

## **VOLUNTEER POLICIES AND PROCEDURES**

### **Supervised Client Access**

1. **In general: volunteers are expected to use due care and prudent action.** Use common sense and good judgment. Do not take any action that would endanger the client or yourself.
2. **Volunteers should do the services they agreed to perform,** and not do more than these services unless directed by Faith in Action staff.
3. **Do not interact with clients you believe to be under the influence of drugs or alcohol.**
4. **Volunteers should maintain an open mind.** Be accepting of others.
5. **Volunteers must not provide the following services:**
  - Personal Care, such as bathing, toileting, feeding
  - Medical services, such as offering advice or dispensing over the counter or prescription medications, or lifting of client.
  - Legal or financial services
6. **Volunteers may not proselytize** (attempt to convert others to their own faith) or have religious discussions that bring discomfort to the client.
7. **All information you receive regarding the client is confidential.**
8. **Notify EASTSIDE FRIENDS OF SENIORS if you have an actual or perceived conflict of interest.**
9. **Volunteers should not expose a client to contagious conditions.** If you develop a cold, flu, fever, or similar, please do not volunteer for the day.
10. **If the client has an accident and has fallen:**
  - 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 unaware of injuries.
  - Contact the Eastside Friends of Seniors office.
11. **Volunteers must not accept personal gratuities or tips from clients,** but should encourage clients to make any donation directly to Faith in Action.
12. I have read, understand, and agree to the above policies.

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Signature

Printed Name

Date