

O'Neill Senior Center, Inc.

Volunteer Handbook



## O'Neill Center History

In 1986 a private, non-profit corporation was formed and became recognized by the Internal Revenue Service as a charitable organization. A fifteen-member board of trustees was selected from citizens throughout the county and the non-profit began operating the Center in January of 1987 as "O'Neill Senior Center, Inc."

The O'Neill Senior Center has developed into a dynamic focal point for Washington County residents aged 60 and over. The Center has served thousands of older adults providing many vitally important services such as Medical Transportation, Homemaking Assistance, and Adult Day Services, Alzheimer's Respite, Chore, and Prescription Assistance. Seniors enjoy other opportunities at the Center through participation in social activities, exercise programs, health education, preventative health screenings, caregiver support programs, general information and referral and events covering current social issues.

Seven handicap accessible vans comprise O'Neill's fleet and are used daily to transport seniors to medical appointments, clinics, treatment centers and adult day care. In-home services are provided by certified aids supervised by a licensed practical nurse. The adult day services program employs a nurse, manager, certified nursing assistants, and a certified activity director. Although the Center currently employs 34 staff members, volunteers also play important roles providing assistance in many areas.

## Mission, Vision, & Values

*Mission:* To help area seniors be HIP: Healthy, Independent, and Productive

*Vision:* To be a proactive leader that identifies and embraces the constantly changing needs of people age 55 years and older.

### *Our Values:*

Independence, dignity, compassion and respect

### *At O'Neill we always consider...*

Accountability and safety in the workplace



The O'Neill Center is committed to providing quality volunteer positions. Volunteers will be assigned to appropriate services according to their skills, interests, and availability of time. Volunteers are expected to conduct themselves as representatives of O'Neill Center while in attendance. Volunteers will be assigned to a specific supervisor based upon their position. Each volunteer will be asked to complete an application and provide basic personal data which will be kept in a strictly confidential file. This information will not be released without your consent. Volunteers are asked to list emergency contacts in case of an emergency or failure to show up for an assignment. If you fail to report as scheduled, your emergency contacts will be notified.

## Dress Code

The actions and personal appearance of volunteers helps to form O'Neill Center's public image. Volunteers are required to dress professionally and appropriate for their assignment, which will vary greatly. Professional business casual is the standard for those working in an office environment. Extreme attire (i.e. Clothing revealing too much cleavage, your back, chest, feet, shoulders, stomach or your under garments) is considered unacceptable. If in doubt of what is appropriate to wear, volunteers should check with their assigned supervisor.

## Cell Phone

Volunteers are expected to refrain from personal use of cell phones, computers, and PDA's during the work day, and should use personal cell phones only during scheduled breaks or lunch periods in non-working areas to make personal phone calls and/or send personal text messages.

## Computer, Voicemail, Internet, and Email

The O'Neill Center has proprietary corporate interest in email, voicemail, and internet use. Files and records created by our systems are generally discoverable by auditors and by the O'Neill Center in the context of internal investigations. Volunteers have neither the right of privacy, nor a reasonable expectation of any such privacy right regarding such use. The O'Neill Center reserves the right to monitor and access these systems. When using these services, volunteers must remember they are doing so as a volunteer of the O'Neill Center.

## Attendance

If you have agreed to volunteer, others are counting on you to be there. If you are unable to report as scheduled, please contact your supervisor or other available O'Neill staff member as soon as possible. If the supervisor is not available, proper chain of command should be followed. Any volunteer with repeated absences will be subject to removal from their assignment.

## Holidays

The O'Neill Center is closed for major holidays. Please check with your supervisor if there are any questions about closings.

## Illness

Do not report for duty if you are ill! Contact your supervisor and let them know you are ill.

You should not report if you have the flu, upper respiratory infection (coughing or blowing nose constantly), nausea or vomiting, fever/chills, diarrhea, or any other communicable diseases. If you question whether or not you may be contagious, you should contact your physician or supervisor.

## Accidents/Injuries

All accidents and injuries, no matter how minor, must be reported to your supervisor immediately. An incident or accident form must be completed to document and identify future safety concerns.

## Training/In-services/Promotions

Supervisors are responsible to provide orientation and training of volunteers. Volunteers may be asked to attend staff in-services depending on their assignment. If volunteers are interested in advancement within the organization, they are encouraged to apply for open positions and make their desires known to their appropriate managers.

### Non-discrimination policy

The O'Neill Center provides equal opportunity to all volunteers and assures there shall be no discrimination against any person on the grounds of race, color, religion, sex, national origin, age, or handicap. In an attempt to comply with the ADA compliance act, the O'Neill Center will make reasonable attempts to meet the needs of those with disabilities.

### Disciplinary Action

The O'Neill Center reserves the right to discipline any volunteer who fails to perform in accordance with O'Neill Center standards or who fail to follow guidelines.

### Professionalism

While serving as a volunteer is an extremely generous act, it comes with responsibility. As a volunteer of the O'Neill Center, you are expected to display professionalism at all times and to adhere to the policies and procedures of the O'Neill Center. If you have any questions, it is your responsibility to ask your supervisor.

### Confidentiality/HIPAA

Policy: It is the policy of the O'Neill Senior Center that all client information will be held as confidential by staff and volunteers.

### Procedure:

1. ALL clients must sign "consent to release of information" prior to receiving service. This signed document shall be kept in the client's record and a copy given to the client.
2. No client information will be released without prior written consent of the client/power of attorney unless authorized by law (e.g. suspected elder abuse).
3. Client information will be discussed with staff's immediate supervisor and/or other appropriate agency personnel only.
4. During orientation all employees and volunteers must read and sign a copy of the O'Neill Senior Center's policy regarding confidentiality of client information.
5. The O'Neill Senior Center's policy regarding confidentiality of client information shall be reinforced with employees and volunteers routinely.
6. Any changes in the O'Neill Senior Center's confidentiality policy shall be communicated to employees and volunteers immediately.

Volunteers are required to sign and follow the O'Neill Center's confidentiality policy and will receive HIPAA training during orientation. Intentional or unintentional violation of confidentiality may result in disciplinary action.

**"We make a living by what we do, but we make a life by what we give."**

*Winston Churchill*