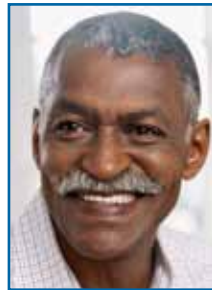


Policies & Procedures

FOR VOLUNTEERS



4040 Esplanade Way | Tallahassee, Florida
850-414-2000

JULY 2012

PURPOSE OF POLICIES & PROCEDURES

The purpose of these policies and procedures is to provide overall guidance and direction to individuals serving as volunteers for the *Department of Elder Affairs* (DOEA) *volunteer programs*. The policies and procedures do not constitute, either implicitly or explicitly, a binding contractual or employment agreement. Volunteers shall not be considered as employees of the Department of Elder Affairs. The Department of Elder Affairs reserves the right to change any of these policies and procedures at any time and expect adherence to the changes. Areas specifically not addressed by these policies and procedures shall be determined by the Program Director and/or his or her designee.

Volunteers will be required to sign an acknowledgment form indicating that they have read, understood, and will comply with all policies and procedures of the Department of Elder Affairs. Volunteers will be notified of any changes made to this manual. The following pages represent the philosophy, policies, and business practices of the Department of Elder Affairs volunteer programs.

Our goal is to provide all of our volunteers with a rewarding and professional experience.

Please read this manual thoroughly and familiarize yourself with the policies and procedures outlined. We believe that in order to provide excellent customer service, volunteers need to know and understand the rules and guidelines that have been established for the organization.

If you have any questions regarding the information in this manual, please contact the Office of Volunteer and Community Services at 850-414-2373.

The *Policies and Procedures for Volunteers* manual is divided into five sections:

- Section I** Welcome
- Section II** Brief overview of the Department of Elder Affairs and the Office of Volunteer and Community Services.
- Section III** Volunteer policies and procedures in alphabetical order. Each entry includes the Department of Elder Affairs policy followed by the procedure(s) for implementing the policy.
- Section IV** Rights and responsibilities of volunteers.
- Section V** Letter of Acknowledgment.

Please be aware that any legal information provided in this manual **is for reference purposes only** and may not be applicable to other agencies or volunteer organizations.





OUR VISION

All Floridians aging with dignity, purpose, and independence.

OUR MISSION

To foster an environment that promotes well-being for Florida's elders and enables them to remain in their homes and communities.

OUR VALUES

Providing Quality Services, Compassion, Accountability, Caregiver Support, Volunteerism, Quality of Life, Cost Effectiveness, Diversity, and Interdependence.

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WELCOME

On behalf of the Office of Volunteer and Community Services, thank you for deciding to serve as a volunteer with our programs. We are delighted that you would like to become involved in our organization and are eager to begin our work with you. Your commitment to the philosophy and goals of the DOEA volunteer programs will help us maintain a high level of effectiveness and professionalism. As a volunteer, you serve an important function within our organization. This manual was developed to provide you with information about some basic volunteer policies. We hope you will familiarize yourself with this information because it will help you in your role as a volunteer and maximize your valuable time, resources and commitment as a DOEA volunteer.

As needed, the DOEA volunteer programs may change or revise procedures. You will be notified of any changes that are made. As a volunteer, it is your responsibility to stay abreast of current procedures.

This policy and procedure manual does not guarantee any fixed terms and conditions of a Volunteer's participation in a DOEA program. Your service as a volunteer will last only as long as is mutually agreeable between you and the DOEA volunteer program. We look forward to a long and rewarding relationship with each of our volunteers. DOEA volunteers are an integral part of the program. We hope your experience with us will be gratifying for you and beneficial for the elder citizens we serve.

PLEASE NOTE: ONLY THOSE INDIVIDUALS WHO VOLUNTEER WITH SERVING THE HEALTH INSURANCE NEEDS OF ELDERS (*SHINE*) PROGRAM, THE LONG-TERM CARE OMBUDSMAN PROGRAM (*LTCOP*) AND THOSE INDIVIDUALS WHO VOLUNTEER IN THE DEPARTMENT OF ELDER AFFAIRS' TALLAHASSEE HEADQUARTERS AND COMPREHENSIVE ASSESSMENT AND REVIEW FOR LONG-TERM CARE SERVICES (*CARES*) OFFICES ARE CONSIDERED TO BE DEPARTMENT OF ELDER AFFAIRS' VOLUNTEERS.

OVERVIEWS

The Florida Department of Elder Affairs

Creation and Legislative Intent

The Florida Department of Elder Affairs was created by the Florida Legislature in 1991. Pursuant to [Chapter 430, F.S.](#), the Department of Elder Affairs was established to advise, assist, and serve elder citizens of Florida. The Department of Elder Affairs accomplishes this mandate by coordinating the efforts of local, state, and federal governments, serving as a clearinghouse for the collection and distribution of information, reporting to the Governor and Legislature on activities relating to elders, and advising and recommending to Florida officers and agencies suggested improvements in policy and programs for elders.

Mission Statement

To foster an environment that promotes well-being for Florida's elders and enables them to remain in their homes and communities.

The Office Of Volunteer and Community Services

Legislative Intent

When the Florida Legislature created the Department of Elder Affairs, it also mandated the establishment of an office dedicated to the promotion and advancement of volunteer services ([Section 430.07, F.S.](#)). The Florida Department of Elder Affairs was the first State Unit on Aging to have volunteerism legislatively included as an integral part of its mission.

The Office of Volunteer and Community Services (OVCS) within the Division of Internal and External Affairs, in the Elder Rights Bureau, is mandated to:

- a) Compile inventories of gaps in services to Florida's elders and determine which services currently not being provided can be provided by volunteers;
- b) Identify state rules and policies which restrict elders from providing volunteer services and propose corrective actions;
- c) Develop a comprehensive program that includes an intergenerational component and draws on the strengths of the state's elders; and
- d) Encourage contributions and grants through private, state, and federal sources to promote, implement, or evaluate volunteer programs for or by elders.

Mission Statement

The mission of the Office of Volunteer and Community Services is to provide timely information and professional support services to promote a quality volunteer experience, which will enhance the life of the volunteer and expand the services and resources available to Florida's elders ([Section 430.07, F.S.](#)).

Definition of Volunteers

- a) A volunteer is any person who, of his or her own free will, provides goods or services, or conveys an interest in or otherwise consents to the use of real property pursuant to Chapter 260, F.S., to any state department or agency, or nonprofit organization, with no monetary or material compensation. A person registered and serving in Older American Volunteer Programs authorized by the Domestic



Volunteer Service Act of 1973, as amended (Pub. L. No. 93-113), shall also be defined as a volunteer and shall incur no civil liability as provided by s. 768.1355. A volunteer shall be eligible for payment of volunteer benefits as specified in Pub. L. No. 93-113, this section, and s. 430.204. ([Section 110.501, F.S.](#)).

- b) Regular-service volunteer** means any person engaged in specific voluntary service activities on an ongoing or continuous basis.
- c) Occasional-service volunteer** means any person who offers to provide a one-time or occasional voluntary service.
- d) Material donor** means any person who provides funds, materials, employment, or opportunities for clients of state departments or agencies, without monetary or material compensation.

How Volunteers Contribute

The Department encourages teamwork comprised of employees and volunteers so that we can offer our elders the best services and programs possible. Volunteers contribute their unique talents, skills, time, resources, expertise, and knowledge of their communities to provide personalized attention to elders, enable the paid staff to concentrate on the work for which they are compensated and trained, and educate the public about our Department, its vision, mission, and values. They do this by volunteering through the SHINE and LT-COP programs.

Value of Older Volunteers

Research has shown that involving older volunteers in programs is beneficial to both elders and volunteer programs.

- a)** Volunteering helps elders stay connected to their communities;
- b)** Volunteering provides a sense of self-worth;
- c)** Older volunteers tend to have fewer accidents than younger volunteers; and
- d)** Older volunteers miss fewer events and are absent less than younger volunteers.



DEPARTMENTAL POLICIES & PROCEDURES FOR VOLUNTEERS

Assignment Descriptions

Policy

Every volunteer role and assignment must have a written assignment description stating the requirements of the role and responsibilities of the volunteer. Detailed assignment descriptions are used to recruit qualified volunteers, define the expectations for the role and responsibilities in each program, and can be used as a basis for retention and evaluation of the volunteer's ability to perform his or her roles and responsibilities.

Procedure

Volunteer assignment descriptions should include:

1. The title of the volunteer role and assignment;
2. Responsibilities of the volunteer;
3. Goals;
4. The employee responsible for supervising the volunteer;
5. Training required to successfully complete the assignment or fulfill the responsibilities of the volunteer's role (or subsequent training that will be provided);
6. Time commitment required of the volunteer;
7. Qualifications necessary to successfully complete the assignment or fulfill the responsibilities of the volunteer's role; and
8. Benefits.

PLEASE NOTE: Assignment descriptions for volunteers should be updated and revised when the needs of the program change. Descriptions also should be flexible enough to allow for maximum utilization of the individual volunteer's skills and abilities, in addition to program needs.

Attendance / Scheduling

Policy

It is expected that Department volunteers will report on time to their scheduled training, events, and assignments.

Procedure

If a volunteer is unable to perform assigned duties due to time conflicts or other reasons, the volunteer should report such conflicts to the employee responsible for supervising the volunteer. Attendance should be recorded to identify the program, and the dates and hours of service contributed by each volunteer.

Volunteers who are unreliable, habitually late, miss appointments, or are exhibiting other problems with attendance may be evaluated to determine if their continued participation is appropriate based on the needs of the program and the impact of their ability to consistently adhere to an established schedule. If the volunteer's attendance does not improve following any corrective actions taken by the supervisor, the volunteer may be reassigned to another program or be released from his or her role and responsibilities with the program.

Benefits

Policy

The State of Florida has identified certain benefits which may be provided to “regular-service volunteers” (persons who are engaged in specific voluntary service activities on an ongoing or continuous basis) at the discretion of the Department of Elder Affairs. These benefits include:

1. Meals (provided the scheduled volunteer assignment extends over an established meal period);
2. Lodging (as required by their volunteer assignment);
3. Transportation reimbursement (mileage);
4. State liability protection in accordance with the definition of a volunteer and the provisions of s.768.28, F.S.;
5. Coverage under the Florida Volunteer Protection Act; and
6. Coverage under Florida workers’ compensation in accordance with Chapter 440, F.S.

Procedure

Benefits applicable to Department of Elder Affairs volunteers will be discussed during orientation and training.

Confidentiality

Policy

Department of Elder Affairs’ staff and volunteers shall not disclose confidential information or information that is exempt from public record as defined in Chapter 119, F.S. Volunteers are required to complete training in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and additional training as deemed appropriate by the Department.

Procedure

Volunteer Information Information pertaining to individual volunteers, including information provided on volunteer applications, will be maintained on file at the Department of Elder Affairs.

Client Information Information pertaining to clients of the Department of Elder Affairs received by volunteers through files, reports, inspections, or any other means is considered to be confidential. Such information may not be disclosed publicly in such a manner as to identify a client, unless that person, or the person’s legal guardian, provides advance written consent (***Chapter 430.608, F.S.***). The volunteer will sign an acknowledgment form (see Acknowledgment Form in the Letter of Acknowledgment section) indicating that he or she understands his or her responsibilities and will not divulge confidential information to the public.

Conflict Of Interest

Policy

Department of Elder Affairs’ volunteers may not engage in or have a vested interest in any type of activity that would be considered a conflict of interest with their role as volunteers with the Department of Elder Affairs. Conflict of interest is defined as any “situation in which regard for a private interest tends to lead to disregard of a public duty or interest.”

Specific volunteer conflicts of interest may include unauthorized compensation or solicitation of gifts from clients, misuse of the appointment as a volunteer of the Department of Elder Affairs to gain special privileges or benefits, or engagement in activities that would impede the “full and faithful discharge” of the volunteer’s duties (*Section 112.312(8), F.S.*) (*Section 112.313, F.S.*).

Procedure

Department of Elder Affairs’ volunteers should be informed about conflict of interest issues during training. Volunteers confronted with potential conflicts of interest should seek advice from their supervisor.

Disabilities

Policy

The Americans with Disabilities Act of 1990 prohibits discrimination against employees with disabilities, and requires employers to make reasonable accommodations unless the accommodation creates undue hardship. Consideration will be given to requests from volunteers for accommodations.

Procedure

For more information regarding the Americans with Disabilities Act, please refer to a synopsis of The Americans with Disabilities Act.

Discrimination / Equal Opportunities / Culturally Distinct Populations

Policy

It is the responsibility of all volunteer supervisory staff to ensure that discrimination does not occur in the selection or participations of volunteers in programs.

Procedure

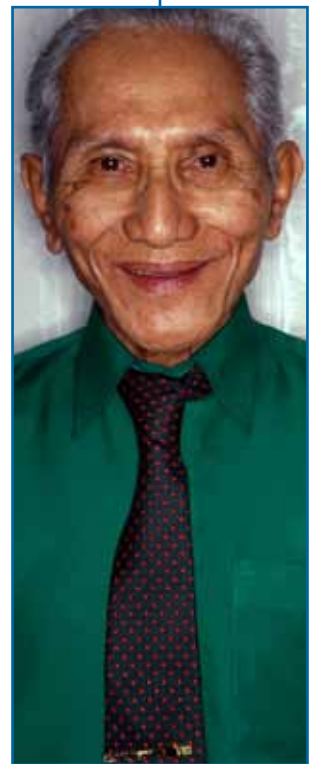
Any applicant or volunteer who believes he or she has been discriminated against may file a complaint with the Florida Commission on Human Relations, and all complaints will be treated in accordance with the procedures set forth in the Florida Administrative Code; within 365 days of the discriminatory action.

Florida Commission on Human Relations
2009 Apalachee Parkway, Suite 100
Tallahassee, Florida 32301
Phone: 850-488-7082
Toll-Free: 1-800-342-8170
Fax: 850-488-5291
Website: <http://fchr.state.fl.us>
Email: fchrinfo@fchr.myflorida.com

(Disenrollment) Decertification and Release From Participation and Complaint Procedures

Policy

The Department of Elder Affairs reserves the right to relieve volunteers of their duties in response to violations of conduct (see Misconduct). Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment may be reassigned, decertified, or released.



All Department of Elder Affairs volunteers have the right to express dissatisfactions or concerns by filing a written statement with the volunteer supervisor.

Procedure

Procedures for addressing misconduct of volunteers are as follows:

1. All reported instances of prohibited or inappropriate conduct by volunteers should be officially documented, and the written documentation should be sent to the Programs Volunteer Coordinator at DOEA. A copy shall be retained in the volunteer's file.
2. Corrective actions may include verbal or written warnings, reassignment or change of responsibilities of the volunteer, or release and disenrollment of the volunteer from the program.
3. Recommendations of corrective actions in response to violations of the policies and procedures manual for volunteers of the Department of Elder Affairs (DOEA) volunteer programs or misconduct should be made by the volunteer supervisor and be communicated to the Programs Volunteer Coordinator at DOEA. The Programs Volunteer Coordinator shall also inform the Department's Office of Volunteer and Community Services.

PLEASE NOTE: Volunteers who wish to express their dissatisfaction or concerns must file a written complaint with their immediate supervisor, the Programs Volunteer Coordinator, or with the Office of Volunteer and Community Services manager.

Dress Code / Identification

Policy

Department of Elder Affairs' volunteers are representatives of the Department and should be appropriately attired.

Procedure

Department of Elder Affairs' volunteers should dress in a manner appropriate to the activities in which they will be involved. Volunteers will be issued a nametag that shall be worn when providing services as volunteers of the Department of Elder Affairs or participating in program events and activities.

PLEASE NOTE: If you are unsure of your program's dress code policy, please see your volunteer supervisor. The Department of Elder Affairs dress code policy may be used as a guideline (***DOEA Dress Code Policy***).

Driving / Transportation

Policy

Department of Elder Affairs' volunteers whose assignments include driving must be appropriately licensed and insured to operate a vehicle in the State of Florida.

Procedure

Department of Elder Affairs' volunteers whose assignments include driving will be required to provide proof of a valid driver's license and current automobile insurance before beginning their assignment.

The State of Florida does not provide automobile insurance for volunteers. In the event of an automobile accident, the volunteer's individual automobile insurance policy must provide coverage. If an injury is incurred while a volunteer is using his or her car for volunteer purposes, the state Division of Risk Management will determine if the injury is compen-



sable under worker's compensation insurance. Volunteers involved in automobile accidents while using their cars for volunteer purposes should immediately notify their volunteer supervisor to determine which medical provider can offer assistance (under state coverage).

Volunteers may wish to inform their insurance company of their volunteer driving activity to ensure continuance of insurance protection. Such information should be documented by volunteer program directors.

Volunteer Evaluations

Policy

Evaluations of individual volunteers may be completed to determine the volunteer's ability to fulfill their assigned role and responsibilities in the program. Suggestions may be made to encourage volunteers to develop additional knowledge, skills, and abilities to support the needs of the program.

Procedure

Department of Elder Affairs' volunteer evaluations should occur as determined by each program's guidelines; however, volunteers should receive input from their supervisors every six to 12 months. Completed volunteer evaluations should be reviewed by the volunteer and supervisor and kept in the volunteer's file.

Health

Policy

A volunteer for the Florida Department of Elder Affairs should be physically and mentally capable of functioning effectively, according to the duties of the volunteer's assignment description.

Procedure

A Department of Elder Affairs' volunteer may be asked to provide a written physician's statement to verify his or her ability to perform volunteer assignments, and to determine if there are any medical restrictions or accommodations needed.

1. HIV/AIDS

Policy The Florida Department of Elder Affairs will not engage in discrimination against a volunteer who is infected with the HIV/AIDS virus.

Procedure A volunteer infected with the HIV virus has the right to continue volunteering as long as his or her medical condition permits, and will receive the same treatment and benefits accorded to other volunteers. If a volunteer chooses to disclose to a supervisor, peer volunteer, or client that he or she is infected with the HIV virus, and consequently feels he or she is being discriminated against, the volunteer should report such incidents to his or her immediate supervisor. (See also Discrimination.)

2. TUBERCULOSIS

Policy Tuberculosis is a contagious disease that can be spread through physical contact.

Procedure All volunteers who work in adult day care facilities must be screened for tuberculosis, and the physician performing the screening must provide a written statement of whether or not the volunteer is free of tuberculosis.

Holidays

Policy

The Florida Department of Elder Affairs observes the following state holidays, established in [Section 110.117, F.S.](#):

New Year's Day	Veterans Day
Martin Luther King's Birthday	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Day
Labor Day	

Procedure

The Department of Elder Affairs will be closed on the observed holidays if the program's functions can be discontinued without affecting essential services to the state and the public. If any of these holidays falls on a Saturday, the preceding Friday will be observed as the holiday. If any of these holidays falls on a Sunday, the following Monday will be the observed holiday. Additional office closures may be necessary due to emergency situations.

Insurance

Policy

Volunteers for the Department of Elder Affairs are covered under the State's insurance for:

1. Liability for non-intentional injuries, including some injuries sustained in automobile collisions, (see [Driving/Transportation](#)), and
2. Workers' Compensation (see attached link: [Workers' Compensation link](#))

For a volunteer to be eligible for state insurance coverage, he or she must be acting within the scope of his or her volunteer assignment, and must not have intended to cause any injury.

Federal volunteers, such as Senior Companions, do not receive State insurance coverage, including Workers' Compensation. However, they are eligible to receive other types of insurance coverage, and should be informed of such insurance options during their orientation and training.

Procedure

If a Department of Elder Affairs' volunteer is involved in an accident, he or she must take the following actions, as soon as possible:

1. Take care of those injured and assist them in receiving any necessary medical help. Administer any assistance that you are able to without admitting to or implying liability;
2. Report the accident to the volunteer supervisor and follow the supervisor's instructions. After an incident involving injury, the volunteer will be required to provide a written statement of the incident to the supervisor.
3. Do not admit liability directly or indirectly, and do not discuss the situation (other than with law enforcement or emergency official) before reporting to the volunteer supervisor; and
4. Take notes identifying witnesses, their addresses, and phone numbers.

If a volunteer is injured in an accident, he or she should report the injury to his or her supervisor as soon as possible to ensure the current provider for Workers' Compensation is contacted.

Misconduct

Policy

Department of Elder Affairs' volunteers are expected to conduct themselves in a manner that will not bring discredit or embarrassment to the program when serving in their volunteer capacity. Volunteers shall be courteous, considerate, respectful, and prompt in dealing with and serving the public and working with staff members. Volunteers shall maintain high standards of honesty, integrity, and impartiality. Volunteers shall place the interests of the public ahead of personal interests. Volunteers shall not use, or attempt to use, their role in the program for personal gain or use confidential information for personal advantage. Volunteers shall protect state property from loss or abuse, and shall use state property, equipment, and resources only in a manner beneficial to the program.

Procedure

The following behaviors are considered unacceptable conduct for all Department of Elder Affairs' volunteers:

1. **Violation of Law:** Conviction of any crime, including a plea of *nolo contendere* and a plea of guilty with adjudication withheld; or any act that is in violation of the Department of Elder Affairs rule or policy that has been made known to the volunteer. Volunteers are required to report arrests to their supervisor within 24 hours or by the next available business day.
2. **Failing to Follow Supervisor Directions/Insubordination:** The failure of the volunteer to follow lawful written or oral instructions and carry out the directives of person with duly delegated authority. Volunteers shall resolve any differences with management in a constructive manner.
3. **Inefficiency:** The failure to satisfactorily meet the minimum requirements or measured outcomes as stated in the volunteer assignment description, whether for physical, mental, psychological, or other limitations that cause the volunteer to fail to perform the duties of his or her assigned position. Volunteers shall be able to perform their duties and assignments in a competent and adequate manner.
4. **Negligence:** The failure to use ordinary or reasonable care in, or the omission of or inattention to, the performance of ordinary duties and responsibilities of the position. Negligence is synonymous with carelessness and signifies lack of due care, caution, attention, reasonable diligence, or discretion.
5. **Drug and/or Alcohol Use or Influence:** In accordance with the Department of Elder Affairs Drug Free Workplace Policy, all Department volunteers are prohibited from possessing, selling, using, or being under the influence of alcohol or illegal drugs while serving in an official capacity as a Department volunteer. (This prohibition does not include the use of over-the-counter drugs or medication as prescribed by the volunteer's physician.)
6. **Abuse and/or Destruction of State Property:** The intentional improper, illegal, or careless use of state property or equipment. The execution of or participation in an unauthorized act of destruction or attempted destruction of state property or equipment.
7. **Taking Property of the State or Others:** The unauthorized taking or use of any property (including real or personal property) or financial instruments of the state, Department of Elder Affairs' employees, clients, or other volunteers, regardless of any intentions to return such property.



8. **Revealing Confidential Information to Unauthorized Persons:** The unauthorized disclosure of information from case files identifying clients or other state information that has been lawfully classified as confidential.
9. **Fighting or Assault:** The physical battery of another in a fight or the assault upon another.
10. **Language of Threat or Abuse:** While performing their assigned duties as a volunteer, the use of language that is threatening, malicious, inappropriate, insulting, or abusive, whether directed toward a supervisor, a fellow volunteer, employee, or a member of the public.
11. **Employee Political Activities:** Political activities of volunteers are restricted by the Federal Hatch Act and Florida law.
12. **Sexual Harassment:** Pursuant to Rule 60L-36.004, F.A.C., sexual harassment negatively affects morale, motivation, and job performance. Such conduct is inappropriate, offensive, illegal, and will not be tolerated. Please refer to [DOEA's Sexual Harassment](#) policy for more information.

Volunteers are prohibited from soliciting or knowingly accepting any campaign contribution in a governmental building or office. "Accept" means to receive a contribution by personal hand-delivery from a government-owned building or any portion thereof is rented for the specific purpose of holding a campaign fund-raiser.

Volunteers are permitted to express their opinions on political subjects and candidates, take an active part in political campaigns outside of working hours, including the wearing of badges or buttons, and displaying bumper stickers and posters. Volunteers are encouraged to vote.

If a volunteer is believed to have acted inappropriately or in a prohibited manner while performing volunteer duties, procedures for misconduct are found under [Disenrollment, Decertification or Release](#), page 11.

Please note: These are only examples of inappropriate and unacceptable conduct. This is not an all-inclusive list. The Department of Elder Affairs reserves the right to determine if the conduct or actions of the volunteer represent a danger to the health, safety, and willingness of others and will immediately take any and all appropriate actions, including disenrollment, decertification, or release of the volunteer.

[Out-of-Pocket Expenses](#)

Policy

Department of Elder Affairs' volunteers may be reimbursed for out-of-pocket expenses they accrue in the performance of their duties, such as travel, telephone use, or meals (within established limits). Volunteer supervisors shall not expend or authorize any expenditure in excess of the amount provided for by appropriation in any fiscal year.

Procedure

Procedures for reimbursement may vary, and the details should be provided to the volunteer during volunteer orientation. The details should be included in the volunteer assignment.

If reimbursement is to be requested, a volunteer should receive authorization from his/her volunteer supervisor before incurring out-of-pocket expenses. To request reimbursement, the volunteer should submit documentation of the expense and the authorization to incur it. To obtain copies of the travel reimbursement forms, please refer to the following links: [Travel Reimbursement Voucher](#) and [Reimbursement Other Than Travel](#).



Placement

Policy

The Department of Elder Affairs will ensure volunteers are appropriately placed within a program or activity. However, to become a volunteer with the Department, you must consent to and successfully complete a Level 2 Criminal History Background Check, an employment history check, and electronic submission of your fingerprints to the Florida Department of Law Enforcement and the Federal Bureau of Investigation to conduct state and federal criminal history records checks as required by ss. 430.0402, 435.04 and 435.06, Florida Statutes. DOEA will be responsible for initial background screening costs and retention fees for the duration of the volunteer's participation in a program. For more information regarding Background Screening, please refer to the following: [*Background Screening Information*](#).

Procedure

Successful volunteer placement requires several processes to determine suitability and to match the volunteers with the assignments that best fit their knowledge, skills, and abilities. The placement process may include:

1. Detailed assignment descriptions (which clearly explain all the duties and responsibilities of the volunteer);
2. Volunteer interviews (to aid in determining suitability for a program and in selecting an assignment that will satisfy the needs of the Department of Elder Affairs as well as the volunteer); and
3. Thorough orientation and training of the new volunteer (to ensure the volunteer is aware of all Department of Elder Affairs expectations and all applicable volunteer procedures).

Recognition

Policy

The Department of Elder Affairs and the Office of Volunteer and Community Services may acknowledge the efforts of volunteers through appropriate recognition events.

Procedure

Whenever possible or when funds are available, all paid Department of Elder Affairs' staff, especially those who work directly with volunteers, are encouraged to offer appreciation and recognition to volunteers on an ongoing basis. All opportunities for informal recognition should be taken. Records of all volunteer contributions, accomplishments, and appropriate recognition will be maintained by volunteer supervisors.

If you have questions about volunteer recognition, please contact the Department of Elder Affairs' Office of Volunteer and Community Services at 850-414-2000.

Representation

Policy

Volunteers for the Department of Elder Affairs are authorized to act as representatives of the agency as specifically indicated within their assignment description and only to the extent of such written specifications.

Procedure

Official Media Requests All requests for interviews or comments made by a volunteer to the media must be approved by the program or appropriate Program Outreach Coordinator. Requests should be forwarded to the respective program director or designee.

Press Releases All official press releases will be prepared and distributed by the Department or appropriate Program Outreach Coordinator. When a press release is issued, the Department will notify the volunteers in the areas that may be impacted by the release.

Requests for Changes in Volunteer Assignment

Policy

Volunteers for the Department of Elder Affairs may request changes to their volunteer assignments. Requests must be received in writing.

Procedure

Requests by a volunteer for a new assignment will be reviewed by the Program's Volunteer Coordinator or Director. The volunteer's written request should explain his or her reason for seeking a new assignment.

Smoking / Substance Abuse

Smoking

Policy The Florida Clean Indoor Air Act prohibits smoking in a public place (including government buildings) or at a public meeting except in designated smoking areas.

Procedure Smoking is permitted outside government buildings when receptacles are provided. Volunteers should also refrain from smoking in a client's home unless specifically invited to do so.

Substance Abuse

Policy In accordance with the Department of Elder Affairs Drug Free Workplace Policy, all Department volunteers are prohibited from possessing, selling, using, or being under the influence of alcohol or illegal drugs while serving in an official capacity as a Department volunteer. (This prohibition does not include the use of over-the-counter drugs or medication prescribed by a physician.)

Procedure Using or being under the influence of any type of alcoholic or drug-related substance while acting in an official capacity as Department of Elder Affairs volunteer is considered misconduct. Procedures or misconduct are found under ***Disenrollment, Decertification or Release***, page 11.

Tracking Volunteer Hours

Policy

The Department of Elder Affairs will maintain records of all volunteer hours and services.

Procedure

Records of all volunteer services provided (including hours of service, description of service, and accomplishments) will be maintained by volunteer supervisors.

Travel

Policy

Department of Elder Affairs' volunteers who are authorized to travel may seek reimbursement for authorized travel expenses.

Procedure

Volunteers for a state agency, including the Department of Elder Affairs, must complete the *Travel Reimbursement Voucher* form to be reimbursed for authorized travel expenses (i.e., mileage, per diem, hotel, taxi, etc.). Authorization for travel must be received from the volunteer's supervisor before a volunteer is permitted to travel.

Volunteers seeking reimbursement for other expenses (i.e., meals, postage, long distance phone calls, etc.) must complete the *Reimbursement Other Than Travel* form. [Note: Meal receipts must be obtained from restaurants by the volunteers. Receipts must be taped to an 8 ½ X 11 sheet of paper (tape should not be put over any wording on the receipts), and attached to the Reimbursement Other Than Travel form. More than **one** receipt may be attached to a page. Volunteers should make sure each meal receipt contains the restaurant information, date of purchase, time, and food purchased. Also, the amount reimbursed may not exceed the authorized rate for refund. Costs for meals that are provided (i.e., volunteer appreciation luncheons, conferences, etc.) will not be reimbursed.]

Volunteer Training

Policy

Department of Elder Affairs' volunteers will receive complete, current, and timely training to ensure they are able to successfully perform their assigned duties. Please refer to the program supervisor for training requirements for specific programs and volunteer assignments.

Procedure

Florida law requires specific training for volunteers in certain programs:

Community-Care-for-the-Elderly (CCE) A pre-service and in-service training program for CCE service providers, staff, and volunteers may be designed and implemented to help assure the delivery of quality services. The Department of Elder Affairs shall specify in rules the training standards and requirements for the CCE service providers and staff. Training must be sufficient to ensure that quality services are provided to clients and the appropriate skills are developed to conduct the program (*Section 430.205(4), F.S.*).

Model Day Care and Respite Care Training must be provided annually to model-day-care and respite-care providers in designated service areas [Rule *58D-1.006 (6)*, Florida Administrative Code (F.A.C.)]. The Department of Elder Affairs requires a minimum of four hours in-service training for volunteers.

In-service training for staff, including volunteers and core service contractors, will be provided at least once a year [Rule *58C-1.003(1)(6)10*, F.A.C.].

Respite Care The Department of Elder Affairs Programs and Services Manual, Chapter III-44, Respite Care, states:



Respite care staff and volunteers must be appropriately supervised. A qualified health or social service professional must be on the staff of the project to supervise and provide in-service training to those providing the respite services.

Pre-service training Volunteers providing respite services must receive at least 30 hours of instruction in the following areas:

- a) Health problems and care of aged persons;
- b) Basic personal care procedures (such as grooming);
- c) First aid and handling of emergencies;
- d) Food, nutrition, meal preparation, and household management;
- e) Overview of Alzheimer's disease and other related dementia (if training is for Alzheimer's Disease Initiative);
- f) Dealing with behaviors characteristic of Alzheimer's disease and other related dementia (if training is for Alzheimer's Disease Initiative); and
- g) Record keeping and reporting requirements.

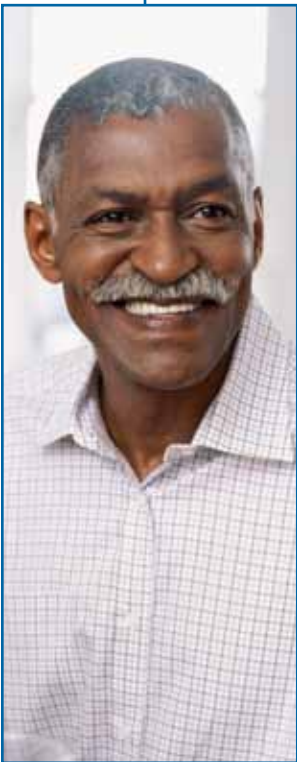
In-service training In-service training for respite care volunteers should be scheduled as needed. Minimum in-service training must be provided at least once per year for a total of four hours. Content and duration of the training must be documented in staff and agency records.

Various programs sponsored by the Department of Elder Affairs have additional training requirements:

- **Serving Health Insurance Needs of Elders (SHINE)** volunteers must initially complete a pre-service training session and participate in a required "refresher" training every year.
- **Long-Term Care Ombudsman Program (LTCOP)** volunteers must be certified to perform complaint investigations, annual assessments, resident visitations, family and resident council involvement, community presentations, and facility staff in-services. Additional training is provided as needed.

Continuing Education

Volunteers are encouraged to improve their levels of skill during their terms of service. Additional training and educational opportunities may be made available to volunteers during their service with the Department. This continuing education may include both additional information on their ability to perform their current volunteer assignment, as well as more general information. It may be provided either by the Department or by assisting the volunteer to participate in educational programs provided by other entities.



RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS

Rights of Volunteers

DOEA Volunteers have a right to:

1. Receive adequate information and a clear assignment description of what is expected and to understand why they are doing a task and how it supports the mission of the Department of Elder Affairs and the goals of the program;
2. Be assigned meaningful and productive duties and responsibilities. If given an assignment they are unable to complete, or would rather not perform, to ask for a new assignment;
3. Have on-the-job supervision provided by a designated staff member;
4. Receive respect and support from fellow volunteers and staff, as well as recognition and feedback from their supervisor for their service;
5. Be reimbursed for out-of-pocket expenses, providing prior approval is obtained from the supervisor in accordance with established policies and procedures;
6. Request a reference from their supervisor when applying for a job or other volunteer opportunities, providing the volunteer has volunteered with a program for a minimum period of one year;
7. Provide feedback, suggestions, and recommendations regarding their assignment. The Department of Elder Affairs may, as needed or deemed appropriate, seek feedback from volunteers in an effort to improve volunteer programs or to make improvements to improve the delivery of services and programs;
8. Have access to dispute resolution procedures and to be supported through such a process;
9. Have their personal information kept in a confidential manner;
10. Work in a safe and healthy environment; and
11. Be provided with a place to contribute their talents, knowledge, skills and abilities with suitable tools, resources and materials.

Responsibilities of Volunteers

We ask that our volunteers agree to:

1. Be reliable and dependable, where possible, to regular day(s) and time of day so duties and responsibilities can be planned accordingly to ensure successful program outcomes;
2. Keep DOEA informed of changes of address and phone numbers, including emergency contact(s);
3. Follow the instructions and direction of their supervisor and consult with their supervisor if they have any questions or concerns;
4. Ask for support or additional resources when needed to ensure their success;
5. Agree to complete any and all training necessary to carry out the duties stated in their Assignment Description;
6. Abide by all DOEA policies and procedures;
7. Make every effort to ensure that confidential information that may be acquired during their course of duties is safeguarded and protected;
8. Discuss any concerns or problems with their supervisor, and if they remain unresolved, speak to the program's Volunteer Coordinator;

9. Notify their supervisor or the supervisor designee if they are no longer able to volunteer their time or resources;
10. Show enthusiasm, loyalty, and belief in the mission of the Department of Elder Affairs;
11. Agree to keep the workplace safe and healthy and not jeopardize the health, safety, or welfare of others;
12. Inform DOEA of any preexisting medical conditions or special needs that DOEA should be aware of that might affect the volunteer's ability to undertake certain tasks or make requests for accommodation;
13. Report any injury immediately to their supervisor; and
14. Report any unlawful or inappropriate behavior to their supervisor.

To request copies of this handbook or to suggest improvements, please contact the Office of Volunteer and Community Service at 850-414-2373, or email [Janine Rogers rogersj@elderaffairs.org](mailto:Janine.Rogers@elderaffairs.org).

Images courtesy of FreeDigitalPhotos.net: cover, pages 10, 13, 14, and 17.

LETTER OF ACKNOWLEDGMENT

TO: DEPARTMENT OF ELDER AFFAIRS,

OFFICE OF VOLUNTEER AND COMMUNITY SERVICES

4040 Esplanade Way

Tallahassee, Florida 32399-7000

I have read the **DEPARTMENT OF ELDER AFFAIRS' VOLUNTEER Policy and Procedure Manual**. I understand it is my responsibility to review this document and request any necessary clarification from my supervisor. I acknowledge that my failure to comply with the manual may result in corrective action, including disenrollment, decertification, or release. I have read and understand the provisions of the manual. I also understand that this signed acknowledgment form will become part of my permanent volunteer file.

Print name:

Signature:

Date:

This signed acknowledgment form will be kept in the volunteer's file.

