

Home Delivered Meals

Volunteer Handbook



**Community and Senior Services
of Johnston County
1363 W. Market Street
Smithfield NC, 27577
919-934-6066**

OUR MISSION:

To provide housing and transportation for the benefit of the community; to provide services and opportunities that empower older adults to remain active and connected, enabling them to lead quality lives of independence.

WELCOME

We are thankful that you have chosen to be a Community & Senior Services of Johnston County volunteer. We do not intend this handbook to be just a rulebook; we encourage you to use good judgment and common sense in everything you do. We hope you will find this handbook helpful in understanding the policies you will be expected to adhere to. If you have any questions or need clarification on any of the policies, please contact the Volunteer Coordinator.

It is the policy of the Community & Senior Services of Johnston County to give equal opportunity to all qualified persons without regard to race, color, religion, sex, national origin, age, disability or citizenship.

Thank you so much for your willingness to volunteer with our agency and ensure the homebound seniors of Johnston County are able to get this service. Without volunteers this would not be possible. We appreciate you!

OPEN DOOR POLICY

Community & Senior Services of Johnston County (CSS) has an open door policy. We encourage you to share any ideas, observations, problems, or concerns you may have at any time. Please share information by whatever means you feel comfortable, oral or written. Our “Open Door Policy” encourages you to discuss any matter freely, openly, in confidence and without fear of any type of retribution.

When you use the “Open Door Policy”, we prefer that you start with the Nutrition Coordinator at the Dining Center. However, if they are the source of your problem, or you feel the problem has not been addressed satisfactorily, you should go to the Volunteer Coordinator or Nutrition Supervisor at CSS.

ABOUT YOUR VOLUNTEER POSITION

Every volunteer is an individual who has a contribution to make to the community. We encourage you to be all you can be. It is through the sum total of our individual efforts that we are allowed continued success with the Nutrition Program. Your role is important to the agency and the clients we serve.

Every volunteer should guard against the appearance of a “*Conflict of Interest*” or an actual “*Conflict of Interest*”. It is not acceptable to use your volunteer status as a means of personal gain.

ATTENDANCE POLICY

It is extremely important that you be on time for your volunteer position. If you are not able to come at your scheduled time, or will arrive late, please call the Nutrition Coordinator at the site you will be volunteering ahead of time so they can try to find a replacement for that day if necessary.

For the safety of the clients served by Community & Senior Services of Johnston County, staff and other volunteers please do not report to your volunteer position if you are sick or have known exposure to COVID.

NO ALCOHOL OR DRUGS

Volunteering or arriving to volunteer while under the influence of alcohol, drugs, or controlled illegal substances, as defined by state or federal statutes, or consuming drugs, alcohol, or controlled illegal substances while volunteering shall constitute grounds for immediate dismissal.

INCLEMENT WEATHER

As a general rule, if the county's public offices are closed due to inclement weather, Community & Senior Services of Johnston County and its Dining Centers will close as well. However please tune to television stations WTVD Channel 11 and WRAL Channel 5 as they will be notified when the centers are closed. Volunteers will not be expected to report for deliveries during inclement weather.

HOLIDAYS

Holidays will be scheduled on a yearly basis in concurrence with Johnston County.

New Year's Day	Veteran's Day
Martin Luther King Jr., Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	Day after Christmas

TRAINING AND SUPERVISION

Each Senior Dining Center and volunteer job area has certain procedures that must be followed in order to uphold state regulations. Volunteers should be familiar with these procedures, and will be trained in the basic skills required to adequately complete the task for which he/she is volunteering. The following will be addressed in the orientation / training session.

1. Philosophy of Community & Senior Services of Johnston County. (CSS)
2. CSS guidelines.
3. Introduction to staff.
4. Explanation of the program/service, and his/her role.
5. Description of clients to be served.

SEXUAL HARASSMENT PROHIBITION

The Civil Rights Act of 1964 prohibits sexual harassment. In order that no one shall suffer from sexual harassment, the following practices are prohibited: Any unwelcome sexual advances including, but not limited to, pinching, touching or pressuring someone to hug you; unwelcome request for sexual favors including, but not limited to, soliciting someone to sit on your knee or lap, kiss you or other unwelcome sexual activity; and other unwelcome verbal or physical

conduct including, but not limited to, using crude or vulgar language or jokes, whistling or catcalling, of a nature when such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. These actions will not be tolerated on Community & Senior Services of Johnston County property or in the home of a client.

ACCEPTANCE OF GIFTS

As a CSS volunteer, under no circumstances should you accept gifts from: persons receiving benefits or services through Community & Senior Services of Johnston County programs; any person or agency performing services under contract; or persons who are otherwise in a position to benefit from the actions of any volunteer, employee or Board member.

(Definition of Gift: Money and valuable items should not be accepted.)

PROTECTION OF PERSONNEL INFORMATION

Personnel records and personnel information contained therein, including records pertaining to volunteers shall not be disclosed or disseminated, except as required by law, or for a proper purpose of CSS collecting or maintaining such records.

CONFIDENTIALITY

Client information including but not limited to their names, date of birth, address, phone number, emergency contact information, health information or condition is confidential and cannot be shared with anyone outside of CSS. If you have a concern about a client please advise the Nutrition Coordinator and they will take the proper steps to address any concern as needed. However, any information regarding CSS client obtained while performing volunteer duties shall not be shared with other agencies or individuals.

ANIMAL CONTROL PROCEDURE

All animals of size or disposition must be secured to prevent contact with volunteer before service can be provided to client. Service may be denied if animals are not secured. This procedure applies to all CSS programs and services.

Volunteers will ask clients to secure animals before they enter the home to provide service. Volunteers who knowingly enter homes where animals are not secured could ask to discontinue volunteering for not following company procedures.

Volunteers may deny service to clients who do not secure animals after being asked to do so.

Johnston County ordinance 93-11.1-12-6 requires all domestic animals over the age of six (6 months) to have a collar and tag.

POLITICAL ACTIVITY

No volunteer shall use the promise of program services or employment or the threat of withholding services or employment on behalf of, or in opposition to, any political candidate or issue.

Volunteers are restricted from engaging in any political activity while providing service as a volunteer for CSS. Violation of the political activity restriction may lead to dismissal.

ACCEPTANCE, DENIAL, DISCIPLINARY & TERMINATION PROCEDURES

Acceptance of volunteers:

CSS uses volunteers of varied ages and backgrounds. An adult must supervise volunteers under the age of 18.

Denial of volunteers:

Community & Senior Services of Johnston County reserves the right to deny any person access to volunteer opportunities within the agency or representing the agency in the community if they are deemed unsuitable for the types of volunteer services CSS has to offer. The decision to deny a volunteer is executed by the Volunteer Coordinator after the interview process has been completed and the potential volunteer is assessed as unable to meet the needs of the agency, and after consultation with the Nutrition Supervisor and Director of Outreach and Nutrition or the Executive Director.

Disciplinary Action and Termination:

Volunteers who do not adhere to the rules and procedures of the agency or who fail to perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the supervisory staff. Dismissal would be completed by the Volunteer Coordinator. This step will be used when warnings have not been heeded or for inexcusable misconduct. Any notice of dismissal from volunteer position shall be submitted in writing to the volunteer by the Volunteer Coordinator and the Nutrition Supervisor or Director of Outreach and Nutrition and shall itemize the specific reason(s) for dismissal.

HEALTH RELATED

If there is the slightest question about a participant's condition, the appropriate medical resource should be contacted. The resource will depend on the situation, the area within the county and the participant's condition. The resources are:

- 1. 911**
- 2. Nutrition Site Coordinator**

If you have a general concern about a client's wellbeing, then let the Nutrition Site Coordinator know so they can call that person's emergency contact or follow up with the client to obtain additional information in order to address the client's need.

ACKNOWLEDGEMENT OF RECEIPT

I, the undersigned, affirm that I have received a copy of the Volunteer Handbook and will adhere to the policies and procedures listed within the Handbook.

Volunteer

Date

Volunteer Coordinator

Date