



# Interlakes Community Caregivers, Inc.

## VOLUNTEER GUIDELINES

ICCI and our Neighbors appreciate the generous donation of time and talent of our dedicated volunteers.

**Volunteer Screening:** ICCI is committed to the protection of all persons who are associated with ICCI, including Neighbors, Volunteers and Staff. Volunteers who have direct contact with Neighbors and/or access to confidential information of the organization must have background checks upon commencement and every 5 years thereafter: Criminal Records, Driving History, and NH Bureau of Elderly and Adult Services State and National Sex Offender Registries. A negative result of a background check can be cause for disqualification as a volunteer.

**Confidentiality and Privacy:** All Volunteers agree to maintain the confidentiality of any personal information shared by the neighbors within the limits of the law. Even after volunteer service is completed, all volunteers agree to continue to maintain any trust and confidential information which may have been shared with them while serving as an ICCI volunteer.

Upon completion of the education course and once volunteer screening is completed, volunteers should be prepared to fulfill services and feel comfortable doing so. An ICCI Volunteer Mentor follows up with new volunteers to ensure easy transition into the volunteer role. If volunteers have any questions or concerns, please refer to the Volunteer Education Manual and always feel free to call the office. Ongoing education on a variety of subject matters is also offered.

### **ICCI Volunteers agree to:**

- Promote the positive image of ICCI.
- Maintain confidentiality at all times, even when no longer serving as an ICCI volunteer.
- Agree to background checks as appropriate (separate signatures required on forms)
- Wear the ICCI Identification/Name badge.
- Be prompt.
- Be respectful, supportive and a good listener.
- Refer Neighbor to their family and professional health care providers for any medical advice.
- NOT provide personal or medical care.
- Follow the service plan provided by the Coordinator.
- Report any issues, accidents or concerns to the office.
- Complete an Activity Report in Assisted Rides or a written Service Record after each service.
- Try to donate at least 8 hours per month.
- Keep your contact information up-to-date.
- Participate in ongoing continuing education programs.

- Volunteer Drivers:
  - Current Driver's License and motor vehicle insurance information must be on file with ICCI and must be updated annually.
  - Keep your vehicle clean, in good operating condition and insurance current with proper coverage.
  - Wear your seatbelt, do not drive with any distractions (such as cell phone), and
  - Obey all traffic rules and regulations

The Volunteer agrees to abide by Interlakes Community Caregivers', Inc (ICCI) policies and guidelines, as may be adopted or amended from time to time. A volunteer's membership with ICCI may be suspended or declined by ICCI at any time if, in the sole opinion of the Executive Director, (1) the volunteer's conduct is unsatisfactory, mean-spirited or detrimental to ICCI Neighbors, other volunteers, staff, or the reputation of ICCI; or (2) the volunteer fails to abide by the organization's policies and guidelines or otherwise interferes with the fulfillment of ICCI's mission.