

VOLUNTEER HANDBOOK



Dear Volunteer,

Thank you for your interest in volunteering with Missoula Aging Services!

This Volunteer Handbook is designed to acquaint you with Missoula Aging Services, to communicate our policies and to answer commonly-asked questions.

We view each volunteer as a valuable asset and consider you a “teammate” who shares our same standards of excellence in serving the residents of Missoula County. We are committed to providing you with a quality volunteer experience, professional support and offering a variety of opportunities to serve others.

MAS’ Volunteer Program provides many ways to be of service and also offers short-term projects that directly benefit local organizations. We also have a range of “in-house” volunteer opportunities that help support MAS’ many services.

Because we value your time and service, MAS offers flexibility in scheduling your hours. Your service can be long-term or event specific or even occasional. Regardless of your age, we have an opportunity awaiting you!

We welcome your volunteer spirit and are delighted that you have chosen to be part of Missoula Aging Services. Please let us know how we can make your work here more enjoyable.

Sincerely,

Volunteer Coordinator
Missoula Aging Services

Events and Newsletters

Connections, the MAS quarterly newsletter: March, June, September, December

March For Meals Events: March

Volunteer Recognition Event: Spring

Annual Report published: Fall

Volunteer Holiday Open House Party: December

Foster Grandparent, Senior Companion and RSVP Tutor Holiday Party: December

Holiday Office Closures

*Meals on Wheels may deliver meals on some of these dates.
Please check with the MOW Volunteer Supervisor
for more information.*

Our office is closed in recognition of these holidays:

New Years Day, January 1

Martin Luther King Day, 3rd Monday in January

Memorial Day, last Monday in May

Independence Day, July 4th

Labor Day, 1st Monday in September

Thanksgiving Day, 4th Thursday in November

Day after Thanksgiving, 4th Friday in November

Christmas Eve and Christmas Day, December 24 and 25

Holidays that fall on a weekend are observed on the either the next or previous weekday. Please check with the office for specific closure information.

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Missoula, Montana

Volunteers shall report all unsafe conditions, inoperable equipment, or safety hazards to their Volunteer Supervisor. All injuries shall be reported immediately to the Volunteer Supervisor even if no medical assistance is requested or required.

Volunteers reporting to work must be fit for duty at all times. Volunteers under a doctor's care may use legally prescribed drugs on the job only if does not impair the ability to perform the job effectively and safely without endangering self or others.

Possession of lethal weapons (including but not limited to handguns, shotguns and knives) or explosive materials on agency property, including parking areas, is prohibited. Even if a volunteer is licensed to carry a concealed weapon, they may not bring the weapon onto MAS premises.

Thank you for volunteering with Missoula Aging Services and making our community stronger!



Our Mission

Missoula Aging Services promotes the independence, dignity and health of older adults and those who care for them.

Our Values

- We are the leader in building a community that values and supports people of all ages and abilities.
- We provide opportunities to serve and remain healthy through an active community life.
- We engage the wisdom and talents of people of all ages and abilities in the enrichment of the community we share.
- We make complex services more easily accessible through education, referrals and personal individualized services.
- We educate and engage those who are preparing to retire.
- We support those who care for family members and loved ones.
- We honor the dignity of all individuals by equipping them, and their families, to make choices that meet their specific needs.
- We encourage the option for people to remain in their own homes with appropriate supportive services.
- We provide vital information, assistance and civic engagement for people of all income levels.

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Abuse and Neglect of Clients

Missoula Aging Services is responsible for the immediate reporting of any allegations or observations of possible abuse, sexual abuse, neglect, self neglect, and/or exploitation of individuals they serve, as defined by Montana Code. It's the responsibility of volunteers of MAS to follow the same guidelines and report any allegations or observations of possible abuse, sexual abuse, neglect, self neglect, and/or exploitation as defined by Montana Code.

It is the volunteer's responsibility to make a report under this policy to the Volunteer's Supervisor, Director or Executive Director who will determine the appropriate next step under the mandatory reporting guidelines. The Supervisor will work with the Volunteer to make certain the appropriate steps are taken to report the allegations or observations with the proper authorities or programs.

Any volunteer alleged to have abused, neglected and/or exploited a person receiving services from MAS may be reassigned or suspended during the course of an investigation. Failure to comply with abuse policy or reporting guidelines will result in disciplinary action up to and including dismissal of the volunteer who committed the offense or had knowledge of an incident and failed to make such report.

In addition, under Montana Code, Section 52-3-825, any person who purposely or knowingly fails to make a required report is guilty of an offense and upon conviction such offense is punishable as provided by law.

Your Supervisor can help make certain that the appropriate steps are taken to guard any individual you feel is in danger of abuse or neglect.

Workplace Safety

Missoula Aging Services is committed to providing a safe and productive workplace and to developing awareness and appreciation of safe work practices. Volunteers are expected to work in a safe manner and observe safe working procedures.

Use of Office Equipment

Once the volunteer has completed training on its proper use, office equipment in our facility is available for volunteer's use as needed for the completion of their tasks. Personal use of equipment is not allowed, with the exception of the Resource Area computer stations and limited local phone calls. Photocopies are available for a nominal fee.

Use of Agency Facilities

We encourage volunteers to use our common break room, located on the program office floor of our building, for breaks during their volunteer hours. Restrooms are located on the main floor, program office floor and lower level (Senior Nutrition suite) as well.

Our Resource Library is available for public use, as is the computer station area. Please check with the Resource Center staff if you wish to check out a video or publication from the Resource Library, or with our front office staff to register a computer for personal use.

Parking is available in our parking lot to the back of our building, and to the south side of our building on Florence St. Our building fully complies with ADA standards and has several handicap access parking spaces available. An elevator is also available.

Drug and Alcohol Policy

Volunteers are prohibited from performing volunteer duties on behalf of the agency while impaired by the use of legal or illegal drugs.

Use of alcohol by a volunteer while performing volunteer duties on behalf of the agency, while on company premises, or while using company equipment, is prohibited.

Any volunteer convicted of a violation of a criminal drug/alcohol statute which occurred in the workplace or while performing volunteer duties on behalf of the agency will be subject to dismissal.

History of Missoula Aging Services

Missoula Aging Services (MAS) officially incorporated as a nonprofit in 1982. With a modest budget of \$279,000 and a staff of five, MAS began by providing a small congregate meal program, Meals On Wheels, RSVP and the Foster Grandparents Program.

Today, MAS stands strong with a staff of 28 and a budget of \$3.3 million. At MAS, we are proud not only of our years, but also of our many accomplishments.

Our Meals On Wheels program has expanded to serve people with disabilities and older adults throughout Missoula County. We have established respite services and classes to support caregivers. We offer homemaking services that help people stay in their homes as long as possible.

We successfully administer the statewide SMP program (Senior Medicare Patrol) to prevent Medicare fraud, waste and abuse. Each year, our team of Resource Specialist assists thousands of Missoula County residents with long-term care planning, tax assistance and health insurance issues.

Missoula Aging Services has just celebrated its 30th anniversary of service to our community. We couldn't have accomplished what we have without our incredible Volunteers. Thank you!

Federal Volunteer Protection Act

The Federal Volunteer Protection Act provides civil liability protection for non-profit or government volunteers if the volunteer was acting within the scope of his/her responsibility and authorized to engage in the activity or practice. The harm must not have been caused by willful or criminal misconduct, gross negligence, reckless misconduct or a "conscious, flagrant indifference" to the rights or safety of the individual harmed. The harm also must not be caused by the operation of a motor vehicle, aircraft or other vehicle for which an operator's license or insurance is required by the state.

If you have any questions, please speak with the Volunteer Coordinator or your Supervisor.

- Supervisors are responsible for ensuring departmental staff is in compliance. Supervisors reserve the right to send persons who violate any part of the dress code policy home to change clothes. Repeated disregard for this dress and grooming policy may result in disciplinary action up to and including termination of service.

Confidentiality

Volunteers are required to sign a confidentiality statement prior to the start of their service. Failure to adhere to the principles outlined in this statement will result in dismissal.

Background Checks

Due to legal requirements, Missoula Aging Services requires various degrees of background checks that correspond to the nature of the volunteer's assignment. All volunteers may be subject to background checks. Background checks will only be performed with your written approval.

Expense Reimbursement

Some MAS volunteer programs have funding sources that allow reimbursement opportunities for expenses volunteers may incur as a result of their duties. This may include reimbursement for travel. Travel reimbursement requests must be submitted on the appropriate form within 45 days of travel.

Reimbursement is allowable only for travel that is part of the volunteer's duty (i.e. while driving a Meals On Wheel's route; driving to a client's home to do volunteer work, etc.). Please check with your Supervisor for reimbursement guidelines before travel.

Recordkeeping Requirements

All volunteers are required to submit their hours to their supervisor each month. Some programs require the submission of mileage as well, and may have other requirements as needed for periodic reporting. Check with your Supervisor if you have questions regarding this policy.

Smoking Policy

Smoking is not allowed in our building, outside entryway, or parking areas at MAS.

Performance Reviews

A new volunteer may be asked to participate in a performance review which may be done formally or informally. The review will allow the volunteer to address any needs or issues they have encountered in their new position, as well as allow the supervisor to make adjustments to accommodate the program's needs.

A volunteer will be given advance notice of the performance review so he/she may prepare. Performance reviews may also be done on a yearly basis. Volunteers are encouraged to communicate openly on a regular basis with their supervisor regarding any questions or concerns.

Dress Code

It is the policy of Missoula Aging Services to create a professional and business-like impression. Volunteers are expected to be well groomed, neat and dressed appropriately for their respective job function.

Office volunteers are required to follow these specific guidelines:

- The Agency observes a business-casual dress environment except on those occasions when there may be a need to require business attire e.g. conducting or attending meetings, seminars, roundtables, etc., or hosting special agency guests or functions,
- Clothing should be neat and clean. Clothing should not be frayed or worn, in need of repair or in bad taste.
- Clothing should be worn and fit in such a manner that it does not expose the abdomen, chest or buttocks.
- Body piercings and tattoos are permissible if appropriate in content, not excessive and do not create a safety hazard.
- Unless specific approval has been obtained, the following clothing is not appropriate: blue jeans, shorts, athletic attire including sweat-pants or sweat-shirts, rubber flip flops, and athletic shoes.
- Reasonable accommodation will be made for employees' religious beliefs whenever possible, consistent with the agency's necessity to present a professional appearance to the public.

VOLUNTEER POLICIES and PROCEDURES

Please note that some volunteer programs may have additional specific policies and procedures, not listed in this booklet.

See your volunteer supervisor for information.

Supervision

Each volunteer is assigned to a supervisor. This person will provide you with program-specific information and training. Your supervisor has the ultimate responsibility for your well-being as a non-paid staff member of our agency and we encourage you to share any questions, suggestions, or concerns that you may have.

Conduct

A volunteer's attitude toward service will be professional with a high level of personal integrity maintained. Volunteers are expected to conduct themselves in an appropriate manner in their service assignments.

Clients served by the volunteer will not be subjected to bodily or verbal abuse or neglect or any form of mistreatment. Profanity is inappropriate, subject to a verbal warning. If continued, a written warning will be given and a copy placed in the volunteer's personnel record. Further offenses will be deemed cause for termination of the service agreement.

Conflict of Interest

Volunteers will not engage in activities, either with the agency or with a client of the agency, which may be or may have the appearance of a conflict of interest. Examples of such activities include but are not limited to the following:

- Volunteers will not accept payment of any kind for services rendered during scheduled volunteer hours.
- Volunteers will not use privileged or personal information obtained through volunteer activities for personal gain.
- Volunteers will not accept gifts or gratuities

Specific programs require volunteers to sign an Conflict of Interest agreement.

Non-Discrimination

Volunteers will not discriminate against or refuse service to anyone on the basis of age, race, color, religion, creed, political ideas, sex, marital status, sexual orientation, physical or mental disability or national origin or any other protected class. Volunteers will respect the rights and opinions of MAS clients, and treat them with fairness, courtesy and good faith. Vol-

quired to drive as part of their job duties. Certain programs may require additional signed documentation of policy compliance.

Benefits

Volunteering with MAS has many benefits. Specific programs within the agency may have the opportunity to provide additional benefits based on the services volunteers provide. Your program's Volunteer Supervisor will give you information on those benefits during your orientation.

Benefits which are offered to all our volunteers may include:

- Training opportunities
- Quarterly seminars
- Free on-site parking
- Break room refreshments (coffee and tea, plus any available treats)
- *Connections* quarterly newsletter
- Annual volunteer recognition event
- CIMA Insurance (RSVP only)

Insurance Coverage

Volunteers are **not** covered by workers compensation insurance.

Personal Liability Insurance will cover volunteers against injury or property damage claims arising out of their volunteer service activities.

Excess Automobile Liability Insurance coverage under the agency liability policy is excess only and secondary to the insurance coverage covering the automobile utilized by the employee or volunteer of MAS.

Excess Liability Insurance is available to those 55 and over who have enrolled in Senior Service Corps. Volunteers will receive a copy of the insurance brochure at the time of enrollment. Please review the insurance brochure. The minimum levels of this insurance are specified by the Corporation for National Service, and may be subject to change. The insurance coverage is intended to provide additional levels of insurance for volunteers, starting when their other insurance coverage stops. It is excess, not primary, insurance.

Volunteers who are required to drive in order to perform their responsibilities must possess a valid MT driver's license and vehicle liability/property damage insurance as required by MT state law. Volunteers must also comply with all local, state and federal laws regarding vehicle operation. **NOTE:** Coverage under the agency liability policy is excess only and secondary to the insurance coverage covering the automobile utilized by the volunteer of MAS.

Drivers are expected to follow defensive driving principles, laws and regulations. Volunteers shall not operate a vehicle when his/her ability to do so safely has been impaired by illness, fatigue, or injury, when under the influence of any intoxicant, controlled substance, or drug (except as prescribed by a licensed physician), or when under the influence of a legally prescribed substance that may impair the ability to safely and/or efficiently drive and/or perform position duties. If a volunteer is prescribed a substance that may impair the ability to safely and/or efficiently drive and/or perform responsibilities, it is the volunteer's responsibility to immediately inform his/her supervisor.

Volunteers who transport clients as part of their duties are required to evaluate the condition of their vehicle as fit for service. Vehicles must be one of the private passenger types whenever transporting clients. Vehicles should have safety restraints, properly inflated tires, fully functional head and tail lights and directional signals, clean windows and have no visual obstructions that would block driver or passenger view. Drivers and passengers are required to use seat belts.

Volunteers who are required to drive in order to perform their job duties must have an acceptable driving record. Volunteer drivers shall notify their supervisor of moving violations on or off the job resulting in a conviction, suspension, or revocation of license. Moving violations may be cause for disciplinary action up to and including removal from their assignment.

As a reminder of the importance Missoula Aging Services places on your safety and the safety of the clients you serve, a policy reminder will be mailed annually to those volunteers that are re-

unteers will not express personal beliefs, bias or prejudice in the performance of service. Discrimination will be cause for a written warning placed in the volunteer's personnel record. A second instance of discrimination will be cause for termination.

ADA and ADAAA Compliance

Missoula Aging Services welcomes applications for volunteer positions from people with disabilities and does not discriminate against them in any way. MAS selects volunteers based on their ability to perform the essential volunteer job functions and is committed to making reasonable accommodations. MAS complies with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA).

For example, MAS

- Considers all volunteer applicants using the same criteria.
- Takes steps to keep its facilities barrier-free and accessible according to appropriate federal and state statutes.
- Educates volunteers to regard people with disabilities as full human beings.
- Posts notices explaining the provisions of ADA and ADAAA under the law.

Volunteer Selection

Volunteers are selected on the basis of merit and qualifications without regard to age, race, color, religion, creed, political ideas, sex, marital status, sexual orientation, physical or mental disability, national origin or any other protected class.

Missoula Aging Services (MAS) accepts the services of all volunteers with the understanding that approval is at the sole discretion of the Volunteer Coordinator and the Program Volunteer Manager. MAS cannot guarantee volunteer placement. MAS makes every effort to match volunteer applicants to volunteer opportunities according to the needs of the agency and the interests and availability of the volunteer. In determining matches, it is paramount that MAS takes into account the need to maintain the health and safety of clients as well as volunteers.

MAS will reject volunteer applicants who refuse to sign a release of information for appropriate law enforcement checks, if required by the program for which they are applying.

While conviction of a felony may not disqualify an individual from volunteering, MAS reserves the right to dismiss or disqualify a volunteer based on the person's criminal record.

Attendance and Absenteeism

Unreported absences may impact the people you are volunteering to serve. Please show consideration by making every attempt to inform your supervisor in advance of your absence. If you are unable to report for your assignment, or if you plan to be absent for an extended period of time, please contact your Supervisor by calling 728-7682.

A series of three unreported absences will result in dismissal as a volunteer, unless you present good cause for reconsideration.

Tardiness

Many volunteer projects are required to occur during specific timeframes. Some are structured to have a short training period at the start of the project. Tardiness impedes a supervisor's ability to adhere to a timeline that they have set to complete a project. Please make every attempt to notify your supervisor if you are unable to report at the time specified.

Resignation

If you wish to resign your position as a volunteer with MAS, you may do so at any time by notifying your supervisor. We request that volunteers provide at least 2 weeks' notice. Upon notification, you will be asked to schedule a short appointment for an exit interview with your supervisor, or with the agency's Volunteer Coordinator. The exit interview provides us with valuable feedback on our programs from a volunteer's perspective.

Dismissal

The decision to dismiss a volunteer is taken very seriously at Missoula Aging Services. This decision is given very careful forethought on the part of the supervisor. A written letter, documenting the reason for termination, will be given to the volunteer. Volunteers have the right to appeal the decision to dismiss through the appropriate grievance policy procedure.

Reasons for Dismissal

The following actions will result in dismissal of a volunteer's services:

- Disregard for confidentiality
- Discrimination
- Documented physical and/or verbal abuse of a client or staff
- Repeated absences without notification to supervisor
- Inappropriate conduct
- Theft
- Unwillingness or failure to cooperate with staff
- Unwillingness to serve as scheduled
- Inability to carry out assigned duties
- Inability to understand and follow direction
- Unwillingness or failure to attend mandatory training sessions
- Consuming alcoholic beverages during the performance of service activities
- Being under the influence of alcohol, illegal or prescription drugs that impairs abilities during the performance of service activities

Grievance Procedures

Any volunteer who feels that he or she has been treated unfairly by a supervisor may request an interview with the appropriate Program Manager who is required to deal fairly and impartially with the situation. If a volunteer feels that he or she has been treated unfairly by the Program Manager, he or she may register a formal complaint with the CEO.

Any volunteer who has been terminated from a program may appeal this decision through the CEO. The Executive Director will fairly and impartially review any dismissal of volunteers.

Driving Policy

Driving has the potential to be among the most hazardous task performed by volunteers. Missoula Aging Services expects volunteers to follow safe driving practices to ensure their personal safety, public safety and the safety of the clients they serve.