

South Kingstown Senior Services Volunteer Handbook



South Kingstown Senior Services
25 St. Dominic Road
Wakefield, RI 02879
401-789-0268

Updated 7/25/22

Director's Message

Dear Volunteer,

South Kingstown Senior Services is pleased to welcome you to the volunteer program at The Center. We appreciate your interest in volunteering and are grateful that you have chosen to share your time and talent with The Center and its participants. In whatever capacity you choose, we hope that you find your experience at The Center fulfilling and gratifying.

This handbook provides basic information about volunteer duties, practices, and opportunities. We believe you will find the guide helpful. If you need additional clarification or have other concerns, please feel free to ask questions.

Again, on behalf of The Center staff and participants, we welcome you!

Susan DiMasi, Senior Services Director

Our Mission

To provide a focal point facility where older adults can access services and programs designed to support their independence, enrich their quality of life and promote optimal aging.

We Value Our Volunteers

The Center is proud of its volunteers and would be unable to provide our many quality programs without their time and commitment. We hope that you find your volunteer experience at The Center a rewarding one. Often, volunteers become more involved in Center activities and come to appreciate the value of enhancing services, making new friendships and being a part of our very vital team.



Application Process

Individuals wishing to volunteer must complete a Volunteer Application. Applications are submitted to the Program Coordinator, who will review the application and schedule an interview to consider your particular interests and review opportunities, expectations and possible assignments.

Background Checks

To comply with laws and for the safety of all program participants, volunteers will be required to undergo a criminal background check, (BCI). Individuals who are interested in volunteering but refuse to comply with this request or fail to meet the standard of the background check will not be permitted to volunteer.

Discrimination

South Kingstown Senior Services prohibits discrimination on the basis of race, color, gender, national origin, ancestry, age, disability, marital status or sexual orientation.

Training, Supervision & Orientation

Each Center Volunteer area has certain procedures that must be followed in order to uphold local and state regulations. Volunteers must be familiar with these procedures, and will be trained in the basic skills required to adequately complete the task for which he/she has volunteered. All Volunteers will need to complete Volunteer Registration Forms and sign a Confidentiality Statement before they can begin their duties. As a volunteer, you will be supervised by the Staff at The Center. Volunteers will be expected to follow the rules, regulations, and procedures as they pertain to their particular area of volunteer service. Let us know how we can assist you with your duties. Volunteer Orientation will take place on the first day of duty, and will include a review of the volunteer manual, tour of the Senior Center, introductions to staff and participants, and training in specific areas as needed.

Attendance

Many people count on you to carry out the duties you have agreed to perform. If you are sick or are going to be late, please contact The Center at 401-789-0268. If you are planning a vacation or need time off from your scheduled shift, please notify the Program Coordinator or other Center Staff so that arrangements can be made to cover your assignment.

Smoking

Smoking is not allowed in any of the South Kingstown Senior Services buildings. You must be 20 feet from any of the buildings to smoke.

No Alcohol or Drugs

The Center is a drug and alcohol free environment. Reporting for volunteer position after consuming alcohol or drugs, or consuming liquor or drugs during volunteering will be cause for immediate dismissal.

Sexual Harassment Prohibition

The Civil Rights Act of 1964 prohibits sexual harassment. In order that no one shall suffer from sexual harassment, the following practices are prohibited: Any unwelcome sexual advances when such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. These actions will not be tolerated.

Acceptance of Gifts

As a Senior Services volunteer, please do not accept, under any circumstances, money and/or other valuable items from persons receiving benefits or services under Senior Services programs: from any person or agency performing services under contract; or from persons who are otherwise in a position to benefit from the actions of any volunteer.

Client Confidentiality

As a volunteer, there will be times that participants of The Center may share personal information about themselves or their families. The HIPPA Privacy Act, Older Americans Act, Federal and State Laws clearly state that such information is confidential and should be discussed only with Senior Services Staff. Concerns about participants at The Center should be discussed with Senior Services Staff only.

Dress Code

There is no dress code or uniform, but it is suggested that you dress appropriately and comfortably for your volunteer duties.

Political Activity

It is the policy of the South Kingstown Senior Center to remain neutral on any political topic or candidate. This also applies to Town employees, volunteers and independent contractors. While on duty, individuals will not campaign for, or endorse a political candidate or cause, including the wearing of political t-shirts, hats, buttons, badges, pins, stickers, etc. All instructors, while conducting a class, will maintain a neutral political ground.

In performing their job duties, instructors are expected to reflect the values of the Town of South Kingstown, which includes the maintenance of neutrality of public agents, employees, and volunteers of the Town when acting in furtherance of their duties on behalf of the Town. Accordingly, an instructor's speech while performing duties for the Town is not speech as a private citizen but, instead, is speech made on behalf of and as an agent for the Town. See *Garcetti v. Ceballos*, 547 U.S. 410 (2006).

Injury/Incident Reporting

Report any injury, accident or incident that occurs while volunteering to Senior Services Staff immediately. If the injury or accident is an emergency, call 911. If possible, an Incident Report must be completed at the time of the incident.

Feedback, Concerns and Comments

If you have comments or suggestions to improve your volunteer placement or experience, or have a concern about something, please bring these issues to the Program Coordinator. Volunteer feedback is welcome at any time.

Resignation

To willingly end your volunteer commitment with South Kingstown Senior Services, please inform the Program as soon as possible.

Termination/Separation

The need to dismiss a volunteer is rare, but sometimes is necessary for the safety and protection of volunteers, staff and participants. These behaviors will result in termination:

- Theft, misuse, destruction or defacement of property
- Inappropriate behavior toward visitors, program participants, other volunteers or staff
- Working under the influence of alcohol or illegal drugs
- Possession of weapons, illegal drugs, or alcohol
- Excessive failure to perform assigned or agreed upon duties, or follow directions given by staff supervisor

South Kingstown Senior Services reserves the right to terminate any volunteer who does not adhere to The Town of South Kingstown policies and procedures or who fails to satisfactorily perform his or her volunteer assignments.



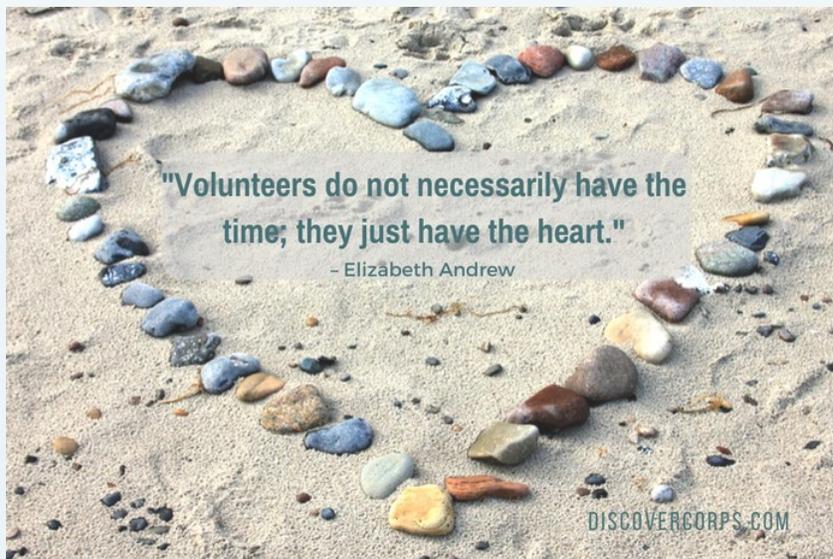
Grievance Procedure

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer.

Volunteer grievances are of great concern to South Kingstown Senior Services, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to grievances, Senior Services has established a procedure for all volunteers. It is Senior Services policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

The grievance procedure is:

1. If urgent action is needed, notify a staff member immediately.
2. Attempt to discuss your grievance with the Program Coordinator to work out the problem.
3. If you are unsatisfied, submit your complaint in writing to the Senior Services Director.
4. A response should be made within 5 business days.
5. If you are not satisfied within 5 days of how your written complaint was handled, you may appeal by submitting your written complaint to the Leisure Services Director.
6. The Leisure Services Director should respond to your written complaint within 30 days, affirming or denying your request, choosing to investigate further, or choosing to refer your case to another governing body. The Leisure Services Director's decision is final.



Volunteer Confidentiality Agreement

During the course of your volunteering activity you may have access to information of a confidential nature. This could be as simple as having access to participants details which you may be adding to our database or overhearing a member of staff talking with a participant over the phone.

When someone gives us any confidential information, they need to be sure that we will not pass this to anyone else without their prior permission. All data, materials, knowledge and information through or having to do with South Kingstown Senior Services, or persons associated with our activities is considered to be privileged and confidential and is not to be disclosed to any third party. This also includes any information pertaining to our staff, participants and other volunteers.

The only exception to this is if you have been party to any information which raises a concern to you. For example: an abuse or neglect issue. In this case you will be expected to share this with the Program Coordinator and/or The Senior Services Director.

Any disclosure, misuse or transmitting of materials and information whether intentional or unintentional could be cause for dismissal.

I understand that while volunteering with South Kingstown Senior Services I may come across information that is confidential. I agree that I will never disclose such confidential information to anyone outside of South Kingstown Senior Center.

Signature: _____

Print name: _____

Date: _____



Town of South Kingstown
Department of Senior Services
25 St. Dominic Road
Wakefield, RI 02879
401-789-0268



Volunteer Application

Application Date _____
Name _____
Home Address _____
Town/State/Zip _____
Phone _____ Email _____
Emergency Contact _____

Senior Services appreciates your Volunteer service and would like your placement with us to be as meaningful as possible. There are many Volunteer opportunities available to you. Below is a list of categories of Volunteer assignments that may interest you but suggestions are always welcomed. Please check area of interest:

- Gardening
- Computer/Electronics Tutor
- Program Leader
- Greeter
- Other _____

Please indicate days available: Mon Tues Wed Thur Fri

Times available: From _____ to _____

Any special talents, skills or hobbies that you feel would be willing to teach or share?

Any issues or concerns you would like to discuss with Senior Services Staff?

Volunteer Consent and Release

Please read this Volunteer Consent and Release Form carefully and be aware that by signing this form and by volunteering as a Town of South Kingstown and/or South Kingstown Senior Center Volunteer (hereinafter referred to as a "Town of South Kingstown Volunteer") you are assuming all risk and legal liability of volunteering and hereby release and waive all claims for injuries or loss against The Town of South Kingstown, including The South Kingstown Senior Center and its representatives, which you may sustain as a result of volunteering as a Town of South Kingstown Volunteer at The South Kingstown Senior Center or at any Town of South Kingstown activity.

Consent to Volunteer, Policies and Procedure

I acknowledge that my participation as a Town of South Kingstown Volunteer is voluntary and I agree to take due care during such participation. I agree to uphold the mission and values of The Town of South Kingstown and adhere to all policies and procedures of The Town of South Kingstown and The South Kingstown Senior Center.

Consent to Use of Likeness

I grant The Town of South Kingstown and its agents, the unrestricted right to use my name, likeness, photos, video images and voice recording for any purpose including community outreach, promotion, advertising or other purposes.

Acknowledgment and Assumption of Risks

I, on behalf of myself, my heirs, executors, administrators and assigns, acknowledge that I am aware that risks and hazards may arise while I am volunteering as a Town of South Kingstown Volunteer and I assume any expenses and liabilities I incur in the event of an accident, illness, injury, or loss. I understand that some of the activities may include strenuous work and physical activity. If I have any questions about an activity, its nature, risks or hazards, I will contact The Town of South Kingstown staff person to discuss my questions with the staff member, or members, to my satisfaction. I am aware the activities in which I am voluntarily engaging require that I be physically, mentally and emotionally fit and able to participate. I recognize it is my responsibility to accurately and honestly assess my physical, mental and emotional fitness, and if the needs arises will be open and willing to discuss any limitations. I further state I am aware of all inherent dangers of participation and the risks associated with my participation as a Town of South Kingstown Volunteer and I, understand, accept and assume those risks, and waive all claims against The Town of South Kingstown and its officers, directors, employees, officials, and agents.

Release of Liability

In consideration of permission granted to me for my participation as a Town of South Kingstown Volunteer, I, the undersigned, on behalf of myself, my heirs, executors, administrators and assigns, do hereby release and discharge The Town of South Kingstown, Senior Center, officers, directors, employees, officials and agents, jointly and severally, from any and all claims, demands, causes of action, judgments, and executions, which may arise out of my participation as a Town of South Kingstown Volunteer. Further, in consideration of permission granted to me or my participation as a Town of South Kingstown Volunteer, I hereby agree to the fullest extent permitted by law, on behalf of myself, my heirs, executors, administrators and assigns, to indemnify, hold harmless and defend The Town of South Kingstown, Senior Center, officers, directors, employees, officials and agents, from and against any and all losses, claims demands, payments, costs, fees, attorney's fees, suits, causes of action, recoveries and judgments, of every nature and description, made, brought or recovered against The Town of South Kingstown, and any of its departments or representatives, at any time by reason of my participation as a Town of South Kingstown Volunteer.

Further I, as a Town of South Kingstown Volunteer, agree to adhere to any and all rules, policies and guidelines as set forth by The Town of South Kingstown, The State of Rhode Island, The Rhode Island Department of Health. I voluntarily assume all risks related to exposure to COVID-19 through my participation as a Town of South Kingstown Volunteer.

I as a Town of South Kingstown volunteer, hereby agree to the terms as stated above:

Print Name _____

Signature _____

Date _____

Witness (Staff Signature) _____

