



Alpine Area Agency on Aging



VOLUNTEER HANDBOOK

Intentionally left blank

Table of Contents

Welcome

Alpine Area Agency on Aging Overview

What is the Alpine Area Agency on Aging?

Who is a Volunteer?

Where do Volunteers serve?

Benefits of Becoming a Volunteer

Keys to Volunteer Success

Reporting Volunteer service hours

Volunteer training

Background checks

Acceptance of gifts or payment for services

Driving and your personal safety

No cost insurance

Reimbursements and stipends

Frequently asked questions

Volunteer Status

Volunteer dismissal policy

Equal Opportunity policy

Internal grievance procedure for Volunteers

Office Contact Information

Welcome!

We are excited to have you as a Volunteer for the Alpine Area Agency on Aging (AAAA)! Our mission is to support Older Americans to live independently in their community with dignity. Your commitment to this program will allow you to work one-on-one with individuals, provide support for services that are assisting older adults and their family caregivers, and assist individuals with access to healthcare and community services.

The goal of the Volunteer program staff is to assist you, the volunteer, with a placement that you find rewarding, provide you with the training you need to complete your assignment, and to support you in all aspects of your service. Volunteers are an essential part of any community and we look forward to our relationship with you.

Welcome to our family of volunteers!

Alpine Area Agency on Aging Overview

What is AAAA?

The AAAA is the designated regional planning and service agency for aging services in Eagle, Grand, Jackson, Pitkin and Summit Counties. Resources made available under the Older Americans Act and State funds are used to finance those activities necessary to achieve elements of a comprehensive and coordinated community-based system.

Services are for persons over the age of 60, especially those with the greatest social or economic need, and their family caregivers. Services offered by the AAAA are intended to assist older Americans to live independently and with dignity, in their own communities, by removing barriers and providing continual care for more vulnerable older adults.

Who is a Volunteer?



Alpine Area Agency on Aging and the Volunteer Program is an all-inclusive environment. Everyone is welcome to participate in all of our programs regardless of age, gender, race, ethnicity, religion/no religion, national origin, language, education, marital status, body size, political affiliation/philosophy, sexual orientation, gender identity/expression or variance, physical and mental ability, social-economic status, genetic information and HIV and veteran status. Discrimination will not be tolerated in any way.

AAAA Volunteer Program agrees to provide:

- ❖ Volunteer Handbook
- ❖ Suitable and meaningful volunteer assignment(s)
- ❖ Training that is appropriate for volunteer assignment
- ❖ Assistance in adding or changing a volunteer assignment
- ❖ Support in resolving volunteer-related challenges
- ❖ Regular contact from the Volunteer staff
- ❖ Annual recognition event
- ❖ Opportunity to develop new friendships
- ❖ Connection to your community
- ❖ Free supplemental accident and liability insurance

A Volunteer agrees to:

- ❖ Support goals and policies of AAAA and the Volunteer Program
- ❖ Report volunteer hours by the 15th day of the next month
- ❖ Attend any required training
- ❖ Maintain confidentiality of clients at all times
- ❖ Be dependable and professional
- ❖ Inform staff if you have an accident while volunteering
- ❖ Maintain minimum auto liability coverage required by Colorado state law
- ❖ Inform the staff of any conflicts or need for re-assignment or change in volunteer status

Volunteers perform a variety of assignments aimed at addressing essential community needs. You can choose the type of impact you wish to have on your community while utilizing your interests, skills, and experience. You can volunteer on a regular basis, during certain times of the year, on an as needed basis, or a combination of all three.

Volunteers provide invaluable community service to communities. You may decide to select an assignment for the new challenge as a learning experience, you may want to continue volunteering in your profession or by sharing skills acquired through a hobby or sport. Some volunteers want to help with short-term assignments that offer a variety of service experiences without a long-term commitment. These assignments include tabling events, as needed home repairs, or transportation.

Where do Volunteers Serve?

Volunteers can be seen all around the community helping to provide services to older adults and their family caregivers. The opportunities are as varied as the services we provide. Some of these services include: Caregiver respite, Home modifications and repair services, Long-term care ombudsman, Medicare counseling and Transportation.

Benefits of Becoming a Volunteer

As a volunteer, you are part of a group of citizens with the same interests and goals: working together to solve problems, to improve quality of life, and to create positive changes in communities.

Additional benefits include:

- ❖ A variety of volunteer service opportunities and on-going support and assistance in your volunteer work
- ❖ Free supplemental liability insurance coverage while on assignment
- ❖ Annual recognition event
- ❖ Opportunity to share in the fun and camaraderie of volunteer events and parties
- ❖ The chance to meet new friends with common interests
- ❖ Recognition for 4,000 hours of service with presentation of the President's Lifetime Achievement Award at the annual awards event

Keys to Volunteer Success

AAAA will provide the following to new volunteers:

- ❖ An orientation to inform you of the agency history, mission, grievance procedures, and other policies pertinent to your service
- ❖ Training and ongoing support

Our Volunteers are sought after because they are responsible, knowledgeable, caring, and wise. As a community of volunteers, AAAA strives to encourage new volunteers in the continuation of these traditions.

- ❖ *Be dependable.* Every volunteer assignment is important; your service is depended upon by the client. Please observe the days and hours agreed upon. If you cannot avoid being absent or late, please call the Volunteer Coordinator as soon as possible.
- ❖ *Respect others.* Volunteers work with people of diverse racial, ethnic or economic backgrounds. It is our practice to treat all people with dignity and respect.
- ❖ *Practice confidentiality.* Agency clients are entitled to privacy. Please share with friends and family about your work as a volunteer, but do not share information regarding a client of the agency. It is expected that volunteers will safeguard and protect confidential information and human dignity at all times.
- ❖ *Be well groomed, clean, and wear appropriate attire.* Conduct and appearance as a volunteer reflects the image of our agency and the programs.
- ❖ *Promote the volunteer program on the job.* Wear your name badge or program identification while volunteering.

- ❖ *Support a drug-free, healthy and safe environment.* The legal use of prescribed drugs is permitted while volunteering when it does not impair your ability to perform the tasks safely and effectively.
- ❖ *Report your hours of volunteer service.* Volunteers are required to report service hours by the 15th day of the next month (May service hours due by June 15th). All service records need to be signed by clients that you are reporting hours for each month. You may submit them by mailing them to the office (PO Box 2308, Silverthorne, CO 80498), faxing (970-468-1208) or emailing (volunteers@nwccog.org).

Why does the Volunteer program document your service hours?

Volunteer hour statistics make a powerful statement about the value and effectiveness of volunteers to communities and we are required to report the impact of your service to our funding sources so that we may continue to provide these much needed services to our communities. Your attention to reporting your hours served each month assists us in showing our communities that volunteers are to be valued. In addition, your hours are required to keep your free supplemental insurance in effect.

Volunteer Training

AAAA supports volunteers who want to attend volunteer training opportunities. We provide training to volunteers who are directly serving in sponsored programs. Additional trainings may be required for volunteers who accept certain volunteer assignments. Please check with the Volunteer Coordinator for training opportunities.

Background Checks

To assist in the process of appropriate volunteer placement and to ensure the safety of our clients, Alpine Area Agency on Aging will conduct a Colorado Criminal History Record Inquiry (CCHRI) for all registered volunteers at no cost to the volunteer. Any volunteer under the age of 18 years old will need to provide a Volunteer Permission Form from their parent or legal guardian in place of this background check.

Acceptance of Gifts or Payment for Services

AAAA volunteers may accept gifts from persons being served by a sponsored program but please make sure that the client is aware that gifts are not required in order for them to receive

services and that you are not accepting expensive gifts or items that are family heirlooms. Those who want to make a monetary contribution should be referred to the Alpine Area Agency on Aging office at 970-465-0295.

Driving and Your Personal Safety

Volunteers who drive their own vehicle to and from volunteer assignments, or serve as a volunteer driver, are required to keep in effect the minimum automobile liability coverage required by Colorado state law.

****Note: The supplemental accident and automobile insurance coverage provided free of charge by AAAA to registered volunteers is valid only if you carry the minimum automobile liability coverage required by state law.**

Should you have an accident while serving as a volunteer driver, it is required that you contact the Volunteer Coordinator as soon as possible. You must fill out an accident report that is available on the website or by contacting the Volunteer office within one (1) week of the accident. If you are providing transportation on a regular basis please let the Program Coordinator know that you will need a copy of the report in your orientation packet.

To ensure personal safety while performing your volunteer activities, we encourage the following:

- ❖ Wear your seat belt and require passengers to wear seat belts at all times.
- ❖ Obey all traffic laws.
- ❖ Always have your license with you when driving.
- ❖ Keep doors locked when driving and while parked.
- ❖ Avoid driving when tired or taking medication that causes drowsiness.

No Cost Supplemental Insurance

AAAA provides supplemental insurance coverage to all registered volunteers at no cost to the volunteer. This coverage is effective during your involvement in volunteer-related service as long as you remain active and report service hours to the Program Coordinator each month. This policy does not take the place of your private insurance policy. **It is a supplement to your personal insurance**, designed to eliminate out-of-pocket expenses for volunteer-related accidents.

Supplemental Coverage Includes:

- ❖ *Excess Accident* – Covers personal injuries you receive during volunteer-related activity. Coverage includes medical treatment, hospitalization, dental and eyeglass repair as a result of an accident.
- ❖ *Accidental Death/Dismemberment* – Covers loss of limb, sight or life as a result of a related volunteer activity. Loss of life benefit will be paid to your designated beneficiary.
- ❖ *Personal Liability* – Protects you from personal injury, bodily injury or property damage liability claims arising out of your performance as a volunteer, and provides for legal defense if necessary.
- ❖ *Excess Automobile Liability* – Protects you from bodily injury or property damage claims arising as a result of using your personal vehicle in connection with volunteer-related activity. ****Note: This coverage does not provide benefits for physical damage to your vehicle.**

Reimbursements and stipends

Some volunteers are eligible to receive reimbursement for their volunteer service mileage. Volunteers who participate in services where transportation is required and those where the volunteer uses their personal vehicle for required services are eligible for mileage reimbursement. This reimbursement is paid at the rate of \$.40 per mile with a 200 mile cap per month (\$80.00 maximum payment). Volunteers who provide medical transportation will have no monthly cap. When applying for monthly reimbursement you must complete a *Volunteer Service Record* or program specific report and provide any receipts for expenses incurred. All service records should be signed by the client or their caregiver. To request a copy of the forms or for more information please contact the Program Coordinator or visit the Alpine Area Agency on Aging website.

Frequently Asked Questions

1. I travel periodically. Can I still volunteer?

That is the great thing about being a volunteer – you can plan your personal schedule. Try to plan as much in advance as possible and then let the Program Coordinator know so there is time to make adjustments for your absence.

2. What if I am scheduled to work an assignment and I become ill the night before?

Call the Volunteer Coordinator as soon as possible so other arrangements to cover your shift can be made and the client may be notified.

3. What if I am no longer challenged or enjoying my volunteer placement?

If you are ready for a change, just contact the Volunteer Coordinator. We will work with you to identify a suitable new opportunity. The program is flexible with volunteer opportunities. If you are interested in a specific program please contact the Program Coordinator to see there are openings.

4. What if I have a conflict or problem?

AAAA wants your volunteer service to be satisfying and rewarding. You may wish to register your concern with the Program Coordinator. If you believe the problem to be more serious or not resolvable at that level, follow the procedure to file a formal grievance. These procedures can be found later in this handbook.

5. What if I am only in region for part of the year?

As a volunteer you can serve as little or as much as you would like. Please contact the Volunteer Coordinator with the dates you will be available for service each year. When you are not in region we will suspend your volunteer service and reinstate it when you return.

Volunteer Status

If due to extenuating circumstances, such as illness, taking care of a loved one, traveling, or temporarily residing out of the program's service area, you wish to go on inactive status, please contact the Program Coordinator. If circumstances warrant you considering withdrawal from the program, please let us know. If your circumstances change, please call us and we will reinstate your active status.

Volunteer Dismissal Policy

A volunteer may be dismissed for the following reasons:

- ❖ Misconduct
- ❖ Unsatisfactory performance
- ❖ Breach of confidentiality
- ❖ Inappropriate behavior

- ❖ Disregard of policies and procedures
- ❖ Health unacceptable to the point of being a hazard to self or others
- ❖ Extensive absences
- ❖ Inability to perform assignment or accept supervision
- ❖ Suitable assignment not available

Equal Opportunity Policy

Alpine Area Agency on Aging and the Volunteer Program is an all-inclusive environment. Everyone is welcome to participate in all of our programs regardless of age, gender, race, ethnicity, religion/no religion, national origin, language, education, marital status, body size, political affiliation/philosophy, sexual orientation, gender identity/expression or variance, physical and mental ability, social-economic status, genetic information and HIV and veteran status. Discrimination will not be tolerated in any way.

If you experience or witness unlawful discrimination or harassment in your volunteer activities, report it immediately to the Alpine Area Agency on Aging Program Director and the Volunteer Coordinator.

Reasonable accommodation for persons with disabilities will be made available upon advance notice for meetings, hearings, or conferences.

Internal Grievance Procedure for Volunteers

If a volunteer is not satisfied with the support they receive through the Alpine Area Agency on Aging for the Volunteer program, they may contact the NWCCOG to express their concerns, or they may contact:

NW Colorado Council of Governments or
Alpine Area Agency on Aging

PO Box 2308
Silverthorne, CO 80498
970-468-0295

email: aaa12@nwccog.org

State Unit on Aging
Colorado Department of Human Services

1575 Sherman Street,
10th Floor
Denver, CO 80203
303-866-2800

email: Todd.Coffey@state.co.us

AAAA and Volunteer Program Contact Information

Erin Fisher
AAAA Program Director
aaa12@nwccog.org
970-468-0295 ext. 107

C J Grove
Volunteer Coordinator
volunteers@nwccog.org
970-468-0295 ext. 122

Northwest Colorado Council of Governments
249 Warren Avenue
P.O. Box 2308
Silverthorne, Colorado 80498
970-468-0295