individuals, memory-impaired elders, and other vulnerable persons who are at risk of institutionalization without these services. In addition, we help families cope with responsibilities through information and referral to support groups and respite care programs.

### **Area 10 Programs**

**The Endwright Center** is dedicated to helping people 50 and older keep active, continue learning, and celebrate life.

**The Nutrition Program** supplies nutritious meals at five congregate meal sites and through homebound delivery five days a week. We also operate a home delivered food pantry for those unable to access other food pantries.

**The RSVP 55+ Volunteer Program** provides individuals 55 and better with meaningful volunteer opportunities throughout the community.

**Caring Companions** includes help with grocery shopping, small home repairs, telephone reassurance, friendly visiting, light housekeeping, pet care, and money management services.

**A Long-Term Care Ombudsman** housed at Area 10 advocates for individuals living in nursing facilities all over Monroe and Owen Counties.

**Medicare Counseling** Area 10 is a certified SHIP site, offering one-on-one counseling for Medicare and other health insurance questions. SMP offers information about Medicare fraud.

**Support groups** currently include the Chronic Disease Self Management Program and caregiver classes.

**The Aging and Disability Resource Center** is a statewide initiative with the intent of helping to meet the needs of the rapidly aging population by serving as a single point of entry into the long-term care system. The Center is a “one-stop shop” for access to programs, services, information and assistance.

**Rural Transit**, our public transportation system, provides an easy, reliable, cost-efficient way for citizens in Monroe, Owen, Putnam, and Lawrence Counties to get around. ALL persons, regardless of age or ability, are invited to use the service.

**Individualized Case Management** includes attendant care services, provision of home health supplies, and individualized plans of care to assure in-home health and safety.

**Housing** through Area 10 helps to solve the shortage of high quality, affordable apartments for persons 55 and older. Currently we maintain Cunot Apartments in Owen County and Edgewood Village Apartments in Ellettsville, and manage Dodds-Wylie Court for Perry Township in Bloomington.

*We make every effort to reach out to those needing assistance. Please contact us if you or anyone you know can benefit from our programs. Tell a friend about Area 10 today!*

# **Volunteer Standards and Expectations**

## **Volunteer Application Process**

All Area 10 volunteers are asked to complete an initial application. Once you have been accepted as a volunteer, the appropriate Area 10 coordinator may request additional program specific information. For example, some volunteer opportunities require additional information such as proof of auto insurance or a valid driver's license. You will have the opportunity to sign up for the program of your choice and the Area 10 Program Coordinator will contact you regarding your application.

## **Criminal Background Checks**

Many Area 10 clients are considered vulnerable adults because they can be exploited. Client safety and confidentiality is extremely important to us and the clients we serve. Area 10 Agency on Aging completes a criminal background check on all prospective volunteers and reserves the right to deny the application of any individual based on criminal misconduct or demonstration of poor judgment.

## **Reporting Your Volunteer Hours**

Many of Area 10's grants and state funding sources require a financial match or evidence of community support. Recording and submitting your volunteer hours assists Area 10 to meet those requirements. Your program coordinator will inform you how best to report your hours so that your service may be counted. Service hours are usually reported through a sign in sheet or emailing a timesheet to the Area 10 coordinator. Your coordinator will tell you how they prefer to have you report your hours and how often to report them but it's usually weekly or monthly.

## **Weather Closings**

It is the intent of Area 10 to serve as many clients as possible during poor weather conditions, but when it is determined weather conditions make travel unsafe, closures will be announced through different media sources. When Richland Bean Blossom School Corporation (RBB) delays or closes, Area 10 will operate on a two hour delay. Any determination to close will be made by management and the Area 10 main phone number (812-876-3383) message will be updated. Please watch/listen/browse the following media:

- WTHR/ TV 13
- WTIU/WFIU
- WCLS/ FM 93
- WGCL/ AM 1370
- Spirit 95.1
- Herald Times

## **Dress Code**

Area 10 Agency observes a relaxed business dress code for the office or client's homes. Relaxed business dress does not allow the following:

- Jeans with holes
- Bleached/dyed jeans
- Shorts /cut-offs
- T-shirts with inappropriate language or graphics
- Low cut tops
- Flip-flop sandals
- Sweats
- Dirty clothes

## **Confidentiality**

Area 10 asks you to keep all client information confidential. Names, addresses and other identifying information should be kept in a private folder away from view of your family members, friends or others. Many clients of Area 10 are considered vulnerable adults and we ask you safeguard personal information to the best of your ability and to shred documents that contain identifying information when you are no longer using them.

## **Gifts and Gratuities**

Volunteers of the Agency are prohibited from accepting gifts, money and/or gratuities from persons receiving benefits or services from the Agency or from persons performing services under contract to the Agency. The exceptions will be:

- incidental gifts on birthdays or Christmas
- incidental other gifts, the value of which may not exceed \$10.00, except as a usual cash award given for a recognized official function in an organization.
- Solicitations for personal gain are cause for immediate termination. Any amounts exceeding those stated above should be reported to the executive director.

## **Driving and cell-phone usage**

When driving on Area 10 business, follow the speed limit and all applicable traffic laws and regulations. When driving in adverse weather, give yourself additional time and maintain reasonable distance from other cars on the road. Refrain from using your cell phone while driving. If a call needs to be made, pull into a public parking lot or an area where you can safely park your car before making the call. Under no circumstances should volunteers be under the influence of drugs and/or alcohol while driving.

## **Requesting Absence**

It is necessary to approach volunteering with a sense of commitment and open mindedness. We believe if you do so, you will have a rewarding volunteer experience. Area 10 appreciates that you need to request an absence from your volunteer commitment from time to time. Some programs have substitutes on hand to provide service in your absence while others do not. Please report to your coordinator as soon as you know when you will not be able to complete your volunteer commitment. Area 10 is committed to serving our clients without disruption if possible and your request for time off should be given with as much notice as possible.

## **Drug-Free Workplace**

Area 10 volunteers must refrain from using drugs or alcohol while volunteering. In addition, we ask you to refrain from smoking or chewing tobacco while with Area 10 clients or on Area 10 property.

## **Volunteer Boundaries**

Before beginning any helping relationship with individuals or agencies, it is important to know and respect your own limits. Use those limits to set boundaries for yourself, such as:

- Set a specific number of hours you are available to volunteer. As a general rule, do not work more than that limit.
- Do not exceed the tasks you have agreed to provide.
- Do not do a special favor for any one particular program participant.
- Do not spend your own money on program participants.
- Do not hand out your phone number or address and don't divulge too much personal information.
- Do not socialize with program participants outside of your volunteer time.
- Do not withhold information about a client from Area 10 staff.

*Think about what other limits are important to you. Volunteering should be fun and easy! Boundary issues are often difficult to determine so when in doubt, please talk with your program coordinator. It is easier to set firm boundaries in the beginning than to build walls later on.*

## **Burnout**

Volunteer burnout is the exhaustion of physical and psychological resources caused by excessive striving for unrealistically high expectations. The best volunteers are often the most vulnerable to burnout! Anyone who is highly motivated, dynamic, and gives 100% (or more) to their projects is at risk. This description fits most people who volunteer, it's the people with busy lives who make volunteering a priority. They start out with great expectations, refuse to compromise, and push themselves too far for too long. Burnout is especially common among people who help others or feel responsible for others (that's you!). Stages of burnout are:

- Honeymoon: Energy level and enthusiasm are high; you feel like anything can be accomplished.
- Disillusionment: You realize that your expectations are unrealistic. You may begin to feel confused and impatient.
- Brownout: You feel fatigued and irritable and do escapist behavior (i.e. overeating, excessive shopping, overdrinking).
- Frustration: You may feel anger, loss of enthusiasm, cynicism, and detachment.
- Despair: You may feel a sense of failure, pessimism, self-doubt, loneliness, emptiness, wanting to "run away", and physical illness.

Recovery from burnout is possible! The following tactics are helpful in the healing process. **FIRST**, accept your negative feelings as real and worthy of consideration without making yourself feel guilty for having them in the first place. **THEN**, give yourself **TIME**. **SHARE** how you feel with your loved ones and with your program coordinator.

Burnout is also preventable. Be realistic about goals and expectations. We rarely get 100% of what we want or are able to deliver our 100% best effort. It's important to remember that we are usually our worst enemies when it comes to doing our best; no one else expects us to be perfect all the time. Luckily, our less than perfect selves usually get the job done anyway!

## **Computer and E-mail Usage**

Computers, computer files, the e-mail system and software furnished to volunteers are Area 10 Agency on Aging property intended for business use. Volunteers should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

We strive to maintain a workplace free of harassment and sensitive to the diversity of its employee and volunteers. Therefore, our company prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations or other non-business matters.

Area 10 Agency on Aging purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, our company and our employees do not have the right to reproduce such software for use on more than one computer.

Volunteers may only use software on local area networks or on multiple machines according to the software license agreement. We prohibit the illegal duplication of software and its related documentation. Volunteers should notify their coordinator upon learning of violations of this policy. Volunteers who violate this policy will be subject to disciplinary action, up to and including termination.

## **Volunteer Resignations**

Area 10 hopes you find your volunteer experience both enjoyable and rewarding. If you should find yourself in a position of no longer being able to continue with your volunteer commitment

please contact your program coordinator in writing (email is fine) with the date and time of your last day. Your coordinator will want to contact you regarding your volunteer experience and we hope you will share any suggestions you might have to improve the volunteer experience.

### **Abuse and Neglect**

As a volunteer with a vulnerable population, you may see or hear things that could be abuse, neglect, or exploitation. You have no responsibility to investigate any person or incident, but all persons are required by law to report all cases of suspected abuse, neglect, or exploitation to either the nearest Adult Protective Service office or to Law Enforcement. The Owen and Monroe APS number is (812) 349-2665 or you could request that an Area 10 staff member make a report.

Abuse is any touching (battery) of a person in a rude and insolent manner. Verbally abusing an individual is also a punishable offense.

Neglect is the intentional withholding of essential care or service. Abandonment of an individual is also considered neglect. Self-neglect is also something that can occur.

Exploitation is the intentional misuse of a person's property, person or services for financial gain.

### **Sexual Harassment**

Harassment on the basis of sex is prohibited by Area 10. Sexual harassment includes, but is not limited to:

- Unwelcome or unsolicited sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's volunteering;
- Unwelcome or unsolicited sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when submission to or rejection of such conduct by an individual is used as the basis for decisions affecting such individual and
- Unwelcome or unsolicited sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when such conduct has the purpose or effect of unreasonably interfering with an individual's volunteer performance or creating an intimidating, hostile or offensive environment.

### **Non-Discrimination**

Area 10 does not discriminate in volunteer opportunities or practices on the basis of race, color, religion, sexual orientation, gender identity, national origin, age, ancestry, physical disability, mental disability, medical condition, marital status, or any other characteristic protected by federal, state or law. Any volunteers with questions or concerns about any type of discrimination while serving as a volunteer with Area 10 are encouraged to bring these issues to the attention of their volunteer coordinator and/or the Executive Director.

### **Injuries**

If you are injured while you are volunteering for Area 10, report your injury to the program coordinator as soon as possible. You will be asked to fill out an incident report describing the date and time of your injury and details about what happened. Area 10's liability insurance may be involved and it's essential that Area 10 staff be notified of the injury and assist you in getting any help you need. In case of an auto accident, your own personal auto insurance (or that of the other driver) would pay first with Area 10's liability insurance paying last if necessary. Please be safe but don't be embarrassed to let us know about an injury you sustained while working for Area 10.

### **Volunteer Grievances**

Volunteers are encouraged to share any concerns they might have with their direct coordinator. If you have a concern while volunteering please consider doing the following:

If another person is involved, try to resolve the matter directly with that person. If it cannot be resolved, please bring the issue to the program coordinator. If there is an issue with a volunteer policy, procedure or action by Area 10 that you consider unjust, talk with the program coordinator.

If that does not lead to a satisfactory conclusion please bring your concern to the Executive Director of Area 10.

**Reasons for Dismissal**

Area 10 Agency on Aging reserves the right to dismiss a volunteer at any time. Area 10 staff may dismiss a volunteer for the following reasons:

- Attendance problems-has frequent absences or arrives late too often.
- Has a poor attitude-does not accept suggestions from the coordinator
- Not following volunteer program policy

**Program Contact Information**  
**(812)-876-3383**

<b>Coordinator</b>	<b>Program</b>	<b>Ext</b>	<b>Email address</b>
Amy O'Brien	Nutrition: Food Pantry	535	aobrien@area10agency.org
Chris Myers	Chief Operating Officer	508	cmyers@area10agency.org
Rebecca Ball	Endwright Center Director	582	rball@area10agency.org
Lehua Aplaca	Nutrition: Meals	553	laplaca@area10agency.org
Mela Hatchett	RSVP/55+ Volunteer Program Director	554	mhatchett@area10agency.org
Liz Brown	RSVP Asst. Director: Caring Companions	524	lbrown@area10agency.org

## Practical Tips for Working with the Elderly

### Basic Overview

- The greatest gift that you will ever give the person you visit is your presence. This tells them that you care about them and that spending time with them is something you want and like to do.
- If you and the client feel comfortable, be generous with your touch--it may be the only touch that person will receive that day.
- Actively listen, be empathetic; share yourself, describe your world to your care receiver.
- Allow them to handle just as much as they can without interference. Do not rush in to do it for them; everyone needs the feeling of accomplishment.
- You do not need to have all of the answers, so feel secure in saying, "I don't know", "I'm not sure", or "I'll have to find out". Do not hesitate to call the office should you need assistance with this and remember 2-1-1 is available 24/7.
- Never become involved beyond your capabilities...both physically and emotionally.
- Many elderly and disabled individuals have health-related issues; therefore, one should check with the client to see if there are any dietary concerns prior to providing sweets, soda, etc.
- Remember "client self determination". Many times clients will do or say things we don't agree with, but that is their choice until it becomes a threat to themselves or others.
- Always allow enough time. Because our clients can be frail, elderly and disabled, many require additional time to navigate themselves. Weather conditions can also affect the duration of time.
- Once you give your telephone number out, you cannot take it back. **Area 10 strongly suggests that you do not give out your phone number** (pressing \*67 will block your number from being displayed on "caller ID" units). If you do feel inclined to provide this information, it may be a good idea to wait several months before doing so. This gives you enough time to determine whether the person you are visiting would abuse this information.

### For the Visually Impaired

- Offer the person your arm, as you would be ushered.
- Identify steps/obstacles in the path.
- Avoid glare or poorly lit areas.
- Communicate your willingness to help.

### For the Hearing Impaired

- Face the person to speak.
- Lower the pitch of your voice.
- Speak clearly and at a moderate rate. Do not over-articulate.
- Watch the expressions of the listener's face and note when the words are not caught.
- If the person has one good ear, sit closer to that ear.
- If necessary, take along a note pad to use in order to help you communicate.

### For the Mobility Impaired

- Move slowly and deliberately, asking how you can assist.
- Ask how you can best assist them getting in and out of a chair or the car.
- Avoid sudden changes in motion or direction.
- Communicate your willingness to help.

### For the Breathing Impaired

- Limit physical activity – climbing steps, walking far, etc.
- Avoid open windows, fumes, smoking.



## Emergency Protocol for Volunteers

### **If client is unconscious:**

- 1) Call 911
- 2) Call Area 10 Agency on Aging **(812) 876-3383** (or for nutrition incidents, dial the nutrition cell at 812-272-8898). Weekends or after hours leave a message and we'll follow up when back in office.
- 3) Wait with client until help arrives.
- 4) Do not move or lift a client.
- 5) When help arrives, let EMS know you are an Area 10 volunteer.
- 6) Confirm EMS will contact client's emergency contacts (a file of life is generally posted on refrigerator).
- 7) If a nutrition volunteer, proceed with delivery and/or call Area 10 to provide a substitute volunteer.
- 8) Complete and submit an Incident Report available through the Area 10 program coordinator.

### **If client is conscious, ask if they want 911 to be called**

#### **If yes,**

- 1) Call 911
- 2) Wait with client until help arrives.
- 3) Do not move or lift a client.
- 4) Call Area 10 Agency on Aging **(812) 876-3383** (or for nutrition incidents, dial the nutrition cell at 812-272-8898). Weekends or after hours leave a message and we'll follow up when back in office.
- 5) Let EMS know you are an Area 10 volunteer.
- 6) When appropriate, proceed with volunteer duties, or call Area 10 if you need a substitute volunteer. If a nutrition volunteer, proceed with delivery and/or call Area 10 to provide a substitute volunteer
- 7) Complete and submit an Incident Report available through the Area 10 program coordinator.

#### **If no,**

- 1) \* Ask client if there is someone they would like you to call. Check for **File of Life** (posted on refrigerator).
- 2) Call Area 10 Agency on Aging **(812) 876-3383** (or for nutrition incidents, dial the nutrition cell at 812-272-8898). Weekends or after hours leave a message and we'll follow up when back in office.
- 3) Do not lift or move a client.
- 4) When appropriate, proceed with volunteer duties once:
  - a. Client is stable
  - b. Help arrives, or
  - c. Instructed to do so by Area 10 (for Caring Companions, once client is stable, it may be appropriate to simply sit with client at this time).
- 5) Complete and submit an Incident Report available through the Area 10 program coordinator.

\*Area 10 Agency on Aging wants to protect our client's rights to privacy. Therefore, we are unable to directly provide volunteers with emergency contact numbers. If, however, the client or a client's family member provides such information to the volunteer, the volunteer should contact the emergency contact, **prior** to contacting Area 10.

## **FAQs**

Who do I call if I can't make my volunteer shift or will be late?

Is it OK to give out my cell or home phone number to the person I'm volunteering for?

What about giving or receiving gifts?

What if I don't like or work well with the client?

What do I do if my client is mean to me?

If my client needs more than I can do, what next?

If my client is being abused, what do I do?

How do you think it feels to be a client?

Can you think of anyone you would not feel comfortable working with? Smoker? Pets? Untidy?

What do you think is going to be the biggest challenge?

## Volunteer Code of Conduct

To help ensure that we assist our clients in the best possible manner, and for our own well-being, we adhere to the following code of conduct:

- We maintain professional boundaries. We do not bring personal issues to the clients.
- We uphold the confidentiality of names, addresses, and phone numbers of the clients.
- No information obtained at the site will be taken outside of the site, with the exception of notifying Area 10 or APS when necessary.
- We refrain from handling or dispensing any medications to the clients (verbal reminders are okay).
- We call for help if a client falls or has any other medical issue, following the guidelines set forth in this volunteer handbook.
- We refrain from transporting clients in our personal vehicles.
- We agree to report hours via a sign-in sheet or directly to volunteer coordinator.

## Volunteer, Intern, and Work-Study Personnel Policies

Volunteers, interns and work-study students of the Area 10 Agency on Aging are expected to:

- Work according to the duties in their job description
- Treat Area 10 consumers, contractors, community and business associates, and the public with respect
- Not discriminate against any person on the basis of race, religion, color, national origin, including individuals with limited English proficiency, sex, age, political affiliation, marital status, sexual orientation, income, or disability
- Understand smoking in the facility is prohibited
- Be sensitive to the fact that others in the office are working. Loud, boisterous noises should be avoided during office hours
- Not request sexual favors, offer unwelcome or unsolicited sexual advances or other verbal or physical conduct of a sexual nature
- Not create an intimidating, hostile or offensive working environment
- Understand my work with the agency may be suspended or terminated for cause. Grounds for removal include but are not limited to: extensive and unauthorized absences, misconduct, inability to perform assignments, and failure to accept supervision
- Understand my rights and my option to file a complaint or grievance and appeal any disciplinary action taken against me first to the program supervisor, then to the Executive Director
- Understand I have an advocate, the agency's executive director, to assist me with resolving conflicts or any problems that may occur

I have received, read, and agree to adhere to this policy.

Signature	Date
Printed Name	

*(This form must be signed and returned to your coordinator within 10 days of receipt of the handbook.)*