



Generously donated by artist and founding member Delma Tayer

Welcome

Volunteer Handbook

Our vision is to build and sustain a community where neighbors engage with and support one another through the transitions of aging.

Our Mission: Yakima and Selah Neighbors' Network promotes new ways to navigate the challenges of aging by creating programs, friendships and services that support independence at home and in our community.

Volunteers are a vital component of Yakima and Selah Neighbors' Network (**YSNN**). Without dedicated volunteers we would not be able to provide the services that are necessary to help seniors age at home. The members of the YSNN Board of Directors and members are extremely grateful to our volunteers.

BECOMING A VOLUNTEER

Eligibility

Interested persons are encouraged to call the office to discuss the program with the Program Manager. Applicants will be expected to complete an application form, available from the YSNN office, and must be officially accepted and enrolled by the Program Manager or Board member before performing any volunteer tasks.

Interview

The Program Manager will interview applicants to determine their qualifications, interests, and availability and answer any questions they may have about the program.

Orientation and training

Volunteers will attend an orientation and be trained in the field before they are asked to volunteer. Further opportunities for training and yearly trainings may be required.

Placement

Volunteers will be asked to accept assignments that coincide with their particular interests and abilities, as well as match the needs of the organization and its members. Volunteers are free to discuss a change in assignment at any time they feel a change is necessary or desirable.

Special-Case Volunteers

For special projects and activities, as deemed appropriate by the Program Manager and Board Members, YSNN may accept volunteers participating in student community-service activities, Scout projects, student intern projects, church/synagogue groups, and corporate volunteer programs. In these cases, an agreement must be made with the organization, school, or program that identifies responsibility for the care, management, and recognition of the volunteers.

Background Checks

All YSNN staff and volunteers are required to pass an official background check. YSNN currently uses Washington State Patrol for this purpose. The reports are stored securely at the YSNN office (without Social Security numbers). All volunteers may request a copy of their own report.

VOLUNTEER PROGRAM POLICIES

General Expectations

We require volunteers to adhere to the rules and policies of the Volunteer Handbook. Volunteers reflect the organization in our relationship with members and the public. Working closely with the Program Manager, volunteers are expected to:

Attend orientation and training sessions

Be prompt and reliable

Exercise good judgment

Notify the Program Manager as soon as possible when unable to report for a scheduled assignment

Treat members and other volunteers with respect

Consult with the Program Manager or office staff before taking on new responsibilities

Complete time sheets and other records

Protect confidential information

Decline tips or any gifts of significant monetary value that may be offered and financial or material gift offered through inheritance

Boundaries

Sometimes service volunteers may have difficulty with establishing boundaries with members. Measure your level of engagement; go through us first if a member makes requests beyond the services assigned through the office. Be on the watch for signs of boundary violations:

- Are you feeling compassion fatigue and not taking care of yourself?
- Are you spending extra time doing things for one member/household beyond your assigned task?
- Are you disclosing personal information and problems to a member?
- Are you finding it hard to say no to a member's additional request?

If you are having difficulties with boundaries, be sure to talk to a staff member.

Privacy and Confidentiality

Volunteers are responsible for maintaining the confidentiality of all private and personal information to which they are exposed while serving as a volunteer. Such information should never be shared except when it is reasonable and necessary to provide services to YSNN members and should *never* be shared outside the organization. It is appropriate to discuss a volunteer experience with the Volunteer Coordinator or Program Manager but not with others. Volunteers are required to comply with the YSNN Privacy Policy (for the full Code of Ethics, refer to Appendix 2). For its part, YSNN respects the privacy of its members, volunteers and donors and does not sell, exchange or share personal information for use in marketing or solicitations of any kind. We collect personal information only as needed and with consent of the member.

Safety First

The office will attempt to screen the tasks to which you are assigned. You won't, for example, be asked to move large pieces of furniture down two flights of stairs. Sometimes potentially dangerous circumstances can only be spotted after you arrive at the member's home. Do only what you feel safe in doing. If a member is not putting safety first, let us know. Trust your judgment.

For issues requiring an urgent response, call 911 and then call the YSNN office at 509-853-1917.

MEMBER SAFETY

If a member falls while you are with them, DO NOT attempt to move them.

- 1. Call 911 (know the address).**
- 2. Call Program Manager or call manager at 509-853-1917.**
- 3. Stay with the member until help arrives.**
- 4. Use common sense, but do not do anything that could cause further harm.**

Representation of the Organization

Volunteers are important ambassadors for YSNN within the community. They must not act on behalf of or make statements representing the organization unless they have been authorized to do so by an officer of the Board of Directors. Volunteers must not make statements to the press or media without prior authorization. No volunteer is authorized to sign any agreement involving contractual or financial obligations of YSNN.

Time Sheets and Records of Volunteer Service

Volunteers are requested to keep monthly records of time spent and mileage on assignments for YSNN.

Your time sheets may be used as proof of tax deductions for mileage to and from assignments. In addition, we ask that you email or leave a voicemail of your time spent with the member to the YSNN office and we will put your hours and comments of the experience in our data base. If you have a concern that is more than the typical assignment, please call YSNN office and talk with the Program Manager.

* Time tracking is important for volunteer recognition, insurance coverage, budget purposes, program promotion, and fundraising when YSNN is seeking foundation support.

Basic Guidelines for Volunteers

We want your volunteer experience with YSNN to be engaging and rewarding. How much time you volunteer depends on your availability and the number of service requests received in any given week.

- Any one assignment generally takes about 2 hours with a MAXIMUM of four hours, however, transportation for medical appointments could unexpectedly take longer than originally scheduled. If you are available, running longer than expected won't be a problem.
- Although the office tries to gauge the time needed for all requests, on occasion a request might require more time.
- You are not obliged to do anything beyond what you have volunteered. If you don't mind doing the extras, please let us know so we may update the service and adjust your hours.
- Please be prompt and reliable when providing a service to a member.
- When in doubt about anything or are uncomfortable with a situation, call the program manager.
- You are not required to provide your contact information to the member, though you may if you wish. **If a member misuses your personal phone number, call the office.**
- You may decide to volunteer regularly for a particular member (e.g. driving a member to a weekly yoga class). Such an arrangement should be set up by a member request through our office. Don't feel obligated to provide regular service, but such regular contact may be beneficial for both you and the member. Talk to our Program Manager if you have any questions or concerns.
- For the purposes of funding, grant applications and insurance coverage, we try to keep an accurate log of all service requests. It is important for all member requests to go through our office.
- Notify YSNN staff as soon as possible when unable to report for a scheduled assignment.
- Know your limits: physically, emotionally and otherwise. If you need advice on setting boundaries, talk to our staff.
- Notify Program Manager if you observe changes in the members physical or cognitive condition.
- Look for "red flags", unusual situation or a situation you are concerned about.
- Inform Program Manager of any situation of harassment or abuse.
- Grocery shopping – if you take a member grocery shopping, you may help them put their groceries away if they ask.
- Home organizing and downsizing – volunteers are cautioned to be very careful about discarding a member's possessions. Volunteers are encouraged to simply sort items and involve a family member (if possible) in the decision to discard.

Specific things we cannot do:

- Volunteers please remember you CAN NOT provide medical services that should be done by a physician, a skilled nurse, Certified Nurse Assistant, LPN or a paid care provider. Questions please see YSNN Program Manager or Volunteer Coordinators.
- Please do not use alcohol or non-prescribed drugs during volunteer assignments.
- Volunteers should not take sides in a domestic dispute.
- The member must be mobile enough to stand up alone. You can lend support with your arm as they get in and out of a car, but we are not medical or personal care providers and are not trained in the special mechanics of moving elders.
- Do not lift or hold up a member (you may help direct them and provide a stabilizing arm)
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- We do not provide personal care, which includes personal grooming, dressing, toileting, bathing, clipping nails, dressing wounds, giving medications. You could help with a coat or sweater. Use good judgement.
- Do not offer medical, legal or financial advice or services.
- Volunteers do not cook meals on a regular on-going basis *but* special arrangements can be made for occasionally helping with this, but only in the member's home with groceries purchased by the member; they can also provide prepared foods such as serving take out or heating frozen entrees.
- Household tasks - we do not paint rooms, wash windows, or clean bathrooms. There are referral services we may be able to help find for these types of projects.
- A volunteer can change a light bulb, but cannot install light switches.
- It is okay to decline to provide services that do not coincide with a volunteer's skills or available time.
- Do not make decisions for the member when making a pile of clothes or household goods to take to Goodwill or throw away. Instead offer options, make recommendations. Be conscious that people sometimes change their minds or forget from day to day. When possible, leave the goods for a family member or friend to throw or give away. If you do choose to take something to Goodwill or the dump, for example, write a simple list, date it and ask member to sign.
- Do not rearrange the member's desk or piles of papers.
- Don't move furniture that changes the flow of their habitual path or orientation unless this is the assignment discussed in advance with the volunteer coordinator. One person's seeming disorder could actually be their order. Don't mess up their order.
- Volunteers are not expected to help with legal documents that are considered confidential.
- When you are "on duty" with YSNN, please do not bring along your family members, friends or pets.
- We do not provide personal care (getting dressed, grooming etc.)
- Do not make arrangements directly with a member for future trips. Instead, have them call the YSNN office.
- Do not give or accept money or gifts (other than small tokens).
- Do not give out your personal phone number or other contact information.
- Do not give medical, legal, religious, or financial advice or attempt to settle problems.
- Do not violate a member's privacy. The member may divulge things to you in confidence (however if you suspect abuse, please call the Volunteer Coordinator right away)
- Do not judge people's behaviors. We are all so very different from each other, yet all worthy beings. If a member has a different religion, political belief, sexual orientation, perspective on the world etc. remember to treat them with courtesy and respect.

Guidelines for Volunteer Drivers

Transportation – Volunteers who have been approved as drivers provide short distance transportation for members primarily within our service area. **Members must be able to get into and out of the car on their own with only standby assistance. Volunteers can help steady them once they are up. Volunteers will not use a gait belt.**

To be a driver you must:

- Have your own dependable vehicle
- Have a valid driver's license
- Have a clean driving record*
- Have valid auto insurance
- Be 21 years of age or older
- Easily accessible vehicle (no raised trucks or low sports cars)

*There are some items on a driving record that automatically preclude an applicant from serving as a YSNN driver, e.g., suspension of driver's license, outstanding fines, and within the last one year an auto accident or moving violations.

YSNN carries liability insurance that would provide secondary coverage. Volunteer drivers may not operate Member's vehicles. Drivers will be asked to give permission for the YSNN to review their motor vehicle records. A copy of the driver's current license and auto insurance must be on file in the YSNN office.

Mileage may be a deductible charitable contribution for income tax purposes using the IRS mileage reimbursement rate. YSNN suggests that volunteer drivers check with their personal accountant or tax preparer to see if they are eligible for a deduction for volunteer miles driven. It is expected that any parking fees incurred will be paid by the member, not the volunteer driver.

Expectations and Duties for Volunteer Drivers:

- Specify available days and times and notify Program Manager of any changes
- Commit to 1-3 hours per scheduled trip
- Arrive promptly and safely transport member to and from their destination.
- Be sympathetic to member's concerns
- Walk with member from door to car –member should be able to get in and out of car independently with or without an assistive device. *
- Cue members with low vision about hazards (steps etc.)
- Avoid use of car radio while transporting members
- Notify Call Manager if you cannot keep an appointment: 24 hours prior is very helpful

*Volunteers cannot provide personal transportation to someone who requires significant physical assistance. This means you cannot lift a member or bear their weight in any manner. If we have assigned you someone who requires more than light assistance, DO NOT attempt to transport this person. If you take a person who you think is deteriorating, let the Program Manager know the details.

Driving Dos and Don'ts

Do:

- Have a reliable vehicle
- Keep seat area for member clean and uncluttered
- Okay to help member with seatbelt
- Be able to load and unload member's assistive device and any purchases if shopping
- May use member's handicap parking permit
- Turn off any radio or audio system
- Program GPS before moving
- Drive legally (Speed limit, no parking by fire hydrant, etc.)
- Have cell phone with you
- Please allow sufficient time for the ride to avoid the temptation to drive too fast to make up for lost time or worse yet rush the member risking accident or injury.
- Let the member know that you will have to leave after she/he returns home. Many older adults are lonely and expect you to stay longer than you wish. We have a companionship program and you can inform the Volunteer Coordinator that the member may be interested in this.

Don't:

- Do not drive member's vehicle
- No low (sports cars) or high (big pickups) vehicles
- Do not bring family, friends, or pets along
- Do not be "DUI" (alcohol or psychoactive substances or prescription sedatives or narcotics)
- Do not do anything illegal (such as park in a fire zone etc.) , even if a member asks you to. Let them know that this is strictly against YSNN policy, and would invalidate our liability insurance. If they repeatedly insist, you have the right to take them home.

Confidentiality and Conflicts of Interest:

Ethical driver conduct contributes to the overall success of a program and engenders community respect. This means you must not disclose any medical information about a passenger unless it is to a person who has a need to know. Confidentiality is breached when information received from or about members is repeated to persons other than the Program Manager. This includes other volunteers, members, family or friends. Only information that the PM "needs to know" should be communicated. The names of members receiving services from a program must not be shared. If you have questions about this ask the PM.

In cases where the driver suspects or knows of abuse, he or she must share that information with the PM but not with others.

It is a conflict of interest for a driver to make personal arrangements for transportation with a member outside the scope of duties as a program volunteer. Such arrangements are prohibited.

Vehicle Accidents:

In the event of a vehicle accident or injury to your passenger, take whatever steps are prudent to ensure the safety and well-being of your passenger and yourself.

Then you should

- **Call 911** if there are injuries or car damage
- Call YSNN to advise of the situation. Another driver may have to complete the ride.

Inclement Weather:

During inclement weather, which can be defined as anytime the Yakima, West Valley or Selah schools are closed or delayed for bad weather, drivers should notify the YSNN office if they are not available to volunteer due to driving conditions.

We encourage you NOT to drive if you have concerns about the weather and feel unsafe

Volunteer Support and Recognition

The Program Manager is responsible for recruiting, training and managing the volunteer component of YSNN.

A major component of the volunteer program is support, recognition and rewards for volunteers. Support begins with training to build volunteer knowledge about the goals and practices of YSNN. Volunteers are encouraged to give us feedback at any time about positive experiences they are having or ways to improve our volunteer program

Support will also be provided by prompt attention to volunteer needs for individual guidance and problem resolution. Small group management meetings and special events may be created to encourage friendships and sharing between volunteers.

YSNN will strive to keep volunteers confident that their work is known, understood and appreciated by others.

Volunteers are encouraged to participate in the various interest groups that are being formed.

Yakima and Selah Neighbors' Network appreciates the time and effort that each volunteer contributes. We rely on the commitment of volunteers; they are the heart of the organization.

Resignation and Dismissal

Volunteer assignments are not permanent. A volunteer may decide to stop volunteering at any time. Volunteers are expected to give as much notice as possible to the Program Manager if resigning or interrupting their volunteer assignment for a brief or an extended period of time. To help the organization grow and learn from its experiences, volunteers will be asked to participate in an exit review before leaving the program.

YSNN may dismiss a volunteer if he or she fails to fulfill their duties and/or meet the basic standards of professionalism set by the organization and judged essential to its performance. Grounds for dismissal may include, but are not limited to, the following: missed assignments without timely arrangements through the office for a substitute, misconduct or insubordination, being under the influence of alcohol or drugs while on duty, theft of property or misuse of the organization's equipment or materials, verbal or physical abuse of members and breach of confidentiality.

Procedure for Service Requests During COVID19

Our commitment to providing services for members is predicated on being able to do so in a manner that protects the wellbeing of both the member and volunteer. The following procedure provides guidance for services. All services are contingent on a volunteer being willing and available.

Transportation

- Stay home if you are sick or have been exposed to COVID19 and are still in quarantine
- Volunteer should make back seat available for the member if either the member or volunteer would be more comfortable there.

Masks or face coverings will be worn by both the driver and passenger during the service.

- Wash hands or use sanitizer prior to entering vehicle
- Maintain appropriate physical distancing when outside of the vehicle
- Whenever possible windows will be open (at least cracked) for greater airflow

Indoor Services

- Wash hands or use sanitizer before and after
- **Member and volunteer will wear masks**
- Maintain appropriate physical distancing 6ft apart.

Outdoor Services:

- Volunteer is not required to wear a mask for outside services if able to be at least 6 feet from member

Member, volunteer and donor interest groups:

Run by members and volunteers who have something in common. Ideas for new interest groups are encouraged.

Balance w/ Barb- Meets on zoom Mondays at 9am. Basic level balance class. Must be pre-approved by instructor.

Coffee and Conversations- Meets on zoom Tuesday at 9am- An informal discussion group where topics can range from gardening to art and everything in between.

Dine Out Together- Meets monthly and dines out together.

Climate action and Study Group- Newly forming

StoryShare- The goal is to encourage story sharing, listening, and memory jolts 'n jots within our network by telling our personal stories and encouraging others to join us.

Friday Walking Group- 9am Fridays at Kissel Park small group gathers to take a walk at our own pace!

Other activities for the public, Members and Volunteers

YSNN Zoom Talks via Zoom- Bimonthly presentations of a wide array of subjects and presenters. All have been cataloged on our YouTube channel accessed via our website.

Summer Potluck Picnics- Summer potluck picnics when feeling safe enough to meet in person. We have at least three a summer.

Potluck and Ponder—Once a month meet for good food and interesting presenters.

Outings and Field Trips- Parks, museums, musical interests, theatre and other.

APPENDIX 1 YSNN RECEIPT

Please print this form and fill out when you carry out a request that involves receiving funds from a member to purchase groceries or other items. Both you and the member must sign the form.

Date: _____

Amount Received: _____

Member Signature: _____

Volunteer Signature: _____

Total Cost of Purchase: _____

Change Given to Member: _____

Member Signature: _____

Volunteer Signature: _____

Yakima and Selah Neighbors' Network
PO Box 11691
Yakima WA 98909
509-853-1917

APPENDIX 2

YSNN Code of Ethics

This is to certify that I, _____, a YSNN volunteer, understand that any data created, witnessed or obtained during the performance of my duties must remain confidential. This includes all information about members, volunteers, and employees of YSNN or other colleagues or referral organizations, all information about donors, and any information that is marked or known to be confidential.

However, I understand that information about members and volunteer experiences may be shared with YSNN staff or coordinators consistent with YSNN policies and guidelines presented in volunteer trainings.

I further understand that any unauthorized release or carelessness in the handling of this confidential information is considered a breach of the duty to maintain confidentiality and could be grounds for dismissal.

Signature of Volunteer

Date

Signature of Staff/ Board Witness

YSNN Abuse Prevention Policy - Employee,

Volunteer and Member Agreement

If you have any uncertainty or questions regarding the content of this policy, you are required to consult your supervisor. This should be done prior to signing and agreeing to the Yakima & Selah Neighbors Network Abuse Prevention Policy.

I have read and understand Yakima & Selah Neighbors Network's Abuse Prevention Policy and agree to abide by its terms and conditions throughout the course of my employment and/or time volunteering. I understand that my failure to follow the terms of this policy could result in disciplinary action up to and including termination.

Employee/Volunteer or member signature _____ Date _____

Staff/Board signature _____ Date _____