

Volunteer Handbook

Lee County Senior Services

**The Enrichment Center
of Lee County**

Certified Senior Center of Excellence

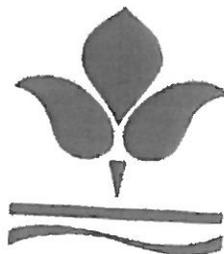
1615 S. Third Street

Sanford, NC 27330

Phone 919-776-0501

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www.leecountync.gov/ec





Mission Statement

Lee County Senior Services

The mission of Lee County Senior Services is to fashion an achievable vision of successful aging in Lee County.

Lee County Senior Services' mission statement is facilitated by the Enrichment Center, a building which serves as a focal point in the community where older adults, caregivers, boomers and veterans meet to participate in activities and enhance their involvement in the community. The Center serves as an activity center for participants who can function independently. It is a visible reminder in Lee County of the value and contributions of our older citizens.

Welcome!

The Enrichment Center Staff are delighted you are joining us as a Senior Services volunteer. You are joining a dedicated and caring group of volunteers who provide a variety of support services to the Enrichment Center staff. We need your help as we strive to achieve a vision of successful aging in Lee County.

The mission statement of the Lee County Senior Services is to provide a comprehensive assessment of the needs and opportunities associated with the older adults and to fashion an achievable vision of successful aging in Lee County.

Lee County Senior Services' mission statement is facilitated by the Enrichment Center, a building which serves as a focal point in the community where older adults meet to participate in activities and enhance their involvement in the community. The Center was developed for the purpose of providing an activity center for older adults who can function independently. It is a visible reminder in Lee County of the value and contributions of our older citizens.

We hope you find this handbook helpful in understanding the operations of the Enrichment Center and the policies which will apply to you as a volunteer. If you have questions or need clarification on any aspect of the operations, policies or your volunteer assignment, please contact the Executive Director or her delegate.

Welcome! We are glad to have you as a part of our team.

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About The Enrichment Center of Lee County

Located at 1615 South Third Street, Sanford, NC 27330.

Telephone: 919-776-0501

Fax: 919-774-7593

Organization

The Lee County Board of County Commissioners is the governing body of the Lee County Senior Services. The Lee County Senior Center, Inc. Board was formed by a group of private citizens who assisted in raising funds to establish the building for senior activities. It is a non-profit organization organized for charitable and educational purposes.

The Enrichment Center Board activities generally focus on supporting the staff in articulating the Center's goals and objectives (including facility needs) to the public, planning and assisting in fund raising activities, and promoting volunteerism and volunteer recruitment.

The Enrichment Center Board

The members of the corporation are only the members of the Board of Directors. There may be up to a maximum of eighteen board members. Directors are elected to the Board for three terms by majority vote of the current directors.

Meetings of the Board are scheduled quarterly. Additional meetings may be called at the discretion of the President and/or Executive Director.

Our Values

Focus on the needs of seniors: Putting our senior clients interests first, providing quality service and outcomes.

Integrity: What we say and do is founded in honesty and respect.

Innovation: Encouraging creativity, continual improvement and personal empowerment.

Cultural Diversity: Respecting our community's multi-cultural diversity in our practices.

Teamwork: Embracing a diversity of options being mutually supportive in achieving our vision.

Accountability: To our community, our organization and each other for our performance and behaviors.

The Application Process

The Enrichment Center recruits and selects volunteers in compliance with equal opportunity, affirmative action and labor relations policies, without regard to race, color, religion, sex, national origin, disability (unless unable to perform the essential requirements of the volunteer position), or age (other than minimum age requirement). To become an EC volunteer each applicant is to meet the following requirements.

- Complete and submit an application form.
- Pass a background check (per Lee County policy)
- Meet with the Volunteer Services Coordinator or other designated staff member for an interview.
- Be approved by one of the above staff (Board members are to be elected by a simple majority vote of the Board members).

- Attend a volunteer orientation session as outlined by the person supervising the volunteer position.
- Sign Volunteer Code of Ethics and Confidentiality Statement forms.
- Complete additional training as may be required.
- Avoid against the appearance of a conflict of interest or an actual conflict of interest. It is not acceptable to use your volunteer opportunity as a means of personal gain.
- If a Board Member, agree to participate in the Board responsibilities as outlined in **Duties and Responsibilities of the Board.**

Open Door Policy

Volunteers are encouraged to share ideas, observations, problems or concerns regarding Senior Services, or yourself, at any time. Please share information by whatever means you feel comfortable, oral or written. Our policy encourages you to discuss any matter freely, openly, in confidence and without fear of any type of retribution. You are encouraged to talk with the person who is assigned as your supervisor. If you are not comfortable with the outcome or speaking with this person, speak with the Volunteer Services Coordinator or Executive Director.

Training and Supervision*

Each Senior Center and volunteer job area has certain procedures that are to be followed in order to uphold State regulations. Volunteers should be familiar with these procedures and are to be trained in the basic skills required to adequately complete the task for which he/she has volunteered. The following addresses the orientation and training sessions.

- Mission of Senior Services of Lee County.
- Senior Services relationship with other agencies.
- Senior Service guidelines.
- Introduction of staff.
- Explanation of the program/service assigned to the volunteer, his/her role and the levels of supervision.
- Terms specific to the volunteer position.
- Description of clients served.

- Introduction to the volunteer's supervisor, if other than the Senior Services Director. *Orientation may be performed over the telephone and some volunteer assignments need no formal training session.

Acceptance of Gifts

As a Senior Services volunteer, do not accept, under any circumstances, gifts from persons receiving benefits or services under Senior Services programs, from any person or agency performing services under contract, or from persons who are otherwise in a position to benefit from the actions of any volunteer, employee or Board member.

(Definition of Gift: Money and valuable items should not be accepted)

Confidentiality Policy

Volunteer records are maintained in a locked cabinet and information is confidential and not disclosed to the public.

Political Activity

No volunteer, employee, or Board member is to use the promise of program services or employment or the threat of withholding services or employment in behalf of, or in opposition to, any political candidate or issue.

Volunteers and employees are restricted from engaging in any political activity during their regularly scheduled work hours, or at any time they are representing Senior Services. Volunteers and employees may not campaign on behalf of any political candidate or issue during Senior Services program operations.

Acceptance, Denial, Disciplinary & Termination Procedures

Acceptance of Volunteers: Senior Services of Lee County is an Equal Opportunity Employer of volunteers. The agency uses volunteers of varied ages and backgrounds. An adult must supervise volunteers under the age of 18. Senior Services places volunteers with varied interest and skill levels

suitable to a variety of volunteer opportunities within the agency and with other organizations.

Denial of Volunteers: Senior Services of Lee County reserves the right to deny any person access to volunteer opportunities within the agency if they are deemed unsuitable for the types of volunteer services the Senior Services has to offer. The decision to deny a volunteer is executed by the Volunteer Services Coordinator after the interview process has been completed and the potential volunteer is assessed as unable to meet the needs of the agency, and after consultation with the Program Manager or the Executive Director.

Disciplinary Action and Termination: Volunteers who do not adhere to the rules and procedures of the agency or fail to satisfactorily perform their volunteer assignment are subject to dismissal.

Attendance Policy

It is important that you report to work on time. If you are not able to come to work, or you will arrive at work past the time you are scheduled, please call your supervisor.

No Alcohol or Drugs

Arriving on duty under the influence of an intoxicating beverage, consuming intoxicating beverage on duty, or serving on duty while under the influence of controlled substances, depressants or hallucinogens, will constitute grounds for immediate dismissal.

Inclement Weather

If the county government offices are closed or on delay due to inclement weather, Senior Services will adhere to schedule. Radio stations WWGP and WFJA and television stations WTVD Channel 11 and WRAL Channel 5 will be notified when the senior centers are closed. Volunteers will not be expected to report to work during inclement weather.

Holidays

Holidays will be scheduled on a yearly basis in concurrence with Lee County Government. The holidays will be posted two (2) weeks in advance.

New Year's Day
Martin Luther King Jr. Day
Good Friday
Memorial Day
Independence Day
Labor Day

Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day
Day after Christmas

Emergency Procedures *

Fire:

1. Remain calm
2. Sound the alarm and clear the building of all participants immediately.
3. Call the Fire Department immediately.
4. Use the fire extinguisher only after doing steps one and two, and only if you think the fire can be extinguished.
5. Notify Senior Services Staff.

Fire Drill:

1. Each center must have a fire drill once a quarter.
2. The fire drill must be noted on the Congregate Meal Report and on the Description of Supportive Services. On the description form, you must note the date, number who participated and the amount of time required to empty the building.
3. A record of the dates of the fire drills must be maintained in the file.
4. All people present at the center are required to participate in the fire drill. Everyone should exit the building and move at least one hundred (100) feet away from the building. You must be certain that no one is near gas tanks or other flammable items.

*Additional information may be found in Appendix B

Severe Weather *

Generally speaking, in severe weather situations, the participants will be safer if they remain in the center, rather than trying to get home. Keep them away from windows, and/or any obvious dangerous areas in the center.

* Additional information may be found in Appendix C.

Health Related

If there is the slightest question about the participant's condition, the appropriate medical resource should be contacted. The resource will depend on the situation, the area within the county and the participant's condition. The resources are:

1. Lee County Emergency Management Services
2. Police Department
3. Doctor
4. Family Member
5. Senior Center Director
6. Volunteer Services Coordinator
7. Safety Officer

Sexual Harassment Policy

See Appendix D

Procedures for Fires/Fire Drills

1. All fire doors must be closed. This is for 2 reasons. First, the doors are designed to contain the fire. Second, insurance companies will not pay damages if fire doors are not closed.
2. All staff and participants must be a minimum of 100 feet from the building. A good rule of thumb for this distance is completely across the parking lot and on the grass from any entry door, or the other side of the Pavilion if exiting from the Grand Hall. If exiting from the Game Room, go down the steps and to the trail. This is to ensure the safety of those involved from the fire or from the fire trucks approaching the scene.
3. Staff members are expected to assist participants in exiting the building. This includes directing traffic to the closest exit door, checking restrooms, assisting infirmed participants exit the building and obtaining wheelchairs for participants, if necessary. Any staff member in the administrative wing should proceed immediately to the main hallway and direct participants in Classroom A or B out of the door by staff parking lot. Participants may want to go to the front to exit, but they must exit in the quickest and safest way possible. Also, after exiting the building, staff must ensure participants are at least 100 feet from the building. This is to ensure safety of our participants as fire trucks arrive, or in the event of an explosion in the building. Any staff member in the Grand Hall should make sure all fire doors are closed and participants are on the other side of the Pavilion. Exit doors in the Grand Hall must also be closed in an attempt to contain the fire. Above all, staff should make every effort to keep participants calm in the event of an actual fire.
4. After evacuating the building, all staff will report to the employee parking lot in order to be counted and verify that all staff has left the building. Each program manager will be responsible for the count of their respective staff members.
5. The Department Director, Safety Officer, Administrative and Marketing Assistant and the Social Work Supervisor will serve as Emergency Coordinators in the event of any emergency.

TORNADO WATCH/WARNING PROCEDURES

In the event of a tornado watch, the following steps should be taken:

When the weather alert radio goes off, look at the display and see if it is a watch or warning. If it is a watch, page out to the building and say something like "Attention staff and participants, we are currently under a tornado watch. Please be prepared to proceed immediately to designated areas. If you are not familiar with these designated areas, please ask a staff member." Then proceed to close all doors (just like in a fire drill) to increase safety from flying debris and turn off all electronic devices to help prevent fires.

In the event of a tornado warning, the following steps should be taken:

When the weather alert radio goes off, look at the display to see if it is a watch or warning. If it is a warning, page out to the building and say something like "Attention staff and participants, we are now under a tornado warning. Please proceed quickly and calmly to the designated safe areas. Everyone should get on the floor and cover your head for safety. Remain in this position until the all clear is given."

After making this announcement, assist all participants in going to the designated areas. Any room with no windows, preferably not on an outside wall, will do. In the event of overflow in these areas, participants may crouch in the main hallway on their knees with their heads covered. Unplug the back of the alert radio (it has a battery back-up) and take it with you to your designated area. This will be the only way we hear the all clear given. Once the all clear is given, announce to staff and participants that they may return to their previous locations.

COUNTY OF LEE - PERSONNEL POLICY Last Published Date: 07-01-2006			
	Workplace Harassment		
	Number: H-3	Revision: 0	Effective Date: 07-01-2006

1.0 POLICY

Lee County strictly forbids harassment of employees because of a person's gender, age, race, sex, color, religion, disability, or national origin. Even in mild form, such harassment constitutes unacceptable personal conduct and is subject to disciplinary action. More serious instances of harassment will carry more serious penalties, up to and including dismissal. Sexual harassment of employees by Supervisors or co-workers is forbidden in any form. Employees who witness or believe themselves to be the victim of harassment are required to report it immediately to their supervisor or other management personnel.

2.0 DEFINITIONS

- 2.1 **Harassment:** Unlawful workplace harassment is unwelcome or unsolicited comments or conduct based upon age, race, a person's gender, color, religion, disability, or national origin, that offends another employee and creates a hostile work environment.
- 2.2 **Sexual Harassment:** Sexual harassment is defined by federal guidelines as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:
- A. Submission to such conduct is made, either explicitly or implicitly, a term or a 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 the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Prohibited acts of sexual harassment can take a variety of forms ranging from subtle pressure for sexual activity to physical assault. Examples of the kind of conduct included in the definition of sexual harassment are:

- A. Threats or intimation of sexual relations or sexual contact that is not freely or mutually agreeable to both parties.
- B. Continual or repeated verbal abuses of a sexual nature including graphic commentaries on the person's body; sexually suggestive objects or pictures placed in the work area that may embarrass or offend the person; sexually degrading words to describe the person, or propositions of a sexual nature.
- C. Threats or insinuations that the person's employment, wages, promotional opportunities, job or shift assignments, or other conditions of employment may be adversely affected by not submitting to sexual advances.
- D. Any unwelcome verbal comments, or non-verbal physical advances of a sexual nature, or non-sexual hostile or physically aggressive behavior, directed to an employee because of such employee's sex, which either (1) affects such employee's conditions of employment, (2) interferes with such employee's ability to perform his or her job, or (3) creates an intimidating or hostile work environment.

2.3 **Hostile Work Environment:** Hostile work environment is one that both a reasonable person would find hostile or abusive and one that the particular person who is the object of the harassment perceives to be hostile or abusive. Hostile work environment is determined by looking at several circumstances, including the frequency of the allegedly harassing conduct, its severity, whether it is physically threatening or humiliating, and how it interferes with an employee's work performance.

3.0 PROCEDURE / RULE

3.1 **Responsibilities:** The County Manager is responsible for executing policy. The Manager will provide direction and support to staff and personnel in monitoring and enforcing the policy.

The Human Resources Director is responsible for communicating the harassment policy, coordinating training, investigations of complaints, advising all parties in cases of alleged harassment, monitoring procedures and serving as a resource to employees and managers.

Department Directors and Supervisors must report all suspicions of harassment to the Human Resources Director.

Department Directors and Supervisors are responsible for maintaining a work environment free of all types of harassment. They must directly communicate the County's refusal to tolerate offensive behavior, by their statements, by their personal examples and by their sensitivity to interactions between subordinates such as off-color

or offensive jokes or comments, sexually oriented or other offensive horseplay, or any actions or statements, which are not in keeping with policy.

The cost of harassment can be high: psychological, emotional and physical stress for the victim, loss of morale for others not directly involved, loss of productivity, and possible disruptive administrative action, e.g. suspension or dismissal, and/or legal penalties. Department Directors and Supervisors are in the best position to prevent harassment by being aware of daily activities in their department and by investigating situations as soon as there is reason to suspect a problem.

Employees are expected to treat other employees with respect and consideration, realizing that standards of acceptable language and conduct are different for different people, and that behavior which may be all right in a congenial social setting may be inappropriate for work. They are expected to show good judgment in the area of relations between employees to avoid actions, which violate another person's right to a workplace free of any kind of prohibited harassment.

3.2 Making Complaints and Reporting Violations:

The employee should tell the person who is offending him/her that the behavior is offensive and should stop. (Because offensive behavior often is not intended as harassment, letting the individual know that the behavior is offensive and instructing him/her to stop will often resolve the problem.)

If the offensive behavior persists, the employee should notify his or her immediate supervisor of the situation. If the complaint of harassment is against the immediate supervisor, the employee should report the situation to the Department Director.

If at any point in the process the employee prefers to do so, he/she may report the situation to the Human Resources Director.

If the allegation of harassment is against the County Manager, the complaint should be filed with the Chairman of the Board of County Commissioners.

If you are a victim of harassment, you are encouraged to make a complaint to the County of Lee. You have the right to complain directly to the Human Resources Director.

Any employee, supervisor or Department Director who observes harassment shall make a written report to the Human Resources Director immediately.

- 3.3 **Investigation of Complaints and Reports of Harassment:** Complaints of harassment will be thoroughly and confidentially investigated and a fair hearing will be given to all parties.

No reprisal, retaliation or other adverse action will be taken against any employee for making in good faith a complaint or report of harassment or for assisting in good faith in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to the Human Resources Director.

The confidentiality and the dignity of those involved in a complaint is important. Every effort will be made to keep the complaint as confidential as possible. However, due to the nature of conducting an investigation, confidentiality cannot be guaranteed. Reports will be distributed only to persons having a need or right to know.

Employees involved in any investigations, whether as claimant or alleged harasser, witness or investigator, should keep all discussions or communications confidential.

Harassment investigation files will remain separate and apart from personnel files. Neither the claimant nor the alleged harasser has a right to the contents of these files.

Any personnel action, such as discipline resulting from an investigation shall be filed in the employee's personnel files.

- 3.4 **Penalties and Violations:** Valid complaints which meet the definition of harassment will be considered conduct unbecoming to a public officer or employee and will result in immediate discipline of the offender up to and including suspension, demotion or dismissal.

Disciplinary action for retaliation against an employee for reporting harassment will be severe and swift, and may include termination of employment.

Lee County will take appropriate disciplinary action when a bad faith accusation, dishonest complaint or report of harassment has been found.

4.0 APPENDIX / APPENDICES

None.

Volunteer Confidentiality Statement

I promise to hold in confidence all information regarding clients of The Enrichment Center of Lee County programs. I will not violate the confidential relationships between the programs, their clientele, staff and volunteers.

I will not remove from the office any written records or copies thereof. Any written records I may be responsible for producing shall be and remain part of the program files.

I accept full responsibility for maintaining the confidential and private nature of all records and information. I further understand that I can discuss cases assigned to me only with my designated supervisor and/or the designated administrator.

I understand that I am personally responsible and fully liable for any violation of this agreement.

Volunteer's Signature

Date

Supervisor or Administrator

Date

Volunteer

My Senior Center Intake Form

Date: _____

Name: _____ Spouse: _____

Address: _____

Home Telephone: _____ Cell Telephone: _____

Birth Date: _____ Age: _____ Sex: _____ Soc. Sec. # (last 4-digits): _____

How many people live in your household: _____ Relationship: _____

Contact Person (other than client): _____

Relationship: _____ Telephone: _____

Contact Person (other than client): _____

Relationship: _____ Telephone: _____

Primary Physician Name: _____ Telephone: _____

Medical Alert (check all that apply)

Diabetes _____ Dialysis _____ Stroke _____ Seizure _____ Heart Attack _____ COPD / Emphysema

Assistive Devices: _____ walker _____ cane _____ scooter _____ wheelchair _____ oxygen _____ other

Impairments: _____ vision/legal blind _____ total blind _____ speech _____ hearing _____ deaf

_____ language barrier _____ cognitive _____ dementia/Alzheimer's _____ Parkinson's _____ M.S.

_____ Cerebral Palsy _____ Fall Risk _____ Blood Thinner _____ Other: _____

If impairment checked above, please explain: _____

Allergies: _____

Allergies to medications: _____

Other (explain): _____

Please check all that apply:
_____ DINER'S CLUB _____ FITNESS _____ VOLUNTEER (list volunteer jobs on back) _____ OTHER

Healthways Member (silver sneakers): _____ yes _____ no

Healthways ID# (16 digits) _____

Staff Intake signature: _____ Date: _____ Entered By: _____

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I understand that I am personally responsible and fully liable for any violation of this agreement.

Volunteer's Signature (Required)

Date

Supervisor or Administrator

Date

The mission of Lee County Senior Services is to provide a comprehensive assessment of the needs and opportunities associated with older adults and to fashion an achievable vision of successful aging in Lee County.

**AUTHORITY FOR RELEASE OF INFORMATION
STATE ACCESS ONLY**

I authorize the North Carolina Department of Justice through the State Bureau of Investigation, Criminal Information and Identification Section to perform a North Carolina criminal history record information check in connection with my application for employment with Lee County Government pursuant to Lee County Ordinance.

(Print or Type)

Last Name	First	Middle	Maiden
_____	_____	_____	_____
Social Security Number (Optional*)	Date of Birth	Sex	Race
_____	_____	_____	_____

I understand that the North Carolina State Bureau of Investigation, Criminal Information and Identification Section, and its officials and employees shall not be held legally accountable in any way for providing this information to the above named agency, and I hereby release said agency and persons from any and all liability which may be incurred as a result of furnishing such information. I further understand that the above agency cannot provide a **hard copy** of the results of this criminal history check to me.

*Disclosure of social security number is entirely voluntary and not required. If disclosed, the social security number will be utilized to assist with accurate identification/exclusion of possible criminal history records.

Applicant's/Employee's Signature

Driver's License Number

Date

State of Issue

The fingerprint card and the letter of transmittal must be submitted to the SBI at the following address. This request form must be kept on file for one (1) year from date fingerprinted.

State Bureau of Investigation
Criminal Information and Identification Section
Attn: Applicant Unit
Post Office Box 29500
Raleigh, North Carolina 27626-0500

ORI# GOV000041 - LEE COUNTY

FINGERPRINT CARD CHECK - \$14 _____
NAME CHECK - \$10.00 _____