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Jeffrey J. McBee
Director

Community Services: Volunteer Programs

Service Name:	Volunteer Programs
Service Definition:	Provision of service by seniors to community related events and programs.
Unit of Service:	One hour of direct service provided by a senior. Units over/under an hour are to be reported in 15-minute increments.
Contract Type:	Fee-for-Service

Minimum Requirements:

1. Program must maintain a policy, which requires volunteers to agree in writing, not to solicit nor accept monetary contribution from clients and/or caregivers for their own use; nor attempt the sale of any type of merchandise or service to client and/or caregivers; and agree not to seek, or encourage the acceptance on the part of client and/or caregiver of any particular belief or philosophy.
2. Program must employ a paid coordinator with the overall responsibility for program management, volunteer recruitment, screening, orientation, training, and matching volunteers with older persons.
3. Program must place a high priority on the inclusion of seniors in community-based settings.
4. Program must have a written plan that guides the ongoing recruitment of volunteers from the general community.
5. Program must develop and document a volunteer orientation that includes at a minimum: a review of interpersonal communication skills and techniques, accessing community based resources, universal precautions, and emergency procedures.
6. Program must conduct an on-site evaluation of the situation to ensure that the skills and training of the volunteer are appropriate for the





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client's or agencies needs. The plan must include a record of the individuals requesting service, volunteers recruited to assist, placements made, and hours and type of volunteer service provided. Exceptions are allowed in situations of immediate need, such as for transportation assistance.

7. Programs must service the Monroe County area.
8. Programs must serve residents age 60 and older.

