

# AGING IN PLACE CUMBERLAND



# VOLUNTEER HANDBOOK

**Aging in Place Cumberland**  
**An initiative of Cumberland Aging in Place Program, LLC**  
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**With thanks to the Santa Barbara Village Volunteer Handbook, on which this document is based.**

## **Our Mission**

**Aging in Place Cumberland is dedicated to helping the town's seniors remain independent as long as possible. In order to accomplish this mission, Aging in Place Cumberland will strive to:**

- ◆ Enhance the quality of life in Cumberland for everyone.
- ◆ Help people stay in their homes and postpone costly moves to institutions as long as possible.
- ◆ Provide support to caregivers of Cumberland's elderly residents.
- ◆ Advocate for needed services, medical care, and high-quality housing for Cumberland's elderly residents.
- ◆ Provide ways to reduce isolation and promote opportunities for Cumberland's elderly residents to socialize with other residents.
- ◆ Promote an atmosphere that respects and includes our older residents in the town's social and civic life.

Volunteers are at the heart of everything Aging in Place Cumberland accomplishes. We applaud them for their generous service to the community. The policies and procedures outlined in this guidebook are designed to enhance volunteer service and to ensure that volunteers and the people they serve benefit from the interaction. These guidelines are also intended to ensure that volunteers are treated with the respect and appreciation they deserve, that their personal information is kept confidential, and that they are given clear and precise instructions related to the application process and their assignment to a volunteer position.

We encourage local residents of all ages and background to volunteer in Aging in Place Cumberland's initiative. Serving as an AIP volunteer may be the most interesting and fulfilling experience of your day. Volunteering with AIP Cumberland should be a joyful and positive experience. Volunteers are free to accept or decline assignments depending upon their personal schedules and commitments. Volunteers may serve on a regular or occasional basis.

### **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 townspeople and the wider community. Working closely with the AIP coordinator and the volunteer coordinator and/or program coordinator, volunteers are expected to:

- attend orientation and training sessions
- be prompt and reliable
- exercise good judgment
- notify the volunteer coordinator and/or program coordinator as soon as possible when unable to report for a scheduled assignment
- report to the volunteer coordinator and/or program coordinator all incidents, accidents, or injuries in which volunteers and/or residents have been involved during the course of AIP activities. An incident may include, but is not limited to, health issues, poor judgment, noncompliance of training or job description, lost possessions, boundary breaches (i.e. privacy

and harassment policies), offensive remarks, a sense of peril or risk while on duty, and/or similar circumstances.

- consult the volunteer coordinator and/or program coordinator when unsure of policy, when encountering a difficult situation, or whenever guidance is needed.
- treat members and other volunteers with respect
- consult with the volunteer coordinator and/or program coordinator before taking on new responsibilities
- complete time sheets and other required records
- protect confidential information
- decline tips or any gifts of significant monetary value that may be offered
- decline any financial or material gift offered through inheritance or other vehicle
- call 911 when encountering an emergency situation.

### **Cautions**

Volunteers may become personally close with residents as they provide transportation, help with minor in-home repairs, work in yards, and other AIP services. Volunteers should avoid performing personal services that require close physical contact as discussed in the volunteer training. They should discuss such requests with the volunteer coordinator and/or program coordinator, who may refer the resident to a professional provider for personal care. Volunteers should not offer advice about a resident's health, finances, or safety (e.g., medication, diet).

### **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 residents and should *never* be shared outside the organization. It is appropriate to discuss a volunteer experience with the volunteer coordinator and/or program coordinator, but not with others. Volunteers are required to comply with Aging in Place Cumberland's privacy policy, which can be found on the AIP website: [www.aginginplacecommittee.wordpress.com](http://www.aginginplacecommittee.wordpress.com).

### **Representation of the Organization**

Volunteers are important ambassadors for Aging in Place Cumberland. As such, they must be careful not to act or make statements (to the press or others) representing the organization unless they have been authorized by the program coordinator to do so.

### **Volunteer Drivers**

Volunteer drivers will use and be covered by their own insurance policies when driving their own automobiles. They will abide by the policies and procedures of the Congregational Church of Cumberland, which manages the Rides Program.

### **Time Sheets and Records of Volunteer Service**

Volunteers are requested to keep and submit monthly records of time spent on assignments for AIP Cumberland. Time sheets may be used as proof of tax deductions for mileage to and from assignments.

***Time sheets are important for volunteer recognition, insurance coverage, budget purposes, program promotion, fundraising, and grant requests.***

### **Emergency Situations**

In the event of an emergency, volunteers should call 911 immediately. If volunteers are unsure whether the situation warrants an emergency call but could be considered an emergency, call 911. If a client does not come to the door for a scheduled appointment, cannot be reached by phone, and fails to respond to efforts

to contact him/her, call 911 for a wellness check. Volunteers should report all emergency situations to their supervisor as soon as possible.

## **BECOMING A VOLUNTEER**

### **Eligibility**

Anyone interested in volunteering for AIP Cumberland is encouraged to call the office to discuss the program with the program coordinator. Applicants can complete an application form online or by filling out a paper application available at the Cumberland town office. All volunteers must be officially accepted and enrolled by AIP Cumberland before performing any volunteer tasks.

### **Interview**

The volunteer coordinator and/or program coordinator will interview applicants to determine their qualifications, interests, and availability and answer any questions they may have about the program.

### **Placement**

Volunteers will be asked to accept assignments that coincide with their particular interests and abilities, as well as match the needs of AIP Cumberland and Cumberland residents. Volunteers are free to accept or decline assignments—or to change assignments (with the volunteer coordinator's permission)—depending upon their personal schedules and commitments. Volunteers may serve on a regular or occasional basis.

### **Background Checks**

All AIP Cumberland volunteers who work with residents in their homes or on a personal level are required to pass an official background check. The reports will be stored securely at the Cumberland Town Office. All volunteers may request a copy of their own report.

### **Volunteer Training and Support**

The AIP committee, volunteer coordinator, and program coordinator are responsible for recruiting, training, and managing AIP Cumberland volunteers. All volunteers will receive appropriate training/orientation, will be given clear descriptions of the position they will fill, and will have contact information for their direct supervisors, who can provide support and guidance when needed.

### **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 volunteer coordinator and/or program coordinator if resigning or interrupting their volunteer assignment for a brief or an extended period of time. Volunteers will be asked to participate in an exit review and/or questionnaire before leaving the program to help AIP Cumberland improve its services to volunteers and the residents they serve. AIP Cumberland may dismiss volunteers who fail 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: 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 residents, other volunteers, or program/volunteer coordinators, and breach of confidentiality.

***AIP Cumberland appreciates the time and effort that each volunteer contributes. We rely on the commitment of volunteers; they are the heart of the organization.***