

2025

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*Southern Maine*  
**AGENCY**  
*On* **AGING**  
EMPOWERING OLDER ADULTS  
AND THEIR CAREGIVERS

# SMAA/ RSVP Volunteer Handbook

Welcome to Southern Maine Agency on Aging .....	5
Volunteer Services Contact Information .....	6
Introduction .....	6
Southern Maine Agency on Aging: The Basics .....	7
Mission Statement .....	7
Vision Statement.....	7
Values and Guiding Principles .....	8
Older Americans Act: Greatest Social and Economic Need .....	8
Diversity Equity and Inclusion Statement.....	8
Services Provided at SMAA.....	9
Volunteer Opportunities through SMAA .....	10
Retired Senior Volunteer Program (RSVP) of Southern Maine .....	12
Benefits to Volunteering with SMAA/RSVP of Southern Maine.....	13
Support and Assistance with Placements .....	13
Insurance .....	13
Recognition.....	13
Expense Reimbursement.....	14
Other Benefits .....	14
Volunteer Screening & Onboarding.....	15
Volunteer Screening .....	15
Procedure: Responding to Offenses Found During Volunteer Background Checks ....	16
Volunteer Eligibility.....	17
Age-Based Eligibility .....	17
Volunteer Onboarding Requirements.....	18
Policies for Volunteers.....	20
Volunteer Enrollment .....	20
Volunteer Hours Tracking .....	20
Attendance.....	20
Client Boundaries.....	21
Client Confidentiality .....	22

Elder Abuse & Mandated Reporting.....	23
Dress Code .....	25
Non-Discrimination Policy .....	25
Insurance for Volunteers .....	26
Volunteers Driving Clients.....	26
Licensure or Certification .....	27
Social Media Policy .....	27
Special Limitations for AmeriCorps Seniors RSVP Volunteers .....	28
Prohibited Activities .....	29
Harassment & Retaliation Prevention Policy.....	29
Alcohol and Drug Use .....	29
Technology/Cyber Security .....	30
Conflicts of Interest .....	31
Financial Transactions with Clients.....	31
Gifts, Tips, and Soliciting .....	32
Political Activity .....	32
Safety .....	33
Workplace Safety Checklist .....	34
Incident Reporting.....	34
Procedures for Emergency Situations.....	35
Weapons Policy .....	36
Volunteer Separation.....	37
Discipline & Termination .....	37
Conflict Resolution .....	37
Voluntary Resignation.....	38
Exit Interview.....	38
Appendix A.....	40
Electronic, Telephone Communications, Equipment & Systems .....	40
Internet Usage on SMAA Equipment .....	42
Appendix B – Safety Policies .....	44
Home Visit Safety Policy and Procedures for Volunteers .....	44

Home Visit Safety .....	44
Medical Emergencies.....	44
Other Health Issues .....	45
Driving Safety.....	47
Parking Safety.....	48
General Safety Tips to Keep in Mind During Home Visits to Clients .....	48
Tobacco-Free Environment.....	49
Volunteer Well-Being .....	50
SMAA Rules of Conduct .....	50
Lockdown Policy for Southern Maine Agency on Aging.....	51
Southern Maine Agency on Aging Suicide Protocol.....	52
De-escalation Techniques .....	56
Adult Day Program Protocols: Managing Incidents of Aggressive Behavior .....	59
Nutrition Program Emergency Preparedness Plan .....	61
Appendix C – Volunteer Insurance Policy .....	64
Appendix D - Volunteers Driving Clients Policy .....	68
Appendix E – Confidentiality Agreement.....	71
Appendix F – Agency Harassment Policy .....	72
Appendix G – Glossary .....	76

## Welcome to Southern Maine Agency on Aging

Thank you for joining our team! It's a pleasure to welcome you to the Southern Maine Agency on Aging (SMAA). Our Agency's mission is to empower older adults, adults with disabilities, and their caregivers to live to their fullest potential.

You and your teammates are the keys to ensuring that we achieve our mission. Every position here directly impacts the success of our mission, and every individual at SMAA helps us meet our clients' needs. Your unique skill set and talents, added to our collective expertise, enable us to be high-quality care partners for the older adults we serve.

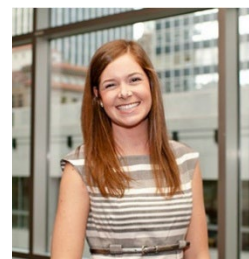
Founded in 1973, under the authority of the federal Older Americans Act, SMAA is a non-profit organization dedicated to planning and implementing social services for adults aged 60 and older, prioritizing those with the greatest economic and social need, including low-income individuals, BIPOC communities, and individuals residing in rural areas. Since our inception, we have worked tirelessly to establish SMAA as the leading aging organization in York and Cumberland counties.

Our volunteers are SMAA's best ambassadors. We encourage you to learn as much as you can about the work we do, which will enable you to share our programs and services with the people you serve, as well as your friends, family, and neighbors. As you complete your orientation and grow into your volunteer position, we hope you will share our sense of pride and satisfaction in the work we do. We encourage you to seize numerous opportunities to use your expertise and critical thinking, develop your skills, and grow as a team member.

A key component to successfully onboarding as a volunteer is to understand our policies and procedures. This Volunteer Handbook will be a valuable resource in doing so. Keep it handy so you can refer to it when needed and know that you can always ask your Program Supervisor or Volunteer Services staff for help if you run into a roadblock. No set of guidelines can cover every situation that could arise during the course of volunteering. SMAA leadership frequently discusses our guiding principles. Consequently, this handbook will be adapted as needed. Such changes will be shared widely with our staff and volunteers to ensure all are aware of adjustments. Above all, we ask that you work hard to respect the dignity of your fellow volunteers and the people we serve, and approach new situations with empathy, understanding, and an open mind.

If you have questions regarding your Volunteer Role or anything contained in this handbook, please speak with your Program Supervisor, or contact Volunteer Services staff, but please know that my door is always open. I look forward to working with you as we help older adults navigate the aging journey in Southern Maine.

Sincerely,  
Megan Walton, Chief Executive Officer



## Volunteer Services Contact Information

### **Volunteer Services General Phone and Email**

Phone: 207-396-6500

Email: [volunteer@smaaa.org](mailto:volunteer@smaaa.org)

### **Meg Barhite, Volunteer Services Director**

Phone: 207-396-6596

Email: [mbarhite@smaaa.org](mailto:mbarhite@smaaa.org)

### **Paul Hofelich, Volunteer Coordinator**

Phone: 207-396-6539

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## Introduction

For over 50 years SMAA has helped enrich the lives of older adults, adults with disabilities, and their caregivers in Cumberland and York counties. Along with serving as a hub of information and resources, SMAA addresses a wide range of concerns for older Mainers, including nutrition, wellness, social isolation, finances, housing, and respite.

SMAA operates out of three Centers:

- Our main office at the Sam L. Cohen Center, 30 Barra Road, Biddeford, Maine 04005
  - at the Anderson Learning Center, Bodwell Court, Springvale, Maine 04083
  - 2320 Congress Street, Portland, Maine 04102

Additionally, we provide services at over 10 meal sites in Cumberland and York Counties through our Meals on Wheels and Simply Delivered programs. The Southern Maine Agency on Aging will be identified as “SMAA” throughout the handbook.

We are pleased to have each volunteer as a member of our team and work hard to ensure that volunteers enjoy their time with SMAA. This handbook summarizes some of the important benefits and requirements of volunteering with SMAA. Nothing contained in this handbook, or any policy, procedure, or otherwise, shall operate to create an employment relationship or employment contract for a term between you and SMAA, and both you and SMAA have the right to terminate your volunteer status with SMAA at any time, for any or no reason, with or without cause.

This handbook replaces and supersedes any guides, handbooks, manuals, policies, procedures, statements, and understandings previously issued by SMAA. The application

of these policies, and all practices involving volunteerism, are intended to be consistent with the requirements of Federal, State, and Municipal laws and regulations. Special regard is given to the Older Americans Act of 1965, Public Law 89-73 as revised, which provides for Area Agencies on Aging their responsibilities, organization, and functions, including personnel and performance issues according to an Area Plan accepted by the appropriate State agency.

It is not anticipated that this Volunteer Handbook and all other SMAA policies, procedures, or statements will provide a direct response to every kind of situation or problem that might occur in the conduct of day-to-day employee and volunteer relations and volunteer service. In addition, because of different program requirements, there may be additional policies and procedures for volunteers based on your particular Volunteer Role. As a result, notwithstanding these various policies, SMAA reserves the right to follow a course of action and to modify, interpret, and apply its policies in a manner that it determines is the most appropriate under any given circumstances.

Volunteer Services and all of the SMAA staff are here to support you in your volunteer journey. We want your volunteer experience to be meaningful and impactful. Whatever can be done to make your volunteer experience more satisfying, we will be there for you – reach out to us anytime. This Volunteer Handbook is designed to highlight the policies, features, and benefits of volunteering. Please read and keep this handbook to refer to it as needed, and please contact Volunteer Services with any questions about this handbook or volunteer policies.

## Southern Maine Agency on Aging: The Basics

### **Mission Statement**

*The Southern Maine Agency on Aging is the focal point in Cumberland and York Counties for resources, services, and information to empower older adults, adults with disabilities, and their caregivers to live to their fullest potential.*

### **Vision Statement**

A community in which older adults can live to their fullest potential. Our goals:

- We will provide older adults in southern Maine with useful information, resources, and services to help them meet their changing needs.
- We will promote effective learning, social connections, and healthy lifestyles that

maximize independence and security.

- We will provide extra help to those who are challenged by unusual health, social, and/or economic circumstances.
- We will offer older adults meaningful volunteer opportunities so they, and their families, will experience productive and fulfilling lives while benefiting their communities.
- We will promote partnerships throughout the community to enhance our reach and effectiveness for older adults.

### **Values and Guiding Principles**

- **Community-Centered.** We are committed to **community**, which means we engage our partners, act fiscally responsible, and are transparent in what we do.
- **Innovation.** We learn and adapt to ensure that we are meeting our clients' changing needs and the changing community landscape.
- **Belonging.** We foster an environment of **belonging and welcoming**, interrupt ageism, and empower other voices.
- **Client-Centered.** We are **client-centered**, working with our clients to empower them and their communities.
- **Impact-Driven.** We are committed to **excellence and** measuring the **impact** of our results.
- **Team-oriented.** As a team, we take time to help each other, communicate on a regular basis, and have fun in a safe and respectful atmosphere.

### **Older Americans Act: Greatest Social and Economic Need**

SMAA's founding under The Older Americans Act tasks us with prioritizing services to individuals with the greatest social and economic need. Most SMAA clients have multiple, complex needs for supportive services including hunger, economic challenges, language and cultural barriers to service access, care management issues, health & caregiving challenges, dementia, and exploitation. Our work centers on ensuring that our clients feel connected to and represented by our Programs. Likewise, it is also important that our volunteers feel a sense of respect and belonging in their service at SMAA.

### **Diversity Equity and Inclusion Statement**

As an Area Agency on Aging, a core piece of our mission is to serve older individuals of the greatest social and economic need, particularly low-income and minority persons,



older individuals with limited English proficiency, and older persons living in rural areas.

Southern Maine Agency on Aging honors the many unique experiences, perspectives, and identities of the individuals that make up our community. We vow to regularly nurture the advancement of Diversity, Equity, and Inclusion knowledge and education of our Board, Advisory Council, staff, and volunteers, look within to challenge our own biases, and to speak up in the face of injustice, racism, and ageism.

### **Services Provided at SMAA**

- Health Insurance/Medicare Counseling
- Meals on Wheels
- Community Cafés/Congregate Meals
- Discount dining with our “As You Like It” program
- Agewell (Wellness Classes)
- Adult Day Programs
- Money Minders
- Family Caregiver Support
- Phone Pals: Phone Call Reassurance Program
- Information and Referral/Resource Specialist

## Volunteer Opportunities through SMAA

Volunteers will receive training to ensure a smooth transition into each role.

### **Medicare Counselors**

- Provide education and counsel on a range of topics, including health insurance plans, prescription drug plans, benefit screenings, and help older adults become alert to fraud.

### **Nutrition**

- *Meals on Wheels Drivers*: Deliver meals to homebound older adults in your community.  
Meals on Wheels Packers: pack up prepared meals for Drivers to deliver, based on assigned routes
- *Community Cafés*: Help operate Southern Maine Agency on Aging's Community Cafés in local communities -set up the space, greet our older adult guests, socialize with our guests and make them feel welcome, serve the meal, and help with cleanup.

### **Agewell**

- *"A Matter of Balance" Coaches*: Present eight-session workshops to help older adults with their concerns about falls risk.
- *Tai Chi Instructors*: Teach Tai Chi for Health and Balance class twice a week. Monitor and connect with each participant with a focus on safety.

### **Adult Day Program: Opportunities at all three SMAA Centers**

- *Aide*: Help with activities and events for older adults and adults with disabilities who attend the program.
- *Greeter*: Welcome Adult Day Program Members to the Program – take their coats, hand out nametags, offer a welcoming smile and a hand to escort them into the Program.

### **Money Minders**

- *Bill Payers*: Serve as a bill-paying assistant to older adults who need help writing their checks, paying their bills, and balancing their checkbooks. Volunteers may also assist clients in communicating with vendors about billing issues, read and sort mail, and prepare basic monthly budgets.
- *Monitors*: Meet quarterly to review client files and home visit reports for accuracy and fidelity.

### **Phone Pals (phone call reassurance program)**

- Provide a friendly phone call once a week to older adults in an effort to combat social isolation.

### **Family Caregiver: Respite Care Companions**

- *Respite Care Companion*: Visit with an older adult for up to three hours per week, in the individual's home, providing companionship – as well as respite for their caregiver.

### **Welcome Ambassador**

- Welcome Ambassadors are the face of SMAA – greeting every person who walks through our doors with warmth, respect, and kindness. This frontline volunteer position plays a key role in creating a welcoming, inclusive, and person-centered environment for older adults, caregivers, volunteers, and community members.

### **Opportunities at RSVP Partner Organizations**

- As the AmeriCorps Seniors Retired Senior Volunteer Program (RSVP) of Southern Maine, SMAA also offers unique opportunities through partnerships with other Host Stations. Other public or private 501(c)3 nonprofit entities, proprietary health providers, and faith-based organizations that share our mission can partner with SMAA for additional volunteer support from our network of volunteers age 55+. More details about RSVP of Southern Maine can be found on the following page.

Additionally, a core component of SMAA's current strategic plan is to “innovate with and for volunteers.” We are open to new and creative placements beyond this list that engage a volunteer's specialized skills or career experience to meet a need within the agency. Examples include volunteers who: help with gardening at the Sam L. Cohen Center, completed a workforce evaluation and development plan for SMAA, support our annual Charting the Future event with planning and fundraising, complete research projects, offer tech support, and much more! Please let us know your interests and goals, and we are excited to explore creative possibilities with you!

## Retired Senior Volunteer Program (RSVP) of Southern Maine

Since 1971, the AmeriCorps Seniors Retired Senior Volunteer Program (RSVP), one of the largest volunteer efforts in the nation for people 55 and over, has matched older adults who are willing to help with local organizations on the front lines of meeting community needs. Under the sponsorship of SMAA, **RSVP of Southern Maine** links volunteer skills with identified needs across York and Cumberland Counties. RSVP volunteers become part of the national AmeriCorps Seniors Program network. They do not receive any monetary incentive or stipend, but the project may reimburse volunteers for certain out-of-pocket costs associated with their service activities (i.e. mileage reimbursement). In addition, volunteers receive accident, personal liability, and excess automobile liability insurance as well as community recognition.

RSVP of Southern Maine at SMAA considers each volunteer an asset to be respected and appreciated in all their volunteer efforts. No matter how many places you volunteer or how many hours you devote to volunteering, you are making a difference in the lives of others. In your commitment to volunteering, you are serving as a role model to others and are leaving a legacy for generations to come.

## Benefits to Volunteering with SMAA/RSVP of Southern Maine

### **Support and Assistance with Placements**

Volunteer Services will provide you with individualized attention to help you best translate your interests, experience, and skills into a meaningful Volunteer Role. If you no longer find your volunteer service meaningful or satisfying, please talk with your Program Supervisor who will help you arrange to close out your service, or for an assignment change. We will also keep you posted on new volunteer opportunities. If you have any ideas that could benefit the program, please get in touch with your program supervisor.

***Please remember that SMAA staff is always here to support you, but it is incumbent upon you as a volunteer to communicate with us should challenges or changes arise!***

### **Insurance**

Supplemental accident and liability coverage while volunteering, and while traveling to and from the volunteer's residence and their volunteer station, is provided. This applies to personal as well as vehicular-related damage. **Should an accident occur during a volunteer assignment, the volunteer must report the incident immediately to their Program Supervisor and to Volunteer Services.** If the accident occurs while traveling to or from a volunteer station, the volunteer should contact their Program Supervisor as soon as possible.

For full coverage information, see the full Volunteer Insurance Coverage portion of the Appendix C.

### **Recognition**

SMAA places a high value on all our volunteers, and we strive to ensure that you each truly feel appreciated and valued. SMAA hosts an annual Volunteer Appreciation Event to honor the work of all volunteers across the organization and to recognize individuals and specific groups of volunteers for their exceptional service. SMAA Volunteer Services/RSVP of Southern Maine uses a variety of methods to appreciate and connect with volunteers throughout the year, such as: annual anonymous surveys, celebrating volunteer achievements and milestones, nominating volunteers for various external awards, sending handwritten notes, or having phone calls with a volunteer. Should you identify new ideas for how we can show our volunteers appreciation – please do not hesitate to share them with Volunteer Services staff! **Thank you for making a difference!**

## **Expense Reimbursement**

SMAA/RSVP Volunteers do not receive any monetary incentive or stipend, but SMAA may reimburse volunteers for certain out-of-pocket costs associated with their service activities. This includes mileage reimbursement upon request for travel to and from volunteer service.

## **Other Benefits**

- Gain new skills, insights, and social contacts
- Engage with community partners
- Self-satisfaction of making a difference while helping others
- Supplemental personal and auto liability insurance
- Access to ongoing training
- Monthly emails/updates/opportunities
- Improved health (According to [Health+Benefits+of+Volunteering+Factsheet.pdf](#)), volunteering increases physical fitness, cognitive health, sense of purpose, social connection, and longevity)

## Volunteer Screening & Onboarding

SMAA/RSVP of Southern Maine follows a consistent process for screening, onboarding, and placing volunteers within SMAA's programs. This process is important to ensure that all volunteers receive the same information, have a consistent experience while joining the organization as a volunteer, and to protect volunteers and the organization. This process is outlined below.

### **Volunteer Screening**

SMAA/RSVP of Southern Maine completes or reviews the following to screen all volunteers before offering them a Volunteer Role. All pertinent information gathered as part of the screening process is carefully considered in the selection process. Volunteer applicants are informed of the timeline of the screening process and the factors used as selection criteria.

- Enrollment Form
- Interview with the potential volunteer
- Photo verification of a driver's license or state identification card
- Driving record check (all volunteers except for Phone Pals)
- Reference checks, at the discretion of Volunteer Services
- Background Checks: SMAA, with authorization of the employee and designated others, will conduct background check(s) through the State Bureau of Investigation and/or such other sources as SMAA deems appropriate to comply with the DHHS contract. SMAA subcontractors who receive DHHS funds and whose employees or volunteers meet this definition will need to perform these background checks on their employees or volunteers to continue to be a subcontractor. Current volunteers must consent to additional record checks on a three-year basis to comply with guidelines. The background check includes:
  - State (InforME Subscriber Services): ME Criminal Check, ME Sex Offender Check, and ME Driving Record Check
  - Federal (First Advantage): Criminal Check, Social Security Verification, and Sex Offender Check (N4a - National Criminal Check)
  - Simple Google Search
  - For Money Minders volunteers, an Adult Protective Services background check is also required, per the State of Maine Office of Adult and Disability Services.
- If the results of the review are unsatisfactory to SMAA, SMAA may decline to

offer the applicant a Volunteer Role and/or rescind an offer that has been already made. In addition, concerning existing volunteers, if the results of this review are unsatisfactory to SMAA, SMAA may take whatever action it deems appropriate under the circumstances, up to and including termination.

- All volunteer candidates have the right to review the findings and challenge and disprove them using the appeals procedures of SMAA.
- SMAA ensures the safety of prospective and current volunteers' personal information. Social Security Numbers are collected verbally (not shared in writing or over email). All conducted checks are secured in a locked cabinet with sensitive information fully redacted. Checks are stored for seven years before proper disposal.
- As part of SMAA's Department of Health & Human Services (DHHS) contract, SMAA conducts criminal background and driving record checks on prospective volunteers who will have unsupervised contact with clients or will serve under a contract that requires these checks as a condition of engagement.

#### **Procedure: Responding to Offenses Found During Volunteer Background Checks**

In the event that an offense is identified on a volunteer's background check (state, federal or driving record), the following minimum steps will be taken to ensure a fair, consistent, and transparent review and decision making process.

- **Initial Contact with the Volunteer** - The volunteer will be contacted to:
  - Inform them of the outcome of the background check.
  - Offer to share a copy of the background check report.
- **Discussion and Statement** - A conversation will be held with the volunteer to:
  - Discuss the nature of the offense.
  - Invite the volunteer to provide a statement explaining the offense and why it would not impact their ability to serve in a Volunteer Role.
  - Consideration will be given to the severity of the offense, its relevance to the Volunteer Role, and the time elapsed since the incident.
- **Internal Review and Decision** - Details of the offense and the outcome of the conversation/statement will be shared with the key staff listed below. This team will collectively review the information and come to a shared decision regarding the volunteer's eligibility.
  - Volunteer Services Director
  - Human Resources Specialist
  - Volunteer Coordinator
- **Documentation** - The offense, discussion summary, and final decision will be documented and securely stored in the volunteer's file in accordance with



organizational privacy and data retention policies.

- **Volunteer Notification** - The volunteer will be notified in writing (email or mailed letter are acceptable) of the outcome of the Internal Review and Decision process. This notification will come from the Volunteer Services Director or Volunteer Coordinator.

### **Volunteer Eligibility**

Once a volunteer has passed the required screening protocols detailed above, an offer to volunteer may be extended, and they may receive a Volunteer Role placement.

After an assessment of suitability, SMAA and its employees have the right to refuse any applicant that they do not think will be a good match for the Volunteer Role the applicant is seeking.

### **Age-Based Eligibility**

SMAA welcomes the contributions of youth volunteers as part of its commitment to community engagement and service. To ensure a safe and appropriate environment for all clients, staff, and volunteers, the following volunteering restrictions and boundaries apply to individuals under the age of 18:

- **Supervision Requirement:** Volunteers under the age of 18 must be accompanied and always supervised by a registered adult volunteer or SMAA staff member. If the youth volunteer would like to have a parent or guardian accompany them in their service, the parent or guardian in question must be a registered SMAA volunteer. Independent volunteering for individuals under the age of 18 is not permitted.
- **No One-on-One Client Interaction:** Youth volunteers are prohibited from working alone with clients under any circumstances. All activities involving clients must occur in a group or supervised setting.
- **Background Screening:** All youth volunteers are required to complete a basic background check that does not require a Social Security Number. Clearance must be obtained prior to participation in any volunteer activities.
- **Parental/Guardian Consent:** A parent or legal guardian must co-sign all required volunteer forms (including: Volunteer Role Description, and Handbook Acknowledgment Form) before a youth volunteer may begin service.
- **No Driving Clients:** Underage volunteers are prohibited from driving clients under any circumstances, and are excluded from SMAA's Volunteers Driving Clients Policy.

It is the responsibility of Volunteer Services staff to ensure that all appropriate

background checks are completed, and all co-signed paperwork is collected. It is also the responsibility of Volunteer Services staff to ensure an appropriate and complaint placement for underage volunteers, in collaboration with SMAA Program Leads. Violations of the policy should be communicated immediately to the Volunteer Services Director. If the initial communication is verbal (not in writing) the Volunteer Services Director will document the violation. The Volunteer Services Director will work with the Program Lead overseeing the youth volunteer to create a plan to ensure compliance, up to and including placing the youth volunteer in a different program or Volunteer Role.

### **Volunteer Onboarding Requirements**

To volunteer with SMAA, every volunteer must complete the following:

- Volunteer Enrollment Form
- Provide visual proof of identification (state issued license, photo ID)
- Proof of automobile liability insurance (required by all volunteers with the exception of Phone Pals)
  - Volunteers will be responsible for notifying their supervisor should their coverage lapse at any point.
- Acknowledgment of duties and requirements as set forth in the Volunteer Role Description
- SMAA volunteers are not employees of the agency, and volunteer duties and responsibilities are clearly defined by each Volunteer Role Description. Volunteers must provide services within the boundaries of their Volunteer Role Description. Any questions about evolving tasks or duties that are not clearly addressed in the Volunteer Role Description should be discussed with the volunteer's Program Supervisor or Volunteer Services, with the outcome noted in writing, with a copy saved to the volunteer's file.
- Should a volunteer require accommodation(s) to fulfill a volunteer task or role, we encourage you to speak with your Program Supervisor or Volunteer Services staff to determine whether such accommodation is feasible.
- Any and all accommodations agreed upon will be recorded in writing (email or letter is acceptable) and a copy will be saved to the volunteer's file.
- The volunteer must share an emergency contact with SMAA's Volunteer Services Program. This contact is captured on the Volunteer Enrollment Form and saved to the volunteer's file. contact this individual in case of an emergency in the course of volunteering.
- Before beginning volunteer service, the volunteer must sign and return copies of the following:

- Volunteer Role Description
- Handbook Acknowledgment Form (which accepts receipt of SMAA's volunteer policies – including our Harassment Policy/Appendix F and Confidentiality Agreement/Appendix E) and confirms compliance with said policies [keep one copy, return one signed copy])
- Media Consent Form
- Attend a SMAA orientation within two weeks of assignment as an SMAA volunteer.

## Policies for Volunteers

All volunteers, regardless of the length of service, are subject to the provisions of all volunteer policies, including new policies coming into effect during an existing volunteer's tenure.

### **Volunteer Enrollment**

Individuals who volunteer with SMAA must go through all steps in the Volunteer Enrollment process at SMAA outlined in the Volunteer Screening and Onboarding Requirements sections above. Third parties who have not gone through SMAA volunteer screening, onboarding, and training and have not been brought on as an official volunteer are not allowed to join volunteers in their service, and are not covered by SMAA's volunteer liability insurance policy.

### **Volunteer Hours Tracking**

All volunteers are expected to track the hours that they serve within their Volunteer Role on a monthly basis. Volunteer hours are hugely important to the agency; they are used to demonstrate the agency's impact, which is critical data for grant applications and advocacy at the local and state levels. Volunteers should track the hours spent with a client, time they spend in trainings, and any other time spent doing volunteer-related tasks.

SMAA offers flexible ways to report hours served; hours can be reported via online web portal, email, snail mail, or by phone call. Volunteer hours sheets can be provided upon request to assist with independent tabulations. Some SMAA programs have specific protocols for hours reporting; volunteers should contact their Program Supervisor for instructions on how they should track hours for each role they hold.

In the coming year (2025-2026), SMAA is planning to migrate our volunteer operations to a new database solution. This may change the process by which volunteers report their hours. SMAA reserves the right to update these volunteer hours tracking procedures, and is responsible for training all volunteers on any changes.

### **Attendance**

If a volunteer is unable to show up for their respective shift on time or may be delayed, they should contact their Program Supervisor or Volunteer Services staff, prior to their

expected start time. Exceptions would include an emergency/illness that prevents timely notification.

Chronic (three or more) unexplained absences or tardiness will result in a review of the volunteer's ability to serve. A record of poor attendance or punctuality may result in disciplinary action, up to and possibly including termination of volunteer service, depending upon the frequency, duration, notice or lack of notice, and other circumstances. Any review and disciplinary action will be documented by Volunteer Services staff and saved to the volunteer's file.

### **Client Boundaries**

Clients served by SMAA can sometimes be isolated, lonely, and particularly vulnerable to abuse and exploitation. For this reason, it is imperative that SMAA volunteers take great care in managing relationships with the clients they meet and serve through involvement with the agency.

Volunteer relationships with clients have the same boundaries as those between paid staff and clients. It is appropriate to be friendly, courteous, and caring but it is **not** appropriate to become friends with clients, their family members, or others connected to the delivery of services. Likewise, there should be no romantic attachments or otherwise inappropriate personal relationship made between any volunteer and client.

Friendships with clients can lead to unclear boundaries, inappropriate expectations, the appearance of favoritism or exploitation, and conflicts of interest. Invitations to SMAA volunteers from clients to spend personal time together or to engage in anything other than agency business should be respectfully declined, citing, as needed, this policy as the basis for their action.

This policy applies throughout the duration of volunteer service at the agency and for no less than twelve months following the termination of the volunteer services to the client.

Volunteers do not manage a client's complex issues, complaints, or referrals – nor those of a client's relatives or friends. If such a request is received or observed by a volunteer from a client or one of his or her relatives or close acquaintances, the volunteer should report this to their Program Supervisor or Volunteer Services staff, who may give the referral to another staff member or volunteer. The volunteer should not attempt to independently manage or coordinate support or services for the client,

family member or acquaintance.

Volunteers should not perform duties beyond the scope of their Volunteer Role Description. If the client expresses a need for other types of support that fall outside the boundaries of the Volunteer Role, the volunteer should refer that client to their Program Supervisor or Volunteer Services staff who can connect that individual with more resources within the Area Agency on Aging (AAA) and aging services network.

Volunteers should treat all clients with courtesy and respect. Volunteers should also respect the personal boundaries of the clients and govern their physical behavior accordingly.

### **Client Confidentiality**

As a volunteer, you may view or hear confidential information. SMAA requires all volunteers to agree to confidentiality agreement (Appendix E), included under our Handbook Acknowledgement Form, and to not divulge or disclose confidential information to any person not employed or serving as a volunteer at SMAA without proper release and approval. Volunteers should have conversations with clients that involve the discussion of confidential information only in private venues that prevent others from overhearing or viewing the information shared.

SMAA is very proud of all the services and support that we provide to other organizations and the many clients and families who seek our services. We must respect and honor that trust when confidential matters are shared with us. Volunteers and staff must keep all this information in strict confidence and not disclose to anyone any part of the information unless we have specific instructions and releases from the person, or persons involved.

Therefore, the SMAA policy in part is: "To receive and hold confidential information concerning any aspect of SMAA's business including, but not limited to its customers, its employees, and its services and must not divulge or disclose to any person not employed at SMAA, or any organization, government or legal entity without proper release and approval from the Executive Director to release such information. **The release of information in violation of this policy is grounds for discipline up to and including immediate termination of volunteer position.**"

Examples of information that must be kept confidential include but are not limited to:

- Client and/or their family information; employee information; volunteer

- information
- Organization mailing lists or business plans
- Training materials

## **Elder Abuse & Mandated Reporting**

The Maine Legislature, in enacting the Adult Protective Services Act (APS), officially recognized that some adults, because of incapacitation, dependency, and/or inability to manage finances may be unable to protect themselves from abuse, neglect, or exploitation. Under Maine law, many adults are required by statute to report knowledge or reasonable suspicion of elder abuse, neglect, or exploitation. These mandated reporters include many people working in professional capacities that regularly or sometimes interact with the elderly.

APS defines **abuse** as “the infliction of injury, unreasonable confinement, intimidation, or cruel punishment that causes or is likely to cause physical harm or pain or mental anguish; sexual abuse or sexual exploitation; financial exploitation; or the intentional, knowing, or reckless deprivation of essential needs.” The definition of abuse includes acts and omissions.

APS defines **neglect** as “a threat to an adult's health or welfare by physical or mental injury or impairment, deprivation of essential needs, or lack of protection from these.”

APS defines **exploitation** as “the illegal or improper use of an incapacitated or dependent adult or that adult's resources for another's profit or advantage.”

### **Are SMAA volunteers mandated reporters?**

Volunteer drivers are officially classified as mandated reporters, as well as “Any person who has assumed full, intermittent or occasional responsibility for the care or custody of the incapacitated or dependent adult.”

While this definition leaves some room for interpretation, as a volunteer, it is a good idea to think of yourself as a mandated reporter if you:

- Help friends or neighbors with disabilities
- Check in on older community members
- Assist people who need support with daily tasks
- Drive friends or neighbors to appointments or help with shopping
- Volunteer to offer programming for older community members

**...and these are all things that SMAA volunteers do!** If you notice signs of abuse or neglect speak up and report it – you play a key role in our community and have a responsibility to keep our older neighbors safe. Remember, being a mandated reporter isn't a burden—it's part of caring and looking out for our neighbors.

**Please note that SMAA staff are mandated reporters. Any concerns you share with SMAA staff, should staff feel the concern warrants an Adult Protective Services (APS) report, will be reported.**

If you see or suspect abuse, here is what you should do as a SMAA volunteer:

- Tell your Volunteer Program Supervisor or Volunteer Services Staff right away if you witness or suspect any kind of abuse. They'll help ensure the right follow-up steps are taken.
- You can also directly contact Adult Protective Services (APS). Reporting is confidential, and you do not need proof! You can call: 1-800-624-8404 (available 24/7) or complete the APS online reporting form at <https://www.maine.gov/dhhs/oads/get-support/aps>. If appropriate, APS will assign a case manager to provide support to the individual or family.
- If someone is in immediate danger, call 911.

As a volunteer, your Volunteer Program Supervisor or Volunteer Services Staff can help you through this process! Your Volunteer Program Supervisor is here to support you in all aspects of your service, including protecting your clients from elder abuse. Once you share your concerns with your Volunteer Program Supervisor, together, you will come up with a plan on how to make the APS report that feels comfortable to you, such as:

- Calling APS together
- Filling out APS online form together
- Providing you with guidance and context so that you feel confident and empowered to make the call or fill out the online form independently
- How best (if at all) to follow up with the client

The Volunteer Program Supervisor will also document your concerns and the report in the client's file for internal use.

Volunteers are also expected to cooperate in any investigation related to abuse, neglect, or exploitation.

### **Learn more!**

SMAA is proud to launch in 2025 our Elder Abuse Resource Page! Visit [Www.smaaa.org/elderabuseresources](http://www.smaaa.org/elderabuseresources) to access training videos, local resources, and more!



## **Dress Code**

Volunteers represent SMAA and are responsible for presenting a good image to our clients, their families, and to the community. Volunteers should dress appropriately for the conditions and the nature of their volunteer duties.

Personal appearance should be maintained with the highest personal grooming standards and a neat general appearance. Please refrain from wearing any sleepwear, bathing suits, or clothes that are dirty, have offensive or crude pictures or words printed on the material, or are sexually/politically suggestive in any way. Because of health challenges that many SMAA clients may face, regular bathing and hand washing are necessary. Volunteers are also requested to refrain from wearing scented products such as perfume or cologne.

## **Non-Discrimination Policy**

SMAA believes that all employees, volunteers, and clients have a right to work or receive services in an environment free of discrimination. SMAA has volunteer screening standards in compliance with the Administration on Aging's and AmeriCorps Seniors' screening and acceptance policies. An applicant's right to respect, appreciation, confidentiality, and an understanding of the application process, are assured by SMAA and its Volunteer Services Department.

SMAA promotes a safe, welcoming, and friendly atmosphere for volunteers, staff and clients. Our policies and procedures help guide staff and volunteers to find a balance between the volunteer assignment and our obligations to our clients. SMAA/RSVP Volunteer Staff inform volunteers of all policies and procedures. It is the volunteer's responsibility to be familiar with these policies and to stay current with any changes.

SMAA/RSVP of Southern Maine is committed to equal opportunity for all. Opportunities are available to all prospective volunteers, regardless of race, color, sex, national origin (including limited English proficiency), age, hair texture or hair style, ancestry, genetic information, political affiliation, sexual orientation, gender identity or expression, religion, disability, marital or parental status, military service, past participation in the discrimination complaint process, or any other status protected by applicable state or federal law. Disability is defined as a physical or mental impairment that substantially limits one or more of a person's major life activities, such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

Volunteers, service members, clients, employees and/or beneficiaries shall not, on the above-named grounds, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in any program or activity of SMAA/RSVP of Southern Maine.

Any volunteer, service member, client, employee, or beneficiary of a program or project who believes he or she has been subjected to discrimination in violation of nondiscrimination provisions of applicable laws, regulations, or this policy, may file a complaint. Although people are not required to do so, we first try to resolve discrimination claims directly with programs and projects through our grievance system. Procedures for filing a discrimination complaint can be obtained from the office of the Executive Director of Southern Maine Agency on Aging, Sam L. Cohen Center, 30 Barra Road, Biddeford, Maine, 04005. This information is available in large type for those who require it, and an ASL interpreter will be provided upon request.

### **Insurance for Volunteers**

Liability and accident insurance or other comparable forms of indemnification and protection for the agency are provided for all registered volunteers with SMAA (volunteers who have completed the screening and onboarding process, as described on pages 15-19 of this handbook). The insurance is only with respect to the liability of the registered volunteer for the volunteer service activities of SMAA or performance of volunteer service by such registered volunteer on behalf of SMAA. Volunteers are encouraged to consult with their own insurance agent to include community volunteer work in their coverage.

Please be aware that the Southern Maine Agency on Aging is not liable for items lost or stolen while on agency property or visiting with clients.

Volunteers are required to provide proof of automobile liability insurance and to notify their supervisor should their coverage lapse.

Please see Appendix C for additional details regarding SMAA's liability and automobile coverage.

### **Volunteers Driving Clients**

SMAA volunteers are allowed to drive clients in their own vehicles, for activities related to and necessary for their volunteering role. All instances of volunteers driving clients

must be approved in writing or email by the volunteer's Program Supervisor and the Volunteer Services Director. SMAA volunteers should not be driving clients as a routine function of their Volunteer Role, but only in necessary and approved extenuating circumstances. Please refer to the Volunteers Driving Clients Policy (Appendix D) for additional details.

### **Licensure or Certification**

At SMAA, volunteers will not perform professional services for which licensure or certification is required. There is an exception if the work is within the scope of the position description and the volunteer has current licensure or certification to perform such work; in this case a copy of the volunteer's license or certification will be saved in the volunteer file, along with a written agreement (acknowledged by the volunteer and Volunteer Services Director) of the scope of work. The written agreement requirement may be met by the duties outlined in the signed Volunteer Role Description, or additional documentation may be needed. Should the volunteer's professional license lapse, the volunteer should notify their Program Supervisor or Volunteer Services staff.

### **Social Media Policy**

Social media is any form of online publication or presence that allows multi-directional conversations in or around content on the Internet. Some types of social media include forums, message boards, blogs, tweets, wikis and podcasts, and some social media applications include Google, Facebook, LinkedIn, Twitter, Instagram and YouTube.

Management understands that social media is pervasive in today's world and that volunteers may be using social media sites for personal and professional reasons. Management also recognizes that volunteers may enhance our mission through the appropriate use of social media. However, volunteers should abide by the following guidelines when using social media. Any violation of these guidelines will be reviewed by Volunteer Services Staff on a case-by-case basis and may lead to discipline, up to and possibly including termination of volunteer placement.

#### **Guidelines:**

- Dissemination of confidential information about SMAA, its employees, clients, beneficiaries, consumers, volunteers, or visitors on social media sites is strictly prohibited.
- Volunteers may not speak on behalf of the Agency unless authorized to do so. Any volunteer commenting on social media about the Agency must make it clear

that they are commenting in their individual capacity.

- Social media sites are not to be used while volunteering, on Agency time or using the Agency's computer equipment unless the employee is doing so to further the Agency's mission and interests and with the Agency's express permission.
- Management may discipline volunteers for posting, writing, or otherwise participating in any content that is discriminating, harassing, threatening, pornographic, obscene, or otherwise inconsistent with the Agency's mission and/or values.

Volunteers should direct any questions regarding compliance with this Social Media Policy to their Program Supervisor or Volunteer Services.

### **Special Limitations for AmeriCorps Seniors RSVP Volunteers**

Political Activities: An AmeriCorps Seniors volunteer (functionally, this includes any volunteer at SMAA over the age of 55) may not be involved in political activities when serving in the capacity of an AmeriCorps Seniors volunteer. This includes electoral activities, voter registration, voter transportation to polls, and efforts to influence legislation.

Religious Activities: An AmeriCorps Seniors volunteer may not give religious instruction or conduct any type of worship services as a part of their duties.

Non-Displacement of Employed Workers: An AmeriCorps Seniors volunteer may not perform any service or duty or engage in any activity which would otherwise be performed by an employed worker, or which could supplant the hiring of employed workers or impair existing contracts for service.

Non-compensation for Services: Under no circumstances shall an AmeriCorps Seniors volunteer receive a fee for service from service recipients, their legal guardian, members of their family, or friends. No person, organization, or agency shall request or receive any compensation for the services of AmeriCorps Seniors volunteers.

Volunteer Status: AmeriCorps Seniors volunteers are not employees of the RSVP of Southern Maine, the volunteer stations, AmeriCorps, or the Federal Government.

Prohibitions on Abortion Service: Volunteers may not provide abortion services or referrals for receipt of such services when serving as an AmeriCorps Seniors volunteer.

## Prohibited Activities

SMAA is committed to creating an environment where all volunteers can perform to their best ability. SMAA also recognizes that there will be occasions when disciplinary and/or performance problems arise. This policy ensures that if such problems arise, they are dealt with fairly and consistently. This policy sets out the action that may be taken when problems occur.

Claims of potential misconduct involving a volunteer may result in a suspension from service while the incident is being reviewed. At its discretion, SMAA may schedule a meeting with the volunteer to gather additional facts/information. During this meeting, the volunteer will be advised of the nature of the complaint and allowed to state their case before any decision is taken on whether to impose a warning or other disciplinary action.

Depending on the severity of an infraction, Volunteer Services staff will make every effort to resolve the matter through informal discussions, before formal disciplinary action. This may include mediation, additional training, or support for the volunteer. This would not be recorded as disciplinary action; instead it will be viewed as a process of constructive dialogue. However, SMAA reserves the right to take any disciplinary action, up to and including immediate termination of volunteer services at its discretion, at any time, including but not limited to for serious violations like threatening/harassing/unsafe behavior, being under the influence of drugs or alcohol, and disclosure of confidential information.

### **Harassment & Retaliation Prevention Policy**

SMAA strives for a pleasant and comfortable volunteer environment free from intimidation and hostility. Harassment of any kind, including sexual, verbal, and physical, will not be tolerated. Harassment includes jokes, signs, rankism, intimidation, or violence. Any form of harassment by a volunteer or staff is grounds for immediate dismissal from service. (See Appendix F for full Harassment Policy – including Sexual Harassment Policy - and complaint procedures)

### **Alcohol and Drug Use**

The consumption of alcohol and smoking/vaping all substances are prohibited in all SMAA offices and facilities. Likewise, the use, distribution, or possession of alcohol, marijuana, and/or illegal drugs or being under the influence of such substances while volunteering is prohibited.

The possession or consumption of alcohol, cannabis, or illicit drugs, or the misuse of prescription or “over the counter” drugs is prohibited on SMAA’s properties or venues, when visiting with clients, or in circumstances deemed by the Agency to present serious risk to the interest of the Agency and their clients, staff, and volunteers.

Volunteers must not use, possess, transfer, distribute, manufacture, or sell alcohol, marijuana, or any illegal drug while on agency property, while on duty, and/or while operating a vehicle from or to an agency worksite or client’s home. If a staff member suspects that a volunteer or staff member is impaired by the use of alcohol, marijuana and/or illegal drug while on duty, that person will be dismissed for the day, pending further action to be taken in an appropriate timeframe.

SMAA is a smoke-free agency. This is enforced at every facility owned and operated by SMAA. Staff, volunteers, clients, and clients’ families are not permitted to smoke inside the offices and facilities, including bathrooms and conference rooms and within 50 feet of any exit or when visiting with clients or in circumstances deemed by SMAA to present serious risk to the interest of SMAA and their clients, staff, and volunteers. Volunteers also should not smoke in a vehicle prior to visiting a client’s home. If you have any questions about this, please speak to your Program Supervisor or Volunteer Services Staff.

SMAA is an equal opportunity organization and does not discriminate against anyone, however, for the safety of our clients, volunteers, and staff, anyone who is taking legal medication, whether or not prescribed by a licensed medical practitioner, which affects or impairs judgment, coordination, or perception so as to adversely affect ability to perform duties in a safe and productive manner, must notify the your Program Supervisor or Volunteer Services Staff prior to engaging in agency work. Failing to advise your supervisor of the use of any drug that could impair your ability to safely perform your volunteer duties is prohibited and may result in immediate termination of volunteer services.

### **Technology/Cyber Security**

Volunteers will be trained on the use and protocols regarding SMAA technology systems and requirements. Some volunteers will inevitably encounter confidential information while performing their duties, whether on paper or within an agency database. At no time should a volunteer save, send, or copy any personal client information, including but not limited to social security numbers, Medicare numbers,

and birthdates. No such confidential information should be sent over e-mail or saved to any removable media such as a USB drives.

In such cases that volunteer duties require the communication or frequent handling of sensitive client information, the volunteer will be trained by a supervisor in best practices to handle the information. SMAA owned devices and internal email accounts capable of advanced encryption may be provided to volunteers to better handle sensitive client information. These practices apply to, but are not limited to:

- The Medicare Program
- The Money Minders Program
- Meals on Wheels (packing and delivering)

Volunteers must report the discovery of lost, misplaced, or stolen files or information to their Program Supervisor or Volunteer Services Staff. If a volunteer or staff member is found to have intentionally removed or transformed any confidential information without a staff supervisor's permission, the agency will take immediate legal action.

***To view the entirety of SMAA's Technology Policies, see Appendix A.***

### **Conflicts of Interest**

To preclude activities which might result in a charge of conflict of interest, certain activities which would strain the standards of ethical conduct are prohibited. These prohibitions are meant to avoid any action which might result in, or create, the appearance of:

1. Using Agency position for private gain.
2. Giving preferential treatment to any organization or persons.
3. Impeding Agency efficiency or economy.
4. Losing complete independence of impartiality of action.
5. Making an Agency decision outside of official channels.
6. Affecting adversely the confidence of the public in the integrity of the Agency.

### **Financial Transactions with Clients**

SMAA volunteers must not enter into any financial transactions with beneficiaries, their family members, or caregivers, including lending or borrowing money in either direction. If clients are in immediate financial need, please notify the supervisor who will then make the appropriate referrals.

## **Gifts, Tips, and Soliciting**

Volunteers are not permitted to accept or provide gifts to SMAA clients, their family members or their friends. This includes any gifts, money, honoraria, entertainment, or gratuities worth more than \$25. Occasionally, there may be instances where a SMAA client or their family may present you with a small gift, gesture, or a token of thanks for services; such gestures are permissible to accept, only if they are handmade and/or worth less than \$25. However, under no circumstances should a volunteer accept any money from a SMAA client/client's family. If a client/client's family offers you money, express your appreciation and inform them that SMAA policy prohibits you from accepting their gift. You may choose to suggest to the client that they give the gift to the agency as donation instead. Please seek the advice of your Program Supervisor or Volunteer Services Staff if you have questions about this policy.

## **Political Activity**

Volunteers may not engage in partisan political activity in concurrence with their positions at SMAA or other RSVP stations. While on duty, or at any time while identifying themselves as a SMAA and/or RSVP volunteer, volunteers must not:

1. Publicly express their personal opinions regarding political issues
  2. Display or distribute political signs, buttons, or materials either on their person or at worksites
- Solicit or accept contributions for political purposes during volunteer hours

Volunteers may, however, outside of their volunteering roles and clearly identifying themselves as private citizens sharing their personal opinions, participate in any of these causes. SMAA encourages volunteers, identifying themselves as private citizens, to educate and share the importance and impact of the services they provide with elected officials and the community at large.



## Safety

SMAA's safety mission is to foster an atmosphere of wellbeing for our staff, volunteers, and clients so that we may better serve the community. Our objective is to promote a culture of proactivity in addressing safety concerns to ensure everyone feels valued and secure. However, the employee/volunteer has a responsibility to perform their duties safely.

To ensure volunteer, employee, and client safety, please observe the below rules and guidelines:

All volunteers:

- Badges - all SMAA volunteers should wear the SMAA volunteer or visitor badge at all times when on agency property and while on assignment.
- Observe and practice the safety procedures established for the job and outlined in the Volunteer Role Description, and/or during role-specific training.
- Sickness or injury - no matter how slight, report at once to a Program Supervisor or Volunteer Services Staff. In no case should an employee or volunteer treat their own or someone else's injuries. Call emergency services as necessary.
- Keep the area in which you volunteer clean and sanitary.
- Report any unsafe conditions or acts to your Program Supervisor or Volunteer Services Staff.
- Lift properly - use your legs, not your back. For heavier loads, ask for assistance.
- Clean up all spills immediately.
- Use caution when reaching overhead and storing or accessing items overhead.
- Help to prevent accidents by being proactive following the Workplace Safety Checklist below.
- Follow established protocols for any emergency events.

Volunteers performing their role at a meal site, Adult Day, or a SMAA Center:

- To protect the safety of SMAA/RSVP volunteers at SMAA assignments, volunteers will not work alone in a SMAA Center, Adult Day Center, or meal site. At least one Program Supervisor or paid SMAA employee must be present.
- Volunteers must sign in/out when entering and leaving agency property (SMAA Center) or a volunteer site such as a meal site.
- Keep pathways clear – never pile materials, bins, boxes, or other equipment to block aisles, exits, fire- extinguishers, electric lighting or power panel, valves, etc. **Fire doors and aisles must be kept clear!**
- Kitchen – keep kitchen areas clean and never leave food uncovered.

- Do not tamper with electric controls or switches.
- Unknown person in the building – report to your Program Supervisor, Volunteer Services paid SMAA employee on site.

### **Workplace Safety Checklist**

It is every employee and volunteer's responsibility to be on the lookout for possible hazards within a SMAA Center as well as private residences, or a volunteer site such as a meal site. If you spot one of the conditions on the following list - or any other possible hazardous situation - report it to your Program Supervisor or Volunteer Services staff immediately.

- Slippery floors and walkways including snow/ice in outdoor walkways and parking lots
- Tripping hazards, such as hose links, piping, etc.
- Missing (or inoperative) entrance and exit signs and lighting
- Poorly lighted stairs
- Loose handrails or guard rails
- Loose, open, or broken windows
- Dangerously piled supplies or equipment
- Unlocked doors and gates
- Electrical equipment left operating
- Open doors on electrical panels
- Leaks of steam, water, oil, other liquids
- Blocked fire extinguishers, hose sprinkler heads
- Blocked fire doors
- Evidence of any equipment running hot or overheating

***See Appendix B for additional safety guidelines, including the Home Visit Safety Policy and Procedures for Volunteers.***

### **Incident Reporting**

Any incident involving a volunteer must be **reported immediately** to a Program Supervisor or Volunteer Services staff. Measures of reporting include email, text, or telephone/voicemail. An “incident” may include, but is not limited to: accident or injury, a health issue (volunteer or client), error in judgment or other misstep, substandard performance, lost possession, boundary breach, offensive remark, or sense of peril or risk while on duty. For example, a staff member or fellow volunteer may unexpectedly experience a health issue, a valuable item may be lost, or confidential client information

may be shared inadvertently. In such cases, volunteers are expected to call or notify their Program Supervisor or Volunteer Services staff – by any means described above – to report the incident. Volunteer Services staff will take information from the volunteer, and complete a SMAA incident reporting form.

### **Procedures for Emergency Situations**

The following procedures are to be followed if you are visiting/assisting a SMAA client and you encounter an emergency and/or a serious problem arises regarding the client.

All volunteers are provided contact information for their Program Supervisor included on their Volunteer Role Description. This contact number is provided at the time of volunteer orientation. Contact information for Volunteer Services staff is included in this Handbook on page 6.

#### **Emergency**

Call 911 if your client is experiencing any kind of emergency, including but not limited to:

- Does not answer the door and you know they have not gone away
- Has fallen and/or injured themselves
- Gets very sick, has a heart attack, is unconscious, etc.

After calling 911, please call your Program Supervisor or Volunteer Services Staff. Please make sure you speak directly to a SMAA staff member to report the emergency, and receive any support you may require. If you are unable to reach your Program Supervisor or Volunteer Services Staff, please call the SMAA front desk at 207.396.6500. You can explain the situation and be connected to someone or staff who can support you.

Volunteers working one-on-one with clients, particularly those working in the clients' home or other off-site location, will always be provided with an emergency contact for their client. This is a person who the client has agreed their volunteer can call in an emergency situation. If an emergency arises outside of SMAA business hours (Monday-Friday, 8am-4pm) you are expected to notify this emergency contact. In this case, you should also leave a message or send an email to your Program Supervisor or Volunteer Services staff alerting them to the incident upon their return to work.

***Additional details about various emergency scenarios can be found in Appendix B: Safety Policies.***

**Non-Emergency Situation**

If you have any concerns regarding your client's wellbeing, report it to your Program Supervisor or Volunteer Services staff by the next working day if the client is having problems including but not limited to:

- Change in emotional state and/or physical appearance
- Anything else that seems unusual

If you notice the concern over a weekend or holiday period, when staff will not be available to note and respond to your concern for more than one workday, please notify the client's emergency contact.

**Weapons Policy**

To ensure a safe work environment for all volunteers, the SMAA expressly prohibits any acts or threats of violence by any agency employee or volunteer against any agency employee, volunteer, consumer, vendor or visitor.

The agency also prohibits the possession of any type of weapon, concealed or otherwise, on agency property or on agency time or business, unless the employee has a concealed weapon permit and keeps the weapon in their locked vehicle out of sight. No weapons are permitted in vehicles used for transporting clients. If a volunteer notices any behavior that could be perceived as an act or threat of violence, it should be reported immediately to their Program Supervisor, Volunteer Services staff, or any other paid staff member.

## Volunteer Separation

### **Discipline & Termination**

Volunteers must behave responsibly, professionally, and appropriately. When a volunteer engages in improper and/or inappropriate conduct, the volunteer will be subject to discipline and/or dismissal. Disciplinary action shall range from verbal warnings to immediate discharge, depending on the seriousness of the offense in the judgment of management. Possible grounds for immediate dismissal may include gross misconduct or insubordination; theft of property or misuse of SMAA materials; abuse or mistreatment of clients, staff, or other volunteers; not abiding by SMAA policies and procedures; and not satisfactorily performing assigned duties. SMAA reserves the right to take whatever action it deems appropriate and fitting based on the nature and circumstances of the action. Among the actions SMAA may utilize, but is not obligated to implement, are the following:

- Oral Counseling Session: An oral counseling session may be given following infractions of regulations, unacceptable behavior, or actions, or when a volunteer does not meet performance standards. The volunteer's Program Supervisor will place in the volunteer's file a dated memo stating that the oral warning was administered.
- Should the infraction continue to be a problem, a written warning will be issued and signed by both parties to be kept in the volunteer's file.
- Trial Period/Suspension: SMAA may reassign a volunteer to a new/different Volunteer Role for a trial period to find a better fit for the volunteer (in this case, a signed Volunteer Role Description will be added to the volunteer's file) or may suspend the volunteer from duty.
- Termination: SMAA may terminate a volunteer, or the volunteer may terminate his/her service at any time. All volunteers must return their SMAA ID upon the end of their service and complete an exit interview form upon ending their service.

### **Conflict Resolution**

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our conflict resolution policy gives volunteers the opportunity to review any problem, dispute, or misunderstanding that may arise during your volunteering.

SMAA encourages volunteers and staff to take positive actions to resolve conflicts quickly. A personal phone call or meeting is the most effective and positive action step. E-mail and text message should be avoided because of the potential for misinterpretation. SMAA's conflict resolution procedure is based on the fundamental values of respect and fairness for all parties involved. SMAA is committed to providing volunteers with the right to a safe, neutral process to resolve conflicts.

Step #1: All parties, including the volunteer, Program Supervisor and Volunteer Services staff, should calmly and openly discuss the conflict amongst themselves to immediately resolve the issue within three (3) business days.

Step #2: If the issue cannot be resolved informally, then the volunteer may initiate a formal volunteer grievance procedure by submitting a written statement to their Program Supervisor; this must be brought to the attention of the Director of RSVP/Volunteer Services within seven (7) business days of the alleged situation. The volunteer may submit their written statement directly to the Volunteer Services Director, although the statement may be shared with the Program Supervisor.

Step #3: The written statement will be reviewed by a conflict resolution team, comprised of SMAA leadership. The team will provide all involved parties with a written/electronic report of its findings and recommendations within a month (30 days) from the date of submission. The resolution is considered final.

### **Voluntary Resignation**

A volunteer may terminate volunteer service at any time; however, a notice of at least two weeks is greatly appreciated. Upon termination of service, the volunteer must return any materials belonging to SMAA that they might have been in possession of during their volunteer service, including their volunteer badge, any SMAA technology/devices, and any SMAA proprietary information or client information.

### **Exit Interview**

At the culmination of a volunteer's service with SMAA, the volunteer will be offered the opportunity to speak on their experience through an exit interview. The exit interview will typically be done with Volunteer Services staff, though accommodations can be

made for the exit interview to occur with a Program Supervisor or HR staff if desired and merited. If desired, the volunteer may be given the opportunity to provide this feedback to Volunteer Services anonymously.

## Appendix A

### **Electronic, Telephone Communications, Equipment & Systems**

Volunteers whose roles require them to communicate with clients via email should do so via a SMAA-sponsored email account. This is to eliminate the need for volunteers to use personal email accounts for client communication.

SMAA is now offering a smaavolunteer.org tenant email address that allows volunteers to use a SMAA-sponsored email account from their own, personal device. This is SMAA's preferred method of providing volunteers with a SMAA-sponsored email account, and should be used if at all possible.

Volunteers requiring a smaaa.org email account will have email functionality only with a volunteer- specific email account. This option provides smaaa.org O365 platform access, and should only be used when O365 platform access is absolutely required to perform the duties of the Volunteer Role. **Volunteers using a smaaa.org email account/ the smaaa.org O365 platform must use the account on SMAA-owned technology and on SMAA-related business.**

In either case, a volunteer must receive prior written approval from their Program Supervisor before access is provided. Volunteer Services staff must review this approval, and save a copy to the volunteer's file.

SMAA-owned technology includes SMAA-owned accounts, tablets, computers, and other devices related to the services provided by SMAA. All Agency electronic, communication and computer equipment, as well as all software and data stored on said equipment, including but not limited to documents, voice mail messages and email messages, regardless of whether said documents were created for business purposes, are the sole and exclusive property of SMAA; this applies regardless of whether they originate from a smaavolunteer.org or smaaa.org tenant. SMAA makes this equipment and these systems available to its employees and volunteers to conduct official SMAA business and for SMAA-related activities.

SMAA also recognizes, however, that employees and volunteers may occasionally use the equipment for personal use provided that this activity does not interfere with or impact SMAA business. SMAA reserves the right to monitor the operation and use of such equipment, systems, software and services and to access all information, data, records and files within the systems and services. All passwords and codes are the property of SMAA. SMAA may override individual passwords and codes and require



employees or volunteers to disclose any such passwords or codes. SMAA prohibits employees or volunteers from accessing or attempting to access the e-mail or voice mail systems of another user or transmitting messages from a co-worker's e-mail or voice mail system unless authorized to do so.

All employees and volunteers are expected to maintain a secure environment for SMAA's electronic communication and computer equipment, systems, software and services. Accordingly, at a minimum each employee and volunteer shall:

- Protect electronic telephone communication and computer equipment, systems, software and services from all types of abuse including misuse, misappropriation, misapplication, and vandalism.
- Protect the integrity and accuracy of information and data from unauthorized or attempted access, alteration, or destruction.
- Maintain the privacy of proprietary, privileged, personal, or otherwise sensitive information and data. Do not transmit via unsecured electronic methods such as plain text email, electronically protected health information (ePHI) or any confidential staff or consumer data, including but not limited to social security numbers, financial account numbers, or Medicaid/Medicare numbers. If an employee or volunteer is uncertain whether a communication mechanism is secure, they should seek clarification from their immediate supervisor or the CFO. Use computer software and other copyrighted materials by following licensing agreements and applicable copyright laws.
- Protect computer equipment, systems and software from the inadvertent introduction of viruses by not downloading or installing any software onto agency equipment without the authorization of the SMAA Network Engineer or CFO. The SMAA IT Team (Network Engineer and Xerox Endpoint Protection Support) will periodically delete non-work-related files from all SMAA issued staff and volunteer computers. These items may include games, temporary files and all files from the temporary internet directory
- Participate in all security awareness training as required by the Agency and/or the employee/ volunteer department.

SMAA prohibits offensive, harassing, vulgar, obscene, threatening or intimidating communications, including disparagement or discrimination of others based on gender (including pregnancy or related medical conditions), sexual orientation, gender identity and expression, age, race, hair texture or hair style, color, ancestry, disability, religion, national origin, marital status, covered veteran status, genetic information (including family medical history), or any other status protected by applicable state or federal law, using SMAA's electronic, telephone communication and computer equipment, systems, software and services.

Employees and volunteers are strictly prohibited from creating, distributing or soliciting sexually oriented messages or images using the SMAA's electronic, telephone communication and computer equipment, systems, software and services. The Agency also prohibits communications that constitute slander, defamation or unlawful trade disparagement of employees, volunteers, customers, consumers, vendors or any other person or entity.

In addition, nothing should be said in an e-mail message, instant messaging such as Teams or online chat message that would be inappropriate, improper or unsuitable to state in a written memo. Employees and volunteers should regard e-mail as another form of written communication, with the additional understanding that all electronic messages sent or received via the SMAA email account, instant message software installed on SMAA equipment, or via any SMAA-owned web server, are logged and become a permanent part of SMAA's system backup record.

The provisions of SMAA's policy regarding confidentiality of information apply fully to information, data, records and files within SMAA's electronic, communications and computer equipment, systems, software and services. Employees and volunteers should disclose information and data obtained from the SMAA's electronic, communication and computer systems only to authorized individuals.

The provisions of SMAA's non-solicitation and non-distribution policy apply fully to all electronic and telephonic communications.

Violation of this policy will result in immediate disciplinary action, up to and including termination and possible referral to proper authorities for prosecution.

### **Internet Usage on SMAA Equipment**

Southern Maine Agency on Aging is committed to making technology and increased access to learning opportunities available to its employees and volunteers. We believe that Internet use will help employees and volunteers to access and use a wider range of information, better communicate and share information, and expand their knowledge base.

The intent of this policy is not to place severe limitations on Internet use, but to protect all users from improper and unethical use by others such as intentional transmissions of viruses, and to ensure that shared resources are equally available to all users. By conforming to this policy, users help to create an environment requiring a minimum of

policing.

The Xerox managed endpoint protection solution monitors all SMAA user activity and provides weekly exception reports to management.

Users should remember that their Internet address identifies them as associated with the Southern Maine Agency on Aging and should always conduct themselves in ways consistent with the goals and mission of SMAA. Employees and volunteers should respect the legal protection provided by copyright and license to programs and data. Employees and volunteers should assume that information and resources are private to the individuals and organizations, which own or hold rights to those resources and information unless specifically stated otherwise by the owners.

High-bandwidth activities such as continuous streaming of audio and video (e.g., ongoing use of online radio, television or video services), downloading numerous large files, or the unauthorized use of download managers or peer-to-peer file-sharing software is prohibited. This policy is not intended to prohibit work-related activities such as online meetings or webinars, but rather continuous use of these types of services, specifically when accessed for personal use.

A violation of this policy may result in immediate disciplinary action, up to and including termination and possible referral to proper authorities for prosecution.

## Appendix B – Safety Policies

### Home Visit Safety Policy and Procedures for Volunteers

#### Home Visit Safety

The safety of the volunteers who do home visits is very much a priority for SMAA. It is expected that volunteers exercise reasonable caution and good judgment to minimize the potential for injury to themselves and others.

During home visits, being aware of hazards in the environment is one way to avoid such injuries. Physical hazards such as broken steps, cluttered hallways and entryways, exposed wiring, frayed electrical cords, torn carpets or multiple area rugs, broken furniture or other unsafe items might be present in the client's home. Be aware of where you walk and sit until you become familiar with the surroundings.

#### Medical Emergencies

In addition to the physical environment, volunteers might find that the client they are visiting is in the midst of some type of emergency. If you encounter any type of emergency, whether it is medical, fire, mental health, or otherwise related, call 9-1-1 immediately. Be sure you know the address of the person you are visiting, especially if you are using a cell phone to make the call.

According to the American College of Emergency Physicians, the following signs and symptoms constitute a medical emergency that requires a 9-1-1 call:

- Difficulty breathing or shortness of breath
- Chest pain
- Choking
- Confusion or change in mental status, unusual behavior, difficulty waking
- Coughing or vomiting blood
- Difficulty speaking
- Fainting or loss of consciousness
- Head or spine injury
- Severe or persistent vomiting or diarrhea
- Sudden injury due to a motor vehicle accident, burns or smoke inhalation, near drowning, deep or large wound
- Sudden or severe pain anywhere in the body
- Sudden dizziness, weakness or change in vision
- Swallowing a poisonous substance
- Severe or unusual abdominal pain or pressure

- Suicidal or homicidal feelings
- Uncontrolled bleeding

Wait with the client until emergency help arrives, but do not attempt to provide medical assistance unless you are trained to do so. Call the client's emergency contact person (provided to you at the start of volunteering) and explain the nature of the emergency.

Once the client is under the care of the emergency responder, leave the client's home and notify the Program Supervisor or Volunteer Services staff about the nature of the emergency. Please make sure you speak directly to a SMAA staff member to report the emergency, and receive any support you may require. If you are unable to reach your Program Supervisor or Volunteer Services Staff, please call the SMAA front desk at 207.396.6500. You can explain the situation and be connected to someone or staff who can support you. If the incident occurs outside of SMAA business hours (Monday-Friday, 8am-4pm) you should also leave a message or send an email to your Program Supervisor or Volunteer Services staff alerting them to the incident upon their return to work.

As soon as possible, document all details of the emergency while they are still fresh in your memory and submit the documentation to SMAA. A written letter to email to the Volunteer Services Director is acceptable.

Any incidents that occur while you are volunteering for SMAA, emergency and non-emergency, must be reported immediately to the supervisor. See Incident Reporting section of this Volunteer Handbook on page 33 for additional details.

**Any threat of suicide shared with SMAA volunteers should be taken seriously. It is not the volunteer's responsibility to determine whether or not the person making the threat is serious about it. The volunteer should summon assistance, as soon as possible, by calling 9-1-1 or the Maine Crisis Hotline:**

**Cumberland County 774-4357 or York County 282-6136**

**Please review in full, SMAA's Suicide Protocol, be found on starting on page 51 of this Handbook.**

### **Other Health Issues**

Although not emergency in nature, the following occurrences have the potential for becoming medical emergencies and should be treated seriously and appropriately:

- **Animal bites:** Any injury to a volunteer that is caused by any animal on the

client's premises should be treated immediately by trained medical personnel – the volunteer should either call 9-1-1 or go to an urgent care facility or the emergency department of a local hospital. Notify your Program Supervisor or Volunteer Services staff as soon as possible after the injury and treatment.

- **Shoveling:** Volunteers are not permitted to shovel snow or ice on a client's premises.
- **Body fluids and transmission of infectious diseases:** It is the policy of the Southern Maine Agency on Aging to protect its clients, employees and volunteers from the transmission of communicable infections and contagious and opportunistic diseases, also known as infectious diseases. **Volunteers are asked to use good judgment in providing services to clients who may be sick. Home visits that can easily be rescheduled, should be, if the client or the volunteer has an infectious disease.**
- **Insect Infestation:** Volunteers are advised to observe the following precautions during home visits:
  - sit on hard chairs rather than upholstered furniture;
  - wear simple clothing;
  - carry only essential items – use a clipboard rather than a briefcase or bag; and
  - avoid placing anything on carpeted or upholstered furniture or bedding.
  - If an issue is suspected, contact the supervisor of your program as soon as possible.
- **Heating/Air Conditioning Emergency:** If you notice, when visiting your client, that there is no heat (winter) or it seems dangerously hot (summer), call your Program Supervisor or Volunteer Services Staff. Please make sure you speak directly to a SMAA staff member to report the emergency, and receive any support you may require. If you are unable to reach your Program Supervisor or Volunteer Services staff, please call the SMAA front desk at 207.396.6500. You can explain the situation and be connected to someone or staff who can support you in accessing supports for the client, and documenting the situation.

Volunteers working one-on-one with clients, particularly those working in the clients' home or other off-site location, will always be provided with an emergency contact for their client. This is a person who the client has agreed their volunteer can call in an emergency situation. If an emergency arises outside of SMAA business hours (Monday-Friday, 8am-4pm) you are expected to notify this emergency contact. In this case, you should also leave a message or send an

email to your Program Supervisor or Volunteer Services staff alerting them to the incident upon their return to work.

- **Client deceased:** Many of SMAA's programs prohibit volunteers from entering a client's home unless the client comes to the door to let them in. However, if a volunteer should find the client deceased outside the house or apartment, 9-1-1 should be called immediately. Do not touch or move anything, especially the client. You should also call your Program Supervisor or Volunteer services staff to document the incident and for support in this process. See above for notes on ensuring you speak to SMAA staff, and reporting outside of business hours.
- **Encountering aggression within the home:** If you are faced with an aggression incident during a home visit, remain calm and ***leave the home as soon as possible***. Once you are in your car, lock the doors, drive away and find a safe place to stop and call 9-1-1. You should also call your Program Supervisor or Volunteer services staff to document the incident and for support in this process.

The following are signs of agitation and possible escalation:

- raised voices
- persistent stare
- loss of eye contact
- extreme agitation
- pounding of fist into hand
- pacing
- rocking

### **Driving Safety**

Volunteers who drive in the course of providing services for SMAA are asked to be attentive while driving and to avoid distractions.

The most common distractions that contribute to motor vehicle accidents include:

- Texting or making a cell phone call
- Changing a CD or radio station
- Eating or drinking
- Reaching for something on the floor of the front seat
- Reaching for something in the back seat
- Reaching for and/or reading a map or GPS
- Taking your eyes off the road to talk to a passenger in your car
- Looking in the mirror to fix hair, shave or perform other personal grooming

activities.

SMAA has adopted the following standards:

- Holding a cell phone is now illegal in the State of Maine. Volunteers may not use a handheld cell phone in any manner for any reason while driving on business for the Agency. This includes while stopped in traffic or at a traffic light.
- Texting while driving is against the law in the State of Maine. Any volunteer violating this policy while driving on Agency business will be subject to disciplinary action, up to and possibly including termination of service.
- Volunteers must pull over and stop the vehicle if placing or accepting a personal call while driving on Agency business.
- If volunteers are going to use a cell phone while on Agency business, they are required to use a hands-free operation or pull off the road and stop the vehicle.
- *Volunteers are not permitted to use cell phones (even hands-free) while transporting consumers, unless the vehicle is safely stopped and a cell phone call is needed for business purposes.*

If you are involved in a motor vehicle accident while you are in your Volunteer Role, 9-1-1 should be called immediately. Remain at the location until the police arrive, and then provide them with the details of the accident. You should also call your Program Supervisor or Volunteer services staff as soon as possible to document the incident and for support in this process. Agency staff should support you in completing, as soon as possible, an Incident Report.

### **Parking Safety**

- Park near the client's home, within direct sight of the home's entrance. Park in a well-lit, unobstructed area and avoid parking near bushes or other foliage.
- Keep your car in good running condition, make sure it has enough gas, and keep it locked while you are inside the client's home.
- As you arrive and prepare to exit your car, and again when you leave the client's home, be attentive to people in the area and any unsecured dogs.
- Always park on the street or in a way that will allow you to leave quickly, if that should become necessary for your safety. If you need to park in the driveway, back in, so that you can simply drive out.
- Do not park your car in someone's assigned parking space or block anyone's access to his/her car.

### **General Safety Tips to Keep in Mind During Home Visits to Clients**

- Schedule home visits during daylight hours whenever possible.
- If it is necessary to meet in a place other than the client's home, meet in a public



location, not someplace isolated.

- Prior to the home visit, provide a friend or family member with information about the visit, including the date and time of your visit and when you expect to return, and the client's name, address and telephone number.
- Dress appropriately. Wear clothes and shoes that make a quick escape possible; do not wear clothes and shoes that can impede your movement – pants are best. Leave jewelry and any valuable possessions at home. Leave your purse at your office or in the trunk of your car.
- Carry only your volunteer ID, driver's license, a cell phone and car keys, along with any folders or paperwork that is necessary for the visit. It is best to keep your car keys and cell phone on your person.
- Wear a name badge if you have one, but don't wear one around your neck; a clip-on is best. When you arrive, and again when you leave, don't walk through a group of people standing together on the sidewalk/street.
- When you get to the client's front door, listen before you knock. If you hear something concerning, use your judgment about whether or not to knock. One option is to leave and call the client to see whether you should return and proceed with your home visit.
- Stay alert and trust your instincts. Use your common sense to keep yourself and others safe.
- Act confident and sure of yourself; do not acknowledge or respond to provocative comments or behaviors
- Once inside, be alert to all people in the home.
- Be aware of the exits and, when possible, sit near one.
- Keep your hands free. Do not be distracted by talking on a cell phone.
- Always prepare an excuse to leave, just in case you need it. Leave the home immediately if you sense danger. If you leave because you feel unsafe, do not call 9-1-1 from the driveway; lock the doors, drive away and find a safe place to call.
- Volunteers should not relay any client information that they may be privy to during the home visit including names, addresses, and phone numbers, unless it is requested by an SMAA staff member.

### **Tobacco-Free Environment**

The Agency encourages positive health practices by its employees, volunteers, and visitors (including but not limited to contractors, consultants, vendors, consumers, and guests). The Agency acknowledges health hazards caused by smoking to smokers and non-smokers. Therefore, Southern Maine Agency on Aging is a smoke-free environment. Employees, volunteers, and visitors are prohibited from smoking and the use of tobacco products in all Agency offices and facilities and within 50 feet of any

exit. The use of tobacco products is also prohibited in Agency vehicles and while driving any vehicle on Agency business if there are non-smokers present. Use of tobacco products includes pipes, cigars, chewing tobacco, and cigarettes or "vaping" with e-cigarettes.

Complaints regarding an individual's non-compliance with the Agency's smoking and tobacco policy should be brought to the attention of your Program Supervisor or Volunteer Services staff. There will be no retaliatory personnel actions taken against employees who exercise, or attempt to exercise, their rights under this smoking policy. Any employee or volunteer who believes they have been retaliated against for exercising, or attempting to exercise, rights under this smoking policy should immediately contact their Program Supervisor or Volunteer Services staff.

Volunteers are entitled to be informed if a potential client is a smoker and to then decide whether they want to be placed with that client.

### **Volunteer Well-Being**

The safety and well-being of our volunteers is of the utmost importance to SMAA. If you should encounter a situation that is troubling, difficult or concerning, please talk to your Program Supervisor or Volunteer Services staff. Having someone listen to your concerns might be all that is needed; however, if further assistance is needed, we are committed to addressing your concerns.

### **SMAA Rules of Conduct**

Every organization needs rules to live by and SMAA is no exception. We think that people, given the proper information, will respond in the most desirable manner. Some mistakes can be reviewed and employees and volunteers, under certain circumstances, may be given a second chance.

It is impossible to list all the forms of behavior that are considered unacceptable in the workplace, but the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of volunteer service:

1. Falsifying records, such as information on an application for employment, timecards, etc.
2. Theft of Agency property or another employee or volunteer's property, including the unauthorized taking of perceived damaged equipment, inventory, or supplies.
3. Reporting to work under the influence of alcohol or illegal drugs; consumption, possession, distribution, sale, transfer or use of alcohol or illegal drugs on Agency property.

4. Insubordination, including refusal to accept an assignment or walking off the a volunteer service assignment
5. Discourtesy to a consumer, co-volunteer, employee, or visitor, including using abusive language.
6. Unauthorized release of confidential information.
7. Willful misuse of computer equipment, the Internet, email, voice mail, or other forms of electronic communication, including, but not limited to, unauthorized software installation, personal email or other improper use of an Agency computer.
8. Interrupting or impeding work, including interfering with others in the performance of their jobs or volunteer service.
9. Illegal possession of firearms, weapons or explosives at any time on Agency property.
10. Violation of safety procedures or safety policy.
11. Violation of policies on non-discrimination, unlawful harassment, retaliation or sexual harassment; being the aggressor in a fight or threatening violence in the workplace.
12. Falsely stating or making claims of injury or illness.
13. Excessive absenteeism or any absence without notice.
14. Unsatisfactory or poor volunteer performance.
15. Disorderly or inappropriate conduct of any kind.

***Important Note: This list is not all inclusive; it is provided as a guide relative to the types of behaviors that will result in discipline, up to and including termination of employment.***

### **Lockdown Policy for Southern Maine Agency on Aging**

Safety and security are the top priority for our staff, members, and volunteers. In the event of an emergency, we want to be prepared and have a lockdown policy in place for everyone's safety. This policy outlines the procedures to follow.

#### **Activation of Lockdown:**

A lockdown could occur for various reasons including but not limited to:

1. Threats of violence or other security in our local proximity
2. Natural disasters such as earthquakes, severe storms or other environmental hazards

#### **Responsibilities:**

It will be the responsibility of staff in the building to do the following once notified of the

lockdown.

- Lock all the doors
- Close all the blinds around where you are located
- Stay in your office or workspace, do not roam the halls
- Take cover (if necessary)

### **Managers**

It will be each manager's responsibility to check in with their staff. Ensure your direct staff are aware of the situation and be available via phone.

## **Southern Maine Agency on Aging Suicide Protocol**

It is the policy of the Agency to offer understanding and support to a person who is experiencing feelings of suicidality and to refer them for appropriate assistance. This protocol should be used by all staff and applies to any person we may come into contact with during our work roles (i.e. client, caregiver, volunteer, other staff, etc.).

It is our ethical responsibility to offer assistance and intervention to any person who expresses suicidal ideation which includes but is not limited to:

- Expressing an overwhelming sense of hopelessness;
- Describing feelings of wanting to end it all; or
- Communicating a desire or intent to kill themselves.

Keep in mind: Social workers are mandated reporters and have a responsibility to report serious threats of harm to self or others and as such under these circumstances, it is acceptable to overlook issues regarding confidentiality.

### **Steps of A Suicide Intervention**

Any threat of suicide shared with Agency staff will be taken seriously. Our job is to summon assistance as soon as possible.

1. Express concern and show that you care. Stay calm and actively listen to the person. - "I'm concerned about you"; "I want to help"
2. Ask about suicide and assess the severity of the situation:
  - Do you have a plan? What do you plan to do? How? When? How likely do you think it is that you will act on your thoughts about hurting yourself?
  - How long have you felt this way?

- What has happened to make you feel this way?
- Have you ever felt this way before?
- Sometimes when people are this sad/unhappy they sometimes wish they were dead. Do you ever feel this way?
- Are you considering killing yourself?
- Do you have a gun? Is it loaded?
- Have you discussed this with anyone else?

3. Find appropriate help for the person based on the urgency of the suicidal intent:

- Call 911 for an immediate threat.

The threat of suicide is imminent (person has a plan and a method to carry it out) or an attempt has been made; a weapon is present; the person seems out of control; or the person is refusing help.

Do not leave the person alone, and do not put them on hold. Ask for help from a coworker (or other appropriate person) to contact 911, local police, or county sheriff.

#### **Call the Maine Crisis Hotline if the person is:**

- Actively thinking about suicide, but does not have a plan or immediate intentions and agrees not to act on it until help can be obtained;
- Making a suicidal threat (e.g. “I’d be better off dead”). Trying to carry out a suicide plan (looking for a gun, pills, etc.)
- Communicating to you about suicide in some other way (e.g. email, social media).
- Help the person to identify a trusted person to call for support (their doctor or counselor, family, friend, minister, etc.)
- Call a trusted person if the threat is not imminent, or in addition to contacting emergency or crisis resources.

#### **Responding To Specific Situations**

A person expressing suicidal ideation or intent may be encountered on the phone, in the office, during a home visit, via email or social media, or in another work-related setting.

#### **On the Phone:**

- Express concern. Let them know they aren’t alone (“I’m here to listen”, “I’m here to help”).
- Ask for the address (or current location) and phone number of the caller.
- Avoid hanging up, if possible, until the situation is resolved satisfactorily.
- Ask about suicide and assess the severity of the situation.
- Help the person to identify a trusted person to call for support (their doctor or

- counselor, family, friend, minister, etc.). Offer to assist the person in calling them.
- Offer to call the Crisis Line for them (or with them using 3-way calling on SMAA phones).
  - If the threat is imminent, call 911 (without hanging up on the person if possible).
  - Try to help the person identify other options. Ask them, “Is there anything that would prevent or keep you from harming yourself?”
  - If the person’s thoughts or feelings have subsided and you are confident enough about their safety to end the call, try to obtain their verbal agreement that they will call the Crisis Line if he/she continues to feel this way (give the phone number; have them read it back to you)
  - If the person hangs up abruptly, immediately contact 911, local police, or county sheriff. Supply as much contact information as you were given.

### **In-Person:**

- Express concern. Let them know they aren’t alone (“I’m here to listen”, “I’m here to help”).
- Ask about suicide and assess the severity of the situation.
- Help the person to identify a trusted person to call for support (their doctor or counselor, family, friend, minister, etc.). Offer to assist the person in calling them.
- Offer to call the Crisis Line with (or for) them.
- Try to help the person identify other options. Ask them, “Is there anything that would prevent or keep you from harming yourself?”
- If the threat is imminent, call 911 immediately.
- If there are guns or other weapons present or if you are feeling unsafe, immediately leave the situation and contact 911, local police, or county sheriff.
- Otherwise, do not leave until the situation is resolved satisfactorily (e.g. another appropriate person is present, hotline is contacted, or you feel confident the person does not present as an immediate threat).
- If the person’s thoughts or feelings have subsided and you are confident enough about their safety to leave the situation, try to obtain their verbal agreement that they will call the Crisis Line if he/she continues to feel this way (give them the phone number in writing).

### **Via Electronic Means:**

- If you encounter a person expressing suicidal thoughts or intentions by email, on social media, or other electronic means, it is important to bear in mind that you may not be able to have immediate contact with the person.
- Take notice of the date and time when the statement was made, as well as the content of the statement, as this information will help inform the urgency of your response. If possible, print out the statement in case the person deletes it or you are unable to find it again.

- Consider your role and/or relationship with the person before deciding on the appropriate action to take. Who is the best person to respond? Should a supervisor or someone else be contacted first? Try to reach the person by phone as quickly as possible. If reached, follow the steps listed for a phone intervention.
- If you are unable to reach the person by phone, consider calling the Maine Crisis Hotline and ask them to call the person.
- Consider whether calling 911 or requesting a police well-check is appropriate depending on the severity and urgency of the statement made.
- Consult a supervisor, or if not available, consult a colleague to assist in determining the most appropriate response.

**If the suicidal person is a Staff Member or Volunteer, contact a supervisor as soon as possible.**

### **After the Crisis**

- Contact your supervisor as soon as possible to debrief the situation, and to discuss the necessity of a referral to another agency (e.g. APS).
- Depending on your role and relationship to the person experiencing suicidality, it may be appropriate to follow up with them later on to see how they are doing.
- Document the intervention. The person responsible for documentation depends on who the person assisted is. If the suicidal person is:
  - A client or caregiver: the staff member dealing with the situation will document the intervention in SAMS. It is very important to clearly document each step taken. It is recommended to involve your supervisor in this process.
  - A volunteer: the Program Supervisor and/or Volunteer Services Director will document the intervention (if necessary) in accordance with department and agency policy.
  - A staff member: documentation (if necessary) will be handled in accordance with agency Human Resources policies

Take time for self-care. Assisting someone through a crisis can be stressful. Make time to take care of yourself afterwards, such as taking a walk, talking to a colleague, doing deep breathing exercises, or something else that feels helpful.

### **Maine Crisis Line Numbers:**

York County: (207) 282-6136

Cumberland County: (207) 774-4357

Statewide Line: (888) 568-1112 (use only if person is not in either county)

### **Warm Line Numbers:**

Statewide: (866) 771-9276

**Other Helpful Phone Numbers:**

988 Suicide & Crisis Helpline (formerly the National Suicide Prevention Lifeline) Dial 988

Press “1” for Veteran Support

Veterans can also send a text message to 838255 even if not registered with the VA or enrolled in VA healthcare, or can chat online at [www.veteranscrisisline.net](http://www.veteranscrisisline.net).

Stop Soldier Suicide 1-844-317-1136

Maine Suicide Prevention Program (800)698-3624

National Alliance on Mental Illness (NAMI) - Maine (800)464-5767

Wabanaki Care Line 1-844-844-2622

For tribal community members (do not have to live on a reservation to be eligible). This line is available 24/7.

**De-escalation Techniques****There are two important concepts to keep in mind:**

1. Reasoning logically with a very angry person is not possible. The first and only objective in de-escalation is to reduce the level of anger so that discussion becomes possible.
2. De-escalation techniques do not come naturally. We are driven to fight, flight or freeze when confronted by a very angry person. However, in de-escalation, we can do none of these. We must appear centered and calm. Therefore these techniques must be practiced before they are needed so that they can become “second nature.”

**General Guidance:**

- Use a modulated, low monotonous tone of voice (our normal tendency is to have a high pitched, tight voice when scared).
- Do not be defensive-even if the comments or insults are directed at you, they are not about you. Do not defend yourself or anyone else from insults, curses or misconceptions about their roles.
- Be aware of any resources available for back up and crisis response procedures.
- Be very respectful even when firmly setting limits or calling for help. The agitated individual is very sensitive to feeling shamed and disrespected. We want him/her to know that it is not necessary to show us that they must be respected. We automatically treat them with dignity and respect.
- Do not argue or try to convince, give choices i.e. empower.



- Don't be defensive or judgmental.
- Remember that there is no content except trying to calmly bring the level of anger down to a safer place.
- Do not get loud or try to yell over a screaming person. Wait until he/she takes a breath; then talk. Speak calmly at an average volume.
- Focus on feelings. Facts are important, but how a person feels is the heart of the matter. Yet some people have trouble identifying how they feel about what's happening to them. Watch and listen carefully for the person's real message.
- Respond selectively; answer all informational questions no matter how rudely asked, e.g. "Why do I have to fill out this g-d form?" This is a real information seeking question). DO NOT answer abusive questions (e.g. "Why are all social workers (an insult)? Answering challenging questions often results in a power struggle. When a person challenges your authority, redirect their attention to the issue at hand.
- Explain limits and rules in an authoritative, firm, but always respectful tone. Give choices where possible in which both alternatives are safe ones (e.g. Would you like to continue our discussion calmly or would you prefer to stop now and talk tomorrow when things can be more relaxed?)
- Empathize with feelings but not with the behavior (e.g. "I understand that you have every right to feel angry, but it is not okay for you to treat myself or others this way.)
- Do not solicit how a person is feeling or interpret feelings in an analytic way.
- Do not argue or try to convince.
- Wherever possible, tap into the person's thinking mode: DO NOT ask "Tell me how you feel. But: Help me to understand what you are saying to me" People are not attacking you while they are teaching you what they want you to know
- Suggest alternative behaviors where appropriate e.g. "Would you like to take a break and have a cup of water?"
- Allow silence for reflection. We've all experienced awkward silences. While it may seem counterintuitive to let moments of silence occur, sometimes it's the best choice. It can give a person a chance to reflect on what's happening, and how he or she needs to proceed.
- Allow time for decisions. When a person is upset, they may not be able to think clearly. Give them a few moments to think through what you've said.
- Give the consequences of inappropriate behavior without threats or anger.
- Represent external controls as institutional rather than personal.
- Trust your instincts. If you assess or feel that de-escalation is not working, STOP! You will know within 2 or 3 minutes if it's beginning to work. Seek help and follow crisis response plan.
- If the person hangs up on you, or if you find that you need to hang up on them, assess the need for a wellness check by the police.

**Specific to In-Person Situations:**

- Appear calm, centered and self-assured even though you don't feel it. Relax facial muscles and look confident. Anxiety can make the client feel anxious and unsafe which can escalate aggression.
- If you have time, remove necktie, scarf, hanging jewelry, religious or political symbols before you see the person (not in front of him/her).
- Never turn your back for any reason.
- Always be at the same eye level. Encourage the person to be seated, but if he/she needs to stand, you stand up also.
- Allow extra physical space between you – about four times your usual distance. Anger and agitation fill the extra space between you and the person.
- Do not stand full front to person. Stand at an angle so you can sidestep away if needed.
- Do not maintain constant eye contact. Allow the person to break his/her gaze and look away.
- Do not point or shake your finger.
- DO NOT smile. This could look like mockery or anxiety.
- Do not touch – even if some touching is generally culturally appropriate and usual in your setting. Very angry
- people may misinterpret physical contact as hostile or threatening.
- Keep hands out of your pockets, up and available to protect yourself. It also demonstrates non-verbal ally.

There is nothing magic about calming a very angry or agitated person. You are transferring your sense of genuine interest in what the person wants to tell you, of calmness, and of respectful, clear limit setting in the hope that the person actually wishes to respond positively to your respectful attention.

If necessary, offer the person helpline numbers.

**Maine Crisis Line Numbers:**

York County: (207) 282-6136

Cumberland County: (207) 774-4357

Statewide Line: (888) 568-1112 (use only if person is not in either county)

**Warm Line Numbers:**

Greater Portland: (207) 772-9271

Statewide: (866) 771-9276

## **Adult Day Program Protocols: Managing Incidents of Aggressive Behavior**

It is the policy of SMAA's Adult Day Program to maintain the physical and emotional well-being and safety of all its members, caregivers, staff, volunteers, and other visitors who are attending the program.

To ensure aggressive behavior is handled professionally and promptly, SMAA provides procedures that address the prevention and management of aggressive behavior.

The following procedures are applicable for all SMAA Adult Day Program locations:

### **1. Prevention**

- a. Management Staff attendance at annual and ongoing trainings and education that addresses: Understanding and supporting dementia Identifying concerning mood and/or behavior Various options to equip staff in handling situations of aggressive behavior
- b. Regular monitoring and documentation of mood/behavior for each member for and by the following: daily with activity participation (Recreation Assistants), regularly scheduled progress notes (Program Manager, Family Caregiver Resource Specialist (FCRS), Social Worker (SW) or others assigned to complete), and care planning processes (FCRS, Program Manager or others assigned to complete)
- c. Changes and/or concerns of a member's mood becoming aggressive or agitated are to be communicated from members of the ADP Staff to the ADP Staff Lead and/or Program Manager as it occurs.

### **2. Management:** The following procedures should be followed by ADP staff if a member becomes agitated to the point of outward aggression (as evidenced by raised verbal outbursts, verbal threats towards others, gesturing or posturing in a threatening demeanor, abrupt movements towards others which invade personal space, raised hands/arms with movements which appear to precipitate striking out, etc.):

- a. **ADP Staff noting this behavior should use code word "Code HUDDLE" to announce to all staff that an incident is emerging and to ask for staff's attention.**
- b. At the announcement of the code word, all ADP staff need to convene in the area of the announcer and await an assignment or further instructions. This will accomplish two things:
  - i. Make sure all staff are aware of what is happening, and
  - ii. Most Senior ADP Staff member \*\* can divide duties among SMAA ADP staff such as calling 911, contacting family, staying with other members, volunteers and caregivers, moving members, directing first responders, assigning who will be staying to watch the aggressive

member, notifying non SMAA ADP staff on duty at the applicable Center, etc. \*\* Most Senior ADP staff member is the Team Lead or Activity Lead when Program Manager is not present. Going forward addressed as “Senior ADP Staff member”.

- c. **At the announcement of the code word, all volunteers, visitors, and caregivers present during such an occurrence should keep a safe distance from those primarily involved in the incident and listen for any directions the Senior ADP Staff member gives to them.**
- d. Assignments:
  - i. Senior ADP Staff member will assess the safety needs of all members and others in the area to determine if a move to another area is needed away from the aggressive member. Other members should not be left alone. SMAA ADP staff should maintain calm, reassuring demeanors and bring regular programming back to schedule as quickly as possible. If a move is needed, the Senior ADP Staff member is to clearly communicate this and assign the appropriate number of SMAA ADP staff to make this happen expediently.
  - ii. Senior ADP Staff member will determine if emergency services need to be called and assign a SMAA ADP staff member to do this.
  - iii. If emergency services are needed, the Senior ADP Staff member will assign SMAA ADP staff to meet them at the front doors.
  - iv. Senior ADP Staff member will assign SMAA ADP staff to advise other SMAA staff present in the building of the incident and communicate if additional help is needed (possibly helping to meet emergency responders) or whether they need to stay away from the area.
  - v. Family/First Contact should be called immediately and told of the situation. Senior ADP Staff will assign this to the same SMAA ADP staff member that is calling emergency services. This person can make both Emergency Services and Family/First Contact calls back to back.
  - vi. Senior ADP Staff will assign one staff person to always keep the aggressive member within eyesight, to monitor for self-harm and level of escalation/de escalation.
  - vii. Once de-escalation occurs and the member has left, either with emergency services or the Caregiver, the Senior ADP Staff member should notify the Program Manager and/or Director if not already aware.
- e. Incident reports, found in the electronic documentation system – StoriiCare, should be completed by all staff with firsthand knowledge of the incident as soon as possible after the incident.
- f. Program Manager will decide, following investigation of the event, as to what

- the next steps will be regarding the member's return to the Adult Day Program.
- g. The Program Manager will convey the next steps/decision to the caregiver, Senior Management and ADP Staff as soon as possible following the incident.
  - h. **SMAA Staff and/or volunteers may need to emotionally process the incident and should do so with great sensitivity, confidentiality and professionalism. SMAA staff and volunteers can reach out directly to ADP Team Leads and/or the Program Manager with any support needs, questions and/or concerns they may have. Discussions should be held in private areas where confidentiality and professionalism can be maintained.**
  - i. **Debriefing in front of members should be avoided as it may cause them unease and fear**
  - j. All staff and volunteers are encouraged to speak with the Program Manager with any questions/concerns about this policy/procedure.

#### Roles and Responsibilities:

It is the responsibility of the Adult Day Program Manager to create and implement a proper program workflow for this process and to ensure regular and continued training of program staff and volunteers regarding the process.

It is the responsibility of the Adult Day Program Manager to collaborate with the Volunteer Services Director for any changes to volunteer procedures.

#### Review and Revision:

This policy will be reviewed and updated on an annual basis or as needed, to ensure it remains relevant and effective.

### **Nutrition Program Emergency Preparedness Plan**

The highest risk area in our program is the delivery of meals to clients. This would be our highest concern and top priority in the event of an emergency.

Due to the community-based model of our Meals on Wheels Program, SMAA take special care to ensure safety and emergency preparedness at each Meal Site.

#### **Meal Sites**

#### Ongoing Responsibilities:

- Have Staff List easily accessible.

- Keep client route sheets up to date.
- Keep volunteer list, contact information up to date and maintain a current list of Volunteer Roles at the site and route assignments.
- Have the contact information for site location easily accessible.
- Ensure that site location knows how to reach you in case of emergency or closure.
- Have a backup plan for meal storage and/or disbursement in the event your site location closes unexpectedly, if possible.
- Ensure clients have received 3 emergency meals.
- Know how to access your site voicemails remotely.
- Have substitute drivers lined up should you have volunteers unable to deliver (work with Volunteer Services staff needed).
- Know your site location's emergency protocol.
- Know the emergency protocol for the areas you cover.
- Have an emergency plan for staff coverage should a staff member become ill and need to quarantine for any amount of time. Have per diems on standby.

At time of emergency:

- If applicable, contact 911. Contact Healthy Living Director (Ashley) immediately if there is an emergency at your site or in your coverage area.
- Be ready to vacate site quickly if needed.
- Have important information ready to go in the event wifi is unavailable. (Health Aging staff list, route sheets, volunteer info)
- If you have clients registered for an upcoming congregate, be prepared to contact them if cancelling the event will be necessary.
- Grab your site laptop and cell phone in case working off site is necessary.

**SMAA Offices/Centers:**

Ongoing Responsibilities:

- Have Staff List easily accessible.
- Have ALL site contact information easily accessible. Including, MOW sites, Community Cafés, and AYLI locations.
- Have top priority tasks identified.
- Know how to access voicemails remotely.

At time of emergency:

- Contact Community Impact Director (Ashley Perrone – [aperrone@smaaa.org](mailto:aperrone@smaaa.org)/207.396.6511) immediately if there is an emergency.
- Be ready to vacate SMAA office if needed.
- Be prepared to work remotely, if needed.

- Have important information ready to go in the event Wi-Fi is unavailable.
- Be prepared to contact MOW sites and Community Café locations, if needed.
- In the event of an emergency, the Community Impact Director will be communicating with all sites and staff. We work closely with BSF to ensure that adequate meal inventory is available to utilize as needed.

## Appendix C – Volunteer Insurance Policy

It doesn't happen often, but when it does, the results can be serious...a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering for this organization is that you are provided insurance protection in case these things happen to you. There are three kinds of coverage; check with your volunteer coordinator to see which coverages your organization has chosen to provide to you.

### SUMMARY OF COVERAGES

#### I. Excess Accident Medical Coverage

This coverage is in excess of any other health insurance that you have in place. The excess accident medical coverage will pay up to \$50,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in, volunteer related activities. **Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident.**

Dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit for dental care is \$900 per accident.

This coverage also provides up to \$50 for repair or replacement of eyeglass frames and up to \$50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum benefit under the Excess Accident Medical coverage, including dental and eyeglass expenses, is \$50,000.

**This insurance does not duplicate benefits payable under any other valid and collectible insurance coverage.**

*Accidental Death and Dismemberment Coverage* - In addition to the accident medical coverage, the plan will pay benefits for death or loss of limb or sight, occurring within one year as a result of a covered accident. See coverage details at [www.cimaworld.com](http://www.cimaworld.com).

*Exclusions to Accident Insurance* - A complete listing of the exclusions is detailed in the insurance policy. Please go to [www.cimaworld.com](http://www.cimaworld.com) for details.



## II. Excess Volunteer Liability Insurance

All registered volunteers (collectively) of an organization are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence (subject to an annual aggregate for each named organization.) This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties during your volunteer assignment. **This coverage is in excess of and noncontributing with any other valid and collectible insurance you may have.**

*Exclusions to Volunteer Liability Insurance* - A complete listing of the exclusions is included in the insurance policy details, which are available at [www.cimaworld.com](http://www.cimaworld.com).

## III. Excess Automobile Liability Insurance

This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance applies only after your own insurance is exhausted, or the policy's retention has been exceeded. This coverage protects you for bodily injury or property damage claims arising out of the operation of your own vehicle, during your volunteer assignment.

The liability policy is written at a combined single limit (including both bodily injury and property damage). Each accident limit of liability is subject to the limits outlined in endorsement VIS219, and will not exceed \$500,000. Page 1 of 2 (Rev. 6/2015)

**It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.**

*Exclusions to Excess Automobile Liability Insurance* - A complete listing of the exclusions is in the policy details at [www.cimaworld.com](http://www.cimaworld.com).

## IV. Commonly asked questions

- **My car was damaged in an accident while I was volunteering; will you cover my deductible for the repairs?** No. The coverage is for liability claims only. There is no coverage for damage to your car.
- **I have medical bills related to an accident while I was volunteering. Who do I send the bills to?** The accident medical plan pays in excess of any other health insurance coverage you have. Send all of the bills to your current health insurance

company. If not everything is paid, follow the instructions below for filing a claim.

- **I see that the policy provides excess protection if I cause bodily injury or property damage. What if there is an allegation of sexual misconduct or sexual abuse?** The policy does not provide protection in the event of a criminal proceeding, but it may provide protection in the event of a civil proceeding. You would be entitled to a defense against an allegation of sexual abuse or sexual misconduct under the volunteer liability contract, and up to a total of \$1,000,000 in payments by the insurer for judgments, settlements, and legal defense. However, the policy would not defend or indemnify you if you admitted wrongdoing, or if the allegations against you proved true.
- **How do I file a claim?** For any type of claim, you first need to see your volunteer coordinator. If you have an accident claim, you will need a “proof of loss” form (available at our Web site [www.cimaworld.com](http://www.cimaworld.com).) Both you and the coordinator must complete the form and send it to CIMA. Keep a copy for your records. Submit your bills to any existing medical insurance plan first. Once you have their “Explanation of Benefits” form(s), send those to CIMA at the address shown below, along with a copy of your “proof of loss” form. For a claim against you alleging that you caused bodily injury or property damage while volunteering, contact your volunteer coordinator immediately. Provide as much detail as possible about the incident, and obtain any police reports. Your coordinator will then pass this information to CIMA, along with a statement that you were volunteering at the time of the incident.

Further Questions?

Visit our Web site, [www.cimaworld.com](http://www.cimaworld.com). We have copies of the policies along with additional information concerning the extent and the limitations of these policies.

This information is for general description purposes only. It does not amend, modify or supplement any insurance policy. Consult the actual policy for details regarding terms, conditions, coverage, exclusions, products, services and programs which may be available to you.

About Volunteers Insurance Service:

This insurance program is provided by Volunteers Insurance Service Association, Inc. (VIS), a risk purchasing group formed and operating pursuant to the Liability Risk Retention Act of 1986 (15 USC 3901 et seq.). VIS's Articles of Incorporation, Financial Information, and a list of the members of VIS's Board of Directors are available to VIS Members upon request.

Plan administered by:

THE CIMA COMPANIES, INC. 2750 KILLARNEY DR., SUITE 202, WOODBRIDGE VA  
22192 TELEPHONE 703.739.9300, 800.468.4200 E-MAIL [Volunteers@cimaworld.com](mailto:Volunteers@cimaworld.com)  
FAX 703.739.0761

## Appendix D - Volunteers Driving Clients Policy

### Purpose

The purpose of this policy is to establish guidelines for volunteers using their personal vehicles to drive clients on behalf of Southern Maine Agency on Aging (SMAA) and ensure compliance with SMAA's insurance coverage.

### Scope

This policy applies to all volunteers in any of SMAA's programs.

### Policy Statement

SMAA volunteers are allowed to drive clients in their own vehicles, for activities related to and necessary for their volunteering role. All instances of volunteers driving clients must be approved in writing or email by the volunteer's Program Supervisor and the Volunteer Services Director. SMAA volunteers should not be driving clients as a routine function of their Volunteer Role, but only in necessary and approved extenuating circumstances.

SMAA's automobile insurance endorsement provides excess liability coverage for employees and volunteers using their own vehicles for agency business, over and above their own personal auto insurance limits. The insurance company recommends the following coverage on a personal vehicle: liability limits of no less than \$100,000 per person/\$300,000 per accident or \$300,000 combined single limit. It's important to note, this endorsement does not provide coverage for damage to the volunteer's vehicle itself; volunteers and staff would need to look to their own personal auto policy this coverage.

### Procedures

1. **Volunteers Receive and Review Policy at Orientation and/or Annual Review:** This policy will be included in the Volunteer Handbook. All volunteers will receive and sign to confirm receipt of the Volunteer Handbook at Orientation. Existing volunteers are required to review and sign off on the Volunteer Handbook annually.
2. **Volunteer Request for Driving Approval (See step 10 for Program Supervisor or Volunteer Services Director Initiated Request):** A volunteer must submit a request to drive a client by sending an email or placing a phone call to their Program Supervisor. The request should include the purpose of the trip, the date(s) of the trip, and any other relevant details.
3. **Program Supervisor Review:** The Program Supervisor will document (if not in email form already) and review the request and determine if the driving is necessary and aligns with the volunteer's role. If approved, the Program Supervisor will forward the request to the Volunteer Services Director for final approval.

4. **Volunteer Services Director Approval:** The Volunteer Services Director will review the request and confirm if the driving instance is appropriate. Approval must be provided in writing (email is acceptable). The approval must include a reminder about the agency's insurance coverage and limitations.
5. **Documentation of Approval:** Upon approval, the Volunteer Service Director must document the approval in the volunteer's file, noting the purpose and date of the approved driving activity.
6. **Volunteer Insurance Compliance:** Volunteers are required to confirm that their personal vehicle meets the minimum insurance requirements of \$100,000 per person / \$300,000 per accident, or \$300,000 combined single limit. Volunteers must provide proof of insurance upon request, at Volunteer Orientation.
7. **Volunteers Driving Clients:** Volunteers who have received approval to drive clients must ensure that their vehicle is in safe working condition and complies with state and federal vehicle safety standards.
8. **Reporting of Incidents:** In the event of an accident, volunteers must immediately notify their Program Supervisor and the Volunteer Services Director, providing details about the incident. Volunteers should also follow their personal insurance company's process for reporting accidents.
9. **Reevaluation of Driving Permissions:** If any volunteer's driving record or personal vehicle insurance status changes, they must notify the Volunteer Services Director. Driving permissions will be reevaluated in these circumstances.
10. **Program Supervisor or Volunteer Services Director Initiated Request:** In some cases, the Program Supervisor or Volunteer Services Director may identify the need for transportation and contact the volunteer to ask if they would be willing to drive the client. If the need is identified by the Program Supervisor, they must gain approval (verbal is allowable) from the Volunteer Services Director before proceeding. In these cases, the Program Supervisor or Volunteer Services Director will initiate the request via a phone call or an email to the volunteer. Should the Volunteer agree, the initiating staff member will share the insurance details (as listed under the Policy Statement section) with the volunteer in writing (email or letter), along with the relevant trip details (purpose, date, location). This written documentation will also be shared with the Volunteer Services Director to be saved in the Volunteer's file. Steps 6-9 above are then followed.

#### Roles and Responsibilities

It is the responsibility of the Volunteer Services Director to ensure that this policy is included in the SMAA Volunteer Handbook, and that the Volunteer Coordinator share the policy with all volunteers at Volunteer Orientation and during annual handbook reviews.

It is the responsibility of the Program Supervisor to ensure that any instance of a

volunteer driving a client is documented, in writing and approved by the Volunteer Services Director.

It is the responsibility of the Volunteer Services Director to save the approval documentation in the volunteer's file, and to ensure the volunteer's insurance compliance.

#### Review and Revision

This policy will be reviewed and updated on an annual basis or as needed, to ensure it remains relevant and effective.

## Appendix E – Confidentiality Agreement

In the course of providing services and support to the community, staff and volunteers at Southern Maine Agency on Aging (SMAA) are privy to confidential information about the agency, the workstations where volunteers are assigned, and clients and their families. We at Southern Maine Agency on Aging respect and honor the trust that others have placed in us when they share such confidential matters. We therefore understand the necessity of keeping this information in strict confidence and not divulging to anyone any part of the information unless we have specific instructions and releases from those involved. All SMAA staff and volunteers do therefore pledge to receive and hold confidential all information concerning any aspect of the agency's business, including but not limited to its clients, its employees, and its services, and agree not to divulge or disclose such information to any person not employed at the agency, including other organizations, government agencies, and legal entities, without proper release and approval from SMAA's executive director to release such information. **The release of information in violation of this policy is grounds for discipline up to and including immediate termination of employment or volunteer opportunity.**

By signing this, I agree to adhere to the SMAA Confidentiality Agreement and will not at any time disclose or use either during or subsequent to my employment or volunteer opportunity any confidential information, knowledge, or data which I receive or develop during my employment or volunteer opportunity at SMAA. I acknowledge that my supervisor, or his or her designee, has explained the policy to me. Examples of information that must be kept confidential include but are not limited to:

- Client and/or family information; employee information
- Organization mailing lists or business plans
- Training materials

By signing this agreement, I also acknowledge the following:

- **The release of information in violation of this policy is grounds for discipline up to and including immediate termination of employment or volunteer opportunity.**
- If I am unsure whether the release of information is authorized, I should check with my supervisor or his or her designee.
- The unauthorized disclosure of confidential information may also result in civil or criminal penalties.

## Appendix F – Agency Harassment Policy

**NO HARASSMENT OR RETALIATION TOLERATED.** The Agency will not tolerate harassment, bullying, workplace violence or harassment based on gender (including pregnancy or related medical conditions), sexual orientation, gender identity and expression, age, race, hair texture and hair style, color, ancestry, disability, religion, national origin, marital status, covered veteran status, genetic information (including family medical history), or any other status protected by law, for speaking out against discrimination, or for participating in the complaint investigation process.

The Agency also will not tolerate retaliation for speaking out against discrimination, participating in the complaint investigation process, or for good faith reporting to the Agency or a public body a violation of law, rule, condition, or practice that would put at risk the health or safety of any employee or other individual.

This Policy applies to supervisors, co-workers, vendors, volunteers, consultants, and other non-employees.

The Agency fully supports this Policy and senior management is committed to the prevention of any form of harassment or retaliation.

**PROMPT REPORTING IS REQUIRED.** All employees or volunteers must promptly report any harassing behavior or retaliation before it becomes severe or interferes with their work. The Agency will make every effort to stop any harassment or retaliation before it amounts to a violation of law. It can only do so if it is promptly reported.

**NO PUNISHMENT FOR REPORTING.** The Agency will not tolerate adverse treatment of an employee or volunteer because they reported harassment or provided information relating to such a complaint or in good faith reported to the Agency or a public body a violation of a law, rule, condition, or practice that would put at risk the health or safety of any employee or other individual.

**DEFINITION OF HARASSMENT/RETALIATION.** Unwelcome comments, jokes, acts, social media postings (including maliciously false statements), and other verbal or physical conduct related to sex, sexual orientation, race, color, religion, national origin, age, disability, or protected activity (speaking out against discrimination, participating in the complaint investigation process, or good faith reporting to the Agency or a public body a violation of law, rule, condition, or practice that would put at risk the health or safety of any employee or other individual) is harassment or retaliation when:

1. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment or volunteer service;



2. Submission to or rejection of such conduct by an individual is used as the basis for employment or volunteer placement decisions affecting such individual;
3. Such conduct has the purpose or effect of substantially interfering with an individual's work or volunteer performance or creating an intimidating, hostile, or offensive working or volunteering environment; or
4. The challenged action would discourage a reasonable employee or volunteer from making or supporting a charge of discrimination or engaging in protected activity.

**DESCRIPTION OF SEXUAL HARASSMENT.** Maine law requires that illustrations of sexual harassment be provided. The following are some examples of sexual harassment. Such behavior is not permitted.

1. Physical assaults of a sexual nature such as:
  - a. rape, sexual battery, molestation, or attempts to commit these assaults; and
  - b. intentional physical contact, such as touching, pinching, patting, grabbing, brushing against another employee's body, or poking another employee's body.
2. Unwanted sexual advances, propositions, or other sexual comments, such as:
  - a. sexually oriented gestures, noises, remarks, jokes, or comments about a person's appearance, sexuality, sexual experience, or sexual orientation directed at or made in the presence of any employee who indicates or has indicated that such conduct in their presence is unwelcome;
  - b. preferential treatment or promise of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for gain or reward; and
  - c. subjecting, or threatening to subject, an employee to unwelcome sexual attention or conduct or intentionally making performance of the employee's job more difficult because of that employee's sex, sexual experience, or sexual orientation.
3. Sexual or discriminatory displays or publications anywhere in the Agency by employees, such as:
  - a. displaying pictures, posters, calendars, graffiti, objects, promotional materials, reading materials, or other materials that are sexually suggestive, sexually demeaning, or pornographic or bringing into the work environment or possessing any such material to read, display, or view at work; and
  - b. displaying signs or other materials purporting to segregate an employee by sex in any area of the workplace (other than restrooms

and similar semi-private locker/changing rooms).

**DESCRIPTION OF BULLYING:** Workplace bullying refers to repeated, unreasonable actions of individuals or a group directed toward an employee/volunteer, or a group of employees/volunteer, which is intended to intimidate and creates a risk to the health and safety of the employees or volunteers.

**DESCRIPTION OF WORKPLACE VIOLENCE:** Workplace violence refers to any verbal or physical conduct that threatens property or personal safety or that reasonably could be interpreted as intent to cause harm.

**COMPLAINT PROCESS.** Any individual who believes they have been the subject of any form of harassment should immediately report the incident or act to one or more of the following individuals:

Megan Walton, CEO, (207) 396-6501, mwalton@smaaa.org  
Meg Barhite, Volunteer Services Director, (207)-396-6596, mbarhite@smaaa.org  
Anna Martin, Senior HR Specialist, (207) 396-6528, amartin@smaaa.org

Also, Maine law allows you to file a complaint with the Maine Human Rights Commission at 207-624-6050 within six months of the unlawful act or unlawful discrimination.

**CONFIDENTIALITY.** The Agency will protect the confidentiality of harassment and retaliation allegations as much as possible. All information provided will be kept confidential and maintained in a separate confidential file. It will be discussed only with those who have a need to know in order to investigate or resolve the complaint.

**INVESTIGATION PROCESS – CORRECTIVE ACTION.** The Agency will promptly conduct a thorough and impartial investigation into any alleged harassment or retaliation. Steps which the Agency may take will be designed to stop the harassment or retaliation, correct its effects, and ensure that it does not happen again. Any remedial measures will not punish anyone who has come forward with a legitimate complaint of harassment or retaliation. Corrective action may include warning, training and monitoring of harasser, transfer or reassignment, suspension, or discharge of involved co-workers. The focus is upon prevention, not punishment. Any employee or volunteer who reports harassment or retaliation will be informed of the general results of the investigation and corrective action taken.

**THE MAINE HUMAN RIGHTS COMMISSION IS ALSO AVAILABLE TO INVESTIGATE A COMPLAINT.** The Maine Human Rights Commission (“MHRC”) can

be contacted at 51 State House Station, Augusta, ME 04333, (207) 624-6290. Any employee or volunteer having a complaint of harassment or retaliation has a right to bring it directly to the attention of the MHRC. You may call or write. If you call, you should ask to speak with an intake worker. They will assist you with your complaint and will place the information you provide in writing. This will then be typed up on a charge which you will have to sign. Once the MHRC has received the signed charge form, an investigation will be conducted. You will be advised of the results of this investigation. Any complaint must be filed within 300 days of the act of harassment or retaliation.

**YOU MUST REPORT HARASSMENT.** The purpose of this Policy is to encourage you to report any harassment or retaliation. You should not assume that the Agency is aware of any harassment or retaliation which you may encounter. It is your responsibility to bring your complaints and concerns to the Agency's attention.

*This Notice is annually given by the Agency to all employees in compliance with 26 M.R.S. §807(2) and EEOC Enforcement Guidance (06/18/99).*

## Appendix G – Glossary

1. **CNCS** – Corporation for National and Community Service – A federal agency overseeing National Service programs and grants
2. **RSVP** – Retired and Senior Volunteer Program – A national volunteer program for people 55 years old or older; locally, RSVP of Southern Maine is sponsored by Southern Maine Agency on Aging
3. **AmeriCorps Seniors** – Part of the Corporation for National and Community Service for people 55 and older; includes Foster Grandparent Program, RSVP and Senior Companion
4. **SAMS** – Social Assistance Management System features related to care planning, assessments, and consumer data entry.
5. **SHIP** – State Health Insurance Program
6. **SMAA** – Southern Maine Agency on Aging – the Area Agency on Aging for York and Cumberland counties.
7. **SMP** – Senior Medicare Patrol
8. **Volunteer Station** – Any nonprofit agency or municipality where volunteers are assigned.
9. **Older Americans Act** – Congress passed the Older Americans Act (OAA) in 1965 in response to concern by policymakers about a lack of community social services for older persons. The original legislation established authority for grants to states for community planning and social services, research and development projects, and personnel training in aging. The law also established the Administration on Aging (AoA) to administer the newly created grant programs and to serve as the federal focal point on matters concerning older persons.
10. **BIPOC** – Black, indigenous, and people of color (used to refer to members of nonwhite communities)
11. **AAA** – Area Agencies on Aging
12. **DHHS** – Department of Human Services
13. **DNR** – Do Not Resuscitate – A medical order prohibiting lifesaving intervention signed by a person and her/his physician