



# **VOLUNTEER MANUAL**

**Meals on Wheels**

**Meals on Wheels for Pets**

**Senior Center Volunteer**

**Friendly Visitor**

**Occasional Helper**

**Office/Special Event Assistance**

**Pantry to You**

**3060 Royal Blvd. South, Ste. 130**

**Alpharetta, GA 30022**

**Ph: 770-993-1906**

**Fax: 770-993-4524**

**[www.ssnorthfulton.org](http://www.ssnorthfulton.org)**



## WELCOME!

Dear Volunteer:

We want to thank you for your expressed interest in Senior Services North Fulton, Inc. Volunteer Program. It takes a special person to be a volunteer: compassion, patience, consideration, understanding and commitment are traits to be admired!

The purpose of this manual is to introduce you to Senior Services and to help you better understand your responsibilities as a volunteer with our organization. At the same time, it is our hope this manual will enable you to be better prepared to meet your responsibilities.

Your volunteer job is extremely important - the meal that is delivered each day; the assistance provided at a senior center; a trip to the store to pick up groceries or a prescription; a friendly visit; or a ride that assures a doctor's appointment is not missed – makes a positive difference in the quality of life for seniors in our community.

Again, thank you for your willingness to serve as a volunteer with Senior Services. We are truly grateful to you for generously sharing your valuable time, energy, and caring nature. We could not possibly achieve all that we do without you!

Sincerely,

*Michelle*

Michelle Williams  
Volunteer Program Manager

**VOLUNTEER MANUAL**  
*Table of Contents*

WHO WE ARE ..... 4

WHAT WE DO ..... 5

VOLUNTEER OPPORTUNITIES ..... 6

- Meals on Wheels
- Meals on Wheels for Pets
- Senior Center Volunteer
- Friendly Visitor
- Occasional Helper
- Office / Special Event Assistance
- Group Opportunities
- Angel Tree Giving
- Pantry to You

VOLUNTEER POLICIES ..... 7

- Confidentiality and HIPAA Guidelines
- Background Check
- Solicitation/Gifts
- Inclement Weather
- Emergency Procedures
- Volunteer Rights/Responsibilities

## WHO WE ARE ...

Senior Services North Fulton is a private, non-profit 501 (C) (3) founded in 1991 to provide programs and services for residents of North Fulton County who are age 60 and above. We serve residents of the cities of Sandy Springs, Roswell, Alpharetta, Mountain Park, Milton and Johns Creek. Senior Services is the only agency in north metro Atlanta dedicated to serving older adults.

Senior Services is responsible for the planning, coordination and delivery of Meals on Wheels, care management, in-home services and the operation of Four Neighborhood Senior Centers in Alpharetta, Milton, Roswell, and Sandy Springs.

Our programming has expanded to offer senior health and wellness initiatives, advocacy, resource and referral services, medical transportation, and programming to meet the needs of area seniors.

Since we provide assistance to seniors without regard to their ability or willingness to pay, our funding comes through Fulton County's Office of Aging (blended County and Title III Older Americans Act funding through the Atlanta Regional Commission), fundraising efforts, grants from corporations, area civic groups and foundations, client contributions, and from private donors like you. All clients are served regardless of ability to pay.

### *OUR MISSION*

#### — WE CARE —

about older adults' quality of life and their ability to age in community

#### — WE COLLABORATE —

to build programs and services to meet their needs

#### — WE SERVE —

the community by supporting seniors, caregivers and families

## WHAT WE DO ...

***Meals on Wheels***—Senior Services North Fulton delivers nutritious mid-day meals to older adults at home who are unable to prepare meals for themselves. Collaborating with FEMA and other funding sources, we ensure that non-perishable nutritious meals are also available to seniors during periods of inclement weather and emergencies.

***Senior Centers***—Senior activity centers are great places to enjoy the company of others, stay active and choose activities of personal interest. Active seniors enjoy a nutritious noon time meal and participate in a variety of programs including scheduled trips for shopping and events. Our Centers are located in Alpharetta, Roswell, Milton and Sandy Springs.

Crabapple Senior Center  
12624 Broadwell Rd.  
Alpharetta, GA 30004  
770-751-9397

Roswell Senior Center  
1250 Warsaw Rd.  
Roswell, GA 30076  
770-640-1583

Milton Senior Center  
15690 Hopewell Rd  
Milton, GA 30004  
470-554-0758

Sandy Springs Senior Center  
Benson Multipurpose Sr. Ctr.  
6500 Vernon Woods Dr.  
Building C  
Atlanta, GA 30328  
404-612-2345

### ***Transportation***—

TOPS (Transportation Options Program for Seniors) provides transportation to medical and personal appointments.

***In-Home Services***—Senior Services arranges for personal care, and homemaker services for seniors in need and respite for their caregivers. These services are supplied by licensed homecare providers. Clients are approved for services by our professional care managers.

***Professional Case Management***—Our Care Managers provide personal assessments to certify seniors for services, coordinate care to meet their needs, and help our clients to live as independently as possible in the community.

***Referral Services***—Care Managers and Senior Center Management staff provide independent, comprehensive resource information and referrals as appropriate for housing options, insurance, legal aid and other support in the community for older adults.

***Volunteer Program***— Volunteers are the core of our programs. Our volunteers give thousands of hours annually by delivering meals, assisting seniors in need and lending a friendly ear. We couldn't do all we do without you!

## VOLUNTEER OPPORTUNITIES...

**Our volunteers make up the heart and soul of Senior Services North Fulton. We couldn't possibly fulfill our mission or serve the number of older adults that we do without the help of our generous volunteers. We welcome volunteers of all ages and will work with you to find a job that matches your schedule, interests and abilities. Consider making a difference in the life of a senior through one of our many volunteer opportunities.**

***Meals on Wheels (MOW) Volunteers*** are needed for delivery routes Monday through Friday with a minimum commitment of six months of service. Drivers must be over the age of eighteen with a valid Driver's License. Pre-packaged meals are ready for pickup at one of our four area locations in Alpharetta, Crabapple, Roswell & Sandy Springs. Volunteers deliver meal routes to 5-12 older adults between the hours of 11:00am and 1:00pm. Volunteers are encouraged to sign up for a route at least one day per month but can do more if they desire. Volunteers will have the same seniors each time, so they truly become a friendly and familiar face. Each route takes 1-2 hours... Too busy to commit to a regular route? We also welcome volunteers as substitutes to fill-in on routes as needed.

### ***Pack-out Assistant***

Assist Staff at pick up locations with pack-out of meals for the Meals on Wheels routes.

***Meals on Wheels for Pets (MOWP) Volunteers*** deliver premeasured pet food in plastic airtight containers supplied by the Humane Society and ready for pickup at our corporate office in Alpharetta. Volunteers also pick up from the Humane Society, specialty pet food shops, sort product and deliver pet food routes in Alpharetta, Johns Creek, Milton, Mountain Park, Roswell and Sandy Springs. Routes consist of 4-5 seniors and their pets. Each route takes 2-2 ½ hours and is delivered monthly. We also welcome volunteers, groups and businesses as substitutes to fill-in on routes as needed.

***Friendly Visitor Volunteers*** are paired with older adults in need of companionship. This important job can be scheduled at your convenience. Most volunteers visit every other week for an hour or two. Friendly visitors occasionally take seniors to doctor appointments, do yard work or help with easy tasks. Friendly Visitors tell us they get back much more than they give. For older adults who do not have family nearby, this is truly a special relationship that makes a dramatic difference in their lives.

***Occasional Helpers*** assist seniors on a one time or short term temporary basis with a special project, grocery shopping, errands, planting, yard work, organizing or small repairs. Accept assignments as they fit your schedule.

***Neighborhood Senior Center Volunteers*** are utilized in our Senior Centers located in Crabapple, Milton, Roswell and Sandy Springs. Centers are open Monday through Friday and are a place for older adults to participate in health & wellness programs, social and educational activities and enjoy a nutritious hot lunch. Volunteers can enrich the Senior Center experience by sharing talent, time and life experience. Center staff members welcome office assistance, lunch support, as well as help in leading exercise, art and special interest classes such as dance, crafts, card games, guitar/music, etc....consider becoming a Senior Center Volunteer!

***Office and Staff Support Volunteers*** assist the ever increasing work of Senior Services North Fulton. We welcome office work and phone assistance volunteers, special event committee

members and others to support our staff toward fulfilling our mission. Like doing website design, writing articles for the paper or updating database information? We'd love to have you!

*Group or Corporate Volunteers* may host a day of service for a senior, or at one of our senior centers, sponsor a special needs drive, assist with our Angel Tree Holiday Giving program, annual fundraiser or other special events.

*Angel Tree Giving Program Volunteers* help fulfill older adults' wishes at the holidays. Holidays can be a lonely time for many of our seniors, especially those who live alone. The *Angel Tree Giving* program helps lift their spirits. Seniors submit a wish list, which organizations, students, and volunteers can fulfill.

*Pantry to You* – Volunteers pick up prepacked grocery orders from North Fulton Community Charities and deliver to homebound clients twice a month. This is a wonderful partnership with NFCC and allows us to reach our neediest clients who cannot go to the pantry.

## **VOLUNTEER POLICIES...**

### ***Confidentiality / HIPAA Guidelines***

Keep in mind that you hold the client's trust. Please respect the confidentiality of all the information communicated to you or personally observed with regard to living conditions financial status or anything else of a personal/private nature. The Privacy Rule of the Health Insurance Portability and Accountability Act ("HIPAA") requires that information about a person's healthcare, including treatment and diagnosis, remain confidential. You must not discuss clients' health or anything else of a personal/private nature with anyone other than appropriate Senior Services staff, and any disclosures should be on a "need to know" basis. Refrain from taking pictures of the clients or from sending e-mail communications containing client or other confidential information.

### ***Solicitation / Gifts***

Seniors are a vulnerable population and are due our utmost respect. Never solicit clients for business purposes/private gain, and do not accept gifts from them (unless it is a "token" gift, like a cookie, etc.).

### ***Background Check***

In order to ensure the safety and well-being of the clients, staff and other volunteers, Senior Services requires that all prospective adult volunteers go through the background check process. All background checks will be conducted in accordance with federal, state and local laws. Information obtained from a background check will be assessed in light of the nature and requirements of the volunteer position sought, and will remain confidential and not revealed to anyone other than the applicant. A copy of the policy is available upon request.

### ***Inclement Weather***

Senior Services provides shelf stable meals to clients in anticipation of inclement weather. If severe weather is predicted, please listen to the local radio and television stations. Senior Services follows the Fulton County school cancellation schedule for inclement weather. Therefore, if schools are closed, or delayed, Meals on Wheels deliveries are cancelled or delayed, as well. In cases of questionable weather, however, we will contact you, since we make every effort to deliver meals. Often, early morning weather conditions are sufficiently improved by 11:00am to enable our volunteers to safely complete their routes.

### ***Emergency Procedures***

Should you encounter an emergency (i.e. senior has fallen, is hurt, ill, confused, or unconscious) when arriving at a client's home, please remain calm and:

- CALL 911 immediately
- Do not attempt to lift or move the senior & stay with the senior until help arrives
- Call Senior Services (770-993-1906) ASAP (after calling 911) - ask for a Staff member
- Give the Staff member details of the client's condition (i.e. unconscious, pasty in color, etc.)

### ***Suspected Abuse***

The elderly are vulnerable to abuse and neglect, and Senior Services takes its obligation to care for and protect this population very seriously. If a client tells you of an incident or you have reason to suspect abuse it **MUST** be reported to the Senior Services Volunteer Program Manager or to your Volunteer Coordinator. Senior Services defines abuse as physical or sexual abuse, or neglect of the client, or any other unsafe circumstances affecting the client. In the event you learn of or suspect abuse, Senior Services requires you to follow the approach outlined in the Senior Services Whistleblower Policy.

If you make the report of suspected abuse, Senior Services will assume that your report was made in good faith. Senior Services will not penalize you as a volunteer if the accusation you convey results in a case which cannot be sustained.

### ***Volunteer Rights/Responsibilities***

As a volunteer you are considered a member of the Senior Services team. You will receive a meaningful assignment, and appropriate orientation and training. You will be treated with respect and recognized for your efforts. As a volunteer, what you do is a reflection on Senior Services, and so we ask that you adhere to appropriate standards of conduct while you are completing your volunteer assignments. We rely on your help to fulfill our mission. We value your input and welcome any suggestions for improvements to Senior Services programs.

### ***No Harassment***

It is Senior Services' goal to provide you with a satisfying and positive experience as a volunteer, free from threat or harassment. As such, Senior Services does not and will not tolerate harassment of volunteers, or of Senior Service's employees, clients, applicants, or anyone else. Any form of harassment related to an individual's race, color, sex (including same-sex), religion, national origin, citizenship status, age, disability, or any other protected category, is prohibited.

If you feel that you are being harassed in any way by another volunteer or some other person, or if you observe another volunteer being harassed, you should immediately notify Senior Services' Volunteer Program Manager or your Volunteer Coordinator. We will thoroughly investigate the matter and, where appropriate, take corrective action.

If you do not feel that you can discuss the matter with Senior Services' Volunteer Program Manager, or if you are not satisfied with the way your complaint has been handled, please follow the procedures outlined in the Whistleblower Policy and Senior Services will ensure that your complaint is addressed appropriately.

MY SIGNATURE BELOW CERTIFIES THAT I HAVE REVIEWED THE VOLUNTEER MANUAL AND AM AWARE THAT COPIES ARE AVAILABLE ON THE SENIOR SERVICES WEBSITE.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

**Senior Services North Fulton  
3060 Royal Blvd. South, Ste. 130  
Alpharetta, GA 30022  
770-993-1906  
770-993-4524 Fax**

Thank you,

Michelle Williams  
Volunteer Program Manager  
[mwilliams@ssnorthfulton.org](mailto:mwilliams@ssnorthfulton.org)

|