

VOLUNTEER POLICIES AND PROCEDURES



1. **Volunteers must have on file a signed copy of the following:**
 - **Volunteer Application**
 - **Volunteer Policies and Procedures**
 - **Confidentiality Agreement**
2. **IVC will obtain and keep on file Criminal Background Checks on all volunteers, and Driver Abstracts for volunteers who drive clients, and update these at least biennially.** Volunteers must agree to authorize obtaining these.
3. **Volunteers must provide and keep current a valid Washington State Driver's License. Volunteer drivers must be 21 years of age or older.**
4. **All vehicles used to transport clients must be registered with the State of Washington and on file with Island Volunteer Caregivers office.** Vehicles must pass our vehicle inspection and volunteers must carry and keep current the minimum insurance coverage required by Washington State in the Code of WA (RCW 46.29.090).
5. **Volunteers are to maintain their vehicles in mechanically sound condition and enforce the use of seatbelts by all clients being transported.**
6. **Volunteers must maintain 4 points or less on the Driver Rating Scale in a 3 year period to transport a client for IVC (except with specific approval from Program Manager or Executive Director).** Volunteers will notify the IVC office if they are involved in a vehicle accident as the driver or receive any traffic citation. All incidents must be reported even if it occurs outside the scope of volunteer activity.
7. **Volunteers must adhere to our Inclement Weather Policy.** We do not want our volunteers driving in unsafe conditions. If we are experiencing snow and/or icy conditions, if our area is under a winter storm advisory, if trees have fallen, roads are flooded, or for any reason the volunteer or IVC does not feel the drive can be made safely, the volunteer driver or a staff person from IVC will cancel all rides.
8. **In the event you are involved in an automobile accident while driving for Island Volunteer Caregivers:**
 - **Call 911 if there are injuries**
 - **File an accident report within 4 days with Washington State Patrol if damage over \$1000**
 - **Contact IVC as soon as possible**
 - **Contact your Automobile Insurance Agent**
9. **Volunteers may not proselytize (attempt to convert others to their own faith) or have religious discussions that bring discomfort to the client.**
10. **Volunteers should not provide the following services:**
 - **Personal Care:** bathing, toileting, feeding
 - **Medical:** offering advice or dispensing over the counter or prescription medications, or setting up medication boxes for clients
 - **Financial or Legal:** serving as Power of Attorney, paying bills, balancing checkbook or signing any legal papers

11. **Volunteers should not assist in any transfers that require lifting.** Volunteers are not discouraged from assisting a client who is able to lift, lower, and move himself but requires steadying or support to be safe.
12. **Volunteers will not interact with clients they believe to be under the influence of drugs or alcohol.** Volunteers will inform the IVC office immediately if they suspect a client is under the influence.
13. **Volunteers should not expose a client to contagious conditions.** If you develop a cold, flu, fever, etc., let the IVC office know so that alternative arrangements can be made.
14. **If the client does not answer the door:**
 - Check around the house; look through the windows; call them on the phone.
 - Try to contact a neighbor or, if appropriate, a building manager or call their emergency contact.
 - Call the IVC office and advise them of the situation.
15. **If the client has an accident (fall, etc.):**
 - Do not move the client except in a potentially hazardous situation.
 - Ask them to describe what is wrong, where it hurts, etc., if they are able to speak.
 - Call 911. If they have fallen, don't help the person up. They may be injured and not know it.
 - Notify the IVC office.
16. **Volunteers must report any suspicion of abuse-physical, emotional, sexual, or financial, to IVC staff.**
17. **Volunteers should not solicit or promote any personal business to clients, or client's family members or friends whom they meet while representing IVC as a volunteer.** If in doubt, consult with IVC staff.
18. **Volunteers should not give or accept gifts of material value or accept personal gratuities or tips from clients, but may encourage them to make any donation directly to Island Volunteer Caregivers.**
However, the giving and receiving of small tokens of respect, friendship and appreciation (e.g., a card or a flower) is not discouraged if the gifts are a natural expression of the person's lifestyle. Be aware that for some people, giving or receiving even the smallest gift places them in a position of obligation or establishes patterns that interfere with relationships.
19. **Volunteers should inform IVC if they are not able to work with a particular client.**
20. **Volunteers will submit accurate monthly reports of which clients services were provided for, hours and mileage driven.** The volunteer is responsible for keeping the IVC staff current on the status of his/her assignment. ***The volunteer is an important link in the monitoring and communicating of the client's condition. Report to the IVC staff within 24 hours all information that shows a dramatic change in condition(s) or the needs of the client. If there are doubts, the volunteer should still discuss concerns with the IVC staff.***
21. **Volunteers are expected to use Due Care and Prudent Action.** Use common sense and good judgment. Do not take any action that would endanger the client or yourself. When in doubt, always call 911.
22. **A volunteer may be dismissed from the IVC program for any of the following reasons:**
 - Violation of policies, procedures, and /or Confidentiality Agreement.
 - Endangering the welfare of the client or family member.
 - Inappropriate behavior with the client or family members.

I have read, understand and agree to the above policies.

Signature _____ Date _____