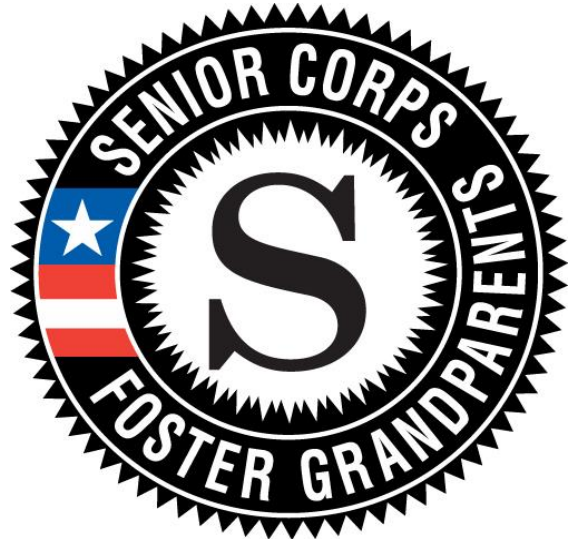
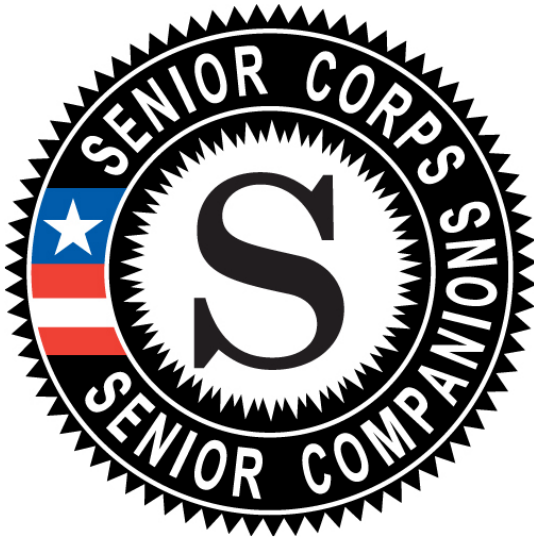


The Civic Service Institute
at Northern Arizona University

Senior Companion & Foster Grandparent Programs



Volunteer Policy Manual

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Updated: **July 2019**

NAU Civic Service Institute

Senior Companion & Foster Grandparent Programs

Volunteer Policy Manual

Table of Contents

NAU Civic Service Institute	2
Senior Companion & Foster Grandparent Programs	2
Volunteer Policy Manual	2
NAU Civic Service Institute	4
Senior Companion & Foster Grandparent Programs	4
Volunteer Policy Manual	4
1.0 Introduction	4
1.1 About the Programs	4
1.2 Contact Information.....	4
2.0 Becoming a Volunteer	5
2.1 Volunteer Definition & Implications.....	5
2.2 Eligibility.....	6
2.3 Criminal History Checks.....	6
2.3.1 New Volunteer Applicants	6
2.3.2 Existing or Former Volunteers.....	8
2.4 Additional Requirements	8
2.4.1 Time Commitment (Slot)	8
2.5 Training.....	9
2.5.1 Pre-Service Orientation & Training.....	9
2.5.2 Monthly In-Service Training	10
2.5.3 Driver Training	10
2.5.4 Optional Training: Service Reflection	11
2.6 Probationary Period	11
3.0 Volunteer Benefits	11
3.1 Hourly Stipend	11
3.2 Meal Reimbursement.....	12
3.3 Transportation Reimbursement.....	12
3.4 Time Off.....	13
3.4.1 Personal Leave	13
3.4.2 Holiday Leave	14
3.4.3 Bereavement Leave.....	15
3.4.4 Jury Duty	16
3.4.5 Leave of Absence	16
3.4.6 Inclement Weather & Emergency Closures.....	17
3.5 On-going Training	18
3.6 Secondary Insurance Coverage.....	18
4.0 Volunteer Service	18
4.1 Hours of Service	18
4.2 On-going Requirements	20
4.3 Code of Conduct.....	21
4.4 Appropriate & Inappropriate Activities	22
4.4.1 Senior Companions	22
4.4.2 Foster Grandparents.....	25
4.5 Client Relations.....	27
4.5.1 Discrimination	27

4.5.2	Clients served	27
4.5.3	Relationships with Clients & Clients' Families	29
4.5.4	Confidentiality	30
4.5.5	Suspected Abuse or Neglect.....	30
4.5.6	Gifts	31
4.6	Partner Agency Relations	31
4.6.1	Placements & Assignments	31
4.6.2	Relationships with Partner Agency Supervisors	32
4.6.3	Other Partner Agency Information.....	32
4.7	Technology	33
4.7.1	Devices.....	33
4.7.2	Social Media	33
4.7.3	Photography	34
4.8	Safety	34
4.8.1	Safety Guidelines.....	34
4.8.2	Accident Reporting	35
4.9	Drugs & Alcohol	35
4.10	Medical Marijuana.....	36
4.11	Smoking.....	36
4.12	Weapons and Violent Behavior	37
4.13	Driving	37
4.13.1	License & Insurance	37
4.13.2	Seat Belts	38
4.13.3	Drugs & Alcohol	38
4.13.4	Cell Phones	38
4.13.5	Driving a Client's Vehicle	38
4.14	Political & Religious Activity	38
4.15	Dress Code & Appearance	39
5.0	Corrective Action	40
5.1	Violations of Volunteer Policy.....	40
5.2	Corrective Process.....	40
5.2.1	Verbal Warning	41
5.2.2	Written Warning	41
5.2.3	Reassignment.....	41
5.2.4	Suspension.....	41
6.0	Separation.....	41
6.1	Resignation.....	41
6.2	Dismissal	42
6.2.1	Eligibility-based Dismissal.....	42
6.2.2	Funding-based Dismissal.....	42
6.2.3	Performance-based Dismissal	43
6.2.3.1	Grievance Process	44
7.0	Title VI Information	44
7.1	Title VI Notice	44
7.2	Complaint Process.....	45
	Volunteer Policy Agreement.....	47
	Volunteer Policy Agreement.....	48

NAU Civic Service Institute

Senior Companion & Foster Grandparent Programs

Volunteer Policy Manual

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 (CSI@NAU). The Senior Companion and the Foster Grandparent Programs are national Senior Corps volunteer programs, funded by the Corporation for National & Community Service (CNCS). CSI@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 CSI@NAU 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 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. CSI@NAU sponsors the Senior Companion Program in five Arizona counties: Coconino, Maricopa, Mohave, Navajo, and Yavapai. Foster Grandparents serve one-on-one as tutors and mentors to young people with special needs. CSI@NAU sponsors the Foster Grandparent Program throughout Arizona, with the exception of 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 CSI@NAU sponsors Senior Corps programs has a local program coordinator, who is the primary contact for all volunteers and partner agencies in that region. The area program coordinators include:

Coconino County, Winslow, & Hopi Tribe

Foster Grandparents & Senior Companions: 928-523-1082

Maricopa County

Senior Companions: Diane Dudley, 480-352-2314

Foster Grandparents: Hope Clapp, 623-776-0203

Mohave County

Senior Companions & Foster Grandparents: Heather Brassil, 928-715-2200

Pima & Pinal Counties

Foster Grandparents: Melissa Hernandez, 520-305-2482

West Yavapai County (Prescott Region)

Senior Companions: Joella Willey, 928-713-4114

Foster Grandparents: Darlene Morningstar, 928-499-8018

East Yavapai County (Verde Valley Region)

Foster Grandparents: 928-523-1082

Yuma County

Foster Grandparents & Senior Companions: Aydaly Briones, 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 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
- Serve a minimum of 10 hours weekly
- Pass a National Sex Offender Public Registry check, an Arizona statewide fingerprint-based 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 partner agency which has a current memorandum of understanding with CSI@NAU

The Senior Companion and Foster Grandparent Programs through CSI@NAU 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 Criminal History Checks

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 fingerprint 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.
- A nationwide criminal history fingerprint check through the FBI.

Additionally, CSI@NAU conducts a background check via A-Check Global on applicants who disclose a crime on their application.

Once these checks 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 an A-Check Global Background check. After the director reviews the application, the A-Check Global 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 A-Check Global Background check, and makes the initial determination as to whether an applicant is approved, contingent upon fingerprint results.

When the A-Check Global Background check is initiated (if required) or after the director approves the application (if an A-Check Global Background check is not required), the applicant's fingerprints are also mailed to the Arizona Department of Public Safety (DPS) through the NAU Human Resources department. It generally takes five to eight weeks to receive fingerprint results.

Once the fingerprint search has been initiated (sent to NAU Human Resources department for processing at DPS), the area program coordinator will be notified that volunteers can begin the Pre-Service Orientation and Training. Volunteers may not begin serving clients or children until CSI@NAU 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, site supervisor, or Senior Companion volunteer whom the trainee is shadowing. If an A-Check Global Background check was required, an applicant may not begin training or serving clients or children until the A-Check Global results are received and HR approves the applicant, contingent on fingerprint results.

Once the applicant's criminal history is checked and verified to be clear, NAU's Human Resources will notify CSI@NAU. Staff at CSI@NAU will advise the area program coordinator the volunteer is cleared to begin direct service, once the Pre-Service Orientation and Training is complete and the accompanying log (which verifies the required training) has been received by the Flagstaff office.

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 arrest records may or may not serve as volunteers, as determined by NAU's Human Resources department.

CSI@NAU 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 up to three times. CSI@NAU 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. CSI@NAU will make three attempts to conduct a fingerprinting background check. If an applicant's fingerprint results come back as unreadable three times, CSI@NAU will make arrangements to conduct a name-based DPS and FBI background check.

CSI@NAU cannot accept existing background or fingerprint checks with the exception of valid and current State of Arizona DPS Level One Fingerprint Clearance Cards. If the 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.

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 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 CSI@NAU, without filling out a new application. Volunteers may not switch programs more than one time every two years.

2.4 Additional Requirements

Senior Companion and Foster Grandparent 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.

2.4.1 Time Commitment (Slot)

CSI@NAU utilizes a slot system to manage and budget the financial resources for the Senior Companion and Foster Grandparent Programs. Upon enrollment, volunteers will select a time commitment (slot) for the amount of hours they will serve on a weekly basis. All new volunteers will start at 10 hours/week. After 1 month of active service volunteers can increase their hours, depending on availability. Slots consist of 10, 15, 20, 25, 30, or 35 hours per week and are based on funding availability. A limited number of grandfathered volunteers utilize 40 hour slots however these slots are being phased out as those volunteers leave the program(s).

Once a volunteer selects a slot they shall consistently serve those hours on a weekly basis, plus or minus 2 hours, with the exception of volunteers who select a 10 hour/week slot who must serve the minimum 10 hours/week. If the volunteer does not meet their committed hours, they shall use personal leave time to make up the difference between the self-selected slot and the hours served. If the volunteer does not utilize their personal leave time for a deficit of hours served, the area program coordinator will make the necessary changes on the timesheet.

If the volunteer finds they are not able to meet that slot commitment they should discuss it with their program coordinator and the slot can be modified.

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, CSI@NAU, the roles and activities of a volunteer, the volunteer handbook and policy manual, administrative procedures, project staff, community resources, and partner agencies and assignments.

New volunteers and former volunteers with a break in service of two years or more are required to participate in 20 hours of orientation and training. (The maximum training on any monthly timesheet for new volunteers should not exceed 40 hours.) The 20 hours of pre-service orientation must be completed within the first three months of service. Monthly in-service training can be counted as part of the required 20 hours of orientation. Volunteers who resign and re-apply to the same program will not be required to repeat the entire 20 hours of orientation & training if the break in service was fewer than two years. However, at minimum, they will be required to complete a review of the policy manual and any other trainings deemed necessary by the area program coordinator and project director.

Volunteer pre-service orientation & training should not exceed 40 hours. Only in special circumstances (such as additional training required by the partner agency or a delay in results from the criminal history check) may volunteers exceed 40 hours of orientation & training. If the partner agency requires additional training, it must be approved in writing by the area program coordinator prior to the volunteer performing the additional training hours. The FGP or SCP project director must approve any additional training hours arising as a result of a delay in fingerprint results. 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 monthly two-hour in-service training for a minimum of 24 hours per year of training. This training is typically held by the area program coordinator. On occasion and as circumstances allow, volunteers may participate in monthly in-service training through the partner agencies 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.

Volunteers are permitted to miss three in-service trainings in a fiscal year (July 1–June 30) if they make up the trainings. If a volunteer misses more than three in-service trainings or does not attend a make-up training, the volunteer may be dismissed from the program.

2.5.3 Driver Training

All Senior Companion and Foster Grandparent volunteers who drive to and from their volunteer site, or as part of their volunteer 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 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 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.

2.5.4 Optional Training: Service Reflection

All Senior Companion and Foster Grandparent volunteers are provided the opportunity and materials to reflect on their service on a daily, weekly, or monthly basis and receive up to two (2) additional training hours per month. Guidelines for the service reflection will be provided by the area coordinator. In order to receive credit for the training hours, the volunteer must bring the journal to the monthly in-service meeting for confirmation by the program coordinator. If journal stories are appropriate for use in grant reporting or marketing, Senior Corps staff may ask the volunteer for permission to share the story.

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 criminal history check approval. During this probationary period, the new volunteer may be dismissed at the discretion of the Senior Companion and Foster Grandparent Program staff. A volunteer serving the initial probationary period is not entitled to grievance rights (see section 6.2.3.1) in the event that the volunteer is 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 15 days of each month for the previous month's hours and expenses. Volunteers are NOT to call the CSI@NAU 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 dismissal.

3.2 Meal Reimbursement

Whenever possible, the partner agency may donate one or two meals per day to Senior Companion or Foster Grandparent volunteers. However, not all 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. Volunteers will not be given a cash advance for meals.

Any misrepresentation of meals brought or purchased may be cause for 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 the current rate, for a maximum number of commute miles (driving to/from assignment) per month. (For example, as of July, 2019, the reimbursement rate for Foster Grandparents was \$.445 per mile for a maximum of 300 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.

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 may be cause for corrective action or dismissal from the program(s). Senior Companion client-related mileage is considered a separate reimbursement from commute mileage, and therefore may have a separate reimbursement rate and maximum. 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 mileage 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 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, and attaching original receipts to their timesheets as required.

Any misrepresentation of transportation reimbursement may be cause for dismissal.

3.4 Time Off

3.4.1 Personal Leave

Senior Companion and Foster Grandparent volunteers accrue personal leave at a rate of .1038 hour per hour served, up to 128 hours. 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. If illness prevents 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. 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.

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 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 20 personal leave hours at the beginning of the fiscal year (July 1). Newly recruited volunteers will start with a leave balance of 20 hours.

Senior Companions will start the fiscal year with an additional 20 hours of leave (for a total of 40) that is available for use when a client cancels a scheduled appointment and they are unable to make up the time that week with other clients.

Federal regulations require volunteers to serve a minimum of 10 hours per week. Service hours can include direct service, training, holiday, or leave hours or a combination of those categories. If a volunteer cannot serve 10 hours in a given week, it is the responsibility of the volunteer to utilize their personal leave hours for the balance to meet that minimum requirement. If the volunteer does not ensure that they have at least 10 hours each week on the timesheet the area program coordinator will do so when submitting the hours for reimbursement. Volunteers in the process of completing the pre-service orientation and training phase may serve less than 10 hours per week.

3.4.2 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

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. Volunteers are paid an hourly stipend for the hours they would normally serve 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.

When an observed holiday falls on a day that the volunteer would normally serve, that day is considered a paid holiday and the volunteer shall enter their typical hours under the Holiday column on the timesheet. If a holiday falls on a weekend, the holiday will be paid on the Friday or Monday when the holiday is observed. If a volunteer normally serves on the Friday or Monday when the holiday is observed, that day is considered a paid holiday.

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 use holiday pay during a different day within the calendar month. For example, if a volunteer chooses to serve on Christmas Eve, either because their site is open or because of a client commitment, they should substitute another day in December as a holiday. 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 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 | • Husband |
| • Brother-in-law | • Mother |
| • Daughter | • Mother-in-law |
| • Daughter-in-law | • Sister |
| • Father | • Sister-in-law |
| • Father-in-law | • Son |
| • Grandchild | • Son-in-law |
| • Great grandchild | • Wife |
| • A surrogate parent who raised the volunteer as his or her own child | |
| • Any other person who is a permanent member of the volunteer's established household | |

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 area program coordinator in advance to use bereavement leave. Meal and transportation reimbursements will not be paid while on bereavement leave.

In order to claim bereavement leave, volunteers shall write the number of hours they would normally serve that day in the "Direct Service" column and write in "bereavement" where they would normally write their clients' name or initials.

3.4.4 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.

3.4.5 Leave of Absence

Volunteers may take leave without pay for up to six (6) months for medical reasons or two (2) months for personal reasons. Volunteers who want to take a leave of absence must request a leave of absence from their area program coordinator. Any accrued personal leave time will be paid to the volunteer at the beginning of the leave of absence with a completed timesheet requesting that leave 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 six 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 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.

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.

Partner agencies may close in cases of emergency. If a volunteer is prevented from reporting to service due to a partner agency'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 partner agency's emergency closure.

3.5 On-going Training

Senior Companions and Foster Grandparents are required to attend a minimum of 24 hours of training at monthly in-service meetings, to better equip them to serve their clients. The length of meetings may vary depending on the area and events occurring each month. Additional information about the monthly in-service meeting requirement can be found in section 2.4.2. Certain partner agencies may also offer training to volunteers 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 or through other organizations in the volunteer's community prior to the volunteer's participation in the training opportunity.

3.6 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).

The full provisions of the insurance coverage can be found online, at the following link: <https://www.cimaworld.com/wp-content/uploads/2018/08/brochure.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 10 hours per week, and may not serve more than 40 hours per week, including direct service, training, holiday, and personal leave. The Senior Companion or Foster Grandparent Program director may lower the maximum hours a volunteer may serve, based on grant funding. When hours are restricted, **volunteers may not** serve above and beyond the maximum hours set

at that time. 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, and 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 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 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 partner agency to be beneficial to the children.

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 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. Timesheets that are not submitted on time will be held for processing and payment the following month.
- **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 Plan & 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 partner agency supervisor or another designated employee, not by the volunteer. Volunteers may be required to deliver these forms to their partner agency supervisor, ensure they are completed, and return them to their area program coordinator.
- **Receive an annual supervisor evaluation.** 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 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, CSI@NAU 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 supervisors, 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 may be cause for dismissal.
- Follow the directions provided by their partner agency supervisor, except when it conflicts with Senior Companion or Foster Grandparent Program policies

- Arrive to volunteer assignment in a timely fashion, and call if running more than 15 minutes late when possible
- Keep appointments with the area program coordinator, clients, and partner agency supervisors, or giving 24 hours of advance notice if cancelling when possible
- Stay in contact with the 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 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 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 staff, or program staff
- Refrain from maligning or undermining CSI@NAU, 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, partner agency supervisor or staff, or other volunteers, may be subject to corrective action or 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 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 and are not requirements that all activities will be performed by all volunteers:

Personal Care

- Encouraging and assisting with feeding, putting on outerwear or shoes, and mobilization
- Assisting clients with walking, standing to get 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 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.)
- Accompanying to medical appointments
- Providing grief support and/or resources
- Encouraging exercise (for example, taking walks with clients)
- Assisting in reality orientation/awareness

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 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, partner agency staff, and other care providers

Respite Care

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

Inappropriate Activities

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 or a client's family member
- 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
- Leaving a client at an appointment alone
- 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 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 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 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 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

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 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 in your personal vehicle
- Giving your or another Foster Grandparent's phone number or address to a child or their family from the partner agency (except children or family related to you)
- Inviting any child from the partner agency into your home (except children related to you)
- Making home visits or phone calls to the children or their family from the partner agency (except children or family related to you)

- Contacting or maintaining a relationship with a child or their family from the 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 corrective action or dismissal from the program.

4.5 Client Relations

4.5.1 Discrimination

Volunteers are prohibited from discriminating against program staff, 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 corrective action, including dismissal.

4.5.2 Clients served

Senior Companions

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 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 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, 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 the 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 no longer provide 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
- The client does not provide adequate notification of cancelation (when they are reasonably able to do so). If a Senior Companion arrives at a client's home for a scheduled appointment and the client is not home, they shall notify the partner agency supervisor. If a client is a "no show" three times (for non-emergency situations), they will be terminated.

Senior Companions seeking to terminate an assignment to a client should discuss the issue with the partner agency 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 partner agency staff)
- The Foster Grandparent, program staff, 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 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 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 | • Daughter-in-law |
| • Brother | • Father |
| • Brother-in-law | • Father-in-law |
| • Daughter | • 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 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 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, 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 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 may result in corrective action or dismissal.

4.5.5 Suspected Abuse or Neglect

Senior Companions and Foster Grandparents 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 partner agency supervisor immediately,

so the 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 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, a senior corps staff member will be present to support the volunteer throughout the investigation. The volunteer will 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 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 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 action or dismissal.

Volunteers are not to ask clients, clients' families, children, children's families, teachers, and partner agency supervisors for gifts or money.

4.6 Partner Agency Relations

4.6.1 Placements & Assignments

The area program coordinator will assign Senior Companion and Foster Grandparent volunteers to partner agencies that have a current Memorandum of Understanding (MOU) with NAU. MOUs must be renewed every three years. Volunteers may not serve as a Senior Companion or Foster Grandparent at a partner agency that does not have a current MOU. CSI@NAU 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 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 partner agency supervisor. Volunteers who wish to be placed with a different 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 three 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 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
- Daughter-in-law
- Father
- Father-in-law
- Grandchildren
- Great grandchildren
- Husband
- Mother
- Mother-in-law
- Nephew
- Niece
- Sister
- Sister-in-law
- Son
- Son-in-law
- Uncle
- Wife

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 partner agency supervisors, school principals, or teachers to which the volunteer is assigned. 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 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.

4.6.3 Other Partner Agency Information

Per CNCS requirements, it is important that volunteers understand the following regulations:

- Volunteers must not engage in any activity which would otherwise be performed by an employed worker or which would supplant the hiring of or result in the displacement of an employed worker or impair existing contracts for service.

- Neither the grantee (CSI@NAU) nor any partner agency requests or receives compensation from the beneficiaries of Senior Corps volunteers.
- Any financial support provided by the partner agency to the Senior Corps Program/CSI@NAU is not a precondition for that partner agency to obtain volunteer service.
- No FGP/SCP volunteer receives a fee for service from service recipients, their legal guardian, or members of their families or friends.
- Grant funds are not to be used to finance labor or anti-labor organizations or related activity.

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. Volunteers are not allowed to use devices belonging to clients or partner agencies for personal use, and should only use with permission from and in the presence of the client or partner agency supervisor. Volunteers are prohibited from removing items from the presence of their owner; thus borrowing items from clients or partner agencies 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 or the child's family via social media, email, or via other online medium. 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. (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 medium.

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 where they serve at any time, except for school-related business 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. 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@NAU 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 do not want to not have their photo taken must step out of pictures taken at official program events. If a volunteer elects to participate in a group photo they are CSI@NAU permission for the use of the photo on the CSI website, Facebook page, in marketing materials and any other use deemed appropriate by CSI.

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 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 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 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 corrective action or dismissal.

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 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 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 may be 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 are prohibited from possessing paraphernalia for illegal drug use. 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 four (4) hours prior to or at any time during their volunteer shift.

Volunteers are prohibited from purchasing or procuring illegal drugs for any client or child.

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 supervisor or area program coordinator.

Any volunteer found to be in violation of the drugs and alcohol policy may be subject to corrective action or 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, or while participating in any official program activities. Volunteers found to be in violation of the medical marijuana policy may be subject to corrective action or 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 corrective action 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 corrective action or 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 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), regardless of the amount of mileage reimbursement they request annually and whether or not the volunteer transport clients. 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.

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 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, may be subject to 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 site, driving clients, or driving to/from participation in official program activities may be subject to corrective action or dismissal.

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 may be subject to 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 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 may be subject to 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 any 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
- 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 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 corrective action or dismissal.

4.15 Dress Code & Appearance

Volunteers must practice good personal hygiene. Volunteers should check with their partner agency 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 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 corrective action or dismissal.

5.0 Corrective Action

5.1 Violations of Volunteer Policy

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

- Failure to comply with the policies outlined in this Volunteer Policy Manual, including but not limited to not submitting paperwork on time or in a completed manner
- 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 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, insensitivity, or discrimination toward clients, children, families of clients and children, the partner agency 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 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 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 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.

6.0 Separation

6.1 Resignation

Senior Companion and Foster Grandparents may choose to leave the program at any time. CSI@NAU requests that volunteers submit a dated, written statement to their area program coordinator stating the date that they will resign and their

reason. CSI@NAU 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.

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.

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, CSI@NAU 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 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 director will respond with 30 calendar days. The Civic Service Institute director's decision is the final decision; there are no other options for appeal.

7.0 Title VI Information

7.1 Title VI Notice

The Civic Service Institute at Northern Arizona University Senior Companion Program (CSI@NAU SCP) operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the CSI@NAU SCP.

For more information on the CSI@NAU SCP's civil rights program, and the procedures to file a complaint, contact Priscilla Mills, Northern Arizona University Title VI Coordinator, (TTY 928-523-3312); email Priscilla.Mills@nau.edu; or visit our administrative office at Northern Arizona University Equity and Access Office, Old Main, Building 10, Flagstaff, Arizona 86001. For more information about the Senior Companion Program, visit <http://nau.edu/SBS/CSI/Programs/Senior-Companion/>. For more information about Title VI and filing complaints, visit: <http://nau.edu/Equity-and-Access/home/>.

A complainant may file a complaint directly with the Arizona Department of Transportation or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: ADOT Civil Rights Office: ATTN: Title VI Coordinator, 206 S. 17th Ave, Room 183 Mail Drop 155A Phoenix, AZ 85007. FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact (928) 523-3312. Para información en Español llame: (928) 523-3312.

7.2 Complaint Process

The Senior Corps Program will investigate complaints received no more than 180 days after the alleged incident, and will only investigate complaints that are complete.

Once the complaint is received, the Senior Corps Program will investigate the complaint within 30 days. The Senior Corps Program will also immediately report any transit-related complaints to the Arizona Department of Transportation (ADOT) Civil Rights Office. If more information is needed to resolve the case, the Senior Corps may contact the complainant. If the investigator is not contacted by the complainant or does not receive the additional information, the Senior Corps Program may administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, he/she will issue either a closure letter or a letter of finding to the complainant. A closure letter states that there was not a Title VI violation and the case will be closed. A letter of finding states that there was a Title VI violation, and explains what corrective action will be taken to remedy the situation. For transit-related complaints, a copy of the final investigation report will be forwarded to ADOT's Civil Rights Office. If the complainant wishes to appeal the decision, she/he has 30 days from the date of the closure or letter of finding to file an appeal in writing with the Senior Corps Program. Please mail appeals to:

NAU Civic Service Institute
Senior Corps Program, Title VI Complaint Appeal
P.O. Box 5063
Flagstaff, AZ 86011

Complaints against members of the NAU community may also be directed to NAU's Affirmative Action Office: <http://nau.edu/affirmative-action/> or 928-523-3312.

A person may also file a complaint directly with ADOT at:

ADOT Civil Rights Office
206 S. 17th Avenue, Mail Drop 155-A
Phoenix, AZ 85007

A person may also file a complaint directly with the Federal Transit Administration (FTA) at:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590.

The complainant is protected against retaliation. Retaliation or retribution of any kind taken against an individual as a result of that person filing a complaint is strictly prohibited. Any person found to have violated this policy of non-retaliation is subject to disciplinary action up to and including dismissal.

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.

Date: _____

Printed Name: _____

Signature: _____

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.

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.

Date: _____

Printed Name: _____

Signature: _____