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Southern Maine
AGENCY
On AGING
EMPOWERING OLDER ADULTS
AND THEIR CAREGIVERS

Volunteer Handbook

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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 volunteers are our best ambassadors. 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.

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 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 onboarding successfully is to understand our policies and procedures. Our 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 supervisor for help if you run into a roadblock. No set of guidelines can cover every situation that could arise in the course of volunteering. Our management team 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 supervisor, or contact Volunteer Services, 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

Introduction

Welcome to Southern Maine Agency on Aging (SMAA)! SMAA's mission is to empower older adults, adults with disabilities, and their caregivers to live to their fullest potential. The agency provides many services and programs for older adults and their caregivers on a variety of issues, be they financial, medical, or personal. SMAA offers seminars to help navigate the array of insurance and Medicare options, delivers important dietary and fitness practices, and provides older adults with the opportunity to stay active in the community via participation or volunteerism.

Our principal office is at 30 Barra Road, Biddeford. We provide services at several meal sites in Cumberland and York Counties through Meals on Wheels and Simply Delivered. Southern Maine Agency on Aging will be identified as "SMAA" throughout the handbook.

We are pleased to have each volunteer as a member of the team and hope that volunteers will 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. In addition, because of different program requirements, there may be additional policies and procedures for volunteers. 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 the circumstances.

Volunteer Services and all of the SMAA staff are here to support you in your volunteer service. We want your volunteer experience to be meaningful and beneficial. Whatever can be done to make your volunteer experience more satisfying, we will be there for you. This Volunteer Handbook is designed to

highlight the policies, features, and benefits of volunteering. Please read and keep this handbook to refer to 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 inclusion**, 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.

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 DEI 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.

SMAA is committed to fostering a more accessible, diverse, equitable, and inclusive work environment because we know that we can better serve older adults and their caregivers when we celebrate and appreciate our differences. We are committed to being a workplace where all people feel welcome and affirmed, and we know that building an inclusive and diverse agency is necessary for transformational change throughout the systems in which we operate.

We recognize that collaborating with a diverse community of individuals and organizations is key to addressing the systemic barriers, structural injustices, and health inequities that are prevalent in our society, especially among older adults and others who have been historically marginalized. We strive to listen to and engage with our communities, and to update our processes, practices, and programming to reflect what we learn from these communities. Our values and DEI committee help hold us accountable to these goals. Collectively, we can make equity and inclusion permanent features of our community.

As we work toward our mission of empowering older adults, adults with disabilities, and caregivers to live to their fullest potential, we aim to enhance healthy aging, well-being, and dignity for all individuals. We are committed to working together and learning from one another to disrupt historical levels of oppressions and exclusions, both within SMAA and within the broader systems that our clients, staff, volunteers, and family caregivers navigate.

Services Provided at SMAA

- | | |
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| <ul style="list-style-type: none"> • Health Insurance/Medicare Counseling • Meals on Wheels • Community Cafés/Congregate Meals • Discount dining with our “As You Like It” program | <ul style="list-style-type: none"> • Agewell (Wellness Classes) • Adult Day Program at the Sam L. Cohen Center in Biddeford • Money Minders |
|--|--|

- Phone Pals Phone Call Reassurance program

- Family Caregiver Support and Assistance
- Information and Referral/Resources

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: Deliver meals to homebound older adults in your community.
- Community Cafés: Help operate Southern Maine Agency on Aging's Community Cafés in local communities.

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 at the Sam L. Cohen Center in Biddeford

- Help with activities and events for older adults and adults with disabilities who attend the program.

Money Minders

- 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.

Phone Pals (Phone call reassurance program)

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

Other Opportunities

- SMAA also offers unique opportunities through partnerships with AmeriCorps Seniors Retired Senior Volunteer Program (RSVP) 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+. Additionally, volunteers may possess specialized skills or career experience that can be leveraged to allow for a one-of-a-kind volunteer experience within SMAA programs.

Retired Senior Volunteer Program (RSVP) of Southern Maine

Since 1971, AmeriCorps Seniors 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 the community's identified needs. AmeriCorps Seniors volunteers in RSVP 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. In addition, volunteers receive accident, personal liability, and excess automobile liability insurance as well as community recognition.

RSVP of Southern Maine 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 utilize your experience and skills into a meaningful volunteer role. If you no longer find your volunteer service meaningful or satisfying, please talk with your program coordinator or station supervisor who will help you arrange 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.

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 site supervisor and to Volunteer Services.** If the accident occurs while traveling to or from a volunteer station, the volunteer should contact their program coordinator as soon as possible.

Recognition

SMAA places a high value on all our volunteers, and we strive to ensure that all our members truly feel appreciated and valued. SMAA hosts an annual Volunteer Appreciation Event to honor the work of the volunteers across the organization and to recognize individuals and specific groups of volunteers for their exceptional service. RSVP/Volunteer Services uses a variety of methods to appreciate and connect with volunteers throughout the year, such as celebrating volunteer achievements and milestones, sending handwritten notes, or having phone calls with the volunteer. **Thank you for making a difference!**

Expense Reimbursement

SMAA/RSVP Volunteers 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. 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 nationalservice.gov/pdf.healthbenefits_factsheet.pdf, volunteering increases physical fitness, cognitive health, sense of purpose, social connection, and longevity)

Volunteer Screening & Onboarding

SMAA 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 similar experience while joining the organization as a volunteer, and to protect volunteers and the organization. This process is outlined below.

Volunteer Screening

SMAA 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
- Federal criminal record check
 - 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. The background check includes a check of both State and National Sex Offender Registries.
 - If the results of the review are unsatisfactory to SMAA, SMAA may decline to offer the applicant a position 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 the Southern Maine Agency on Aging.
 - SMAA ensures the safety of prospective/current volunteer's personal information, all conducted checks are secured in a locked cabinet with sensitive information fully redacted. Checks are stored for seven years before proper disposal. Current volunteers must consent to additional record checks on a three-year basis to comply with guidelines.
- State background checks

- 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.

Volunteer Eligibility

Once a volunteer has passed the required reference and background checks, an offer to volunteer may be extended, and they may receive a 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 position the volunteer applicant is seeking. Although a volunteer may pass the background check and reference check, SMAA holds the right to dismiss any volunteer who has not disclosed any pending legal action against them.

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
 - Should a volunteer require accommodation(s) to fulfill a volunteer task or role, we encourage you to speak with your volunteer supervisor to determine whether such accommodation is feasible.
 - The volunteer must agree that SMAA has the right to call 911 when it deems there is a health emergency occurring with the volunteer, unless the volunteer has shared a Do Not Resuscitate (DNR) Order with SMAA.
 - 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 supervisor, with the outcome noted in writing.
- Before beginning volunteer service, the volunteer must sign and return copies of the following:
 - Volunteer Role Description
 - Offer Letter

- Harassment Policy
- Consent Agreement
- Confidentiality Agreement
- Acknowledgment Form (which accepts receipt of SMAA's volunteer policies and confirms compliance with said policies [keep one copy, return one signed copy]).
- 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 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 work.

Volunteer Hours Tracking

All volunteers are required to track the hours that they serve within their volunteer role. Volunteer hours 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, commuting to and from a volunteer location, time they spend in trainings, and any other time spent doing volunteer-related tasks. Volunteers should contact their volunteer supervisor for instructions on how to track hours.

Attendance

If a volunteer is unable to show up for their respective shift on time or may be delayed, they should contact their immediate supervisor or Volunteer Services. 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.

Client Boundaries

Clients served by the Southern Maine Agency on Aging 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 beneficiaries 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 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 beneficiary's, relatives' or friends' complex issues, complaints, or referrals. If such a request is received by a volunteer from a beneficiary or one of his or her relatives or close acquaintances, the volunteer is obligated to report this to their supervisor or their County Coordinator, who may give the referral to another staff member or volunteer.

Volunteers should not perform duties beyond the scope of their Volunteer Role Description. If the beneficiary 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 supervisor so the supervisor can connect that individual with more resources within the Area Agency on Aging (AAA).

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

Client Confidentiality

As a volunteer, you may view or hear confidential information. SMAA requires all volunteers to sign a confidentiality agreement, and 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 conduct interviews with clients that involve the discussion of confidential information only in venues that prevent others from overhearing or viewing the information under discussion.

We are very proud of all the services and support that we provide at SMAA to other organizations and the many clients and families who seek our services. We must respect and honor that trust when such 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

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.

Volunteers must report any instances of abuse, neglect, or exploitation they have witnessed to their immediate supervisor so that appropriate follow-up action may occur.

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.”

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

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 issues that many SMAA clients suffer from, 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.

Along with promoting diversity, SMAA also promotes a safe and friendly atmosphere. 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 Coordinators 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.

RSVP of Southern Maine, for volunteers aged 55 and older, 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 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 volunteers who are registered volunteers with SMAA. 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 lost or stolen items 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.

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. A copy of said documentation shall be kept in the volunteer's file. Should the volunteer's professional license lapse, the volunteer should notify their supervisor.

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 Management 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 volunteer supervisor or Volunteer Services.

Special Limitations for AmeriCorps Seniors RSVP Volunteers

Political Activities: An AmeriCorps Seniors volunteer 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. In 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.

Before taking formal disciplinary action, Volunteer Services staff will make every effort to resolve the matter through informal discussions, which may include mediation, additional training, or support for the volunteer. This would not be recorded as disciplinary action or a process of constructive dialogue. However, SMAA reserves the right to take any disciplinary action, up to and including immediate termination of volunteer services in 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

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.

Sexual Harassment

The prohibition of sexual harassment notice applies to all SMAA employees and volunteers and incorporates language from Maine law, which can sometimes be confusing. Below you will find a simplified version of the policy.

The law's protections apply two ways:

1. You have a right to **not** be sexually harassed by any volunteer, staff person, or client of SMAA.
2. Any volunteer, staff person, or client of SMAA has a right to **not** be sexually harassed by you.

What kinds of conduct are prohibited?

1. Display of suggestive objects or pictures
2. Asking to see suggestive pictures of another person

3. Jokes of a sexual nature
4. Unwelcome flirtation
5. Unwelcome hugging or touching
6. Asking for sexual favors
7. Asking for a date
8. Degrading or suggestive comments about appearance, clothing, or anatomy

Remember, even if someone is joking, any comments of a personal or sexual nature may bother the other person, in which case they may be considered harassment.

If you feel you have been a victim of harassment, please contact your supervisor or Volunteer Services immediately. 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.

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 Southern Maine Agency on Aging’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 supervisor 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 client’s 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. SMAA has provided designated smoking areas outside. If you have any questions about this, please speak to your supervisor.

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 supervisor 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. Volunteers will inevitably view confidential information while performing their duties whether on paper or on an agency database. At no time should the 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 drive.

Volunteers must report the discovery of lost, misplaced, or stolen files or information to their supervisor. If a volunteer or staff member is found to have intentionally removed or transformed any confidential information without the 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

Like employees, volunteers are expected to act in a professional manner, and to not engage in any inappropriate manner and/or conduct that would reflect poorly on SMAA or give the appearance of conflict of interest (i.e. selling or promoting a service or product not connected to SMAA/RSVP).

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. This includes any significant gifts, money, honoraria, entertainment, or gratuities. Additionally, volunteers will not solicit donations from any SMAA client. Occasionally, there may be instances where a SMAA client/client's family may present you with a small gift, gesture, or a token of thanks for services; such gestures are permissible to accept. 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. Please seek the advice of your supervisor 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, volunteer 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
3. Solicit or accept contributions for political purposes during volunteer hours

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 and obey the below rules and guidelines appropriate to volunteer with the agency.

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.
- Sickness or injury - no matter how slight, report at once to a supervisor. In no case should an employee or volunteer treat their own or someone else's injuries. Call emergency services as necessary.
- Observe and practice the safety procedures established for the task.
- Keep your area clean and sanitary.
- Report any unsafe conditions or acts to a supervisor.
- 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 accessing items overhead.
- Help to prevent accidents by being proactive following the Workplace Safety Checklist below.
- Follow established protocols for any emergency events, such as lockdown, chemical spill, active shooter, gas leak, shelter-in-place, etc.

Volunteers performing their role at a meal site, Adult Day, or the main SMAA office:

- To protect the safety of SMAA/RSVP volunteers at SMAA assignments, volunteers will not work alone in the main office, Adult Day Center, or meal sites. At least one supervisor or paid SMAA employee must be present.
- Volunteers must sign in/out when entering and leaving agency property or a volunteer site such as a meal site.
- Clear pathways – 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 the kitchen area clean and never leave food uncovered.
- Do not tamper with electric controls or switches.
- Unknown person in the building – report to a supervisor.

Workplace Safety Checklist

It is every employee and volunteer member's responsibility to be on the lookout for possible hazards within a SMAA building as well as private residences or satellite sites such as a Meals on Wheels location. If you spot one of the conditions on the following list - or any other possible hazardous situation - report it to your supervisor 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 or broken windows
- 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 the supervisor. Measures of reporting include email, text, or telephone/voicemail to a direct supervisor. An "incident" may include, but is not limited to, accident or injury, health issue, an error in judgment, other misstep, or substandard performance, lost possession, boundary breach, offensive remark, sense of peril or risk while on duty, etc. 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 supervisor in person to report the incident.

Procedures for Emergency Situations

The following procedures are to be followed if you are visiting/assisting a client of Southern Maine Agency on Aging and you encounter an emergency and/or a serious problem arises regarding the client.

All volunteers are provided contact information for their direct supervisor included on their position description. This contact number is provided at the time of volunteer orientation.

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.

Non-Emergency Situation

If you have any concerns regarding your client's wellbeing, report it to your supervisor 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

Emergency Contact

Volunteers are required to provide SMAA with an emergency contact so that if any medical or other emergency occurs, the volunteer's designee will be able to be reached when necessary.

Weapons Policy

To ensure a safe work environment for all volunteers, the Agency 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 the volunteer's supervisor or a member of the agency's management.

Safety is everyone's first responsibility. All volunteers are expected to share in the Agency's commitment to maintaining a safe and healthy workplace. It is each volunteer's job to report unsafe conditions to a supervisor or manager. Volunteers should think about safety and observe all safety

requirements throughout every workday, which should help to prevent workplace accidents from occurring. If an accident does occur, employees and volunteers are obligated to report it to a supervisor or manager immediately. A neglected injury can become serious if not treated.

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:

1. 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 supervisor will place in the volunteer's file a dated memo stating that the oral warning was administered.
2. Should the infraction continue to be a problem, a written warning will be issued and signed by both parties to be kept on file.
3. Trial Period/Suspension: SMAA may reassign a volunteer for a trial period to find a better fit for the volunteer or may suspend the volunteer from duty.
4. 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. The 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 program supervisor, 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 supervisor to be brought the attention of the Director of RSVP/Volunteer Services within seven (7) business days of the alleged situation.

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 would be 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.

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. 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 requiring a smaaa.org email account will have email functionality only with a volunteer-specific email account. If a volunteer cannot perform the duties of their volunteer role without access to additional technology or tools, such as Simply Book Me or Vonage, a volunteer must receive prior written approval from their supervisor before access is provided. In addition, all volunteers with smaaa.org O365 platform access must use SMAA-owned technology as part of their work on SMAA related-business.

All SMAA staff members and approved volunteers are expected to use SMAA-owned technology as part of their work. This includes SMAA-owned accounts, tablets, computers, and other devices related to the services provided by Southern Maine Agency on Aging. Exceptions to this policy must be approved by the Agency CFO or CEO. 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. 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 or personnel 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. If you know the client's emergency contact person, call that person 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 supervisor of the program for which you volunteer about the

nature of the emergency. As soon as possible, document all details of the emergency while they are still fresh in your memory and submit the documentation to SMAA.

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 Volunteer Handbook for more 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

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 the supervisor of the program for which you volunteer as soon as possible after the injury and treatment.

- **Shoveling**

Volunteers are advised not to shovel snow or ice on the client's premises.

- **Body fluids and transmission of infectious diseases**

Volunteers should follow the SMAA Infectious Disease Protocol (IDP) if any situations arise in which the volunteer comes in contact with any body fluids.

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/Wellness Check**

If you notice, when visiting your client, that there is no heat (winter) or it seems dangerously hot (summer), call the local police department, fire department or rescue department. If you have arranged a home visit, but the client does not come to the door and you are concerned for her/his safety, you can call the local police to request a wellness check. Explain the circumstances and give your name. If someone can come right away to do the wellness check, wait for them to come, if possible. If it is not possible for you to wait, provide your contact information when making the call and ask that you be called once the visit has taken place. The county Sheriff's Department is also a good resource to call.

- **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.

- **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, even if it was only the threat of assault. Your safety is the most important consideration.

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:

- Texting while driving is against the law in the State of Maine. If SMAA becomes aware that any volunteer violates this policy, the volunteer's placement will be terminated.

- Volunteers must pull over, out of the driving lane, if placing a call while on SMAA business, unless they are using a hands-free device.
- Money Minders volunteers are expressly prohibited from transporting clients.
- 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. An Incident Report should then be completed and sent, as soon as possible, to the supervisor of the program for which you volunteer.

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.

After Hours Incident Reporting

- Many volunteers visit clients outside the normal SMAA office hours of 8 AM to 4:30 PM, Monday through Friday. Therefore, emergencies that occur after SMAA's normal business hours should be referred to 9-1-1 services. Non-emergency situations with no immediate safety issue should be reported as soon as possible to the volunteer supervisor.
- 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 Volunteer Handbook for more details.

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.

Tobacco-Free Environment

SMAA encourages positive health practices by its employees, volunteers and visitors and acknowledges that health hazards are caused, to both smokers and non-smokers, by smoking. Therefore, the 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 SMAA office and facilities and within 50 feet of all exits. (Tobacco products include cigarettes, cigars, chewing tobacco, pipes and e-cigarettes.) In addition, volunteers are prohibited from smoking while performing any volunteer services.

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 any of our volunteers should encounter a situation that is troubling or difficult for them, please talk to the supervisor of the program for which you volunteer. Having someone listen to your concerns might be all that is needed; however, if further assistance is needed, your supervisor will find someone who can address your concerns.

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 volunteer program coordinator 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.

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-verbally.

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

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.

Meal Sites**Ongoing Responsibilities:**

- Have Healthy Aging 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 Paul and Mary if 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 Office**Ongoing Responsibilities:**

- Have Healthy Aging Staff List easily accessible.

- Have ALL site contact information easily accessible. Including, MOW sites, Community Cafés, and A.Y.L.I. locations.
- Have top priority tasks identified.
- Know how to access voicemails remotely.

At time of emergency:

- Contact Healthy Living Director (Ashley) 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 wifi is unavailable.
- Be prepared to contact MOW sites and Community Café locations, if needed.

In the event of an emergency, the Healthy Living 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 – 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. **SHIP** – State Health Insurance Program
5. **SMAA** – Southern Maine Agency on Aging – the Area Agency on Aging for York and Cumberland counties.
6. **SMP** – Senior Medicare Patrol
7. **Volunteer Station** – Any nonprofit agency or municipality where volunteers are assigned.
8. **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.
9. **BIPOC** – Black, indigenous, and people of color (used to refer to members of nonwhite communities)
10. **AAA** – Area Agencies on Aging

11. **DHHS** – Department of Human Services
12. **DNR** – Do Not Resuscitate – A medical order prohibiting lifesaving intervention signed by a person and her/his physician