



# VOLUNTEER HANDBOOK

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## **Welcome to Neighborly!**

### **A Message from our Executive Director**

*Welcome to the Neighborly family!*

With over 2,500 seniors served each day in the county, our commitment to older adults could not happen without passionate, dedicated volunteers like you. You bring more than nutritious meals and client assistance; you expand our staff's capacity to serve far more seniors than we ever could without you. You are an integral part of the team which enables these seniors to remain independent and in their homes. Volunteers enhance the services Neighborly provides. In short, volunteers are the lifeblood of our organization. Your contributions are sincerely appreciated.

Thank you,

A handwritten signature in blue ink that reads "David". The signature is written in a cursive style with a horizontal line underneath the name.

David J. Lomaka  
Executive Director

### **About Us**

Neighborly Care Network (NCN) is a non-profit 501C (3) organization licensed as a corporation in the State of Florida and dedicated to improving the lives of older

persons in need of home and community-based services who reside in Pinellas County, Florida. A champion for seniors, we provide **Meals on Wheels, Adult Day Programs, Senior Dining and Transportation**. Since 1966 Neighborly has served the elderly with ever-expanding programs to “improve health, wellness, and independent living for individuals and families.”

## **Our Mission**

Improved health, wellness, and independent living for individuals and families.

## **Our Vision**

Neighborly is a pioneer of innovative quality solutions that enhance our customers' way of life. We are a leader in providing superior health, home and community-based services, education, consultation and support for wellness and self-directed care.

## **Funding**

A majority of our funding comes from The Older Americans Act. We also receive funds from other federal and state sources, local municipalities, grants, foundations, and private donations.

## **Volunteer Requirements**

Volunteers must be at least age 18\*, complete an online application, attend orientation, pass all required background screenings, and all other program-specific requirements as outlined at orientation. Neighborly does not accept court-ordered community service volunteers.

## **Volunteer Commitment**

- I will treat client, employee and volunteer information as confidential at all times, in accordance with Neighborly Care Network policies.
- My initial and continued volunteer work at Neighborly Care Network will depend on my ability to meet the requirements for assigned tasks.
- I hereby certify that the information and answers given by me on volunteer documents, including the application, are true and complete in every respect.

## **Code of Ethics**

Neighborly Care Network adopts and implements a Code of Ethics to help ensure ethical standards regarding the volunteer/client relationship. During the provision of authorized services, the volunteer will not:

- Act disrespectfully or unprofessionally, or engage in illegal behavior.
- Use the client's vehicle.
- Take the client to the volunteer's residence or anywhere else unless included in their service description duties. Shopping or picking up prescriptions, etc. on behalf of the client is *not* allowed. Instead, refer client to Neighborly for assistance.

- Consume the client's food and/or drink, or use the client's personal property without consent.
- Consume alcohol, medicine, drugs, or other chemical substances not in accordance with legal, valid, prescribed use and/or in any way that impairs the volunteer in the delivery of services to the client.
- Discuss religion, politics, or personal issues with the client and/or others in the care setting.
- Accept, obtain, or attempt to obtain, money or anything of value (including gifts or tips) from the client, household members, and family members of the client.
- Engage with the client in sexual conduct or in conduct that may reasonably be interpreted as sexual in nature, regardless of whether or not the contact is consensual.
- Engage in behavior that causes, or may cause, physical, verbal, mental or emotional distress or abuse to the client.
- Engage in behavior that may reasonably be interpreted as inappropriate involvement in the client's personal relationships.
- Be designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, or guardianship.
- Market or sell products/personal items to the client, or purchase items from the client. The only exception occurs when the client is a family member and the volunteer is not delivering services.
- Breach client's privacy or confidentiality of the records.
- Endanger their own safety while performing service duties.
- Risk personal safety in order to ensure the client's safety.
- Conduct business transactions with clients while delivering meals.

## **Rights & Responsibilities**

As a volunteer, you have rights and responsibilities. Neighborly believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.

*Volunteers have the right to:*

- Work in a safe, healthy workplace, to know about unsafe work and refuse unsafe work
- A supportive environment in which to work and contribute
- Effective and meaningful volunteer opportunities
- Have input about their work and ideas regarding their role or program
- Provide feedback and receive feedback when requested and at regular intervals
- Ask for and receive support from their supervisor as needed
- Be accommodated for any ability needs in order to complete responsibilities

*Volunteers have a responsibility to:*

- Act with respect for the cause, community, organization and its work
- Act responsibly and with integrity
- Fulfill the duties of the role as defined in the service description, efficiently and effectively
- Respect all Neighborly policies
- Notify their supervisor if they are unable to fulfill their duties or will miss a shift
- Recommend suggestions and changes as appropriate

## Contact & Assignment Information

Volunteers report to their site coordinator/supervisor/manager of their program as provided at orientation (please refer to the site-specific checklist, the site listing in the orientation documents, or the addendum in this handbook). It is this supervisor to whom volunteers report any absences/inability to make their assigned shift. For questions related to the volunteer program, or if a volunteer cannot reach their supervisor, contact Volunteer Services at 727.573.9444 ext. 4300 or 4391.

## Programs & Volunteer Assignments

Volunteers serve in a number of ever-growing capacities ranging from administrative to meal delivery to transporting clients to and from medical appointments. Each role has differing requirements which will be covered in detail at orientation. A sample of current opportunities includes:

**Administrative:** provide clerical support which may include making phone calls to clients, management of mailings, scanning, filing, etc.

**Adult Day Center (ADC) Entertainer:** include clowns, magicians, musicians, singers, etc. who provide enjoyment to ADC clients, many of whom have memory and cognitive challenges.

**Adult Day Center Site Assistant:** serve as activity helpers often working one-on-one with clients; may assist with serving and cleaning up at mealtime.

**Dining Site:** assist with packing meals for the Meals on Wheels (MOW) program, and serve and provide clean up for senior dining clients.

**Friendly Visitor:** call or visit clients to help reduce loneliness and social isolation seniors may feel. This is generally a weekly commitment of an hour over a few months.

**Meals on Wheels Drivers:** deliver a smile and a nutritious meal to homebound seniors in Pinellas County from one of several locations (see site list at the end of this handbook).

**Medical Appointment Transportation Drivers:** transport clients to and from medical appointments. Vehicle, Level II background screenings and insurance coverage minimums are requirements for this assignment.

**Pantry Grocery Delivery:** provide occasional groceries to clients on a route. Volunteers pack food and deliver (drivers), or pack and ride on a Neighborly bus to make deliveries (assistants).

**Pet Therapists (dogs) and Handlers:** make client visits at ADCs. Each must be currently registered by one of three approved pet therapy organizations.

**\*Teen volunteer program:** Teen volunteers age 16-17 participate in the MOW program while accompanied by their parent. The teen program is offered generally during the summer and participants must consistently serve weekly during the entire several week program and meet other program requirements. Teens may also serve in administrative assignments to increase their hours; administrative assignments do not require the presence of their parent.

## **General Volunteer Policies**

**Abuse:** Abuse can range from physical to emotional, psychological, sexual, financial, and self neglect. **Reporting Elder Abuse:** Volunteers who suspect or witness abuse **must:**

1. Report **any** suspected abuse to their manager/site coordinator
2. Complete the **Adult Protective Services Report** by calling 1-800-96-ABUSE **or** by completing the APS form: [myflfamilies.com](http://myflfamilies.com)  
**and**
3. Complete, along with their manager/site coordinator, an internal **incident report**

**Attendance:** Having been properly oriented and trained to fulfill a specific role, volunteers are expected to arrive at their shift on time and ready to serve. At times when a volunteer is ill or unable to keep their shift, the volunteer is expected to notify their supervisor as soon as possible. Supervisor contact information is provided at orientation on the site-specific checklist (also, see the addendum at the end of this handbook for a list of sites and phone numbers). Please refer to the related resignation/termination policy below.

**Background Screening:** All Neighborly volunteers are Level I background screened prior to service. A Level I screening includes a search in the Florida Department of Law Enforcement (FDLE) database as well as the National Sex Offender Registry. Any volunteer with direct client interaction whose hours reach or exceed 20 in a month is required by Florida statute to undergo a Level II background screening. Volunteer Services contacts volunteers who reach this threshold once all hours are tabulated for the month prior. A Level II screening includes obtaining fingerprints which are submitted to the FBI. Once the volunteer's Level II report is received and is clear, the volunteer is eligible to return to volunteering. The Level II background screening is valid for five years.

**Closures:** Neighborly volunteers receive a list of holidays in their orientation materials when sites are closed; volunteers do not serve on these dates. For Meals on Wheels, client food is delivered in advance of holidays. Volunteers will be notified by either email or a pre-recorded voicemail message when emergency closures occur. Volunteers are also encouraged to monitor [neighborly.org](http://neighborly.org) for updates.

**Complaints:** Anyone wishing to lodge a complaint regarding a Neighborly volunteer can do so by phone, fax, letter, or e-mail. The anonymous hotline for reporting complaints is 727-497-9150. Upon receipt of the complaint, the staff member receiving the complaint will take the necessary steps to resolve the complaint at the initial point of contact. If the complaint is unable to be resolved at the first point of contact, the staff member will inform their immediate supervisor. If resolution is still not achieved the complaint will be given to Volunteer Services. All complaints must be logged.

Each complaint will be investigated. Facts and relevant information will be gathered and if necessary and/or practicable, those involved will be interviewed. If, as a result of the investigation, it is felt there is a cause for corrective action, the following appropriate action will be taken:

- A discussion, either in person or by phone, with the volunteer
- Retraining or further training of the volunteer in appropriate volunteer procedures.
- If desired results are not achieved through discussion or retraining, the volunteer could be dismissed.

See related Progressive Discipline Policy.

**Confidentiality/HIPAA:** Clients are protected under federal HIPAA (Health Insurance Portability and Accountability Act). All Neighborly client information is considered private and confidential and cannot be discussed with anyone other than those at Neighborly assigned to the care of those individuals. Safeguarding client information is a major focus; technological advancements have been employed to ensure greater protection of client data. If a volunteer should have a concern about a client in any way, please do not email ANY client identifying information. Concerns are best communicated in person or in a private phone conversation with your supervisor. If a volunteer misplaces or loses any document or electronic device containing client information, they are required to notify their supervisor immediately. Volunteers who violate the HIPAA policy are subject to dismissal from the volunteer program.

**Dress Code:** As volunteers are representatives of Neighborly, they are expected to dress in conservative yet casual clothing appropriate for their assignment and climate.

- Examples of acceptable casual wear include: Polo shirts, skorts, Oxford shirts, blouses, jeans/Dockers/slacks, casual or split skirts, dress shorts (1 inch above knee), stirrup pants, dress or deck shoes, flat shoes, tennis shoes, sandals with backstraps, T-shirts, walking shorts with coordinates.
- Examples of unacceptable casual wear: beachwear, sweatpants or sweat suits, halter/tube tops, spaghetti string tops, bare shoulders, flip-flops, or beach style sandals, slippers, any garment, including hats, with offensive/suggestive/political/or that promote a particular religion), spandex undergarments worn as outer clothing, sagging pants, exposed midriffs, provocative clothing, non-conforming shorts.



- Tattoos should be covered and piercings are allowed in ears only (no facial piercings permitted).

**Grievances:** Volunteers serve as the critical conduit between customers (clients) and Neighborly. If a customer expresses dissatisfaction with any of the following to a volunteer, the volunteer's responsibility is to communicate the information to their supervisor:

All customers assessed to receive, or receiving Neighborly services, have a right to file a grievance as a formal notice of dissatisfaction with staff (or volunteer); services received; the decision to be placed on a waiting list or to receive services; or if the services are reduced, suspended, or terminated. If there is a reduction, suspension, or termination of services, notice will be sent to the recipient of the adverse action to be taken. If a customer elects to file a grievance requesting a grievance review, this should be mailed to:

Nutrition Services Director  
Neighborly Care Network | 13945 Evergreen Avenue, 4<sup>th</sup> Fl. | Clearwater, FL 33762

Within seven (7) days of receipt of the request, a written notice will be sent to the requester to acknowledge receipt of the request. The customer has the right to participate in the grievance review process and/or may have a friend, family member, or legal counsel present. All grievance reviews will be conducted at a reasonable time, date, and place. Within seven (7) calendar days after the grievance review, the review committee will provide written notification to the requester as to the decision, stating the reasons in detail. If a customer is still dissatisfied with the decision, he/she will have the right to appeal the decision with the Area Agency on Aging of Pasco-Pinellas (AAA). Neighborly will be available to assist the customer with writing, submitting, and delivering the appeal. Services will remain intact until all appeals are exhausted.

**Health:** Neighborly advises volunteers to notify their supervisor when they are not well and are unable to keep their shifts. Neighborly does not have immunization requirements but if and when public health emergencies arise, volunteers are expected to uphold any mandates set forth by public health authorities, county commissioners, or other officials. If a volunteer becomes ill during service, it is requested they contact their supervisor immediately.

**Incident Reports:** By nature of the work Neighborly volunteers do, there may be times when incident reports must be completed to report a client issue, injury, or motor vehicle accident. These reports are completed by the witness of the incident (or a supervisor in the absence of a witness) and the volunteer on the day of the incident. Volunteer Services should receive and retain a copy of the report and will follow up with the volunteer (s). See related Insurance policy below.

**Insurance:** Volunteers are responsible for providing Volunteer Services with a current and valid driver's license and auto insurance card if their assignment includes driving their personal vehicle. When there is a motor vehicle accident, the volunteer's auto insurance is the primary insurance. Neighborly's excess liability policy applies if and when the primary insurance coverage limits are reached. Neighborly does not provide insurance coverage for damages to a volunteer's vehicle. Volunteers are expected to comply with all traffic laws. Delivering Meals on Wheels does not entitle volunteers to park illegally including in handicap parking spaces unless they have a valid handicap plate or placard. Neighborly does not assume responsibility for any tickets, fines, or other consequences of a volunteer's non-compliance with traffic laws.

**Name tags:** All Neighborly volunteers are issued a volunteer name tag which should be worn while volunteering. It contains their name and pin number which is used for logging in and out electronically for volunteer hours tracking. Volunteers must complete all Neighborly and funder requirements to receive their name tag.

**Orientation and Interview:** Volunteer applicants complete an online application in which they select an orientation date. Most often this is in-person, however, occasionally, due to necessity, orientations may be held online. Orientations differ based on the assignment the volunteer chooses and are generally offered in these categories:

- Administrative
- Meals on Wheels (MOW/Dining Site/Pantry)
- Medical Appointment Transportation Driver
- Adult Day Center

Orientations are required regardless of the position the volunteer fulfills. During orientation an interview is informally conducted through interactions, and the level of a volunteer's engagement and appropriateness for service is assessed. In some cases a volunteer may not be deemed appropriate to serve. In these instances, Volunteer Services will decline the volunteer's candidacy by way of a follow up email and/or conversation.

Orientation topics include but are not limited to: Neighborly mission, history, services, holidays, volunteer opportunities, requirements, funding, the aging network, background screenings, overview of the aging process, stereotypes about older adults, communication techniques, elder abuse and reporting, grievances, HIPAA and privacy, absences, insurance requirements, and assignment-specific policies and procedures. Provided each prospect's background screenings clear, volunteers leave orientation with a site-specific training checklist, assignment, instructions for logging hours, and a schedule of their next steps. Transportation drivers will be Level II checked which can take up to a couple weeks for results. Provided the report deems the volunteer eligible, the referral to the department is made. Next steps for all cleared volunteers generally include a referral to a site coordinator/supervisor/

manager. Once a volunteer completes their site-specific training their supervisor will schedule and provide supervision. Transportation volunteers receive additional driver training by department staff and are scheduled by same.

**Personal Information:** Volunteers' information such as address, phone number, email and emergency contact information is only shared with Neighborly supervisors for scheduling and emergency purposes. Volunteer data may be shared with Neighborly Development staff for fundraising purposes. Volunteers can request to be removed from this list. Certain information may be also disclosed under the following circumstances:

- Funder requirements and reporting
- Subpoena, warrant, court order or government request

**Progressive Discipline Policy:** The rules, regulations and policies of Neighborly are designed to ensure the rights and safety of all Neighborly volunteers, employees and clients. Discipline of a volunteer will be documented in the volunteer's record in Volunteer Corrective Action Forms and/or other appropriate forms of documentation. Before disciplinary issues arise, it is expected that Volunteer Services and the volunteer's immediate supervisor will have given reasonable expectations (oral and written) to the volunteer. These expectations are communicated during orientation, at the volunteer's site-specific training, and in writing in the volunteer's signed service description and in this volunteer handbook.

Progressive discipline includes the following steps which are generally initiated by the volunteer's immediate supervisor after notification to Volunteer Services (who, in turn, may alert members of leadership including the Executive Director). Generally, the initial occurrence of a minor incident warrants only a verbal warning. Continuation of further minor incidents may result in progressive disciplinary action up to and including dismissal.

#### Types and Progression of Disciplinary Action:

1. **Step One/Verbal Warning:** It is the responsibility of the volunteer's immediate supervisor to obtain all the facts, weigh the evidence, and discuss privately and in-person (or on the phone when prudent) the disciplinary problem with the volunteer (s) involved. The purpose of a verbal warning is to encourage a volunteer to improve performance, work habits, attitude or behavior. Discussions of this nature are commonly used when a volunteer disregards work rules of a relatively minor nature or does not perform duties as outlined in their service description, generally as a first-time infraction. The volunteer's immediate supervisor identifies and defines the area in need of improvement and informs the volunteer of same. The supervisor and volunteer will agree upon a date and time to revisit the issue after clarity or retraining is provided to determine progress made. The supervisor will contact Volunteer Services to make a note of the verbal warning in the volunteer's electronic file. Volunteer

Services will follow up with the supervisor on the revisit date for the outcome and offer support, if needed.

2. **Step Two/Written Warning:** If the issue of attitude, work habits or personal conduct is temporarily resolved, but recurs, the volunteer will be issued a Volunteer Corrective Action Form (VCAF) by their immediate supervisor with the support of Volunteer Services, if needed. VCAFs should be signed by staff and volunteer, however, a volunteer's signature does not necessarily indicate agreement with the disciplinary action. Refusal of the volunteer to sign the VCAF will subject the volunteer to the provisions of this disciplinary process. A copy of the VCAF should be provided to Volunteer Services for inclusion in the volunteer's record. The immediate supervisor reiterates this progressive discipline policy to the volunteer, noting the third and final step in the process includes dismissal. Should it be discovered the volunteer lacks the ability to meet the requirements of their assignment after retraining, a Volunteer Services representative should be included in a step two discussion. In this circumstance, the volunteer may be offered a reassignment to another role at Neighborly better suited to their skills, if one exists. If an appropriate reassignment is not available, Volunteer Services may encourage the volunteer to explore opportunities at other organizations.
3. **Step Three:** If the volunteer is still not performing to expectations after the VCAF or reassignment to a new role, the supervisor and Volunteer Services will meet with the volunteer at which time the volunteer will be dismissed. This third attempt at corrective action is noted in the volunteer's file, and Volunteer Services provides the dismissal in writing to the volunteer. The volunteer is required to return any Neighborly property, equipment, and/or name tag.

Examples of offenses which may require disciplinary action are divided into three (3) groups to reflect degrees of severity of offenses and follows the examples provided in Neighborly **DISCIPLINARY ACTION Policy S9-43**. Neighborly has the right to dismiss any volunteer whose actions have not supported the vision and mission of the organization and/or who has violated Neighborly policies, procedures, Code of Ethics, and/or service descriptions. While the organization employs the three-step progressive discipline policy as outlined above, the following are grounds for immediate dismissal from the volunteer program:

- Illegal, violent and/or unsafe acts
- Theft of property or misuse of Neighborly funds, equipment or materials
- Under the influence of alcohol or drugs while performing volunteer duties
- Any action or behavior that causes harm to clients (including those cited in the Volunteer Code of Ethics), staff, or volunteers.

**Recordkeeping:** Neighborly is required to have on file at all times a current driver's license and auto insurance card for all volunteers who drive on behalf of the organization. Additional requirements for other roles are outlined in the Program Specific Policies section below. Email reminders are sent to the volunteer prior to expiration. If a volunteer neglects to provide current copies of these, the volunteer's service will be suspended until they are received per funder requirements. Neighborly retains volunteer service and orientation records electronically for six (6) years past the last date of service per funder requirements. Volunteer Services can provide service hours as requested. Typically these reports are generated when requested at the beginning of the month for a prior month's service. Mileage reports can only be produced by supervisors when requested for the day of service *only*.

**Requirements:** Please see section on **Orientation and Interview**.

**Resignation/Termination:** Volunteers should provide their direct supervisor with verbal or email notice of their resignation a minimum of one (1) week notice, except in the circumstance of family or medical emergency. Volunteer Services does request the reason for resignation in an effort to improve the program.

**Retraining:** All volunteers are required to complete annual retraining on HIPAA privacy and elder abuse, and, for those who handle food as part of their assignment, annual food safety retraining. Periodically additional trainings may be required as deemed necessary by Volunteer Services or funders specific to policy and procedural changes and program updates. If a volunteer wishes to return to service after a hiatus of one year or longer, the volunteer is required to attend orientation again and to be appropriately background screened. If the volunteer is serving in a role with more stringent requirements (i.e., transportation driver) additional requirements may also need to be fulfilled.

**Social Media/Statements on Behalf of Neighborly:** Volunteers are encouraged to post their rewarding experiences volunteering, being especially careful **not** to post photos of clients **or any client-identifying information** that would constitute a breach of federal HIPAA law. Volunteers are asked to refrain from making public statements on behalf of Neighborly. All inquiries should be directed to the Executive Director. At times, Volunteer Services may request assistance from its current volunteers in posting social media messages for recruitment purposes. Volunteers should follow the instructions provided for copying, pasting, and posting these messages verbatim.

**Volunteer Feedback and Evaluation:** Volunteers are supervised by site coordinators/managers who provide ongoing feedback to volunteers to ensure they are meeting expectations. Volunteers are periodically surveyed to assess their level of satisfaction with their assignment, and to provide input to the volunteer and other programs and services provided by Neighborly. Client surveys are also utilized to measure volunteer impact and performance.

**Volunteer Hours:** are captured electronically through Neighborly's VicTouch system. Each volunteer is assigned a pin number at orientation. This pin is used to sign in and out at a tablet (in some cases the volunteer's smartphone) at their site. Sign in and out is required for accurate hours. Neighborly is required to report volunteer hours to its funders. Transportation drivers use a special portal to sign in and out to log their hours. Teens participating in the summer program will receive an email report of their total hours the week after service concludes. Teens must meet all program requirements to receive proof of hours.

## **Program-Specific Policies**

Please refer to the Code of Ethics for guidance on behavior in addition to these program-specific policies. All volunteers will treat staff, clients, guests, and fellow volunteers with respect and dignity and follow all HIPAA policies as stated above.

### **Administrative**

- Volunteers may be privy to private information regarding the organization's finances and operations and are therefore expected to keep all Neighborly business private.

### **Adult Day Care**

- Volunteers do not feed or assist clients to, from, or in restrooms
- Pet therapy volunteers have additional requirements as outlined in their service description

### **Meals on Wheels, Senior Dining & Pantry**

- Meals/groceries are **never** left unattended; clients must be seen by the volunteer. Occasionally someone other than a client may accept the meal; report this to your site coordinator if this happens more than once.
- Meals cannot leave the site before 10:30am; meals must be delivered before 2:30pm and preferably within two hours of leaving a site. Routes are built to allow time for volunteers to engage with clients to informally check on their well-being.
- Seniors are more susceptible to food-borne illness. Food temperature testing is conducted by staff who accompany volunteers periodically and randomly per funder requirements for client health and safety. Hot food must be at least 140 degrees F; cold food must be 41 degrees F or colder.
- Insulated meal totes should remain zipped entirely throughout a volunteer's delivery route; open only to retrieve a meal once at each client's home and promptly zip it back up.
- Please call clients prior to delivery and follow instructions for deliveries via the MobileMeals app as provided at orientation and site training.
- When clients are not home, deliver the extra meal to the next eligible client on the route, noting in the app, as trained.
- Volunteers interested in making food donations should bring the food to a local pantry for distribution; any food volunteers wish to provide clients over and

above their MOW meal should be store purchased and individually wrapped in the packaging it came in.

- If a client isn't ready to eat instruct them to put the food in the fridge.
- Refrain from giving clients advice (i.e., "Smoking is bad for you."). Concerns about client health and well-being should be directed to the volunteer's supervisor.

**Transportation Program:** Please refer to service descriptions for specific duties and responsibilities. Volunteers may also serve in an administrative capacity in the Transportation Department.

Volunteers who serve as medical transportation drivers:

- Do not transport clients who use wheelchairs
- Do not lift clients in or out of vehicles
- Have insurance coverage minimums of \$100,000/\$300,000 and driver's name is on the insurance declarations page (volunteer's name does not need to be on the vehicle's registration)
- Attend driver training
- Undergo a Level II background screening, drug test, an annual motor vehicle records check, and vehicle inspection
- Meet additional vehicle requirements including:
  - Model year must be 15 years or newer
  - Four-door car/minivan/truck, seats four including driver
  - Exclusions: taxis, decommissioned police cars, other marked vehicles, salvaged, rebuilt, or has onerous modifications are not permitted for use for this program

## **Contact Numbers: Volunteer Services:**

Stephen Garcia, Community Engagement Manager  
[sgarcia@neighborly.org](mailto:sgarcia@neighborly.org) | 727.573.9444, ext. 4391

Leslie Rogers, Community Engagement/Development Administrative Assistant  
[lrogers@neighborly.org](mailto:lrogers@neighborly.org) | 727.573.9444, ext. 4300