

VOLUNTEER POLICIES AND PROCEDURES

- 1) **Volunteers must have on file a signed copy of the following:**
 - Volunteer Application
 - Volunteer Policies and Procedures
 - Confidentiality Agreement
 - Conflict of Interest Policy
 - WA state criminal background check
 - Abstract of Driving Record (if you plan to transport any client.)
- 2) **WA State Criminal Background Checks and Driver Abstracts will be obtained annually.**
- 3) **Volunteers must provide and keep current a valid Washington State driver's license.**
- 4) **All vehicles used to transport clients must be registered with the state of Washington and on file with the EASTSIDE FRIENDS OF SENIORS office.** Vehicles will be registered with the Eastside Friends of Seniors Office and must pass our vehicle inspection. All volunteers must carry and keep current the minimum insurance coverage required by Washington State in the Code of WA (RCW 46.29.090). Volunteers are covered for liability while volunteering.
- 5) **Volunteers are to maintain their vehicles in mechanically sound condition and enforce the use of seatbelts by all clients being transported.**
- 6) **Volunteers must maintain 4 points or less on the Driver Rating Scale in a 3 year period to transport a client for Eastside Friends of Seniors.** Volunteers will notify the Eastside Friends of Seniors office if they are involved in a vehicle accident as the driver or receive any traffic citation. All incidents must be reported even if it occurs outside the scope of volunteer activity. Volunteers who drive clients must agree for EASTSIDE FRIENDS OF SENIORS to obtain their driver abstract when first volunteering, and annually thereafter.
- 7) **Volunteers must adhere to our Inclement Weather Policy.** We do not want our volunteers driving in unsafe conditions. If we are experiencing snow/and or icy conditions, if our area is under a winter storm advisory, if trees have fallen, roads are flooded, or for any reason the volunteer or Eastside Friends of Seniors does not feel the drive can be made safely, the volunteer driver or a staff person from Eastside Friends of Seniors will cancel all rides.
- 8) **In the event you are involved in an automobile accident while driving for Eastside Friends of Seniors:**
 - Call 911 if there are injuries or property damage over \$200
 - Contact the EASTSIDE FRIENDS OF SENIORS office as soon as possible
 - Fill out and mail EASTSIDE FRIENDS OF SENIORS a copy of the Accident/Incident Form
 - Contact your Automobile Insurance Agent
- 9) **Volunteers may not proselytize (attempt to convert others to their own faith) or have religious discussions that bring discomfort to the client.**
- 10) **Volunteers should maintain an open mind.** Be accepting of others.
- 11) **Volunteers should not provide the following services:**
 - **Personal Care:** bathing, toileting, feeding
 - **Medical:** offering advice or dispensing over the counter or prescription medications
 - **Financial or Legal:** serving as Power of Attorney, paying bills, balancing checkbook or signing any legal papers.
- 12) **Volunteers should not assist in any transfers that require lifting.** Volunteers are not discouraged from assisting a client who is able to lift, lower, and move himself but requires steadying or support in order to be safe.
- 13) **Volunteers will not interact with clients they believe to be under the influence of drugs or alcohol.** Volunteers will inform the EASTSIDE FRIENDS OF SENIORS office immediately if they suspect a client is under the influence.

14) Volunteers should not expose a client to contagious conditions. If you develop a cold, flu, fever, etc., let the EASTSIDE FRIENDS OF SENIORS office know so that alternative arrangements can be made.

15) If the client does not answer the door:

- Check around the house; look through the windows; call them on the phone.
- Try to contact a neighbor or, if appropriate, a building manager.
- Call the Eastside Friends of Seniors office and advise of the situation.

16) If the client has an accident and they are unconscious:

- Do not move the person except in a potentially hazardous situation.
- Call 911.
- Notify the Eastside Friends of Seniors office.

17) If the client has an accident and they are conscious:

- Do not move the person except in a potentially hazardous situation.
- Ask them to describe what is wrong, where it hurts, etc., if they are able to speak.
- Call 911. If they have fallen, do not help the person up. They may be injured and not know it.
- Notify the Eastside Friends of Seniors office.

18) Volunteers must report any suspicion of abuse—physical, emotional, sexual, or financial.

19) Volunteers should stick to the services they agreed to perform.

20) Volunteers should inform the Eastside Friends of Seniors office if they are not able to work with a particular client.

21) Volunteers should not give or accept gifts of material value. However, the giving and receiving of small tokens of respect, friendship and appreciation (e.g., a card or flower) is not discouraged if the gifts are a natural expression of the person's lifestyle. Be aware that for some people, giving or receiving even the smallest gift places them in a position of obligation or establishes patterns that interfere with relationships.

22) Volunteers will not accept personal gratuities or tips from clients, but will encourage clients to make any donation directly to Eastside Friends of Seniors.

23) Volunteers will submit accurate monthly reports of their activities, hours, and mileage driven.

The volunteer is responsible for keeping the *Eastside Friends of Seniors* staff current on the status of his/her assignment. The volunteer is an important link in the monitoring and communicating of the client's condition. Report to the *Eastside Friends of Seniors* office within 24 hours all information that shows a dramatic change in condition(s) or needs of the client. If there are doubts, the volunteer should still discuss concerns with the *Eastside Friends of Seniors* staff.

24) Volunteers are expected to use Due Care and Prudent Action. Use common sense and good judgement. Do not take any action that would endanger the client or yourself. When in doubt, always call 911.

25) A volunteer may be dismissed from the Eastside Friends of Seniors program for any of the following reasons:

- Violation of policies and/or procedures.
- Endangering the welfare of the client or family member.
- Failure to communicate with the Eastside Friends of Seniors staff regarding activity and/or hours spent as a Eastside Friends of Seniors volunteer.
- Inappropriate behavior with the client or family members.
- Unauthorized public representation of duties, training, activities and/or accomplishments as a Eastside Friends of Seniors volunteer.

I have read, understand, and agree to the above policies.

Signature_____Date_____