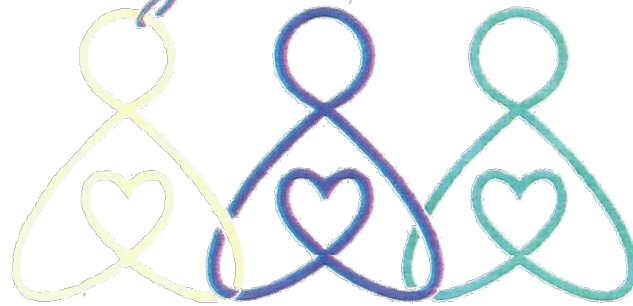


HEART

to

HEART

Ageless Love



Volunteer Handbook

207.361.7311

www.HeartToHeartAgelessLove.org

Updated July 2021

Volunteer Handbook

Heart to Heart

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Welcome

Dear Friend,

Older adults have special gifts to offer supporting other older adults. Thank you for choosing Heart to Heart as a way to embrace others in our community. Our hope is that this loving purpose will fill your heart.

This Handbook will help you make the most of your experience with Heart to Heart.

We honor your compassion for others and will do our very best to support you every way we can.

In loving kindness,

Jud Knox

Director

Mission

Passionately dedicated to serving Older Adults.

Heart to heart is purposed to advocate, convene, consult, support, collaborate, resolve challenges, facilitate volunteerism, and provide services to People With Age in our communities.

We are captured by no preconceptions, notions, strictures or models. We engage transformation, innovation, and experimentation for the sake of contributing to other's lives.

Vison

Our vision is to provide loving enrichment for every Older Adult, just as they wish it to be.

Values

Love, understanding, devotion, joy, respect, trust, honesty, kindness, and freedom guide our every step.

Volunteering With Heart to Heart

Heart to Heart is a Volunteer program that helps Older Adult Friends live healthy and safely with dignity.

As a Heart to Heart Volunteer, you will provide practical assistance in meeting the needs of the older adult(s) you serve. In doing so, you will enhance the life of your Friend(s) through socialization, concern, and support.

Heart to Heart Volunteers:

- Show interest and compassionate concern for the older adults living in the community;
- Demonstrate a willingness to help “neighbors in need” by providing services according to ability, interest, and availability;
- Respect all faith traditions and cultures in our community;
- Are willing to work with persons from all faiths and cultures regardless of race, color, creed, social standing, sexual orientation, gender identification, or national origin;
- Have Friends’ questions and concerns addressed by Heart to Heart;
- Honor confidentiality and the privacy of Friends;
- Represent Heart to Heart in the community and refer potential Volunteers and Friends.

How to Become a Volunteer

Volunteers that provide services for must:

- Complete a Volunteer application
- Complete a personal interview with Jud Knox
- Complete review of this Volunteer Handbook
- Provide a personal, non-family reference
- Commit to confidentiality
- Commit to non-discrimination
- Drivers must also thoroughly review and complete the requirements in the Drivers Handbook

What Services Can Volunteers Provide?

Errands, Pick-ups and Deliveries

Volunteers will receive a request from the Heart to Heart office to conduct an errand or pick up orders and items including, groceries, drug store supplies, meals, hardware store items, dry cleaning, library books, etc. Requests for deliveries to or from friends and family will also be accommodated.

- Requestors of services will make all payment arrangements with the vendor prior to pick-up. Volunteers will not be requested to handle payment arrangements.
- The Heart to Heart office will gather all requestor information and identify an available and willing volunteer. The office will confirm arrangements with the requestor.
- The Volunteer will confirm the request with the requestor the day prior or the morning of the errand/pick-up.
- When the task is completed, the Volunteer will notify the Heart to Heart office that the request has been fulfilled.
- The office may confirm with the requestor that their needs have been met.

Friendly Telephone Reassurance: “Phone Friends”

Volunteers provide friendship and companionship for older adults. Every effort is made to match Volunteers with Friends according to interests, availability, geographic location, or by similarities between the Friends and the Volunteers.

All that is needed are good listening and communication skills, patience and compassion.

All General Volunteer Policies and Guidelines, as stated in this Handbook, must be followed during Telephone Reassurance calls.

Please contact the Heart to Heart coordinator if the commitment can no longer be kept, if the Friend needs additional services, or if other concerns arise.

Rides

Volunteers provide rides for medical and dental appointments, shopping, banking, visits to others, personal errands, ice cream, and other needs.

Always New Services!

Heart to Heart is constantly evolving. New services like computer support, meal preparation, and other special services referrals are always in development. Please call Jud at 207-361-7311 to suggest ideas or offer new volunteer services.

Volunteer Rights and Responsibilities

What You Can Expect from Heart to Heart

- To be assigned a job that is meaningful, worthwhile and contributes to the organization's mission.
- To receive guidance necessary to do the job.
- To be trusted with confidential information necessary to carry out your assignment.
- To know to whom you are responsible and who will answer your questions.
- To serve in situations which are not hazardous to your well-being.
- To have your Volunteer role thoroughly explained and to know what is expected of you prior to starting your Volunteer assignments.
- To receive feedback on the Volunteer work that you perform.
- To be treated with respect at all levels of the organization.
- To expect that your time will be used wisely through the organization's best efforts at planning and coordination.
- To determine the number of hours you can work and the services you will offer.
- To refuse any assignment or request a reassignment.

What Heart to Heart Expects From You:

- To be punctual and dependable on assignments.
- To notify Heart to Heart as soon as possible if unable to fulfill an assignment.
- To follow this Handbook.
- To honor the confidentiality guidelines.
- To report promptly any unusual or unexpected incidents related to an assignment and to report mistreatment of older and other adults with disabilities.
- To respect people of different backgrounds, family situations, values and spiritual beliefs and understand that the Volunteer role does not include witnessing or proselytizing.
- To honor the importance of communication with Heart to Heart by promptly returning e-mail messages and phone calls.

- Volunteers should never loan money to Friends and should never accept money for services provided. If Friends or their families want to give a gift, they may make a contribution to Heart to Heart.
- Volunteers are not permitted to drive a Friend's vehicle without prior special arrangements.
- If in doubt about whether to do something a Friend requests, contact Heart to Heart.

Volunteer Commitment to Confidentiality

Confidentiality relates directly to the bond of trust between the Heart to Heart organization, its Volunteers, and the Friends who request assistance. The organization and its Volunteers have an obligation to Friends both to maintain their confidentiality and respect their privacy.

Both during and after their involvement with Friends, any personal information Volunteers learn about their Friends and their situations should be kept confidential. Volunteers should express concerns about their assignment with their Friends only with Heart to Heart.

At times, Volunteers may find themselves in situations in which they see and hear things that are meant to be kept confidential but are important not to ignore or the health and safety of their Friends. ***Please note that it is not a violation of confidentiality to report suspected mistreatment to Adult Protective Services.*** Check with Heart to Heart for procedures to follow.

Volunteers must agree that:

- They will not disclose the identity of any Friend to anyone outside of Heart to Heart.
- They will not disclose private information that they are privy to through their Volunteer role to anyone outside of Heart to Heart.
- They ***will*** disclose to Heart to Heart information about situations that may be potentially harmful to their Friends or that may jeopardize Heart to Heart or its programs.

Volunteer Commitment to Non-Discrimination

Heart to Heart Diversity Statement

Heart to Heart deeply values and is committed to diversity. We honor the differences among us, knowing that those differences strengthen and enhance not only our experience while at Heart to Heart but our community as well. In this way, we can utilize our diverse backgrounds, skills, and perspectives to create a culture of inclusion.

Heart to Heart seeks people from *all* segments of the community for *all* job levels and volunteer positions and actively supports the development of employees and volunteers for personal growth and internal advancement opportunities.

Heart to Heart is an equal opportunity employer and makes employment and volunteer decisions on the basis of merit. We want to have the best available individuals in every job and volunteer position.

Harassment and Discrimination Policy

Heart to Heart strongly disapproves of and will not tolerate the sexual harassment and unlawful discrimination of any employee, visitor, customer, or volunteer.

Heart to Heart believes all individuals have the right to work and volunteer in an environment free of sexual harassment and discrimination based on race or color, sex, sexual orientation, gender identity, pregnancy-related condition, physical or mental disability, religion, age, genetic information, ancestry or national origin.

Sexual harassment is a form of misconduct that is a violation of Section 4572 of the Maine Human Rights Act and that undermines the integrity of the employment relationship or the volunteering environment. In any employment or volunteer context, sexual harassment can be defined as the attempt to control, influence or affect the career, salary or job of an individual in exchange for sexual favors or the creation of an intimidating, hostile or offensive working or volunteering environment based on unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.

The following is the Maine Human Rights Commission's regulatory definition of sexual harassment:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- a) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- b) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- c) Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of sexual harassment are: 1) repeated unwelcome sexual flirtations, advances, gestures, comments, or propositions; 2) continued or repeated verbal abuse of a sexual nature; 3) graphic or degrading comments about an individual or his/her/their appearance; 4) the display of sexually suggestive objects or pictures or jokes; 5) any offensive physical contact; and 6) retaliation or threat of retaliation against one who has made a complaint of harassment. In addition, no one should suggest, imply or threaten that an applicant or employee's 'cooperation' of a sexual nature (or refusal thereof) will have any effect on the individual's employment, assignment, compensation, advancement, career development, or any other condition of employment.

In addition, an employee may file a complaint of sexual harassment or unlawful discrimination directly with the Maine Human Rights Commission for more information and a link to an online complaint form. Any employee wishing to make a complaint directly to the Maine Human Rights Commission must do so within 365 days of the alleged incident or incidents.

Although Heart to Heart's policy on discrimination and harassment applies to volunteering, Heart to Heart and its volunteers understand that Heart to Heart is not extending any employee rights to volunteers, including the right to bring an action based on federal, state or local discrimination or harassment laws.

Employees are protected by law from retaliation for filing a complaint of sexual harassment or discrimination with the Commission. There will be no retaliatory measures taken against any employee who makes a complaint of sexual harassment or discrimination.

This Policy was approved by a majority of Directors present at a regularly scheduled meeting of the Board of Directors of Heart to Heart at which a quorum existed, pursuant to the applicable provisions of the Maine Revised Statutes Annotated and the Bylaws of the Corporation.

Volunteer Acknowledgement: This acknowledges that I have received a copy of Heart to Heart’s Diversity, Harassment and Discrimination Policy. I acknowledge that I am expected to read, understand, and adhere to this statement and policy. I understand that if I have questions regarding the contents of this policy, I should ask Heart to Heart’s Executive Director or Board President for clarification.

Signature

Date

Print Name

What is the Role of Friends and Family Members?

Only those who complete the process outlined above are authorized to provide services to Friends on behalf of Heart to Heart. These responsibilities cannot be transferred to any other person, such as a family member, co-worker, or employee.

What to Do in an Emergency

Emergency situations, although rare, can occur whenever Volunteers are on assignment with Friends. It is important to remain calm, focus on the person in need, and immediately notify the proper authorities for emergency assistance. ***Volunteers should not try to handle emergency situations on their own and should never take responsibility for transporting ill or injured Friends.***

What do you do if you arrive at the Friend's home and no one comes to the door?

1. Call the Friend from your cell phone.

When calling the Friend, please let the phone ring at least 10 times prior to hanging up. If the Friend does not answer, hang up and try again in a few minutes. Please make 2-3 attempts to telephone the Friend. There are several non-emergency reasons that may prevent the Friend from answering the door or phone immediately, such as, having lost track of time, walking slowly to the door or telephone, or using the bathroom.

In most cases, the Friend will have accepted a ride with a friend/family member or forgotten their appointment. Call Heart to Heart if you cannot reach the Friend.

2. DO NOT ENTER THE HOUSE ON YOUR OWN.

If you see anything suspicious or alarming (broken glass, windows, or doors that appear to have been forced open, smell of gas, etc.) you should **GO TO A SAFE PLACE** and call 911 immediately. Notify Heart to Heart immediately.

3. The Volunteer's responsibility for the Friend ends when the emergency contact or emergency personnel arrive.

4. Report the emergency situation to Heart to Heart as soon as possible after emergency personnel have the situation under control.

What do you do if your Friend falls or there are other emergencies?

1. Call 911.

2. Keep the Friend comfortable and be as reassuring as possible. Do not attempt to help a fallen individual to get up.