



**The Center for Volunteer Caregiving
Policy
Volunteer Requirements**

Purpose: To ensure the safety of the volunteers and care receivers.

Statement: To be able to provide the highest quality of care to the volunteers and care receivers it is important that everyone understand and adhere to the requirements and expectations of The Center.

General Information:

- The Center staff should be knowledgeable of and understand all eligibility criteria required for Volunteers and Care Receivers in the program.
- The Center will make every effort to provide services to eligible Wake County seniors, family caregivers, and adults with disabilities.
- Volunteers do not assist with any personal care, nursing or medical care.
- On occasion a special request may be made by a volunteer that deviates from the established policies and procedures. In these circumstances the request must be reviewed on a case by case basis by the Program Manager and presented to the Executive Director for approval. Approval will only be granted after full consideration of risks involved.

Direct Service Volunteer Eligibility Criteria:

- At least 18 years of age (and must be 18 to attend orientation).
- Completion of the following:
 - Volunteer application
 - Required orientation
 - Personal reference checks (2 non-family) that support eligibility
 - A criminal background search
 - Copy of a valid North Carolina driver's license (or other valid NC ID if not driving a CR) and automobile insurance card. (A Triangle-area college student may serve with a valid driver's license/ID.)
 - Signed "Volunteer Acknowledgement and Agreement" form
- Responsibility for conducting activities in a manner which minimizes risk to health and safety.
- Commitment to informing The Center in a timely manner of any changes in assignments or status including address changes, driver's license and automobile insurance.
- Clean driving record, based on the criminal background search, for at least 2 years if providing transportation.

- Adherence to the established policies and procedures of The Center and commitment to staying abreast of any policy or procedure updates.
- Commitment to attend any necessary additional or specialized training as appropriate.
- After notifying The Center and with permission of Care Receiver, a friend or family member of a trained volunteer may accompany the volunteer providing a service; however, The Center will not be responsible/held liable for someone other than the Volunteer.

Office Volunteer Eligibility Criteria:

- At least 15 years of age.
- Completion of the screening process which includes the following:
 - Telephone interview with supervising staff member
 - Volunteer application
 - Personal reference checks that support eligibility
 - A criminal background search
 - Signed “Volunteer Acknowledgement and Agreement” form
- Responsibility for conducting activities in a manner which minimizes risk to health and safety.
- Adherence to the established policies and procedures of The Center.
- Individuals seeking **court-ordered community service hours** may only serve as an office volunteer at the discretion of The Center staff.

Volunteer Groups:

The Center recommends that a trained volunteer accompany and supervise a group providing services as a team. If it is not possible or feasible for any team member to attend orientation, a group may provide team services with the consent of the Care Receiver and understanding of the following:

- Care Receivers may or may not have had a home assessment;
- Volunteers may or may not have attended orientation;
- Youth groups **MUST** be accompanied and supervised by adults;
- The Center for Volunteer Caregiving will not be held liable for any incidents.

Reasons for Disqualification or Dismissal:

All volunteers are expected to conduct their duties in full compliance with the law and in an honest, fair and courteous manner. Acknowledging that there must be flexibility in dealing with volunteers, nonetheless, occasionally volunteers may be disqualified or dismissed for, but not limited to, the following reasons:

- Persistent disregard for the policies and procedures established by The Center;
- Any impairment of a caregiving team effort;
- Unreliability with activities concerning the Care Receiver/family;
- Conduct that brings discredit to The Center or interferes with service provision;
- **Disqualifying Factors as stated in the Town of Cary, Policy Statement 154, Volunteer Background Investigations, adopted 9/11/07.**

Defined procedures will be followed in the dismissal of a volunteer, however with approval of the Executive Director or Program Manager, a volunteer may be released without advanced notice or without any opportunity to appeal the decision or be reinstated as a volunteer in the future.

Procedures:

Unacceptable behavior which does not lead to immediate dismissal will be dealt with in the following manner (All steps should be documented in the record.):

1. Reminder via best method of communication (phone, email, etc.)
2. Written warning
3. Telephone counseling session with appropriate Center staff
4. Termination