



VOLUNTEER HANDBOOK

FEBRUARY, 2024

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Welcome to Neighborly!

A Message from our Executive Director

Welcome to the Neighborly family!

With over 2,000 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 cursive script that reads "David". The signature is written in black ink and is positioned above a thin horizontal line.

David J. Lomaka
Executive Director

About Us

Neighborly Senior 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 Senior Care Network policies.
- My initial and continued volunteer work at Neighborly Senior 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 Senior 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 their 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 the site coordinator/supervisor/manager of their program as provided at orientation (please refer to the site-specific checklist). 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 727-269-0717.

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 opportunities includes:

Administrative: provide clerical support such as making phone calls to clients, management of mailings, data entry, orientation assistance, 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, if offered at site.

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 Transportation Drivers: transport clients to and from medical appointments and pharmacies. Vehicle, Level II background screening, vehicle records check, 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.

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, 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. 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, in the monthly newsletter, and in this handbook when sites are closed; volunteers do not serve on these dates. For Meals on Wheels clients, food is delivered in advance of holidays. Volunteers will be notified by either email, text, or a pre-recorded voicemail message when emergency closures occur. Volunteers may also call Neighborly's Operational Status hotline at 727-892-5781 or visit neighborly.org for updates.

Complaints: Complaints from clients or staff about volunteers should be directed to Volunteer Services. If volunteers have a complaint, they are asked to report these to their immediate supervisor first. If an issue persists, volunteers are encouraged to contact Volunteer Services. Additionally, volunteers can submit comments, compliments, and complaints in an online form [here](#). See related topic: Discipline

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.

Discipline: While these issues don't happen often, Neighborly's process for handling volunteer disciplinary issues is: Site coordinators/managers provide volunteer supervision and discipline. Volunteers who have protocol or behavioral issues are addressed/retrained by their direct supervisor, usually the site coordinator/manager. The first offense is documented by the site coordinator and shared with the Volunteer Coordinator for documentation in the volunteer's record. The second incident is handled by the site supervisor and their supervisor, and is shared with the Volunteer Coordinator and documented in volunteer's record. If there is a third incident, the volunteer is dismissed from service by the Executive Director in a letter. 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.

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

- Examples of acceptable casual wear include: Polo shirts, skorts, Oxford shirts, blouses, jeans/Dockers/slacks, casual skirts, dress shorts (1 inch above knee), 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 sweatsuits, halter/tube tops, spaghetti string tops, bare shoulders, flip-flops, or beach style sandals, slippers, any garment (including hats), with offensive/suggestive/ political messages/or that promotes a particular religion, spandex undergarments worn as outer clothing, sagging pants, exposed midriffs, provocative clothing, non-conforming shorts.

- It is recommended that tattoos be covered; piercings are allowed in ears.

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 Senior Care Network | 13945 Evergreen Avenue, 4th 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. Volunteers are also covered in Neighborly's personal liability policy during service, provided the volunteer was performing within the scope of their duties as outlined in their signed service description.

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 receive their name tag once all Neighborly and funder requirements have been met.

Orientation and Interview: Volunteer applicants complete an online application in which they select an orientation date. Most often orientation is in-person. 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 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/complaints, HIPAA and privacy, fall prevention and safety, absences, insurance requirements, and assignment-specific policies and procedures. Provided each prospect's background screenings clear, volunteers leave orientation with a site-specific training plan which may include a checklist, assignment, instructions for logging hours, and a schedule of their next steps. Transportation drivers will be Level II

screened 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 or 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 Dispatch staff. Please see additional requirements for transportation volunteers in Program Specific Policies section below.

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

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 three times prior to expiration. If a volunteer neglects to provide current copies of these, the volunteer's service will be on hold 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 are requested to 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.

Training/Retraining: All volunteers are required to complete annual retraining on HIPAA privacy, elder abuse, fall prevention and safety, emergency preparedness, 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, Neighborly committees, or funders specific to policy and procedural changes and program updates.

If a former 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 Neighborly's recruitment messages (by "sharing" the organization's posts verbatim) and 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.

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 assignment competency, level of satisfaction with their assignment, recognition, 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 at their site (or in some cases, the volunteer's smartphone). Volunteers must be sure to sign in *and* out. Neighborly is required to report volunteer hours to its funders.

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. In addition to drivers, volunteers may also serve in an administrative capacity in the Transportation Department. Volunteers who serve as medical transportation drivers attend orientation and:

- 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, 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:

Hilary Justice, CVA, Volunteer Coordinator
hjustice@neighborly.org | 727.269.1707

Leslie Rogers, Community Engagement/Development Administrative Assistant lrogers@neighborly.org
| 727.573.9444, ext. 4300

Site Map & Information:



SITE MAP

NUTRITION SITES

Pleasant Valley Baptist Church (PHD)
1 1700 Klosterman Rd., Palm Harbor, 34683
 727-336-3027

Palm Lake Village (PLV)
2 1515 County Rd. 1, Dunedin, 34698
 727-336-3360

North Greenwood Recreation and Aquatic Complex (NGR)
3 900 N. MLK, Jr. Ave., Clearwater, 33755
 727-442-9162

Lake Seminole Presbyterian Church (LSP)
4 8505 113th St., Seminole, FL 33772
 727-336-3263

Crystal Lakes Manor (CLM)
5 4100 62nd Ave. N., Pinellas Park, 33781
 727-408-0184

Gulfport Senior Center (GFP)
6 5501 27th Ave. S., Gulfport, 33707
 727-336-3623

Sunshine Center (SUN)
7 330 5th St. N., St. Petersburg, 33701
 727-336-3304

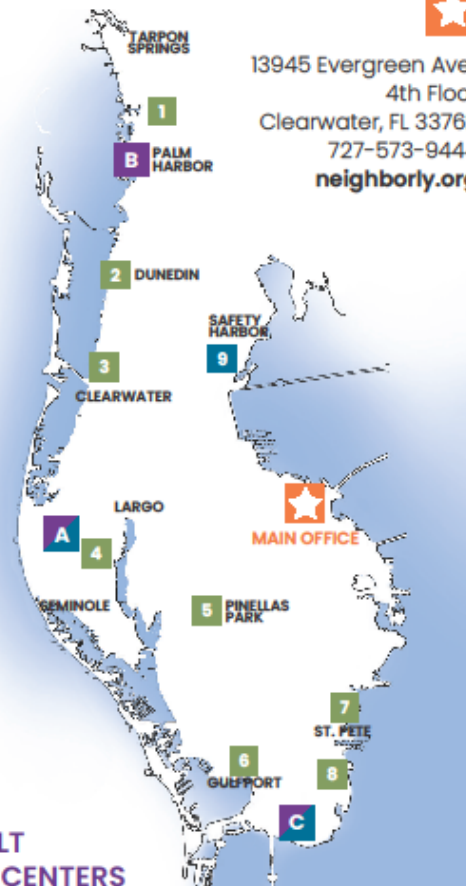
Enoch Davis Center (DAD)
8 1111 18th Ave. S., St. Petersburg, 33705
 727-336-3297

MEALS ON WHEELS

Safety Harbor (SFH)
9 225 5th Ave. S.
 Safety Harbor, 34695
 727-313-2230

= Adult Day Center and Meals on Wheels Site

13945 Evergreen Ave.,
 4th Floor
 Clearwater, FL 33762
 727-573-9444
neighborly.org



ADULT DAY CENTERS

Largo Adult Day Center (LAD)
A 11095 131st St., Largo, 33774
 727-593-1253

Sunny Harbor Day Center (SHDC)
B 1015 Omaha Cir., Palm Harbor, 34683
 727-754-1100

Evergreen Adult Day Center (EDC)
C 2601 54th Ave. S., St. Petersburg, 33712
 727-954-6484

June 2022



2024 Holiday Schedule

Monday, Jan 1 – New Year’s Day Observed

Monday, Jan 15 – MLK Day

Monday, May 27 – Memorial Day

Wednesday, June 19 – Juneteenth

Thursday, July 4 – Independence Day

Monday, Sept 2 – Labor Day

Monday, November 11 – Veterans Day

Thursday, Nov 28 – Thanksgiving

Friday, Nov 29 – Day after Thanksgiving

Tuesday, Dec 24- Christmas Eve

Wednesday, Dec 25 – Christmas Day