Senior Companion & Foster Grandparent Programs

Volunteer Policy Manual

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NAU Civic Service Institute
Senior Companion & Foster Grandparent Programs
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Volunteer Policy Agreement
NAU Civic Service Institute
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1.0 Introduction

1.1 About the Programs

The Senior Companion and Foster Grandparent Programs are sponsored by the Civic Service Institute at Northern Arizona University (NAU). The Senior Companion and the Foster Grandparent Programs are national Senior Corps volunteer programs, funded by the Corporation for National & Community Service (CNCS). The Civic Service Institute at NAU, serving as the central office for the Senior Companion and Foster Grandparent Programs, also pursues and receives grant funding from additional sources to support these volunteer programs. The Code of Federal Regulations, Title 45, Parts 2551.23(k) and 2552.23(k) require that the Civic Service Institute establish written service policies for Senior Companion and Foster Grandparent volunteers. Policies are generally broad statements of principle and purpose and are intended to serve as a framework for decision making and administrative action. However, policies can nevertheless establish specific substantive standards and requirements, including standards of personal and professional conduct. Violating these policies may result in corrective action or dismissal.

The Senior Companions and Foster Grandparents and Senior Companions in Arizona join more than 330,000 Senior Corps volunteers nationwide who make a difference in their communities.

Senior Companions help homebound seniors and disabled adults maintain independence. The Civic Service Institute sponsors the Senior Companion Program in six Arizona counties: Apache, Coconino, Maricopa, Mohave, Navajo, and Yavapai. Foster Grandparents serve one-on-one as tutors and mentors to young people with special needs. The Civic Service Institute at NAU sponsors the Foster Grandparent Program throughout Arizona, excluding the Navajo Nation.

1.2 Contact Information

The Civic Service Institute is located in Flagstaff, Arizona, on the campus of Northern Arizona University. The Civic Service Institute’s general contact information is:
The Civic Service Institute at NAU

Address: P.O. Box 5063, Flagstaff, AZ 86011
Phone: 928-523-3560, or toll-free at 1-866-856-3017
Email: naucsi@nau.edu
Fax: 928-523-9189
Website: www.nau.edu/sbs/csi

Each area in which the Civic Service Institute sponsors Senior Corps programs also has a local program coordinator, who is the primary contact for all volunteers and volunteer stations/partner agencies in that region. The area program coordinators include:

Apache County
Senior Companions & Foster Grandparents: Diana Lowell, 928-581-1872;
SallyAnn Lofquist, 928-814-9809

Coconino County, Winslow, & Hopi Tribe
Senior Companions & Foster Grandparents: Michele Lytle, 928-523-1082

Maricopa County
Senior Companions: Emily TaylorLitchfield, 480-352-2314
Foster Grandparents: Hope Clapp, 623-776-0203

Mohave County
Senior Companions & Foster Grandparents: Nancy Rutherford, 928-715-2200

Navajo County
Senior Companions & Foster Grandparents: Diana Lowell, 928-581-1872;
SallyAnn Lofquist, 928-814-9809

Pima & Pinal Counties
Foster Grandparents: Melissa Hernandez, 520-305-2482

West Yavapai County (Prescott Region)
Senior Companions & Foster Grandparents: Jean Jongsma, 928-713-4114

East Yavapai County (Verde Valley Region)
Senior Companions & Foster Grandparents: Shana Smith, 928-202-8261

Yuma County
Foster Grandparents: Jurixie Lopez, 928-276-2891

2.0 Becoming a Volunteer

2.1 Volunteer Definition & Implications

A “volunteer” is anyone who performs service without compensation or expectation of compensation beyond reimbursement for out-of-pocket expenses. Senior Companions and Foster Grandparents are volunteers, not employees, of
the Civic Service Institute, NAU, the Senior Companion Program, the Foster Grandparent Program, the federal government, or the volunteer station partner agency. Volunteers are not paid a wage, and are not eligible for federal or state worker’s compensation in the event of an accident. See section 3.7 regarding secondary insurance provided to volunteers.

Additionally, Arizona is an “at will” state and volunteers serve at the will of Northern Arizona University and the Senior Companion and Foster Grandparent Programs. As such, “at will” volunteers can be terminated for any reason and without advance notice.

2.2 Eligibility

Senior Companions and Foster Grandparents must meet eligibility guidelines in order to serve as volunteers through these programs. In accordance with these guidelines, volunteers must:

- Be age 55 or older
- Meet income guidelines set by CNCS, including gross income from all sources, which is reviewed annually
- Pass an annual physical exam from a medical professional that certifies the applicant is physically capable of volunteering a minimum of 15 hours per week without detriment to themselves or the people they serve
- Pass a National Sex Offender Public Registry check, an Arizona statewide criminal history check, and a fingerprint-based Federal Bureau of Investigation (FBI) criminal history check. Additionally, applicants who apply while residing in another state will be required to undergo a statewide criminal history check of that state.
- Serve at a volunteer station partner agency which has a current memorandum of understanding with the Civic Service Institute at NAU

The Senior Companion and Foster Grandparent Programs through the Civic Service Institute are inclusive projects. No person will be excluded from participation in, or be denied benefits of participation in the Senior Companion or Foster Grandparent Program on the grounds of race, creed, belief, color, national origin, sex, age, disability, sexual orientation or political affiliation, as protected by federal law.

2.3 Background Checks & Fingerprinting

2.3.1 New Volunteer Applicants

Applicants to the Senior Companion and Foster Grandparent Programs must pass a three-part National Service Criminal History check. Those three elements include:

- A National Sex Offender Public Registry check
- A statewide criminal history check of the Arizona State Repository through the Arizona Department of Public Safety. Applicants who apply while residing in another state will also require a name or
fingerprint-based search of the criminal history repository of the state they reside in at the time they apply, conducted through the Arizona Public Court records and Northern Arizona University’s contracted background check company

- A fingerprint-based FBI criminal history check, conducted through the Arizona Department of Public Safety or the FBI

Additionally, the Civic Service Institute conducts background screenings through:
- A search of the Arizona Courts public records
- A background check via Certified Background on applicants who disclose a crime on their application

The area program coordinator will conduct the National Sex Offender Public Registry check and the Arizona Courts public records search. Once these searches are complete, references have been checked, and the applicant has completed an interview, the area program coordinator will send this information and the completed application to the Civic Service Institute central office in Flagstaff. The completed application is reviewed and approved by the Senior Companion or Foster Grandparent Program director. An incomplete application will not be processed until all missing information is provided.

Applicants who disclose on their application that they have been convicted of, plead guilty, or "no contest" to a crime that has or has not been expunged or removed from their record will be required to undergo a Certified Background check. After the director approves the application, the Certified Background check is initiated, if required. Result times vary depending on which jurisdictions must be checked, generally one to three weeks. NAU’s Human Resources department receives the results of the Certified Background check, and makes the initial determination as to whether an applicant is approved, contingent upon fingerprint results. Once Human Resources confirms that the background check is clear, the applicant can begin the 40-hour pre-service orientation and training.

When the Certified Background check is initiated (if required) or after the director approves the application (if a Certified Background check is not required), the applicant’s fingerprints are also mailed to the Arizona Department of Public Safety (DPS) or the FBI. Fingerprinting generally takes five to eight weeks to receive fingerprint results.

Volunteers may not begin training or serving clients or children until the Civic Service Institute receives fingerprinting results, unless the volunteer in training is physically accompanied AT ALL TIMES by someone who has had fingerprint clearance, such as a teacher or site supervisor. If a Certified Background check was required, an applicant may not begin training or serving clients or children until the Certified Background results are received and HR approves the applicant, contingent on fingerprint results.
Applicants whose stations require fingerprint clearance should use the Arizona Department of Public Safety (DPS) application and fingerprint card. Once the applicant’s record is checked and verified to be clear, DPS will mail a Fingerprint Clearance Card to the Civic Service Institute. Staff at the Civic Service Institute will copy the card for the volunteer’s file, provide a copy to NAU Human Resources, and mail the original card to the volunteer. The volunteer can show the Fingerprint Clearance Card to their volunteer station partner agency supervisor.

Applicants who only need to be fingerprinted for the Senior Companion or Foster Grandparent Program should use the FBI application and fingerprint card. The FBI will provide the Civic Service Institute with a letter indicating any arrest records for the applicant.

Applicants are automatically ineligible to serve as Foster Grandparents or Senior Companions if they:

- Refuse to participate in any part of the National Service Criminal History check
- Are listed, or are required to be listed, on the National Sex Offender Public Registry
- Make false statements regarding their criminal history
- Have been convicted of murder

Applicants who are ineligible to receive a Fingerprint Clearance Card from DPS due to criminal charges or have arrest records listed on the FBI letter may or may not serve as volunteers, as determined by NAU’s Human Resources department.

The Civic Service Institute pays for the cost of fingerprinting. Applicants who are charged a fee to have their fingerprints rolled should obtain a receipt, and turn it in to their area program coordinator with their application for reimbursement. Applicants cannot be reimbursed without an original receipt. Photocopies are not accepted. Applicants who obtain fingerprints to apply to the Senior Companion or Foster Grandparent Program, and then withdraw their application will still be reimbursed for the cost of having their fingerprints rolled once. Applicants who must be re-fingerprinted due to poor fingerprint quality will be reimbursed twice up to three times. The Civic Service Institute will also pay for the fingerprint application fees.

Certain applicants may have fingerprints that are difficult to read due to scarring, age, or poor fingerprint quality. The Civic Service Institute will make two three attempts to conduct a fingerprinting background check. If an applicant’s fingerprint results come back as unreadable twice three times, the Civic Service Institute will make arrangements to conduct a name-based FBI background check.

The Civic Service Institute at NAU cannot accept existing background or fingerprint checks. Applicants who have an existing and current Fingerprint Clearance Card must be fingerprinted again to serve as a Senior Companion or Foster Grandparent volunteer.
If the volunteer station/partner agency where the applicant will serve must conduct their own fingerprinting, the volunteer will have to undergo fingerprinting for the Foster Grandparent or Senior Companion Program and for the partner agency. The Civic Service Institute can accept copies of actual FBI-based fingerprint results from partner organizations if the fingerprints are new. New fingerprints are defined as fingerprints taken within 30 days of the date of the volunteer’s application. The fingerprint results shared with the Civic Service Institute must be actual results from DPS or the FBI. These actual results should pass directly from the volunteer station supervisor to the area program coordinator. (The volunteer cannot deliver the results to the area program coordinator.) The Civic Service Institute cannot accept letters from partner agencies to verify fingerprint clearance.

The Civic Service Institute can share copies of fingerprint results with the applicant only. At the written request of the applicant, the Civic Service Institute can also provide a generic letter to partner agencies that indicates the applicant’s fingerprints came back clear or the applicant had a criminal record. The Civic Service Institute cannot share any additional details about an applicant’s fingerprint’s results with anyone except the applicant.

2.3.2 Existing or Former Volunteers

Volunteers who began serving prior to April 21, 2011, without a break in service, do not need to undergo fingerprinting. A break in service is defined as resigning or terminating from service as a volunteer for more than 120 days. A leave of absence is considered a temporary interruption in service, not a break in service. Anytime there is a break in service for more than 30-120 days, the volunteer must re-apply and undergo the National Service Criminal History check again.

If there are positions available, volunteers may switch between the Senior Companion and Foster Grandparent Programs sponsored by the Civic Service Institute at NAU, without filling out a new application. However, volunteers who switch programs must undergo a new, three-part National Service Criminal History Check. Volunteers may not switch programs more than one time every two years.

The Civic Service Institute at NAU will cover the cost of fingerprinting for volunteers who wish to switch programs. Volunteers who are charged to have their fingerprints rolled should obtain a receipt, and turn it in to their area program coordinator for reimbursement. Volunteers cannot be reimbursed without an original receipt. Photocopies are not accepted. Volunteers who obtain fingerprints to switch programs, and then withdraw their application will still be reimbursed for the cost of having their fingerprints rolled once. Applicants who must be re-fingerprinted due to poor fingerprint quality will be reimbursed twice. The Civic Service Institute will also pay for the fingerprint application fees.
2.4 Additional Requirements

Senior Companion and Foster Grandparent volunteer stations partner agencies may have additional screening or requirements (such as CPR certification or vaccinations) that are not mandated by the Senior Companion or Foster Grandparent Program. In this case, the partner agency should cover the expense of the additional requirement(s), or the volunteer’s insurance may cover the expense (with the exception of a TB test. See section 3.5). If neither the partner agency nor the volunteer’s insurance will cover the expense, the area program coordinator will work to assign the volunteer to different partner agency volunteer stations.

2.5 Training

All Volunteers are required to participate in training related to their duties as Senior Companion and Foster Grandparent volunteers.

2.5.1 Pre-Service Orientation Training

Pre-service orientation training will orient the volunteer to the Senior Companion or Foster Grandparent Program, the Civic Service Institute at NAU, the roles and activities of a volunteer, the volunteer handbook and policy manual, administrative procedures, project staff, community resources, and volunteer stations partner agencies and assignments.

New volunteers and former volunteers with a break in service of two years or more are required to participate in 40 hours of orientation and training, of which 20 hours must be pre-service orientation, with an additional 4 hours of in-service training per month. (The maximum training on any monthly timesheet for new volunteers should not exceed 44 hours.) The 40 hours of pre-service and orientation training must be completed within the first three months of service. Monthly in-service training can be counted as part of the required 40 hours of orientation. Volunteers who resign and re-apply to the same program will not be required to repeat the 40 hours of orientation and training if the break in service was fewer than two years.

Volunteer pre-service orientation training should not exceed 40 hours. Only in special circumstances (such as additional training required by the partner agency volunteer station) may volunteers exceed 40 of orientation training. This circumstance must be approved in writing by the area program coordinator prior to the volunteer performing the additional training hours. Any pre-service training hours completed by the volunteer above and beyond the 40 hours of training plus the monthly in-service training that are not approved in advance will not be reimbursed as training hours to the volunteer.
2.5.2 Monthly In-Service Training

Volunteers are required to participate in a four-hour monthly in-service training. This training is often held by the area program coordinator. On occasion and as circumstances allow, volunteers may participate in monthly in-service training through the partner agencies or volunteer stations with the approval of the area program coordinator.

Volunteers should inform their area program coordinator in advance if they will be absent from an in-service training. If a last-minute emergency prevents a volunteer from attending an in-service meeting without informing the area program coordinator in advance, the volunteer should inform the area program coordinator as soon as possible after the training of the reason for their absence and arrange to make-up the training. Volunteers are required to make up missed in-service trainings within three months of their absence from the in-service meeting. Area program coordinators must approve make-up trainings before the volunteer attends the training.

If a volunteer misses three in-service trainings in a fiscal year (July 1–June 30) and has not made up the trainings, the volunteer will be placed on probation for six months. If a volunteer misses more than three in-service trainings or does not attend a make-up training another in-service meeting during the six-month probation, the volunteer may be dismissed from the program.

2.5.3 Driver Training

All Senior Companion and Foster Grandparent and Senior Companion volunteers who drive to and from their volunteer site, or as part of their volunteer work-service must participate in a mandatory Defensive Driver Training, and pass the Defensive Driver test with a score of 75% or better. All volunteers who drive must take the Defensive Driver Training and pass the test annually in order to be eligible for mileage reimbursement (see section 3.3).

Senior Companion volunteers may drive their clients as part of their volunteer service. Volunteers who drive clients are required to participate in an additional driver training led by the area program coordinator. Additional driving policies for volunteers who drive clients can be found in the Senior Corps Driver Training and Policy Manual Handbook, provided during the mandatory training for Senior Companions who drive clients. Senior Companions who do not participate in the mandatory driver trainings will be prohibited from driving clients.

2.6 Probationary Period

All applicants to the Senior Companion and Foster Grandparent Programs will be on probationary status for six months beginning on the date of their background check approval. During this probationary period, the new volunteer may be
terminated-dismissed at the discretion of the Senior Companion and Foster Grandparent Program staff. A volunteer serving the initial probationary period is not entitled to appeal or grievance rights (see section 6.2.3.1) in the event that the volunteer is terminated dismissed.

3.0 Volunteer Benefits

3.1 Hourly Stipend

Senior Companion and Foster Grandparent volunteers receive an hourly stipend of $2.65 per hour for direct service, training, holiday, leave time, and any other official program projects (e.g. recognition). Time spent commuting to and from assignments is not considered service time and is not stipended. The stipend rate is set by the federal government, and is subject to change. The hourly stipend and any reimbursements are paid once per month, usually within the first ten 15 days of each month for the previous month’s hours and expenses. Volunteers are NOT to call the Civic Service Institute central office asking about their check before the 15th of the month. This slows down the process for everyone.

The hourly stipend is considered a cost reimbursement, and is not subject to any tax or charge. Under the provisions of the Domestic Volunteer Service Act, stipend payments may not be treated as wages or compensation for the purposes of unemployment insurance, temporary disability, retirement, public assistance, worker’s compensation, or similar benefit payments or minimum wage laws. In cases where authorities are not familiar with the provisions of the Domestic Volunteer Service Act, the volunteer should ask their area program coordinator for an “income disregard” statement, to provide to those authorities. This memo provides specific citations and explains that the stipend provided to Senior Companion and Foster Grandparent volunteers is not considered income.

Any misrepresentation of hours served may be cause for immediate dismissal.

3.2 Meal Reimbursement

Whenever possible, the volunteer station partner agency may donate one or two meals per day to Senior Companion or Foster Grandparent volunteers. However, not all volunteer station partner agencies are able to provide a meal. Senior Companion and Foster Grandparent volunteers may receive reimbursement for one “brown bag” meal brought or meal purchased during their service hours, as funding for each program allows. Please contact your area program coordinator to find out the current rate for meal reimbursement is $2.50 per meal. Volunteers may receive one meal reimbursement per day for “brown bag” meals brought or meals purchased while serving. Volunteers will not be given a cash advance for meals.
Any misrepresentation of meals brought or purchased may be cause for immediate dismissal.

3.3 Transportation Reimbursement

As funding for each program allows, Senior Companion and Foster Grandparent volunteers are provided reimbursement for commute mileage driven to and from their volunteer assignment and for official program activities such as orientation, in-service meetings, advisory board meetings, and recognition events. Volunteers are encouraged to use the least expensive means of transportation and to carpool whenever possible.

Volunteers who drive their own vehicles will be reimbursed at a rate of $0.445 per mile (or the current rate), for a maximum number of 350 commute miles (driving to/from assignment) per month. (For example, as of November, 2013, the reimbursement rate for Foster Grandparents was $0.20 per mile for a maximum of 200 miles per month.) The reimbursement rate and maximum mileage for reimbursement is subject to change based on funding availability. Please contact your area program coordinator to find out the current reimbursement rate and maximum miles.

Foster Grandparents are prohibited from allowing children from their volunteer station in their vehicle at any time.

Senior Companions are allowed to transport their clients to and from doctor’s appointments, shopping, social events, and other outings. Volunteers MAY NOT accept money from clients, clients’ families, or clients’ friends for transportation or other costs. Accepting or asking a client or family member of a client for reimbursement will may be cause for corrective action or immediate dismissal from the program(s). Senior Companion client-related mileage is considered a separate reimbursement from commute mileage, and therefore has may have a separate reimbursement rate and maximum. Currently, Senior Companions may drive with their clients for an unlimited number of miles. The current reimbursement rate for client-related mileage is also $0.445 per mile. Please contact your area program coordinator to find out the current rate and maximum for client-related mileage. The reimbursement rate and maximum mileage for reimbursement is subject to change based on funding availability.

Foster Grandparents are prohibited from allowing children from the partner agency in their vehicle at any time.

Additional driving policies may be found in section 4.12.

Volunteers are encouraged to carpool whenever possible. When carpooling in a personal vehicle, only the driver of the vehicle will be reimbursed for vehicle driven to and from the volunteer site or program activity. Volunteers MUST NOT pay one another for transportation expenses. Carpool drivers who are reimbursed by the program CANNOT ask for or accept money from others in the carpool. This may be cause for corrective action or immediate dismissal.
Volunteers who use the bus or other forms of transportation will be reimbursed for the actual fare paid per trip, or for a weekly/monthly pass. Whenever possible, volunteers should attach a receipt for their travel expenses to their monthly timesheets.

Volunteers who incur parking costs while serving as a volunteer will be reimbursed for the actual cost of parking. Volunteers should attach a receipt for their parking costs to their monthly timesheet.

Volunteers who use multiple means of transportation are responsible for distinguishing between each type of transportation used on their timesheets, so that they may be reimbursed correctly.

Any misrepresentation of transportation reimbursement may be cause for immediate dismissal.

3.4 Time Off

3.4.1 Sick-Personal Leave

Senior Companion and Foster Grandparent volunteers accrue sick personal leave at a rate of 0.1259463 hour per hour worked/served, up to 128 hours. Sick-Personal Leave is earned on all direct service, training, and holiday hours, once a volunteer begins direct service. Volunteers in training are not eligible to use personal leave until they begin direct service with children or clients. Personal leave may be used at the volunteer’s discretion, for sickness, illness, injury, the illness or injury of an immediate family member, vacation, or other personal time. Sick leave may be used when the volunteer is unable to work due to a personal illness, because of a medical or dental appointment, or illness of an immediate family member. Immediate family members include:

- Brother
- Brother-in-law
- Daughter
- Daughter-in-law
- Father
- Father-in-law
- Grandchildren
- Great grandchildren
- Husband
- Mother
- Mother-in-law
- Sister
- Sister-in-law
- Son
- Son-in-law
- Wife
If illness prevents a volunteer from serving during their regularly scheduled service time, it is the volunteer’s responsibility to contact their station partner agency supervisor, clients, and program coordinator to inform them of their absence. It is the volunteer’s responsibility to contact their partner agency supervisor, clients, and program coordinator to inform them of their planned absence at least one week in advance.

For absences in excess of five service days because of illness, injury, or other disability, the volunteer may be required to furnish a written statement from a physician certifying that the volunteer is able to return to service. Should the supervisor (site coordinator, site supervisor or program coordinator) exercise this option, the volunteer will not be permitted to return to service without the physician’s statement. When accrued sick time is exhausted, vacation time shall be used.

Volunteers will not be allowed to accrue more than 128 hours of personal leave at any time. Volunteers who do not use their personal leave forfeit the hours they would otherwise earn in excess of 128 hours. Volunteers are responsible for contacting their area program coordinator to monitor their personal leave accrual.

All of the sick and vacation personal leave time that volunteers have accrued up to 128 hours are paid out at the end each fiscal year (June 30), pending funding availability. Personal leave cannot be carried over from one fiscal year to the next. However, each volunteer who is active at the time of the fiscal year change will be awarded 15 personal leave hours at the beginning of the fiscal year (July 1). Newly recruited volunteers will start with a zero leave balance.

3.4.2 Vacation Leave

Senior Companion and Foster Grandparent volunteers accrue vacation leave at a rate of .0919 hour per hour worked. Vacation leave is earned on all direct service, training, and holiday hours. Volunteers are encouraged to take a vacation each year. It is the volunteer’s responsibility to contact their station supervisor, clients, and program coordinator to inform them of their absence at least one week in advance.

Volunteers should not accrue more than 72 hours of vacation. If this occurs, the volunteer will be requested to use accumulated vacation leave before the end of the fiscal year (June 30). All of the sick and vacation time that volunteers have accrued are paid out at the end of each fiscal year (June 30), pending funding availability.

3.4.3 Holiday Leave
The Senior Companion and Foster Grandparent Programs observe the following 13 holidays:

- New Year’s Day
- Martin Luther King Day
- President’s Day
- Spring Holiday (Often assigned to Good Friday, Passover, or during the week of spring break)
- Memorial Day
- Independence Day
- Labor Day
- Fall Holiday (often assigned to Columbus Day)
- Veteran’s Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas
- Christmas Eve or the day after Christmas

Volunteer stations Partner Agencies may observe different holidays, which may be substituted for the holidays listed above; however, volunteers may not use more than 13 holidays per year. When an observed holiday falls on a day that the volunteer would normally serve, that day is considered a paid holiday. If a holiday falls on a weekend, then the holiday is scheduled with pay for the Friday or Monday when the holiday is observed.

Volunteers are paid for the hourly stipend they would receive for the hours they would have normally served on a paid holiday. For example, if Monday is a holiday, and a volunteer normally serves for five hours on Mondays, the volunteer will receive holiday pay for five hours. Meal and transportation reimbursements will not be paid on observed holidays.

If a holiday falls on a day that a volunteer does not normally serve or a volunteer chooses to serve during a scheduled holiday, the volunteer should arrange to take a different day as a holiday within the calendar month. If a volunteer does not make a substitution for the holiday within the calendar month in which the holiday occurred, the volunteer forfeits their holiday stipend.

3.4.3.4.3 Bereavement Leave

Foster Grandparents and Senior Companions may take up to three days leave with stipend for in-state travel and five days leave with stipend for out-of-state travel in the event of a death of a family member or client. Family members include:

- Brother
- Brother-in-law
- Daughter
- Daughter-in-law
- Father
- Father-in-law
Volunteers are paid for the hourly stipend they would receive for the hours they would have normally served while on bereavement leave. Volunteers must receive approval from their local area program coordinator in advance to use bereavement leave. Meal and transportation reimbursements will not be paid while on bereavement leave.

### 3.4.5 Jury Duty

Volunteers who serve as jurors may receive their hourly stipend for hours they would have otherwise served, minus what they are paid by the court until they are released from jury duty. Volunteers should attach to their timesheets documentation from the court for the days served and the payment received for jury service. Meal and transportation reimbursements will not be paid while serving as a juror.

### 3.4.6 Leave of Absence

Volunteers may take up to nine consecutive months of leave without pay while in the Senior Companion or Foster Grandparent Program. Volunteers who want to take a leave of absence must request a leave of absence from their area program coordinator. Any accrued sick and vacation-personal leave time will first be paid to the volunteer, and then the volunteer will be put on leave without pay status.

While on leave, volunteers will not be reimbursed for any program activities. Volunteers on leave who chose to attend in-service meetings, recognition events, or other official program activities do so at their own discretion and will not be reimbursed for their time, transportation, or meals until they return to active service for a minimum of 15 hours per week.

Volunteers who want to return from leave must give their area program coordinator at least one week’s notice, so appropriate arrangements can be made. Volunteers will not be allowed to return from leave until all program requirements are met and documentation is up to date. For example, a volunteer who has been on leave may be due to have an updated income verification or physical examination. The volunteer will not be allowed to return to active service until all outdated documentation
is updated. Volunteers who have taken a leave due to medical reasons will be required to have an updated physical exam performed by a medical professional that certifies that the volunteer can return to active service for a minimum of 15 hours per week.

If a volunteer has not returned to service after nine months of leave without pay, they will be automatically dismissed from the program, and will need to re-apply if they want to serve again as a Senior Companion or Foster Grandparent volunteer.

3.4.6 Inclement Weather & Emergency Closures

During inclement weather, volunteers should check their local news to find out if schools are closed. If the local school district announces that schools are closed or on a delayed start schedule due to inclement weather, Senior Companions and Foster Grandparents should not report for service during the period that the schools are closed. Inclement weather may include:

- Snow
- Ice
- Temperatures below zero degrees
- Heavy rain
- Lightening
- Haboob (dust storm)
- Smoke and/or fire
- Temperatures above 110 degrees

When schools are closed or on a delayed start schedule, Senior Companions are responsible for informing their volunteer stations, partner agencies, clients, and the area program coordinator that they will not be reporting for service or will report later than usual due to inclement weather.

When schools are on a delayed start schedule (for example, starting one or two hours late) due to inclement weather, Senior Companion and Foster Grandparent volunteers should not report for volunteer service until the time that schools open. Volunteers will be reimbursed for any hours missed during a delayed school schedule if they were scheduled to serve during those hours.

If schools do not close or are not in session, and a volunteer feels unsafe reporting to service due to inclement weather, the volunteer should contact their partner agencies (if open), clients, and area program coordinator. In this circumstance, volunteers may use personal leave or leave without pay. Area program coordinators may designate five additional days per fiscal year (July 1 – June 30) as inclement weather days in their region.

During days designated as inclement weather days, volunteers will be reimbursed their hourly stipend for the hours they regularly serve that
Meal and transportation reimbursements will not be paid during days of inclement weather.

Some schools reserve a set number of days on their academic calendar for snow days. If a school does not use their snow days during the winter months, it may close in the spring for unused snow days. If volunteers regularly serve on the days of the school closure for unused snow days, the volunteers will be reimbursed for the hours they would have served on that day. Meal and transportation reimbursements will not be reimbursed during a school closure for unused snow days.

Volunteer stationsPartner agencies may close in cases of emergency. If a volunteer is prevented from reporting to service due to a partner agency's volunteer station's emergency closure, the volunteer will be reimbursed for the hours they were scheduled to serve on that day, for up to five days. Meal and transportation reimbursements will not be reimbursed during a volunteer stationpartner agency's emergency closure.

3.5 Annual Physical Exam

In order to serve as a Senior Companion or Foster Grandparent volunteer, program applicants must be determined by a medical professional to be capable of volunteering for at least 15 hours per week without detriment to themselves or others. The physical must be performed before an applicant begins service as a volunteer, and annually thereafter.

The Civic Service Institute has agreements with several medical facilities around the state to provide free or reduced-cost physicals to Senior Companion and Foster Grandparent volunteers. Volunteers should ask their local area coordinator which facilities in their region may provide these free or reduced-cost physicals to volunteers. Volunteers may choose to receive a physical examination from their own doctor or medical practitioner, although preference is to have physicals completed at facilities where the Civic Service Institute has agreements. If a volunteer chooses to use their own doctor or medical practitioner, the volunteer may be reimbursed for actual out-of-pocket costs up to $45 for the annual program physical. Volunteers requesting reimbursement for a physical must turn in an original receipt to their area program coordinator. Photocopies are not accepted.

The Civic Service Institute does not require that volunteers pass a tuberculosis (TB) test. However, some volunteer stationspartner agencies may require that volunteers pass a TB skin test. The Civic Service Institute will reimburse volunteers for actual out-of-pocket costs up to $28.50 for an annual TB skin test. If a volunteer has tested positive for a TB skin test in the past and requires a chest X-ray, the volunteer will be reimbursed for actual out-of-pocket costs up to $75.

Senior Companions and Foster Grandparents must receive a new physical examination by a medical professional annually and/or after returning from an
extended medical leave of absence (see section 3.4.6) to continue serving as a volunteer. Volunteers who do not pass a physical exam will be suspended from serving as a volunteer until the medical condition is addressed and a medical professional certifies that the volunteer can serve a minimum of 15 hours per week without detriment to themselves or others. If the medical condition cannot be addressed and a medical professional will not certify that the volunteer can return to service, the volunteer will be dismissed from the program.

Area program coordinators will inform volunteers when they are due for an annual physical. It is the volunteer’s responsibility to schedule the exam, attend the appointment, and have the medical professional sign the physical examination form. The volunteer must then return the completed form to their area program coordinator. Volunteers who are one month overdue for a physical will be suspended without pay, and may not serve as a Foster Grandparent or Senior Companion volunteer until they pass a physical examination performed by a medical professional.

3.6 On-going Training

Senior Companions and Foster Grandparents receive a minimum of four hours of training at a monthly in-service meeting, to better equip them to serve their clients. Additional information about the monthly in-service meeting requirement can be found in section 2.4.2. Certain volunteer stations/partner agencies may also offer training to volunteers stationed placed at that site. The area program coordinator must approve a volunteer’s participation in additional and on-going training opportunities offered by the partner agency volunteer station or through other organizations in the volunteer’s community prior to the volunteer’s participation in the training opportunity.

3.7 Secondary Insurance Coverage

Senior Companions and Foster Grandparents are eligible for three kinds of insurance: accident, personal liability, and excess automobile liability. These are NOT substitutes for personal insurance and only apply when the volunteer is engaged in official program activities or traveling to or from official program activities. Volunteers are not covered under federal or state workers’ compensation as they are NOT employees.

The Senior Companion and Foster Grandparent Program insurance is considered secondary coverage. Any insurance that the volunteer has will be billed first, and the volunteer will be reimbursed for any out-of-pocket expenses, including co-pays (although there are exceptions to this rule).

A brochure that outlines the basic information about the volunteer insurance coverage is included in the back pocket of this folder. The full provisions of the insurance coverage can be found online, at the following link:
http://www.cimaworld.com/wp-content/uploads/2012/06/1-All-Other-States1.pdf
Information about reporting accidents can be found in section 4.8.2.

4.0 Volunteer Service

4.1 Hours of Service

Senior Companion and Foster Grandparent volunteers are required to serve a minimum of 15 hours per week, and may not serve more than 40 hours per week, including direct service, training, holiday, sick leave, and personal vacation leave. The Senior Companion or Foster Grandparent Program director may lower the maximum hours a volunteer may serve, based on grant funding. (For example, in December 2011, Senior Companions were not permitted to serve more than 25 hours per week.) When hours are restricted, volunteers may not serve above and beyond the maximum hours due to liability issues. Volunteers who continue to serve more than the maximum hours may be subject to dismissal from the program. Volunteers may not serve more than 2088 hours per fiscal year (July 1–June 30), which includes all direct service, training, holiday, sick leave, and vacation personal leave. Volunteers who serve more than 2088 hours per fiscal year will not be reimbursed for any hours above 2088 hours, and may be subject to dismissal from the program.

Volunteer service hours should be completed during business hours (8:00am–5:00pm), Monday through Friday. Occasionally, volunteers may desire to participate in a training opportunity, service project, or direct service during evening hours or on a weekend. Any hours claimed by a volunteer during evening or weekend hours should be approved by the area program coordinator prior to the volunteer completing the hours. If a volunteer performs direct service or training hours during an evening or weekend and does not receive approval in advance from their area program coordinator, the volunteer may not be reimbursed for those hours, and may be subject to corrective action or dismissal.

Volunteers should perform regular service hours, preferably on the same days per week and during the same timeframes.

- Senior Companions are not to serve their clients on an “as-needed” basis or for “as-needed” transportation only. Senior Companions should serve each client for a minimum of four hours per week.
- Foster Grandparents should establish regular schedules with teachers and station partner agency supervisors to tutor and mentor specific children. Foster Grandparents should be serving a minimum of 2.5 direct service hours per week per child assigned; the other time needs to be direct service, but can be conducted in small group situations. Foster Grandparents should not be serving in any capacity other than direct service with children. Volunteers who are asked to do classroom aide activities (photo copying, preparing/serving meals, etc.), should report that violation to the area program coordinator as soon as possible.

If illness, vacation, inclement weather, or other circumstances prevent a volunteer from serving during their regularly scheduled service time, it is the
volunteer’s responsibility to contact their partner agency supervisor, clients, and program coordinator to inform them of their absence. Volunteers must inform the partner agency supervisor, clients, and program coordinator of planned absences at least one week in advance.

Commute time, defined as travel time from the volunteer’s home to the place of assignment, is not counted as service time. Travel time between individual assignments is counted as service time. Meal time may be counted as service time if:

- Senior Companions take their meal with the client and it is listed on the Care Plan & Letter of Agreement form and deemed by the partner agency volunteer station to be beneficial to the client.
- Foster Grandparents take their meal with the children they serve and it is listed on the Child Assignment & Assessment Plan form and deemed by the volunteer station partner agency to be beneficial to the client.

Attendance at pre-service orientation, in-service training, advisory council meetings, and recognition is counted as service hours, and should be recorded in the training column on the volunteer timesheet.

Any misrepresentation of hours served may be cause for immediate dismissal.

4.2 On-going Requirements

Senior Companions and Foster Grandparents must meet on-going requirements to continue serving as a volunteer. Volunteers must:

- **Track their service on a monthly service log/timesheet.** Volunteers must use the service log/timesheet provided by the Senior Companion or Foster Grandparent Program to track their hours, miles, meals and any in-kind donations. Volunteer service logs/timesheets are due to the area program coordinator at the monthly in-service meeting.
- **Pass an annual physical exam.** Volunteers must be certified by a medical professional to be capable of volunteering for a minimum of 15 hours per week without detriment to themselves or others. Physicals must be performed one year from the date of the previous physical.
- **Complete an annual income verification form.** Volunteers’ income must not exceed 200% of poverty level. Current volunteers can exceed the set income by 20%. Income verification forms are completed at the beginning of each calendar year.
- **Work with assigned clients.** Senior Companions must serve the clients listed on the Care Plan & Letter of Agreement form, and are not allowed to regularly serve clients for whom they do not have a Care Plan & Letter of Agreement. Foster Grandparents must serve the children listed on the Assignment & Assessment Plan form. Foster Grandparents may work with children not listed on the Assignment & Assessment Plan; however, a Child Assignment & Assessment Plan should be completed to track the progress of at least five of the children they serve. Care Plans & Letter of Agreement forms and Child Assignment & Assessment Plan forms must be completed by the partner agency supervisor or a designated employee and turned in at the start of a new assignment, and
need to be updated and turned in to the area program coordinator each year. Volunteers are not to complete these forms; however, they may be required to deliver these forms to their partner agency supervisor, ensure they are completed, and return them to their area program coordinator.

- **Participate in annual outcome assessments.** The effectiveness of volunteers is measured each year with Client Assessment Surveys for Senior Companions and the end-of-year assessment on the Foster Grandparent Assignment & Assessment Plan. These forms are to be completed by the station partner agency supervisor or another designated employee, not by the volunteer. Volunteers may be required to deliver these forms to their station partner agency supervisor, ensure they are completed, and return them to their area program coordinator.

- **Receive an annual supervisor evaluation.** Station Partner agency supervisors are required to provide a performance appraisal to volunteers every spring, and share the appraisal with the volunteer. Volunteers may be required to deliver these forms to their partner agency station supervisor, ensure they are completed, and return them to their area program coordinator.

- **Participate in a Volunteer Satisfaction Survey.** Every spring, volunteers are invited to participate in anonymous surveys regarding their service as a Senior Companion or Foster Grandparent volunteer. Because these surveys are anonymous, area program coordinators cannot track who completed the surveys. However, every volunteer is encouraged to provide their feedback.

Additional documentation may be required of specific groups of volunteers as it relates to funding for different areas. For example, the Civic Service Institute may receive funding for transportation for Senior Companions in a specific county. Senior Companions in that county may be required to participate in an additional survey relating to the transportation they provide to their clients.

**Volunteers will not be considered in compliance with the ongoing requirements until all forms are complete and returned to the area program coordinator.** This includes making sure all required information is included on the form and all original signatures are present (scans, copies, and faxes are not accepted).

The area program coordinator will give volunteers due dates for each type of documentation each year. Volunteers who fail to return the required documentation within one month of the due date will be suspended, and will not be allowed to report for service until the required documentation is returned.

Any volunteers who are arrested are required to inform their area program coordinator of their arrest within 48 hours. The volunteer will be suspended from serving until an investigation can be conducted and the volunteer is either cleared of charges or the volunteer is dismissed.

### 4.3 Code of Conduct
Senior Companion and Foster Grandparent volunteers must conduct themselves with integrity and treat others with respect. While serving, volunteers must:

- Follow all federal, state, and local laws
- Participate in the activities outlined on the Care Plan & Letter of Agreement or Child Assignment & Assessment Plan (see also appropriate and inappropriate activities in section 4.4)
- Show respect for clients, children, teachers, partner agency volunteer station supervisors, volunteer station partner agency staff and volunteers, other Senior Companion and Foster Grandparent volunteers, the area program coordinator, and any other individuals or groups with whom the volunteer may come in contact
- Behave in a non-threatening manner. Threatening activity may include verbal threats, physical threats, or displaying weapons. Behaving in a threatening manner will may be cause for immediate and permanent dismissal.
- Follow the directions provided by their partner agency station supervisor, except when it conflicts with Senior Companion or Foster Grandparent Program policies
- Arrive to volunteer assignment in a timely fashion, and call if are running more than 15 minutes late when possible
- Keep appointments with the area program coordinator, clients, and station partner agency supervisors, or giving 24 hours of advance notice if cancelling when possible
- Stay in contact with the station partner agency supervisor and area program coordinator, and informing them of changes in address and phone number, and respond to their calls or letters within 24 hours whenever possible
- Refrain from participating in strenuous activities (no lifting anything heavier than a filled grocery bag)
- Maintain confidentiality of client information at all times (see confidentiality policy in section 4.5.4)
- Perform service while not under the influence of any drugs (including prescription and over-the-counter) or alcohol (see drugs & alcohol policy in section 4.9)
- Refrain from participating in political activity or proselytizing as part of your volunteer duties while volunteering (see political and religious activity policy in section 4.13)
- Dress in a professional manner and maintain a professional appearance, appropriate for the activities scheduled during service hours (see dress code and appearance policy in section 4.14)
- Refrain from discriminating against program staff, volunteers, partner agency volunteer station staff, or clients based on religion, race, sex, age, gender, sexual orientation, or disability
- Refrain from loaning funds to or soliciting funds from clients, family of clients, partner agency volunteer station staff, or program staff
- Refrain from maligning or undermining the Civic Service Institute, its programs, mission, values, personnel, partner agencies, or other volunteers
Volunteers who do not comply with the codes of conduct listed above, as observed by the area program coordinator, station partner agency supervisor or staff, or other volunteers, will first be given a verbal warning. The second violation will result in a written and final warning. The written warning will provide specific instances in which the volunteer has violated the codes of conduct. A third violation will result in a volunteer’s dismissal from the program. Serious violations may result in being subject to disciplinary corrective action or immediate dismissal from the program.

4.4 Appropriate & Inappropriate Activities

4.4.1 Senior Companions

Senior Companions serve adults (age 21 or older), primarily older adults, who have one or more physical, emotional, or mental health limitation and are in need of assistance to maintain their dignity and independence. Assignments and activities must involve person-to-person relationships with the individuals served. Senior Companions must be assigned to individual clients to in order to develop a personal relationship with each client. One Senior Companion working with many clients at one time does not provide the degree of support needed to foster meaningful relationships.

Appropriate Activities
The following are appropriate activities for Senior Companions:

Personal Care
- Encouraging and assisting with feeding, dressing, grooming, and mobilization
- Assisting clients with walking, getting out of bed, getting TO the bathroom (NOT helping while IN the bathroom)
- **Picking up prescriptions from the pharmacy when requested**
- Reminding clients to take medicine. ( Volunteers are not allowed to do not give, prepare, or touch a client’s medicine. The client must make his/her own decision to take medication. Report any suspected irregularities to the partner agency volunteer station.)
- Accompanying to medical appointments
- Providing grief support
- Encouraging exercise (for example, taking walks with clients)
- Assisting in reality orientation/awareness
- **Picking up prescriptions when requested**

Nutrition
- Assisting in meal planning and light meal preparation
- Providing health or nutrition information
- Sharing a meal (for example, accompanying the client to a nutrition site)
- Encouraging client to eat a regular, well-balanced diet with adequate fluids
- Reviewing and supporting the following of special diets (report irregularities or observations to volunteer stations/partner agencies)
- Accompanying client grocery shopping
- Assisting in organizing food supplies and planning use of leftovers

**Social/Recreation**
- Providing companionship, listening, cheering up, playing cards or games, assisting with crafts
- Accompanying to social or recreational events
- Writing letters, reading
- Fostering client contact with family or friends

**Home Management**
- Assisting with shopping or errands (Volunteers cannot accept more than $50 at any time to purchase items for the client. After the purchase, volunteers must provide the client with a receipt and all change from the transaction.)
- Assisting with filling out forms
- Assisting with money management correspondence
- Assisting with light housekeeping (make beds, dishes, dust, sweep, take out trash)
- Assisting with non-strenuous home repair
- Assisting with light gardening

**Information and Advocacy**
- Assuring client has phone numbers of workable means of obtaining emergency help
- Helping clients receive a needed service (food stamps, visiting nurse, supplemental security income, Medicaid, Medicare, etc.)
- Bringing unmet needs to the attention of community leaders, volunteer station/partner agency staff, and other care providers

**Respite Care**
- Assisting homebound clients who are served by caregivers in need of respite care

**Inappropriate Activities**
The following are inappropriate activities for Senior Companions include but are not limited to the following:
- Activities usually performed by doctors or nurses (for example, giving medication or insulin, clipping nails, changing dressing)
- Brief, casual contact with many clients
- Proselytizing (regarding religion, politics, etc.) (see political and religious activity policy in section 4.13)
- Performing custodial services normally provided by paid staff
• Advancing funds to clients
• Depositing clients’ cash or checks in the bank, or withdrawing client funds from the bank
• Accepting money at any time, or gifts (worth more than $25 (see gift policy in section 4.5.6)), or payments from a client
• Performing major household repairs
• Mowing the lawn or heavy gardening
• Shoveling snow
• Performing extensive, heavy housework, such as washing windows, scrubbing floors, laundry, ironing, vacuuming, cleaning bathroom, defrosting refrigerator, cleaning stove, etc.
• Heavy lifting, including clients, heavy objects, or large pieces of furniture
• Extensive shopping
• Preparing food for persons other than the client
• Preparing for or cleaning up after guests
• Caring for or training pets
• Supervising other Senior Companions
• Any service for which the volunteer station partner agency is receiving compensation from any source
• Leading group recreational or social activities
• Signing legal papers or receiving legal papers on behalf of the client
• Driving a client’s car
• Eating a client’s food, unless invited to share a meal by the client
• Purchasing alcohol for a client, unless the client is present in the store at the time of purchase
• Staying overnight at a client’s home or on a client’s property
• Inviting a client to stay overnight in your/the companion’s home, unless prior approval is obtained by the area program coordinator. (The client is not covered under the CIMA insurance so the volunteer’s own homeowners or renters insurance would apply should something happen to the client while at the volunteer’s home.)
• Touching a client on areas of their bodies which would be covered by a one-piece bathing suit
• Assisting a client while in the bathroom or changing adult diapers
• Sleeping during volunteer service or official program activities
• Talking, texting, emailing, or otherwise using a cell phone while serving clients or participating in official program activities such as in-service meetings, except during emergencies

Volunteers who participate in inappropriate activities may be subject to immediate corrective action or dismissal from the program.

4.4.2 Foster Grandparents

Foster Grandparents serve children with special or exceptional needs who are under 21 years of age. Assignments and activities must involve
person-to-person supportive relationships with the children served. Each Foster Grandparent must be assigned to individual children in order to develop a personal relationship with each child. When a Foster Grandparent serves a child in-home and within the context of the child’s family, volunteer activities must primarily and directly benefit the child.

**Appropriate Activities**

The following are appropriate activities for Foster Grandparents:

- Tutoring children with literacy or English language learning needs
- Providing children in public/state/private schools, Head Start Centers, or day care centers with emotional support, individual child counseling, assistance in developing basic learning skills, and helping prevent or delay institutionalization
- Helping adolescents and youth in correctional facilities to mitigate the effects of institutionalization, acting as a community link, and helping incarcerated youth prepare for independent living.
- Assisting institutionalized children with self-care, motor skills, learning experiences, and helping these children achieve independent living
- Assisting in the prevention of juvenile delinquency.
- Helping children who are abused or neglected to regain stability through contact with older adults and providing these children with emotional support and empathy
- Assisting status offenders and delinquent youth offenders to remain in the community as an alternative to institutional commitment

**Inappropriate Activities**

The following are inappropriate activities for Foster Grandparents include but are not limited to the following:

- Serving in staff roles
- Performing clerical, household, or custodial functions
- Serving as babysitters
- Acting as substitute teachers or teachers’ aides, group leaders, or other similar positions that would detract from the person-to-person relationship
- Providing respite care for parents or guardians
- Supervising other Foster Grandparents
- Supervising children or staff
- Being left alone with children (Another staff person should be present at all times)
- Grading papers
- Disciplining or punishing children in any way. Foster Grandparents may gently correct a child’s inappropriate behavior; however, volunteers are not to assign consequences or punishments to children for their negative behavior. This is the teacher’s responsibility.
- Releasing a child to another person to be taken home from the volunteer station/partner agency (this is the teacher’s responsibility)
• Discussing the children with parents (all parent inquiries should be directed to the teacher)
• Assisting children in the bathroom (Foster Grandparents can escort children TO the bathroom)
• Providing medical services
• Giving food, candy, or gifts to the children without prior approval from the teacher or staff member
• Teasing a child
• Sleeping during volunteer service or official program activities
• Touching a child on areas of their bodies which would be covered by a one-piece bathing suit
• Disagreeing with other adults in front of the children they serve
• Talking, texting, emailing, or otherwise using a cell phone in the classroom, while working with children, or during official program activities except during emergencies (emergency calls only should be taken outside the classroom)
• Transporting a child from the partner agency volunteer station in your personal vehicle
• Giving your or another Foster Grandparent’s phone number or address to a child or their family from the volunteer station partner agency (except children or family related to you)
• Inviting any child from the volunteer station partner agency into your home (except children related to you)
• Making home visits or phone calls to the children or their family from the volunteer station partner agency (except children or family related to you)
• Contacting or maintaining a relationship with a child or their family from the volunteer station partner agency (except children or family related to you) via social media, email, or via other online medium (see social media policy in section 4.7.2)

Volunteers who participate in inappropriate activities may be subject to immediate corrective action or dismissal from the program.

4.5 Client Relations

4.5.1 Discrimination

Volunteers are prohibited from discriminating against program staff, volunteer station partner agency staff, clients, clients’ families, children, children’s families, other volunteers, or anyone else with whom the volunteer may come in contact as part of their service duties on the grounds of race, creed, belief, color, national origin, sex, age, disability, sexual orientation, or political affiliation, as protected by federal law. Volunteers who violate the discrimination policy may be subject to disciplinary corrective action, including immediate dismissal.

4.5.2 Clients served
Senior Companions serve adults (age 21 or older), primarily older adults, who have one or more physical, emotional, or mental health limitation. Priority is given to clients who have the greatest potential to achieve and maintain independence. One Senior Companion may simultaneously serve more than one client (for example, one client may assist a married couple); however, each client needs an individual Care Plan & Letter of Agreement form completed by the station-partner agency supervisor. Two or more Senior Companions may not simultaneously (at the same day and time) serve a single client (for example, a married couple may not serve a single person).

Not every client referral from a partner agency volunteer station may be served. Clients with special circumstances may be matched with a Senior Companion volunteer when one becomes available who is equipped to handle such circumstances as:
- Clients who smoke
- Clients who have pets
- Clients with large wheelchairs, walkers, or other mobility or medical devices

Senior Companions must sign a Care Plan & Letter of Agreement form for each client they regularly serve.

Clients who are prescribed marijuana for medicinal purposes may not use marijuana within the four (4) hours prior to the volunteer’s visit. Clients also may not use marijuana while the volunteer is serving the client.

Clients will not be served if they or their homes provide an unsafe environment for the Senior Companion volunteer. Examples of unsafe conditions include but are not limited to:
- Clients with contagious diseases
- Bed bugs
- Unsanitary conditions such as clutter or accumulated garbage
- Presence of animals, insects, or rodents
- Inadequate heat or ventilation
- Extreme temperatures in home (too hot/cold)
- Presence of noxious fumes
- Presence of drugs, paraphernalia, or weapons
- Lack of safe parking facilities
- Improperly sealed or stored hazardous materials like gasoline, solvents, or paints
- Absence of or improperly placed/working smoke detectors
- Lack of a suitable emergency escape due to cluttered living area, lack or poorly maintained elevator and/or stairwell, or other barriers to exit
- Ice or snow on client’s sidewalk or driveway

A client whose home or person creates unsafe conditions that may harm health of the volunteer will not be served until the condition has been addressed and remedied. Clients may be required to provide certification that they or their home no longer provides a health threat for visitors.
A Senior Companion’s assignment to a client may be terminated if:
- The client develops acute functional difficulties
- The client improves to the point that the Senior Companion’s services are no longer needed
- The client’s family or friends assumes the Senior Companion’s care-giving role
- The relationship is no longer meaningful or satisfying to the Senior Companion or the client
- The Senior Companion’s physical or mental condition is detrimental to himself or the client served

Senior Companions seeking to terminate an assignment to a client should discuss the issue with the partner agency volunteer station supervisor and the area program coordinator.

Foster Grandparents
Foster Grandparents serve children with special or exceptional needs. Children with “exceptional needs” are those who have developmental disabilities, autism, cerebral palsy, epilepsy, visual impairments, speech impairments, language disorders, specific learning disabilities or other significant health impairments. Children with “special needs” are those who are: abused or neglected; in need of foster care; status offenders and other children or youth; certain teenage parents; and children in need of protective intervention in their homes. “Child” is defined as a person under 21 years of age. Foster Grandparents may serve a child beyond the child’s 21st birthday if:
- The child has an intellectual disability
- The Foster Grandparent was assigned to the child before the child reached 21 years of age
- The continued assignment is in the best interest of the child and the Foster Grandparent (as determined by volunteer station partner agency staff)
- The Foster Grandparent, program staff, volunteer station partner agency staff, and the child’s parent or legal guardian agree to the assignment.

Foster Grandparents must sign the Assignment & Assessment Plan to track the progress of the children they serve.

A Foster Grandparent’s assignment to a child may be terminated if:
- The child’s need for individual attention through person-to-person relationship diminishes
- The relationship is no longer satisfying to the Foster Grandparent
- The child becomes unmanageable in terms of size, strength, or behavior
- The child reaches 21 years of age (see exception above)
- The Foster Grandparent and the child’s parent have a conflict
- The Foster Grandparent’s physical or mental condition is detrimental to himself or the child served
Foster Grandparents seeking to terminate an assignment to a child should discuss the issue with the volunteer station partner agency supervisor or teacher and the area program coordinator.

4.5.3 Relationships with Clients & Clients’ Families

Volunteers are prohibited from accepting money from clients or clients’ families at any time, including personal time. Senior Companion clients or clients’ families may not hire the Senior Companion for respite care, gaps in in-home care, or for any other purpose at any time. Families of children served by the Foster Grandparent may not hire the volunteer for babysitting, respite care, or any other purpose at any time.

Volunteers are not allowed to serve members of their own families as part of their Senior Companion or Foster Grandparent assignment. Whenever possible, Foster Grandparents should not serve in the same classroom where they have family members. However, in smaller, more rural areas, this may not be possible. If that is the case, the volunteer should contact the area program coordinator who will consult the program director for approval. Family members include:

- Aunt
- Brother
- Brother-in-law
- Daughter
- Daughter-in-law
- Father
- Father-in-law
- Grandchild
- Great grandchild
- Husband
- Mother
- Mother-in-law
- Nephew
- Niece
- Sister
- Sister-in-law
- Son
- Son-in-law
- Uncle
- Wife

Volunteers who are assigned to serve their family members should immediately inform the partner agency volunteer station supervisor so that they may be reassigned. Volunteers who knowingly accept an assignment to serve a member of their own family may be subject to disciplinary corrective action or dismissal.

Senior Companions may not maintain romantic relationships with their clients. If a Senior Companion and their client develop a romantic relationship, the volunteer should immediately inform the area program coordinator so that they may be reassigned.

At all times volunteers should treat the clients, children, family members of those they serve, volunteer station partner agency staff, and program staff with respect. Questions about what may or may not be appropriate and respectful behavior can be directed to the area program coordinator.

4.5.4 Confidentiality
As part of their service, Senior Companion and Foster Grandparent volunteers will know and have access to information concerning children, clients, and other matters that must be held in the strictest confidence. Volunteers are responsible for holding this trust, as we believe everyone has the right to his or her own privacy. This is a moral and legal obligation.

Volunteers are allowed to discuss children or clients only with supervisors (the **partner agency volunteer station** supervisor/teacher and the area program coordinator) and at the appropriate time and place. Volunteers are prohibited from divulging information which may cause embarrassment to the person served or their family. When discussing children or clients, volunteers are not allowed to use last names. Volunteers are prohibited from giving out a client or child’s name, address, or phone number.

Any breach of confidentiality will result in disciplinary-corrective action or immediate dismissal.

### 4.5.5 Suspected Abuse or Neglect

**Senior Companions and Foster Grandparents** and Senior Companions may encounter situations where they suspect that the client or child they are assigned to is being abused or neglected by another person. Volunteers should document the reasons for their suspicions or what they have witnessed to the best of their ability and report this to their **volunteer station** partner agency supervisor immediately, so the **station-partner agency** supervisor may take the appropriate action. The volunteer should also contact the area program coordinator immediately, so the area program coordinator may follow up on the issue with the **station-partner agency** supervisor.

If a volunteer is accused of abuse, the volunteer should contact their area program coordinator immediately. The program director will contact appropriate authorities, which may include the Corporation of National and Community Service, CIMA insurance, law enforcement, and the sponsoring agencies to make sure that proper procedures are followed. Whenever possible, the program director or area program coordinators senior corps staff member will be present to support the volunteer throughout the investigation will be present during interviews with the volunteer. The volunteer will not be allowed to serve as a volunteer, be suspended until the investigation is complete and the volunteer has been cleared. If the investigation reveals that the volunteer has abused or neglected a child or client, the volunteer will be dismissed from the program and is subject to all federal, state, and local laws.

### 4.5.6 Gifts

At certain times throughout the year, clients, clients’ families, children, children’s families, teachers, and **station-partner agency** supervisors may
desire to give gifts to the volunteer. Volunteers may not accept money at any time, and they may not accept gifts that exceed a value of $25, or $75 cumulatively from any single person or entity throughout the fiscal year. Volunteers who accept gifts or items exceeding a value of $25 on any single occasion or $75 cumulatively from any single person or entity throughout the fiscal year may be subject to corrective disciplinary action or immediate dismissal.

Volunteers are not to ask clients, clients’ families, children, children’s families, teachers, and station partner agency supervisors for gifts.

4.6 Partner Agency Volunteer Station Relations

4.6.1 Placements & Assignments

The area program coordinator will assign Senior Companion and Foster Grandparent volunteers to station partner agencies that have a current Memorandum of Understanding (MOU) with NAU. MOUs must be renewed every three years. Due to liability reasons, volunteers may not serve as a Senior Companion or Foster Grandparent at a station partner agency that does not have a current MOU. The Civic Service Institute makes every effort to secure signatures on MOU renewals a timely manner, to prevent any gaps in volunteer service. Volunteers will be given a two week notice if the MOU at the station partner agency where they are serving is set to expire within two weeks, and the MOU renewal has not been signed.

Area program coordinators work hard to ensure that volunteer placements and assignments are a good fit. However, volunteers may find that a placement or assignment is not a good fit for any number of reasons. Volunteers who wish to be reassigned to serve different clients or children should contact their station partner agency supervisor. Volunteers who wish to be placed with a different volunteer station partner agency should contact their area program coordinator. Volunteers may request up to two placements or different assignments during one fiscal year, or up to five placements or different assignments during the course of their service with the Senior Companion or Foster Grandparent Program. Volunteers who are dissatisfied with their placement or assignments after two placements or different assignments during one fiscal year, or five placements or different assignments during the course of their service may not be replaced or reassigned, and may be subject to dismissal.

4.6.2 Relationships with Station-Partner Agency Supervisors

Senior Companion and Foster Grandparent volunteers may not be supervised by close friends or family members within the third degree of relationship, including:

- Aunt
- Brother
- Brother-in-law
- Daughter
- Son
- Niece
- Nephew
- Cousin
- Step-parent (stepmother or stepfather)
- Adoptive parent
- Foster parent
Volunteers may not serve in a capacity where they will be under the supervision of or evaluated by family members or people with whom the volunteer has a personal relationship. These supervisory roles may include station partner agency supervisors, school principals, or teachers to which the volunteer is assigned. Volunteers are advised that this policy may be applied in situations where a conflict of interest could occur in relationships which are not legally recognized, for example, when volunteers maintain a relationship similar to the relationships described above, or in the case of romantic relationships. If a volunteer and a partner agency station supervisor, teacher, or other person who supervises or evaluates a volunteer develop a romantic relationship, the volunteer should immediately contact the area program coordinator so that they may be reassigned.

4.7 Technology

4.7.1 Devices

As part of their volunteer service, Senior Companions and Foster Grandparents may have access to computers, cell phones, or other devices belonging to their clients or partner agency volunteer stations. Volunteers are prohibited from using devices belonging to clients or volunteer stations for personal use, and should only use with permission from and in the presence of the client or partner agency station supervisor. Volunteers are prohibited from removing items from the presence of their owner; thus borrowing items from clients or volunteer stations is prohibited.

Senior Companions and Foster Grandparents are prohibited from using their cell phones while driving while on duty. Foster Grandparents are prohibited from using their cell phones in the classroom or while working with children. Foster Grandparents who need to take or make an emergency phone call or text message should leave the classroom or wait until a designated recess or break period. Senior Companions should refrain from taking or making phone calls or sending/receiving text messages while serving a client except during emergencies. All volunteers should refrain from talking, texting, or otherwise using cell phones during in-service meetings and other official program activities. If volunteers must accept or return an emergency phone call or text message during in-service meetings or other official program activities, the volunteer must exit the room to do so.
Volunteers who do not comply with the Devices policy may be subject to corrective action or dismissal.

4.7.2 Social Media

Foster Grandparents are prohibited from contacting or maintaining a relationship with a child from the partner agency volunteer station or the child’s family via social media, email, or via other online mediums. However, volunteers may maintain such relationships via online medium with family members or others with whom the volunteer had a prior relationship if they attend or work at the partner agency volunteer station. (For example, a volunteer may maintain a Facebook relationship with their own grandchildren if they attend the school where the volunteer serves.)

Senior Companions may maintain relationships with their clients via social media, email, and other online mediums.

Volunteers who do not comply with the Social Media policy may be subject to corrective action or dismissal.

4.7.3 Photography

Foster Grandparents may not take pictures of any children from the partner agency volunteer station where they serve at any time, except for school-related business and where there has been a written consent form signed by the child’s parent or guardian. However, Foster Grandparents may take pictures of their own family members who attend or work at the partner agency volunteer station. Senior Companions may take pictures of their clients only if the client provides written permission for the Senior Companion volunteer to take a picture, and the original document providing permission is turned in to the CSI Civic Service Institute office. Volunteers who do not comply with the Photography policy may be subject to corrective action or dismissal.

Senior Companion and Foster Grandparent volunteers are required to fill out a photo release form as part of the volunteer application. Volunteers who request do not want to not have their photo taken are asked to step out of any pictures taken at official program events.

4.8 Safety

4.8.1 Safety Guidelines

Volunteers are responsible for maintaining a safe working environment through their service and actions. Volunteers are required to:

- Comply with all federal, state, county, and local safety laws and regulations
• Observe all rules and regulations from their partner agency volunteer station as it relates to the safe and efficient performance of their volunteer service
• Report or correct any hazards, unsafe equipment, or unsafe practices as appropriate
• Report to the partner agency station supervisor and area program coordinator any accidents or injuries that occur to themselves or others while volunteering or participating in official program activities within 24 hours
• Report to law enforcement, the partner agency station supervisor, and the area program coordinator any crimes, acts of violence, or threats of violence
• Refrain from coming in contact with infectious or hazardous materials, blood or bodily fluid, or any substance or equipment which may be hazardous or carry infectious diseases or viruses
• Wash hands before and after handling food
• Wash hands after using the restroom, nose-blowing, or grooming

Volunteers who do not practice proper safety procedures while volunteering or participating in official program activities may be subject to disciplinary corrective action or dismissal.

Volunteers who feel threatened or unsafe at their volunteer station or their client’s home should leave immediately and call their area program coordinator as soon as possible. Senior Companion clients will not be served if they or their homes provide an unsafe environment for the Senior Companion volunteer, and will not be served until the condition has been addressed and remedied. Clients may be required to provide certification that they or their home no longer pose a health threat for visitors. Volunteers who feel threatened or unsafe at their partner agency or their client’s home should leave immediately and call their area program coordinator as soon as possible.

4.8.2 Accident Reporting

Any volunteer who is involved in an accident involving personal injury or damage to someone’s belongings should immediately contact their area program coordinator, no more than 24 hours after the incident. The area program coordinator will interview the volunteer, and any other witnesses or participants as necessary. The area program coordinator will report the accident to the program director, who will take the appropriate action, which may involve contacting or coordinating with the Corporation of National and Community Service, CIMA insurance, law enforcement, and the sponsoring agencies to make sure that proper procedures are followed. Volunteers who are physically capable but fail to report an accident to their area program coordinator within 24 hours of the incident may be subject to corrective disciplinary action or dismissal.

4.9 Drugs & Alcohol
Senior Companion or Foster Grandparent volunteers should report to their volunteer service and official program activities in a condition to perform their service and participate in program activities safely, efficiently, and professionally. Any volunteer who is found to be using controlled substances improperly or alcohol while serving as a volunteer or participating in official program activities will be immediately dismissed from the program. Volunteers are prohibited from serving or consuming alcohol or being intoxicated while driving, volunteering, or participating in official program activities. Volunteers are prohibited from using illegal drugs or misusing prescription drugs. Volunteers found in violation of this policy may be subject to disciplinary action including immediate dismissal. Volunteers are prohibited from using illegal drugs or misusing prescription drugs. Volunteers found in violation of this policy may be subject to disciplinary action including immediate dismissal.

Volunteers are prohibited from purchasing or procuring illegal drugs for any client or child. Reports of such activity will be investigated and any volunteer found in violation of this policy will be subject to immediate dismissal and will be reported to local law enforcement agencies.

Senior Companions are prohibited from purchasing alcohol for clients, unless the client is present in the store at the time of the purchase, and would like to purchase alcohol legally for their personal consumption. Senior Companions who note or suspect an excessive use of alcohol or drugs by the assigned client should address these concerns with the partner agency volunteer station supervisor or area program coordinator.

Any volunteer found to be in violation of the drugs and alcohol policy will be subject to disciplinary corrective action or immediate dismissal, and if appropriate, reported to local law enforcement agencies.

4.10 Medical Marijuana

While Arizona’s Proposition 203 legalized medical marijuana in Arizona, all marijuana (even for medical purposes) remains illegal under federal law. The Senior Companion and Foster Grandparent Programs are federally funded, and must comply with federal law to be eligible for federal grant funding. Federal law classifies marijuana as a controlled substance and makes no exceptions for medical purposes. Therefore, volunteers are prohibited from unlawfully possessing, using, distributing, manufacturing, or dispensing marijuana while serving, while at their partner agency volunteer station, or while participating in any official program activities. Volunteers found to be in violation of the medical marijuana policy will be subject to disciplinary corrective action or immediate dismissal.

Senior Companion clients who are prescribed marijuana for medicinal purposes may not use marijuana within the four (4) hours prior to the volunteer’s visit. Clients also may not use marijuana while the volunteer is serving the client.
4.11 Smoking

Foster Grandparents may not smoke or possess tobacco products on school grounds or off campus at school events.

Senior Companions may not smoke in a client’s home, unless the client smokes in their own home and gives the volunteer permission to do so. However, if the client is on oxygen, smoking is not allowed in the home, even if the client gives permission to the volunteer. Smoking around oxygen is a severe fire hazard.

Volunteers may take two, 8-minute breaks or one, 15-minute break during their working schedule, which may be used for smoking. Volunteers must follow all federal, state, and local legislation as it pertains to designated smoking areas.

Volunteers found in violation of the smoking policy may be subject to disciplinary corrective action including or dismissal.

4.12 Weapons and Violent Behavior

Volunteers are prohibited from carrying firearms, explosives, or other dangerous or deadly weapons, either openly or concealed, while serving as a volunteer or during any official program activity. Intentionally or recklessly causing physical harm to any person while volunteering or during an official program activity, or causing reasonable apprehension of such harm, is prohibited. Volunteers are strictly prohibited from initiating or participating in any violent behavior.

Volunteers who participate in any acts of violent behavior or do not comply with the weapons policy will be subject to disciplinary corrective action including or immediate dismissal, and may be reported to local law enforcement agencies.

4.13 Driving

Volunteers may provide transportation to other volunteers in the program for official program events and trainings. Senior Companions may also provide transportation to their clients. Senior Companions cannot drive the client’s friends or family members as part of their volunteer service nor can the volunteer bring their own friend or family member on a transportation trip/outing with the client.

All volunteers who drive to/from their volunteer site, or transport clients must maintain their vehicle in safe operating condition. Volunteers must abide by the state and local driving laws.

Volunteers must practice safe driving practices while commuting to or from volunteer service or official program activities or while transporting clients. Any volunteer or client who gives a partner agency station supervisor or area program coordinator reason to believe that a volunteer who drives clients is an unsafe driver may be asked to discontinue driving clients until the volunteer passes a driving test. The volunteer must provide proof that the Arizona Department of Transportation has certified that the volunteer passed a driving test.
All volunteers who drive must pass Defensive Driver Training with a score of 75% or better on a yearly basis in order to be eligible for mileage reimbursement (see section 3.3). Senior Companion volunteers who drive clients must also participate in additional driver trainings each year and abide by the policies outlined in the Senior Corps Driver Handbook/Driver Training and Policy Manual.

### 4.13.1 License & Insurance

All volunteers who drive to/from their volunteer site, or transport clients must have a valid driver's license and have the minimum amount of automobile liability insurance coverage required by law. Volunteers who drive without a valid license or without the minimum amount of automobile liability insurance covered by law will may be subject to corrective action or dismissal.

### 4.13.2 Seat Belts

Volunteers must abide by the state and local laws regarding seat belts and buckle up on every trip. Every time a volunteer transports other people in their vehicle, including other volunteers or clients, all people in the vehicle must have and use seat belts. (Foster Grandparents may not transport children in their vehicles.) The driver is responsible for ensuring all persons in their vehicle have and use fully-functioning seat belts during every trip. Volunteers who do not use seat belts while driving, either for themselves or their passengers, will may be subject to disciplinary corrective action or dismissal.

### 4.13.3 Drugs & Alcohol

Volunteers may not knowingly put themselves or their clients at risk while driving. Volunteers are prohibited from driving if they have taken any prescription, over-the-counter medication, or other substance that is labeled as causing drowsiness as a side effect within the four (4) hours prior to or at any time during their volunteer shift. Any volunteer who is found to be using or under the influence of controlled substances or alcohol while driving to/from their partner agency/volunteer station/site, driving clients, or driving to/from participation in official program activities will may be immediately subject to corrective action or dismissal dismissed from the program.

### 4.13.4 Cell Phones

Volunteers are prohibited from using cell phones while driving to or from their volunteer service or driving while engaged in official program activities, especially while driving Senior Companion clients. Volunteers who use cell phones while driving will may be subject to disciplinary corrective action or dismissal. Volunteers may pull off the road into a parking lot, fully stop the vehicle, put the vehicle in park, and then make a cell phone call or take a cell phone call.
4.13.5 Driving a Client’s Vehicle

Senior Companions are prohibited from driving a client’s vehicle. Senior Companions may only transport clients in the volunteer’s vehicle. Volunteers who drive their clients in the client’s vehicle will may be subject to disciplinary corrective action or dismissal.

4.14 Political & Religious Activity

Volunteers may not engage in the following political activities while on duty or while off duty but presenting themselves as Senior Companions, Foster Grandparents, or volunteers through the Civic Service Institute or Northern Arizona University:

- Influence the outcome of any election for public office
- Influence the passage or defeat of legislation or proposals
- Use NAU email or any other program resources for the purpose of attempting to promote or defeat a candidate for public office, ballot measure, or other legislation
- Directly or indirectly use the name of NAU, the Civic Service Institute, the Senior Companion Program, or the Foster Grandparent Program in the endorsement of political candidates, initiatives, referenda, or in supporting or opposing a position on other political issues
- Engage in voter registration activity while on duty as a volunteer
- Transport voters (including clients) to polls or similarly help with an election, except as part of the Senior Companion’s service to their client if the client requests transportation to the voting polls
- Participate in any unlawful demonstration or civil disorder
- Engage in lobbying activities

However, volunteers may be involved in legitimate group activities of their partner agency volunteer station that may involve conducting a legal petition. Volunteers who wish to campaign for public office should request a leave of absence if the candidacy will prevent them from being able to perform their service as a Senior Companion or Foster Grandparent.

Volunteers may not, at any time, give religious instruction, conduct worship services, or attempt to influence a client’s or child’s religious beliefs.

Volunteers may be involved in political and/or religious activity when they are not serving or representing themselves as a Senior Companion or Foster Grandparent volunteer.

Volunteers who do not comply with the political and religious policies stated above may be subject to immediate corrective action or dismissal.

4.15 Dress Code & Appearance
Volunteers must practice good personal hygiene. Volunteers should check with their partner agency volunteer station regarding the site’s specific dress code and appearance policy. Senior Companion and Foster Grandparent Program guidelines include:

- Clothing must be neat, clean, comfortable, washable, in reasonable condition, and appropriate for the partner agency volunteer station and activities
- Spandex and form-fitting pants are prohibited
- Dresses and shorts should not ride more than halfway up the thigh while sitting
- Midriff tops, strapless or spaghetti-strap tops, undershirts, or shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans are prohibited
- Hair must be clean and well groomed
- Footwear should be comfortable and safe. Flip-flops and high heels are discouraged.
- Caution should be used in wearing jewelry, buttons, or clothes that could harm clients, children, or the volunteer
- Fingernails should be well groomed and an appropriate length that will not cause injury to clients, children, or the volunteer
- Visible body piercings and tattoos should be minimal and in good taste
- Use of cologne, perfume, or after-shave lotion is discouraged
- Smelling of cigarette smoke is prohibited
- Bad body and breath odor are prohibited. Volunteers must practice good personal hygiene, bathe regularly, and brush their teeth/dentures on a regular basis.
- Volunteers must wear their name badge during volunteer hours. Name badges must be returned to the area program coordinator if the volunteer resigns or is dismissed from the program.
- Volunteers are encouraged to wear their Senior Companion or Foster Grandparent Program uniform during volunteer hours, which may include a hat, smock, vest, or shirt.

Volunteers who do not comply with the dress code and appearance policy may be subject to disciplinary-corrective action or dismissal.

### 4.16 Resignation

Senior Companion and Foster Grandparents may choose to leave the program at any time. The Civic Service Institute requests that volunteers submit a dated, written statement to their area program coordinator stating the date that they will resign and their reason. The Civic Service Institute also requests that volunteers give their volunteer station, clients, and the area program coordinator a notice of at least two weeks when they resign. Volunteers who resign must return their volunteer badge to the area program coordinator. They will also be paid out any accrued sick and vacation time. Volunteers who resign and later decide they would like to continue volunteering will need to reapply to the program, including undergoing fingerprinting again.

### 5.0 Corrective Action
5.0 Corrective Action and Termination

5.1 Violations of Volunteer Policy Subject to Disciplinary Action

The Civic Service Institute intends to provide a meaningful experience for each volunteer and the people they serve. Occasionally, disciplinary corrective action must be taken to ensure a quality program and positive experience for all. Examples of actions that may result in disciplinary corrective action include, but are not limited to:

- Failure to comply with the policies outlined in this Volunteer Policy Manual
- Violation of confidentiality
- Multiple unexplained absences
- Failure to follow the Care Plan & Letter of Agreement or Child Assignment & Assessment Plan
- Failure to accept supervision from the partner agency volunteer station supervisor or the area program coordinator
- Repeated refusal to take an assignment when not serving 15 hours per week
- Consistent inefficiency, incompetence, or negligence in the performance of volunteer assignment
- Showing disrespect, or insensitivity, or discrimination toward clients, children, families of clients and children, the partner agency station supervisor, the area program coordinator, other volunteers, or other people with whom the volunteer may come in contact while volunteering or during official program activities (see section 4.5.1)
- Inappropriate behavior while serving or participating in official program activities, as outlined in sections 4.4.1 and 4.4.2
- Inappropriate behavior while off duty that may reflect poor judgment and inability to effectively provide services to the community

5.2 Disciplinary-Corrective Process

The corrective process may include the following actions:

5.2.1 Verbal Warning

When a volunteer first violates program policy, the area program coordinator and/or partner agency station supervisor will give the volunteer a verbal warning. Area program coordinators will make a written note of the verbal warning for the volunteer's file.

5.2.2 Written Warning

A volunteer's second violation of program policy or a more serious first infraction will result in a written warning. The written warning will include the date and time of the incident(s), a description of the violation, and the
disciplinary consequences as a result of the infraction. The written warning will require the volunteer’s signature and will be placed in the volunteer’s file with a copy provided to the volunteer.

### 5.2.3 Reassignment

Although an offense may not warrant dismissal from the program, partner agency staff may request a volunteer’s removal from their partner agency. Reassignment for volunteers who are removed from their current placement at the request of the partner agency will be considered on a case-by-case basis, for a maximum of three placements. When appropriate, the area program coordinator will try to find another placement for the volunteer. If no other placement is available or appropriate, the volunteer may be required to take a leave of absence until an assignment can be made.

### 5.2.4 Suspension

Volunteers who fail to comply with program policies may also be placed on suspension until the issue is corrected. For example, volunteers who fail to turn in certain paperwork to meet program requirements, such as the income verification form or the annual physical, may be suspended until the form is turned in to the area program coordinator. Volunteers may also be placed on suspension while an accusation is investigated. Volunteers will not be allowed to serve or participate in official program activities, nor will they receive stipend and meal/mileage reimbursement until the issue is corrected and the volunteer’s suspension is lifted.

### 5.2.4 Dismissal

Volunteers who fail to comply with program policies after receiving a written warning or suspension will be subject to dismissal from the program. Whenever possible, volunteers will be notified of their dismissal in person. When not possible, notification of termination will be made in writing.

Volunteers who are dismissed must return their volunteer badge to the area program coordinator. Volunteers who are dismissed will also be paid out any accrued sick and vacation time.

### 6.0 Separation

#### 6.1 Resignation

Senior Companion and Foster Grandparents may choose to leave the program at any time. The Civic Service Institute requests that volunteers submit a dated, written statement to their area program coordinator stating the date that they will resign and their reason. The Civic Service Institute also requests that volunteers give their partner agency, clients, and the area program coordinator a notice of at least two weeks when they resign. Volunteers who resign must return their
volunteer badge to the area program coordinator. They will also be paid out any accrued leave time, pending funding availability. Volunteers who resign and later decide they would like to volunteer again will need to reapply to the program, including undergoing fingerprinting again.

5.3—Results of Disciplinary Action

5.3.1—Reassignment

Although an offense may not warrant dismissal from the program, volunteer station staff may request a volunteer’s removal from their station. Reassignment for volunteers who are removed from their current placement at the request of the volunteer station will be considered on a case-by-case basis, for a maximum of three placements. When appropriate, the area program coordinator will try to find another placement for the volunteer. If no other placement is available or appropriate, the volunteer may be required to take a leave of absence until an assignment can be made.

5.3.2—Probation

Permanent volunteers may be placed on probation for a period of time if their performance or actions violate program policy. Volunteers who continue to violate program policy while on probation will be subject to further disciplinary action or dismissal.

5.3.3—Suspension

Volunteers who fail to comply with program policies may also be placed on suspension until the issue is corrected. For example, volunteers who fail to turn in certain paperwork to meet program requirements, such as the income verification form or the annual physical, may be suspended until the form is turned in to the area program coordinator. Volunteers will not be allowed to serve or participate in official program activities until the issue is corrected and the volunteer’s suspension is lifted.

6.2—Dismissal

As stated in section 2.1, Arizona is an “at will” state and volunteers serve at the will of Northern Arizona University and the Senior Companion and Foster Grandparent Programs. This means that volunteers may be dismissed with or without advance notice for any cause.

Volunteers who fail to comply with program policies will be subject to dismissal from the program. Whenever possible, volunteers will be notified of their dismissal in person. When not possible, notification of dismissal will be made in writing. Volunteers who are dismissed must return their volunteer badge to the area program coordinator.
Volunteers who continue to fail to comply with program policies may be dismissed from the program. Volunteers who are dismissed must return their volunteer badge to the area program coordinator. Volunteers who are dismissed will also be paid out any accrued sick and vacation time.

6.2.1 Eligibility-based Dismissal

If a volunteer’s circumstances change and they are no longer eligible to participate in the Senior Companion or Foster Grandparent Program, the volunteer will be dismissed. Examples of a dismissal based on ineligibility include but are not limited to:

- The volunteer’s annual income increases to more than the eligible level set by the Corporation for National and Community Service
- The volunteer is unable to pass an annual physical exam
- The volunteer is unable to serve a minimum of 15 hours per week
- The volunteer’s fingerprint clearance is revoked or suspended by the Arizona Department of Public Safety
- The volunteer is required to be listed on the National Sex Offender Public Registry.

See section 2.2 for eligibility requirements. Volunteers dismissed due to ineligibility may or may not be paid out any accrued leave time, pending funding availability. Volunteers dismissed due to ineligibility may reapply if their eligibility status changes.

6.2.2 Funding-based Dismissal

In the circumstance that there is a reduction or restriction in funding for the Senior Companion and/or Foster Grandparent Programs, the Civic Service Institute may use the following or other methods to address the funding limitation:

- Reducing the number of hours all volunteers may serve (for example: all volunteers may be limited to serving 25 hours per week)
- Dismissing the last volunteers enrolled
- Dismissing the volunteers serving the least number of hours

In these circumstances, a dismissal will be preceded whenever possible by at least two weeks written notice to the volunteer. A copy of the notice will be sent to the current partner agency. Volunteers dismissed due to a funding reduction may or may not be paid out any accrued leave time, pending funding availability, and are eligible to re-apply.

6.2.3 Performance-based Dismissal

A performance-based dismissal may occur as the result of corrective action process, or for any of the following reasons:

- Elder abuse
- Child abuse
- Abuse of the volunteer partner agency staff, program staff, or property
- Sexual misconduct, including but not limited to unwelcome sexual advances or attention, requests for sexual favors, and other verbal or physical conduct of a sexual nature which others may find intimidating, hostile, or offensive
- Possession or use of a firearm or weapon while participating in official program activities
- Use of alcohol, controlled substances, or illegal substances while volunteering or participating in official program activities
- Misrepresentation of volunteer hours, mileage, or meals to defraud the program
- Falsification of physical examination, income statement, or information on the application form
- Financial misconduct with clients
- Theft, embezzlement, or misuse of the funds or property belonging to the partner agency, partner agency staff, clients, or children
- Actions that endanger the health and safety of the partner agency staff, children, clients, program staff, or families of clients and children served by the volunteer
- Use of the Foster Grandparent or Senior Companion position for personal gain beyond stipend payments and reimbursement. Personal gain may include political influence, taking items from clients or their family, being named in a client's will, invitations to children's birthday parties, etc.
- Excessive absence or absences from an assignment for three or more consecutive days without notice to the area program coordinator or the partner agency
- Refusal or the inability of the volunteer to carry out a reasonable and necessary function of the Senior Companion or Foster Grandparent role
- A decision to remove the volunteer from the current partner agency has been made and no opportunity exists for an appropriate alternative assignment.
- Failure of the volunteer to abide by the rules and policies set forth in this Senior Companion and Foster Grandparent policy manual

Volunteers who are dismissed from the program for performance-based reasons will not be eligible to reapply, and will not be eligible for a leave pay out upon exiting the program. However, these volunteers may participate in the grievance process if they are no longer on probationary status during their first six months of service (see section 2.6).

6.2.3.1 Grievance Process

The purpose of the grievance procedure is to provide a just and equitable method for the prompt resolution of grievances without discrimination, coercion, restraint, or reprisal against the volunteer.
or the child or client being served who may submit or be involved in a grievance. The procedure is as follows:

1. The volunteer submits a written complaint to the Senior Companion or Foster Grandparent Program director with a copy sent to the area program coordinator, so the coordinator is aware of the complaint. The written complaint must be filed with the program director within 30 calendar days of the grievable event. The written complaint must state the issues in dispute and the remedy desired. The Senior Companion or Foster Grandparent Program director will respond with 30 calendar days.

2. If the volunteer disagrees with the outcome of the program director’s review, the volunteer may submit a written complaint to the Civic Service Institute assistant director within 15 calendar days of the Senior Companion or Foster Grandparent Program director’s response. The written complaint must state the issues in dispute and the remedy desired. The Civic Service Institute assistant director will respond with 30 calendar days. The Civic Service Institute assistant director’s decision is the final decision; there are no other options for appeal.

5.3.4 Immediate Termination

Arizona is an “at will” state and volunteers serve at the will of Northern Arizona University and the Senior Companion and Foster Grandparent Programs. Volunteers can be terminated without advance notice.

There is zero tolerance for volunteers who engage in the following activities while on or off duty:

- Elder abuse
- Child abuse
- Abuse of the volunteer station staff, program staff, or property
- Sexual misconduct
- Abuse of illegal substances
- Possession or use of a firearm or weapon while participating in official program activities
- Use of alcohol while volunteering or participating in official program activities
- Misrepresentation of volunteer hours, mileage, or meals to defraud the program
- Falsification of physical examination, income statement, or information on the application form
- Financial-misconduct with clients
Theft, embezzlement, or misuse of the funds or property belonging to the volunteer station, volunteer station staff, clients, or children.

Actions that endanger the health and safety of the volunteer station staff, children, clients, program staff, or families of clients and children served by the volunteer.

Use of the Foster Grandparent or Senior Companion position for personal gain beyond stipend payments and reimbursement. Personal gain may include political influence, taking items from clients or their family, being named in a client’s will, invitations to children’s birthday parties, etc.

Volunteers who participate in these zero-tolerance activities while on or off duty will be immediately and permanently separated from the program.

Immediate and permanent separation may occur without advance notice to the volunteer or volunteer station in the following circumstances:

- The volunteer’s annual income increases to more than the eligible level set by the Corporation for National and Community Service.
- Excessive absence or absences from an assignment for three or more consecutive days without notice to the area program coordinator or the volunteer station.
- A decision to remove a volunteer from the current volunteer station, and the grievance and appeals procedure determines that the volunteer should not be considered for alternative placement (see grievance process in section 5.4).

Volunteers who are terminated must return their volunteer badge to the area program coordinator. They will also be paid out any accrued sick and vacation time.

### 5.3.5 Permanent Separation

Permanent separation from the Senior Companion or Foster Grandparent Program can only result from official action and notification by the program director. Notification will be made in writing to both the volunteer and the current volunteer station.

In addition to the actions or circumstances that would result in immediate and permanent termination (see section 5.3.5), permanent separation from the Senior Companion or Foster Grandparent Program may also occur under other circumstances listed below. In these circumstances, a separation action will be preceded whenever possible by at least two weeks written notice to the volunteer. A copy of the notice will be sent to the current volunteer station. When appropriate, the two-week period must provide an opportunity for correction of the problems.

- Reduction of total number of volunteers needed by the Northern Arizona University Civic Service Institute Senior Companion and Foster Grandparent Programs due to funding limitations.
- Failure of the volunteer to abide by the rules and policies set forth in this Senior Companion and Foster Grandparent policy manual.
Refusal or the inability of the volunteer to carry out a reasonable and necessary function of the Senior Companion or Foster Grandparent role

- A decision to remove the volunteer from the current volunteer station has been made and no opportunity exists for an appropriate alternative assignment.

Volunteers who are permanently separated from the program will not be able to participate in the grievance process, and will not be eligible to reapply. Volunteers who are terminated must return their volunteer badge to the area program coordinator. They will also be paid out any accrued sick and vacation time.

5.4—Grievance Process

The purpose of the grievance procedure is to provide a just and equitable method for the prompt resolution of grievances without discrimination, coercion, restraint, or reprisal against the volunteer or the child or client being served who may submit or be involved in a grievance. The procedure is as follows:

1. The volunteer submits a written complaint to the volunteer station supervisor with a copy sent to the area program coordinator, so the coordinator is aware of the complaint. The written complaint must be filed with the volunteer station within 30 calendar days of the grievable event. The written complaint must state the issues in dispute and the remedy desired.

2. If the complaint is not resolved, the volunteer may submit a written complaint to the area program coordinator within 15 calendar days of the volunteer station supervisor’s response. The written complaint must state the issues in dispute and the remedy desired.

3. If further action is needed, or if the volunteer disagrees with the outcome of the area program coordinator’s review, the volunteer may submit a written complaint to the Senior Companion or Foster Grandparent Program director within 15 calendar days of the area program coordinator’s response. The program director’s decision is the final decision; there are no other options for appeal.
Volunteer Policy Agreement
Volunteer Copy

This is to acknowledge that I have received a copy or am able to access a copy of the Civic Service Institute’s Senior Companion and Foster Grandparent Programs Volunteer Policy Manual. The manual can be accessed online through the Civic Service Institute’s website at www.nau.edu/sbs/csi.

I understand that the Volunteer Policy Manual sets forth the terms and conditions of my status as a Senior Companion or Foster Grandparent volunteer through the Civic Service Institute at NAU, as well as the duties, responsibilities, and obligations as a volunteer. I understand and agree that it is my responsibility to read the Volunteer Policy Manual, and abide by the rules, policies, and standards it sets forth. No oral statements or representations can change any provisions of this Volunteer Policy Manual. I understand that this Volunteer Policy Manual supersedes all prior agreements, understandings, and representations concerning my volunteer status as a Senior Companion or Foster Grandparent through the Civic Service Institute at NAU.

I also understand that the Civic Service Institute at NAU reserves the right to revise, delete, and/or add to the provisions of the Volunteer Policy Manual. If any changes are made, I understand that the area program coordinator will make an announcement at the monthly in-service meeting, and it is my responsibility to find out this information if I am absent from an in-service meeting. If changes are made to this manual, the Civic Service Institute will publish a red-lined version and a clean, updated version of the Volunteer Policy Manual on the Civic Service Institute’s website. I acknowledge that the online Volunteer Policy Manual contains the most up-to-date information, and it is my responsibility to obtain and review the latest version of the Volunteer Policy Manual.
Volunteer Policy Agreement
Civic Service Institute Copy

This is to acknowledge that I have received a copy or am able to access a copy of the Civic Service Institute’s Senior Companion and Foster Grandparent Programs Volunteer Policy Manual. The manual can be accessed online through the Civic Service Institute’s website at www.nau.edu/sbs/csi.

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