



VOLUNTEER HANDBOOK

WELCOME to AGE OF CENTRAL TEXAS

Welcome to the AGE of Central Texas team! We are glad you have joined us, and we look forward to learning and growing with you, and making a bigger impact in our community because you are here. As a small agency with big plans, we take great pride in building a team of competent and dedicated staff and volunteers who will thrive in our work culture. Each volunteer has a special place of importance in caring for those we serve.

AGE of Central Texas is a regional nonprofit organization that provides education and support to people all along the spectrum of growing older, no matter where they are on that journey. **Our mission is to tackle the challenges of aging with expert solutions.** To accomplish this, we seek volunteers who are compassionate, patient, mature, and enthusiastic advocates for older adults and those who care for them. The assistance we receive by the work of our volunteers allows us to focus on identifying and providing creative solutions to provide the best possible experience for our clients.

We want our volunteers to have a passion for our mission and the work we do. We encourage you to communicate openly and participate fully. We ask that you contribute consistently and share your talents generously.

Continuing the vision of our founders, we believe that “aging is a shared journey of triumph.” We’re glad you have chosen to join us for the journey.

Again, welcome!

Joyce A. Lauck
Executive Director

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This Handbook is intended to outline key volunteer policies of AGE of Central Texas. The information contained in this guide is for general reference only and is not a contract of employment or guarantee of a volunteer assignment. Federal, state, or local laws may necessitate the addition of policies and/or amendments to the Handbook. The policies, procedures, and benefits described may be changed or amended at any time.

VOLUNTEER HANDBOOK

INTRODUCTION

Welcome to AGE of Central Texas. Thank you for joining our team of volunteers!

This handbook was prepared to give volunteers some essential information about the policies and expectations of AGE of Central Texas (also referred to as “AGE” or “the Agency”). The handbook has been organized by topic to help you easily find information you need. You are encouraged to talk with your supervisor and/or the Volunteer Coordinator if you have questions about the content of this handbook.

Thank you for giving your time and talents to help AGE and those we serve. We hope that you find volunteering with AGE a positive and rewarding experience.

Who We Are

AGE of Central Texas is a regional nonprofit organization that provides education and support to people all along the spectrum of growing older, no matter where they are on that journey. AGE’s leaders, employees, and volunteers are passionate advocates for older adults and those who care for them.

Our mission is to tackle the challenges of aging with expert solutions.

Our vision is to make aging a shared journey of triumph.

Who We Serve

AGE of Central Texas serves older adults and family caregivers in Central Texas. Our programs engage older adults at various stages of aging—from the active and cognitively normal, to those who need physical assistive devices, to those with varying stages of dementia—and provide support for the families and caregivers who care for an aging adult in our community. We believe that aging cuts across all socio-economic levels, touching everyone at some point in their lives. Many of our services are free or low-cost, and AGE has a special concern for providing services to low-income families.

Organization History

In the mid-1980s, our co-founders, Bert Kruger Smith and Willie Kocurek, had a vision to bring under one roof an association of organizations that provided services to older adults and caregivers in our community. In 1986, Bert and Willie purchased the historic building on Cedar Street and founded Austin Groups for the Elderly (known by its acronym “AGE”). For nearly 30 years, AGE and its programs have evolved to serve the needs of older adults and those who care for them.

In 2012, AGE changed its name to “AGE of Central Texas” to reflect the growth and expansion of the services we provide in a four-county region around Greater Austin.

What We Do

AGE of Central Texas is the regional expert in aging and caregiving-related issues. We address the challenges of aging through five core programs:

Adult Day Health Care

We operate longest-operating licensed adult day health programs in Central Texas. Our staff specializes in Alzheimer's and memory loss care in a community-oriented atmosphere where older adults interact with others. Participants take part in social and therapeutic activities such as music and arts, games and exercise, and conversation. Our Adult Day Health Care programs are managed by a professional staff, including a full-time nurse and activity director. The Adult Day Health Centers are located in Central Austin and Round Rock.

Caregiver Education and Resources

Our on-staff experts in resource navigation provide caregivers and older adults with one-on-one consultation, information, and referral services. AGE's resource staff guide caregivers with personalized research the options and providers available in Central Texas to meet their unique needs. We offer regular educational events and support groups for people who provide care to an aging or disabled adult. In addition, AGE leads CaregiverU, a collaboration of nonprofit organizations providing evidence-based education to caregivers and older adults. All services are provided at no charge to family caregivers.

Early Memory Loss Support

We offer an early intervention program for people with early-stage memory loss or mild cognitive impairment due to dementia and Alzheimer's disease. In our vibrant weekly program, participants engage in purposeful and stimulating activities and learn skills to cope with living with their disease. We also provide regular support sessions for the caregivers of a family member with early-stage dementia. The weekly program operates at several community-based sites in the Austin area.

Health Equipment Lending Program

AGE's durable medical equipment lending program provides wheelchairs, walkers, shower benches, and other assistive devices to seniors and adults with physical disabilities at no cost to them. We also provide adult incontinence products for free to families in need. We are the largest provider of durable medical equipment loans in Central Texas.

Peer-based Computer Classes for Older Adults

We provide basic computer and technology education to older adults (50+) interested in finding out how technology can enhance their lives. Classes are taught by volunteer instructors and coaches in an on-site lab for a low class fee. Students learn how to write letters, manage finances, organize and share photos, shop online, and correspond with family and friends.

Values

Our values define how we work with each other, our clients, and the community. We look to our values and follow them intentionally when making decisions.

- We work collaboratively.
- Integrity and respect guide our actions.
- We are resourceful. We are good stewards, and we use wisely what is given to us.

- Our service is compassionate.
- Every one matters.
- We seek growth through diversity and openness.
- We embrace learning and challenge each other.

VOLUNTEERING WITH AGE of CENTRAL TEXAS

Definition of a Volunteer

A “volunteer” is anyone who, without compensation or expectation of compensation from AGE (beyond eligible reimbursement) performs a task at the direction of and on behalf of the Agency. A “volunteer” must be officially accepted and enrolled by the Agency prior to assignment in any volunteer position.

Eligibility

All volunteers must submit a volunteer application for review prior to assignment and attend a volunteer orientation meeting.

AGE does not discriminate on the grounds of race, color, ethnicity, religion, age, marital status, sex, sexual orientation or gender identity, national origin, citizen/immigrant status, disability, military, service member, or veteran status, or income status.

Certain assignments require a criminal background check, and some offenses may exclude a volunteer from certain volunteer positions. Volunteers who do not agree to the background check may be refused assignment.

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to this organization, its staff, and its clients. Volunteers are extended the right to

- be given meaningful assignments;
- be treated as equal co-workers;
- effective supervision;
- full involvement and participation;
- provide feedback to their supervisor or the volunteer coordinator;
- use their experience acquired at AGE as a reference for college applications or employment; and
- recognition for their service to AGE.

AGE expects that volunteers will

- read and follow the guidelines set forth in this handbook;
- be on time for a scheduled volunteer assignment, honor their commitment, and come when scheduled;
- sign in and out each time they arrive for a work assignment;
- remain in their assigned area for the assigned time;
- know their duties, stay on task, and ask for help when needed;

- not assume more responsibility than their training and ability allow (even if asked by an employee);
- listen attentively to all instructions and carry them out carefully;
- cooperate with staff and fellow volunteers and maintain a team attitude;
- be reliable and consistent;
- voice their opinions and contribute suggestions to improve services to the Agency; and
- represent the Agency in a professional manner at all times.

Orientation and Training

All volunteers are expected to attend an orientation meeting to learn about the Agency, its mission, values and programs, and volunteer policies and expectations.

Volunteers in certain assignments will be provided with additional training related to the nature of the program in which they are assigned. Volunteers will be notified of these trainings as scheduled.

Assignments, Schedules, and Reporting Time

Volunteers are encouraged to contribute their skills and talents in the programs and activities of the Agency. Volunteers will not, however, be used to displace any paid employee from their position.

If, after volunteering in your assigned position three consecutive times, you find the assignment is not what you expected, please contact the volunteer coordinator. If you have been asked to do something you are not qualified or trained to do, or if you are physically unable to perform, i.e. heavy lifting, please immediately tell the staff member making the assignment. If there is nothing to do in your assigned area, report to your supervisor and/or the volunteer coordinator for further guidance and direction.

Work Schedules

AGE's normal work week is Monday through Friday during daytime hours. Work schedules are established based on volunteer position functions and responsibilities.

Once a volunteer's work schedule has been established, it may be changed to better accommodate the needs of the Agency and our clients. If you cannot remain in the volunteer position, efforts will be made to find you another assignment that matches your skills and availability.

Attendance and Punctuality

Volunteers play an important role at AGE. The staff and programs depend and rely highly on their volunteers. When you are late or absent from your assignment, the quality of your service is negatively impacted. Therefore, we request that you maintain a reliable schedule.

If it is necessary to alter your schedule or if you must be absent from or late for your volunteer assignment, you should notify your supervisor at least thirty (30) minutes prior to your scheduled start time. It is your responsibility to ensure time off requests have been properly delivered and acknowledged by your supervisor or the volunteer coordinator.

Failure to show up two (2) times for your assignment without calling will place you on a resigned status. You will need to call the volunteer coordinator to reactivate yourself as a volunteer and be reassigned.

Volunteers who have been absent for health reasons may be asked to provide fitness for duty certification prior to returning to your assignment.

Reporting Volunteer Time

Volunteers must submit a completed, signed time record to their respective supervisors or the volunteer coordinator in a timely manner at the end of each month. *Why submit volunteer hours on a regular basis?* Tracking volunteer service hours is a way that the Agency recognizes that your volunteer time is important.

- Funders and donors want to know what resources AGE already receives and from whom.
- They want to know if we have the right people in place to get the job done well.
- By counting volunteer contributions of time, AGE can meet requirements for matching funds.

Holidays & Other Closures

AGE observes eight (8) holidays each year.

Observed Holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the Day After
- Christmas Day and the Day After (or Before)

AGE may schedule other program and operational closures for staff training or other purposes throughout the year. AGE will communicate these pre-planned closures with staff, volunteers, and clients in advance. Notifications of non-holiday closures will be posted on AGE's annual calendar, on our website, and on our Facebook page.

Closures Due to Inclement Weather

For volunteer assignments in the Austin area, in general, AGE follows the Austin Independent School District's late start and closing policy for inclement weather and dangerous road conditions. For volunteer assignments in the Round Rock area, AGE follows the Round Rock Independent School District's late start and closing policy for inclement weather and dangerous road conditions.

Personal Information

Most volunteer records are maintained in hard copy and/or electronic files or as otherwise required by law. Maintaining up-to-date personal information is important to us, so please be sure to notify the volunteer coordinator of any pertinent changes to your name, address, telephone number, e-mail, emergency contact, etc.

Volunteer records are maintained by the volunteer coordinator and are available for inspection by the volunteer, the President of the AGE Board of Directors, the Executive Director or the volunteer supervisor. You may review your file at any time during your volunteer tenure, but only in the presence of an authorized individual. If you are interested in reviewing your file, contact the volunteer coordinator to schedule an appointment.

The volunteer coordinator will not release information in response to external third-party requests (new employer, mortgage Agency, bank, etc.) without written authorization from the volunteer, or as required by law.

Service at the Discretion of the Agency & Volunteer Dismissal

AGE maintains the right to accept or reject anyone wanting to volunteer or make changes to the volunteer assignment.

Volunteer Dismissal

Volunteers are expected to abide by the rules and regulations as well as policies and procedures established by AGE. Any volunteer who knowingly disregards the rules will be subject to dismissal. No volunteer will be terminated until he/she has had an opportunity to discuss the reasons for the dismissal with their supervisor and/or the volunteer coordinator.

Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following:

- falsification of information, including material omission or misrepresentation, on a volunteer application
- gross misconduct or insubordination;
- being under the influence of alcohol or drugs;
- theft of property or misuse of Agency equipment or materials;
- abuse or mistreatment of clients or co-workers;
- failure to abide by Agency policies and procedures;
- failure to meet physical or mental standards of performance; and/or
- failure to satisfactorily perform assigned duties.

Volunteer Resignation

Volunteers may resign from their volunteer service with AGE at any time. The Agency requests that you notify your supervisor or the volunteer coordinator as soon as possible and provide a reason for your decision.

Representation of the Agency

Prior to any action or statement that might significantly affect or obligate AGE, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organizations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. You are authorized to

act as representatives of the Agency as specifically indicated in your volunteer position description and only to the extent of such written specifications.

Reimbursement Policy

It is the policy of AGE to reimburse volunteers for business related expenses pre-approved by the Agency's budget or by the Executive Director. Such expenses include but are not limited to conference or health fair costs, food and food supplies used for AGE, travel costs in conjunction with AGE business (does not include travel to and from location of volunteer assignment).

AGE will not reimburse for sales tax. Tax exemption forms are available in the AGE Internal Mailboxes or with the Finance Department in Suite 100.

Volunteers must submit all expenses on an official reimbursement form which may be found in AGE's Internal Mailboxes. Attached to the reimbursement form must be the original receipt for the expenses in question. Receipts smaller than an 8.5 x 11" piece of paper must be taped to a white, unlined sheet of paper to eliminate loss of receipts.

AGE will reimburse a volunteer for mileage used in a personal vehicle for pre-approved AGE related business. Reimbursement rates will be at a pre-approved rate. To be reimbursed for mileage, volunteers must fill out a mileage reimbursement form found in AGE's Internal Mailboxes. A volunteer is responsible for tracking the beginning and end odometer readings in order to receive reimbursement.

Reimbursement forms must be submitted to the Program Director or Department Director of your volunteer assignment for approval and signature and dating. Following approval, the reimbursement form and receipts will be submitted to the Finance Department.

All reimbursement requests must be submitted within three weeks of the purchase or mileage accrued. Any submissions made after three weeks from the date of purchase may not be honored. The volunteer will be reimbursed the amount approved within three weeks of submission. Reimbursements will be made by check and mailed to the volunteer at the address provided on the reimbursement form.

Special Provisions—YOUTH VOLUNTEERS

Individuals who are 14-18 years of age, hereby referred to as "youth volunteers," may volunteer provided they have provided the written permission of parent or legal guardian. A youth volunteer is subject to all expectations set forth in the volunteer handbook.

The following provisions apply to youth volunteers.

A youth volunteer must submit a completed youth volunteer application with following:

- parent/guardian permission form, signed by the parent or legal guardian
- release from liability, signed by a parent or legal guardian
- media release, signed by a parent or legal guardian
- confidentiality agreement, co-signed by applicant and a parent or legal guardian

A youth volunteer can work

- no more than 3 hours in a day or 18 hours in a week when school is in session.
- no more than 8 hours in a day or 40 hours in a week when school is not in session.
- only between 7:00 AM and 7:00 PM during the school year, and between June 1 and Labor Day, between the hours of 7:00 AM and 9:00 PM.

AGE welcomes families who would like to volunteer together with children under 14 years of age. Volunteers under 14 must be accompanied by a responsible adult (18+) at all times during a volunteer assignment. Prior to placement, the chaperoning adult must complete the volunteer application and appropriate forms.

Special Provisions—SERVICE LEARNING VOLUNTEERS

Individuals who are interested in volunteering with AGE to complete service learning hours for a class or degree component, hereby referred to as “student volunteers,” must be willing to complete a minimum of 24 hours during a semester. Volunteer supervisors will not be able to complete and sign confirmation of hours completed if this requirement is not met.

Special Provisions—GROUP VOLUNTEERING

AGE welcomes groups of individuals who would like to volunteer with us. AGE cannot guarantee volunteer placement for groups but will make every effort to match group applicants to volunteer opportunities based on the interests and availability of the group.

Group Coordination

The volunteer group must identify a Group Leader who is responsible for the safety and well-being of the group members and who will:

- act as the point of contact for the group before and after the schedule service dates;
- obtain a signed confidentiality agreement, media release, and release from liability from each member of the group and submit it to the volunteer coordinator prior to the volunteer service date;
- obtain a parent/guardian permission form, confidentiality agreement, media release, and release from liability signed by a parent or legal guardian, for each group member under the age of 18 (see Youth Volunteer provisions in this handbook);
- provide coordination and supervision for the group while volunteering; and
- ensure all members adhere to AGE’s policies and procedures as outlined in this handbook.

STANDARDS OF CONDUCT

AGE expects all volunteers to behave in a professional and ethical manner and to exercise good judgment while representing the Agency. This Handbook does not address every legal or ethical requirement our Agency faces, but defines the spirit in which we intend to provide services and should guide us in our daily conduct. We challenge volunteers and employees to tackle tough decisions and make smart choices; secure in the knowledge that AGE is committed to doing the right thing.

The following rules are not intended to be comprehensive expectations of volunteers, but are included to help you understand your responsibilities.

Confidentiality

Given the sensitive and highly personal nature of the client-related work performed by the Agency, it is expected that all volunteers having access to client information will consistently and uniformly maintain the privacy and confidentiality of this information both internally and externally, and will only reveal this information on a “need-to-know” basis and only for legitimate Agency purposes. This confidentiality requirement includes the entire period of the volunteer’s service at AGE.

In addition, some volunteers may work with information about costs, computer software, and data which the Agency considers confidential. Information about the Agency's equipment, procedures, clients, or processes should not be discussed beyond Agency requirements. If there is any doubt, volunteers should check with their supervisor or the volunteer coordinator before divulging any information that could be considered confidential. Unauthorized disclosure of confidential information or removal of such information in its physical form from the premises is grounds for dismissal.

Volunteers will be required to sign a Confidentiality Agreement before beginning their volunteer assignment.

Safeguarding the Agency’s confidential information (including our clients’ personal and medical information) is one of the most important obligations each of us has as a volunteer for AGE.

Business Conduct and Ethics

The success of our Agency is dependent on the trust and confidence we earn from our employees, volunteers, clients and families. We gain credibility by adhering to our commitments, displaying honesty and integrity and reaching Agency goals solely through honorable conduct. All volunteers must make every effort to avoid relationships and activities which might impair professional judgment or which might increase the risk of client exploitation in any form.

AGE’s commitment to integrity begins with complying with laws, rules, and regulations where we provide services. Further, each of us must have an understanding of the Agency policies, laws, rules, and regulations that apply to our specific roles. If we are unsure of whether a contemplated action is permitted by law or Agency policy, we should seek the advice from the volunteer supervisor or

volunteer coordinator. We are responsible for preventing violations of law and for speaking up if we see possible violations.

Gratuities are not permitted. Gifts given to the entire AGE staff or to a subset of AGE staff, including volunteers, (such as holiday cookies to be shared by a specific work group) are acceptable, provided that they are reasonable in their monetary value. If there is a question of determination, the volunteer coordinator should be consulted.

Communication

Effective communication is essential to making AGE a successful organization and a great place to volunteer. We expect all volunteers and employees to keep each other informed, take the time to listen, and give prompt and fair consideration to the suggestions, complaints, or problems of others.

If you experience a problem, disagreement, or conflict with another volunteer or co-worker, both parties are encouraged to work out the matter directly with one another, using the following guidelines.

- Wait until a time when both parties have “cooled off” before approaching one another. Taking up a conflict when either party is angry usually doesn’t produce good results.
- Treat one another with respect and courtesy.
- Allow each person to state his/her position, perspective and ideas, without interruption.
- Listen respectfully to and consider carefully the other person’s point of view.
- Explore possible solutions, taking both parties into account. Include the possibility of compromise.
- Make an agreement with one another on how to proceed.
- Follow up to see how the solution is working.

If, after using these guidelines, you are unable to resolve a conflict, then you should bring the matter to the attention of your supervisor. At this point, both individuals should be prepared for the manager to:

- Ask each individual to explain what steps or actions have been taken in an attempt to resolve the conflict; and
- Facilitate the same process as outlined above, in order to guide the parties as they resolve the conflict, consider alternatives, and/or decide on a solution.

Cultural Diversity and Sensitivity

We all differ from one another. As volunteers at AGE, our differences can become more important due to the extremely personal nature of the services we provide. As we work with AGE clients, families, and employees, we need to be aware of different beliefs and practices and be willing to create and maintain an environment that is respectful of all people.

No one can know and understand all the ways we differ from one another. However, we can create an environment that is respectful of differences. To do this, you must be aware of your own feelings about differences and consistently use behaviors that communicate respect.

You have a big role to play when it comes to embracing cultural difference and sensitivity toward other cultures. When dealing with clients, families, employees, and other volunteers:

- Warmly greet each person you interact with.
- Smile and display overall positive body language.
- Show true concern when dealing with clients and their families.
- Offer assistance.
- Maintain confidentiality.
- Use your resources to resolve conflict.

Anti-Harassment

All AGE volunteers and employees have the right to work in an environment free from any type of unlawful discrimination or harassment based on of race, color, ethnicity, religion, age, marital status, sex, sexual orientation or gender identity, national origin, citizen/immigrant status, disability, military, service member, or veteran status, or any other basis protected by applicable law. This includes freedom from sexual harassment in the workplace.

Harassment based on any of the above is considered a form of illegal discrimination. AGE will not tolerate any form of harassment in the workplace.

Sexual Harassment

For purposes of this policy, prohibited sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment;
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual;
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment; or
- such conduct otherwise adversely affects an individual's employment opportunities.

Other Forms of Harassment

Other forms of prohibited harassment include any unwelcome verbal or physical conduct that belittles, shows hostility, or ridicules an individual because of gender, race, color, religion, national origin, age, sexual orientation, disability, or any other characteristic protected by law, when such conduct:

- has the purpose or effect of creating an intimidating, hostile or offensive working environment;
- has the purpose or effect of unreasonably interfering with an individual's work performance; or
- otherwise adversely affects an individual's employment opportunities.

Harassment by Employees, Volunteers, Clients, Vendors, and Other Third Parties

The Agency recognizes that unwelcome harassment can also be perpetrated by an employee, volunteer, vendor, employee of a vendor, client, or other third party. If you believe that you have been or are being harassed, or if you witness what you believe to be harassment by an employee, volunteer, vendor, employee of a vendor, a client, or other third party associated with your volunteer assignment at AGE, you should use the reporting and investigation procedures discussed herein.

Where an investigation reveals that unwelcome harassment has occurred, the Agency will undertake appropriate measures to ensure that the harassment cease.

Reporting Procedures

If you believe that you are or have been subjected to harassment based on any protected status, including, but not limited to any of the conduct listed herein, by any manager, employee, volunteer, client, vendor or any other person in connection with employment at AGE, you should report the incident to your supervisor; or bring the matter to the immediate attention of the volunteer coordinator or a member of the Executive Management team.

Similarly, a volunteer who witnesses harassment directed at a volunteer or employee should immediately report the matter to his/her supervisor, the volunteer coordinator, or a member of the Executive Management team, with or without the permission of the volunteer or employee involved.

A volunteer who believes that he/she has been subjected to prohibited harassment, or who witnesses harassment directed at another volunteer or employee, should not assume that the Agency is already aware of the situation. Even if others observe the conduct, those individuals may not know that the particular conduct or comments are unwelcome. In order for the Agency to resolve a volunteer's concerns, each volunteer must bring such issues to the Agency's attention by following the reporting procedures outlined herein.

Investigation

AGE will take complaints or reports of harassment very seriously and will promptly initiate an investigation. Both the investigation and the resolution of the investigation will be conducted and implemented in as confidential a manner as possible.

Remedial/Corrective Action

AGE will take appropriate remedial action, including disciplinary action when warranted, if an investigation reveals that prohibited harassment, discrimination or retaliation in violation of this policy has occurred.

Volunteers who violate this policy will be subject to corrective action, up to and including termination of their volunteer assignment for a first offense.

Weapons and Anti-Violence

AGE intends to create and sustain for its employees, volunteers, clients and visitors a working environment which is free of workplace violence or the threat of violence.

Therefore, the Agency will assume and vigorously enforce a "zero tolerance" policy with respect to violence or threats of violence directed at any person. Prohibited behavior includes but is not limited to threatening language, whether verbal or written; threatening gestures or pictures; and/or actual violence of any kind directed at any individual.

AGE will take prompt remedial action up to and including immediate termination, against any volunteer who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures. AGE will also take appropriate action when dealing with customers, former employees, volunteers, or visitors to Agency facilities who engage in such behavior. Such action may include notifying the police or other law enforcement authorities.

In addition, AGE expressly prohibits employees, former employees, volunteers, customers, and visitors from bringing unauthorized firearms or other weapons into Agency buildings or into other buildings where Agency business is being conducted.

You must notify your supervisor, the Volunteer Coordinator or a member of the Executive Management team if you are aware of anyone in the possession of firearms in Agency buildings or where Agency business is being performed, any threats or acts of violence, aggressive behavior, threatening or offensive comments or remarks, and any other similar conduct that you may observe.

Drug and Alcohol Policy

Because we are committed to protecting the safety, health and well-being of all volunteers, employees and other individuals in our work environment, AGE has a zero tolerance for alcohol and illegal drugs in the workplace. It is the policy of AGE to comply with the Drug Free Workplace Act, to comply with government regulations, to establish and maintain a drug-free workplace, and to prohibit the unauthorized or unlawful manufacture, distribution, dispensation, transfer, transportation, possession, and use of controlled substances on or off the job.

The Agency reserves the right to conduct drug/alcohol testing on any volunteer when an on-the-job injury occurs, for suspected impairment, to meet contractual obligations, and randomly, as required under certain laws or at the discretion of the Agency.

Tobacco-Free Workplace

AGE is committed to providing a safe and healthy work environment and to promoting the health and well-being of its employees and volunteers. We care about the health of each employee and volunteer and we intend to provide all employees, volunteers and visitors with an environment that is conducive to good health.

The Agency forbids the use of cigarettes, cigars, chewing tobacco, snuff, pipes, snus and any non-FDA-approved nicotine delivery device, such as electronic cigarettes, on any facilities and grounds that are owned, operated or leased by AGE.

This policy applies to employees, volunteers, visitors, clients, contractors, consultants and tenants of AGE. Violations of this policy may lead to corrective action, up to and including termination of employment.

Criminal Record Check

As appropriate for the protection of AGE's clients, volunteers who perform certain assignments are be asked to submit to a background criminal record check. The criminal history record, as received from

the reporting agencies, may include arrest and conviction data as well as plea bargains, deferred adjudications or delinquent conduct committed as a juvenile.

This information may be used, in part, to determine a volunteer's eligibility for a volunteer position with the Agency. Potential and active volunteers who do not agree to the background check may be refused assignment.

As long as a volunteer remains in an active placement with AGE, the criminal history records check may be repeated at any time. It is the responsibility of the volunteer to update the volunteer coordinator if any changes occur in his or her criminal record.

Volunteers have the opportunity to review the criminal history as received by AGE and that a procedure is available for clarifications if a volunteer disputes the record as received.

AGENCY PROPERTY & TECHNOLOGY USE

Equipment Usage

AGE recognizes the importance of technology in maximizing volunteer productivity and enhancing communications, and we strive to empower the use of electronic communications without undue risk. Volunteers are expected to use the Agency's information technology resources in a responsible manner with prudence to secure information assets.

Agency-issued equipment such as computers, telephones, cell phones, printers, internet/server connections, fax lines, furniture, file cabinets, desks, etc. ("Agency-issued equipment"), is intended for the purpose of aiding you in work-related communication and in the efficient performance of your volunteer assignment.

Although assigned for the volunteer's temporary use, Agency-issued equipment remains the property of AGE. Any electronic files created, composed, sent or received by the volunteer using Agency-issued equipment remain the property of AGE. You should not use Agency-issued equipment for personal use without the express written permission of the Executive Director. Unauthorized programs and files may not be used on Agency-issued equipment.

If you are granted computer, server or file access, you are responsible for their safekeeping. You should always exercise care when sending or receiving confidential information.

When your volunteer assignment ends, you must immediately return all Agency-issued equipment.

Workplace Privacy

Since the Agency owns, leases and/or manages the equipment that volunteers use, volunteers have no right or expectation of privacy in the use of or in their activities related to the equipment. This includes, but is not limited to, information that may be stored (electronically or on paper) on/in computers, telephones, cell phones, printers, internet/server connections and fax lines. It also includes other Agency-owned or leased equipment and furniture, such as file cabinets, desks, credenzas, etc.

In order to ensure proper utilization, AGE routinely monitors, accesses, reads, records and/or tracks the use of its equipment and any communications that use Agency networks in any way, including but not limited to: email; data; telephone voice mail; telephone logs; Internet use; network traffic; instant messaging systems; electronic files/documents; and fax machines.

Because volunteers have no right or expectation of privacy in their use of Agency-issued equipment, you are strongly encouraged to refrain from sending, storing or accessing on computers, e-mail systems and voicemail systems, or storing in other equipment such as file cabinets and desks, any personal materials or other materials which they do not wish to be monitored and inspected by Agency management. Such inspections will be conducted by Agency management from time to time, with or without prior notification and with or without the consent or presence of the employee.

The Agency treats electronic messages as a business record. As with any business record, established practices and procedures for the safekeeping, retention and ultimate destruction of the business record must be followed. The Agency may serialize, archive, or retain copies of all internal and external electronic messages.

The following activities are prohibited and may be subject you to disciplinary action, up to and including termination:

- Downloading, uploading, or distributing any material which may be deemed as offensive, discriminatory or harassing by an employee or client.
- Violating copyright laws.
- Distributing threatening or obscene material.
- Distributing material protected by trade secret.
- Utilizing AGE's system for commercial purposes.
- Violating any AGE policy in the use of computers, e-mail, voice mail or internet access.
- Sending, viewing or soliciting sexually-oriented message or images.
- Accessing or viewing web sites that are inappropriate in a professional work environment.

Should you enter a prohibited site in error, you must notify your supervisor or the volunteer coordinator immediately.

Borrowing & Care of Equipment

Volunteers are expected to demonstrate proper care when using the Agency's property and equipment. No property belonging to the Agency, another employee, volunteer, client, or family member of a client may be removed from the premises without the proper authorization of management.

If you lose, break or damages any property not belonging to you, you should report it to your supervisor or the volunteer coordinator at once. The Agency may charge you for lost or damaged property and equipment.

Social Media Policy

For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wikis, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube, and etc. AGE's employees and volunteers are free to publish or comment via social media in accordance with this policy. AGE's employees and volunteers are subject to this policy to the extent they identify themselves as an employee or volunteer of AGE, or employees or volunteers whose positions would be well known within the community.

All uses of social media must follow the same ethical standards that employees and volunteers must otherwise follow.

- Social media identities, logon IDs and user names may not use AGE of Central Texas' name without prior approval from the Executive Director.
- Updates on official Agency accounts are only to be made by designated users within the organization.

- Do not share or post photos or any information about clients of the Agency without prior approval from the client, the program director, and the volunteer coordinator. This may be a violation of federal privacy laws, and will be subject to disciplinary action.
- If any social networking use mentions a specific employee or volunteer, make sure you have that person's permission to write about where they were and what they were doing. Any photos of staff or fellow volunteers posted from organization activities must have the permission of everyone in the photo. If permission is given, those people can be tagged on the photo if it is posted on Facebook, Flickr, etc.
- The public in general, and AGE's employees, volunteers, and clients, reflect a diverse set of customs, values, and points of view. Don't say anything contradictory or in conflict with the Agency's website. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory—such as politics and religion. Use your best judgment and make it clear that the views and opinions expressed are yours alone and do not represent the official views of the Agency.
- It is perfectly acceptable to talk about your work and have a dialog with the community, but it is not okay to publish confidential information. Do not share copyrighted material through any of the organization's official channels, including music, photos, logos, etc. Do not mention any confidential information about the organization, including but not limited to: financial information, pending partnerships or sponsorships, lawsuits, or employment.
- Any communication between employees or volunteers that would be considered inappropriate in the workplace (i.e., sexual harassment, intimidation) is also prohibited between employees or volunteers online. Any social networking contact between adult and youth staff and/or volunteers must be appropriate.
- Any questions about the organization from the media you receive on your social networks should be directed to the appropriate individual.
- During a crisis situation, updates will only be given out through the organizations official channels.

Policy violations will be subject to disciplinary action, up to and including termination of your volunteer assignment at AGE.

GENERAL INFORMATION

Safety

AGE has a vital interest in maintaining a safe, healthful and efficient work environment, and the importance of safety cannot be over-emphasized. The Agency will make every effort to comply with relevant federal and state occupational health and safety laws. Our policy is aimed at minimizing the exposure of our employees, volunteers, customers, and other visitors to our facilities to health or safety risks.

Volunteers are expected to promote and maintain a safe environment by complying with safety rules, safe work practices, and any restrictions that may be established. The following are safety expectations for all volunteers:

- Exercise maximum care and good judgment at all times to prevent accidents and injuries.
- Seek first aid for an injury; report it to your supervisor or the volunteer coordinator if any care beyond minor first aid is required.
- Report unsafe conditions, equipment, or practices to supervisory personnel.
- Use safety equipment provided by AGE at all times.
- Observe conscientiously all safety rules and regulations at all times.
- Notify your supervisor, before the beginning your volunteer assignment, of any current medication you are taking that may cause drowsiness or other side effects.

Security

Providing a safe and secure environment for our employees, volunteers, and clients is essential for the viability of our Agency. Access to the facility is restricted to authorized personnel including volunteers. Volunteers are expected to uphold all established security provisions and notify management of any concerns. All visitors in certain program areas are to be escorted by authorized personnel to ensure proper client confidentiality.

Volunteers are advised never to confront a suspicious person in parking areas or on Agency premises. Instead, you should immediately report the matter to a member of management, who will decide whether the situation warrants contacting law enforcement authorities.

Workplace Injuries

AGE requires that volunteers maintain a policy of insurance covering medical treatment and related costs in the event of an injury a result of participation in activities at AGE. If a volunteers does not maintain a policy of insurance, he or she is liable for medical treatment and related costs in the event of an injury incurred in activities at AGE.

We are committed to timely, quality medical and administrative management of all volunteer accidents or illnesses so that you may return to your volunteer assignment as soon as possible. If you experience a work-related accident or illness, notify your supervisor or the volunteer coordinator within 24 hours.

Volunteer supervisors and the volunteer coordinator are responsible for submitting properly completed incident report forms for all work-related illnesses and injuries and for following up on the incident to determine if there are any contributing factors and if changes can be made to prevent similar incidents from occurring in the future.

Personal Health

You should not report for duty if you have a fever, cold, skin infections, diarrhea, or other signs of infection. You should notify your supervisor or the volunteer coordinator if you are exposed to someone with an infection such as measles, chicken pox, or hepatitis. Before returning to active volunteer status, following an extended absence due to sickness or accident, a note from your personal physician will be required.

Hand Washing: The single most effective way to protect from infection is washing your hands. All volunteers are required to washing their hands according to established procedure:

- Wash hands after client contact
- After using the bathroom
- Before and after eating

Attire and Grooming

AGE has a “business-casual” environment which requires employees and volunteers to present themselves as professionals. It is each volunteer’s responsibility to ensure that his/her appearance, personal hygiene and clothing are in good taste and appropriate for the environment in which we work.

While we generally rely on good judgment as to what constitutes acceptable attire, some items are not appropriate for the AGE work environment, in any circumstances. These include but are not limited to:

- Facial or visible body piercing of any kind (other than piercing for earrings to be worn in the ear lobe);
- Soiled, worn, frayed, ripped/torn, wrinkled, or faded clothing;
- Excessively tight-fitting clothing;
- Excessively short, sheer, low-cut, or other revealing clothing;
- Hats (except head coverings worn in observance of religious beliefs);
- Visible undergarments;
- Flip-flops; and
- Any hairstyle, footwear, clothing, jewelry, or matter of personal grooming that is deemed to present a safety risk to the employee, volunteer, or a client.
- In addition, visible tattoos are discouraged and should generally be covered.

If you are unsure about what is considered appropriate business casual attire at the Agency, you are advised to ask for guidance from your supervisor or the volunteer coordinator. A volunteer who does not comply with this policy may be asked to leave the workplace and return when he/she is appropriately attired or groomed.

Acknowledgement & Receipt of Volunteer Handbook

Volunteer Copy

I acknowledge that I have received AGE of Central Texas' ("AGE's" or the "Agency's") Volunteer Handbook (the "Handbook"), either in electronic or paper format. I certify that I have read the complete Handbook, and have had an opportunity to ask the volunteer coordinator and/or my supervisor any questions I may have about the Handbook.

I understand that the Handbook serves as a set of guidelines only and is neither a contract of employment or volunteering, nor a legal document. Since no handbook or set of policies can anticipate every possible circumstance or situation that may arise in the workplace, I understand that individual circumstances may call for individual attention. I further understand that the contents of this Handbook may be changed at any time at the discretion of the Agency.

I acknowledge that I have entered into my volunteer relationship with AGE voluntarily and acknowledge that there is no specified length of my volunteer assignment. Accordingly, either AGE or I can terminate the relationship at will, with or without cause at any time.

As a condition of my initial and continued volunteer service, I agree to abide by and adhere to the rules and regulations of the Agency.

I understand that my signature below indicates that I have read and understand the above statements.

Volunteer Name (Printed): _____

Volunteer Signature: _____

Date: _____

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