

Erath County Senior Citizens, Inc. Volunteer Application

Name (Last, First, Middle)	Date of Birth	Home or Cell No. (with area code)
Mailing Address (Street, City, State, Zip)		Business No. (with area code)
Who can we thank for referring you to us?		
Name of Employer	Tracks volunteer hours?	Occupation
E-mail address (optional)		

Days I can volunteer:

Monday	Tuesday	Wednesday	Thursday	Friday	Start Date

Have you ever been convicted of a crime? **Yes No** [If yes, please explain the nature of the crime and the date of the conviction and disposition.] *Conviction of a crime is not an automatic disqualification for volunteer work.*

Do you have: a valid driver's license? **No Yes**

Valid car insurance? **No Yes**

Are you or any members of your family currently receiving ECSC services? **No Yes**

Do you speak any language other than English? **No Yes**

Are you fluent in sign language? **No Yes**

Special training, skills, hobbies _____

Groups, clubs, organizational memberships _____

Please describe your prior volunteer experience (include organization names and dates of service).

What experiences have you had that may prepare you to work as a volunteer for Meals on Wheels? _____

Why do you want to volunteer? [or What do you want to gain from this volunteer experience?]

EMERGENCY CONTACT: Please list someone who knows you well and we would need to notify in case of emergency:

Name/Organization

Relationship to You

Phone

1. _____

Please read the following carefully before signing this application:

I understand that this is an application for and not a commitment or promise of volunteer opportunity.

I certify that I have and will provide information throughout the selection process, including on this application for a volunteer position and in interviews with Erath County Senior Citizens, Inc., that is true, correct and complete to the best of my knowledge. I certify that I have and will answer all questions to the best of my ability and that I have not and will not withhold any information that would unfavorably affect my application for a volunteer position. I understand that information contained on my application will be verified by ECSC. I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for a volunteer position with ECSC or my termination as a volunteer.

I hereby authorize any organization affiliated with ECSC to investigate my background to verify the credentials that I have presented, such as driver's license, DMV record and/or vehicle insurance as necessary for the consideration of my application for the volunteer position.

Signature _____ Date _____

Erath County Senior Citizens, Inc.

Volunteer Job Description

Purpose: As a volunteer for Erath County Senior Citizens, Inc., there are several guidelines that must be followed in order to ensure your safety as a volunteer and the safety of our clients who receive Home-Delivered Meals. This job description outlines the scope of your job as a volunteer, *which focuses on safely delivering a noontime meal to a prescribed clients' home.*

- Guidelines:**
1. Always make contact with the client and NEVER leave the meal on the doorstep.
 2. If at anytime you feel the client is in medical distress, call 911 first then call the Executive Director to report the incident.
 3. Report any suspected case of abuse, neglect, or injury to the Executive Director or Meal Coordinator.
 4. If the client makes a donation, mark the receipt of the donation on the Route Sheet.
 5. Please sign the bottom of the route sheet and write down approximately how long it takes to deliver the route.
 6. If no one answers the door, leave a yellow "Sorry we missed you" tag on the client's door and let the Executive Director or Meal Coordinator know so they can check on them.
 7. Please treat each client with respect and dignity and safeguard their personal information.
 8. If any questions or concerns arise during delivery, contact the Erath County Senior Citizens office at 254-965-3510 (or 254-445-2898 in Dublin).

Report to: On-site Meal Coordinator or Executive Director

Time Required: The volunteer position usually requires one hour a day, once a week to deliver an assigned route. In addition, each volunteer is asked to attend New Volunteer Orientation prior to beginning and the Volunteer Annual Refresher.

Support Provided: Training for this position will be provided by the On-site Meal Coordinator or Executive Director. ECSC staff members are available to answer questions and provide other assistance as needed.

Volunteer's Signature

Date

Director's Signature

Date



**Area Agency on Aging of North Central Texas
Acknowledgement of Responsibility for Reporting Abuse, Neglect and Exploitation and
Reasonably Suspicion of a Crime.**

Reporting Abuse and Neglect

Texas law requires any person who believes that a child or person 65 years or older or an adult with disabilities is being abused, neglected, or exploited to report the circumstances to the Texas Department of Family and Protective Services (DFPS) Abuse Hotline. A person making a report is immune from civil or criminal liability, and the name of the person making the report is kept confidential. Any person who suspects abuse and does not report it can be held liable for a Class-A misdemeanor.

For life threatening or emergency situations, call your local law enforcement agency or 911 immediately, and then make a report to DFPS.

There are two resources for reporting abuse, neglect and exploitation. One resource to report perpetrators who are paid providers and one to report perpetrators who are not paid providers

Texas Department of Family and Protective Services

If a client is being subjected to abuse, neglect or exploitation by someone who is not a paid provider, contact the Texas Department of Family and Protective Services

By Phone: Call the Abuse Hotline, 24 hours a day, 7 days a week, toll-free **1-800-252-5400** from anywhere in the US to report abuse or neglect that occurred in Texas.

By Secure Internet Website: From your internet browser, go to <https://www.txabusehotline.org>.

Texas Department of Aging and Disability Services

If a client is being subjected to abuse, neglect or exploitation by someone who is a paid provider, contact the Texas Department of Aging and Disability Services at **1-800-458-9858**.

I acknowledge my responsibility as an employee, contract employee, vendor or volunteer of a DADS service agency to report reasonable suspicion of a crime against an individual. I understand that I should report any incident that I suspect may be a crime even if I am not sure. I realize that if I fail to report as required, I may be subject to civil money penalties and/or barred from participation in any federal health care program.

Employee, Contract Employee, Vendor or Volunteer Name (Printed/ Signature)

Agency

Date

Erath County Senior Citizens, Inc.

Volunteer Training Guide

I. Older Americans Act of 1965

(Public law 89-73) An Act to provide assistance in the development of new or improved programs to help older persons through grants to the States for community planning services and for training, through research, development, or training project grants, and to establish with the Department of Health, Education and Welfare an operating agency to be designated as the "Administration on Aging."

- One particular section or Title of this law is the basis for our program (Title III - GRANTS FOR STATE AND COMMUNITY PROGRAMS ON AGING). Some of the objectives of this law are:
 - Efficient community services, including nutrition services, access to low-cost transportation, in-home services, and disease and health prevention programs.
 - Freedom, independence, and the free exercise of individual initiative in planning and operation and managing their own lives, full participation in the planning and operation of community-based services and programs provided for their benefit, and protection against abuse, neglect, and exploitation.
- "Older Individual" is defined as a person 60 years of age or older.
- "Disability" is defined as a disability attributable to mental or physical impairments, that results in substantial functional limitations in 1 or more areas of major life activity, such as mobility, receptive and expressive language, self-direction, or cognitive functioning.

II. Home Delivered Meal Program

- Provide older individuals, 5 or more days a week, at least one home-delivered hot, cold, frozen, dried, canned, or supplemental foods meal per day.
- Meals must comply with the Dietary Guidelines for Americans and provide a minimum 1/3 daily recommended dietary allowances.

A. Meal Delivery Guidelines

As a volunteer for the Erath County Senior Citizens, Inc. there are several guidelines that must be followed in order to ensure your safety as a volunteer, and the safety of our clients who receive Home-Delivered Meals.

Please keep these guidelines in mind as you deliver the meals.

- Meals (Stephenville Area) should be picked up at the Erath County Senior Citizens Inc. office located at 310 W. Lingleville Rd. between 10:30 a.m. and 11:00 a.m.
- Meals (Dublin Area) should be picked up at the Three Oaks Retirement Center (old emergency entrance) located at 118 E. Live Oak Street, between 10:30 a.m. and 11:00 a.m.
- Remember to handle the food containers carefully because they are hot.
- Always make contact with the client. Do not leave the meal on the doorstep, even if the client leaves a note.
- If at any time you feel the client is in medical distress, call 911 first and then call the Executive Director to report the incident.
- If at any time you feel the client is being abused, neglected, or has incurred an injury please report it to the Executive Director. You can do so by leaving a note on the route sheet, calling the office, or reporting it in person.
- If the client makes a donation, please make a note on the route sheet by the client's name, and give the donation to the Executive Director or the Coordinator Specialist at the end of your route. We are required to account for participant donations received on a daily basis.
- Please sign the bottom of the route sheet and write down approximately how long it takes you to deliver your route. This helps us track daily deliveries as well as tracking the amount of time each route takes to deliver.
- If someone does not answer their door, please let the Executive Director or the Coordinator Specialist know so

we can check on the client to ensure their safety. This can be done by making a note on the route sheet.

- If you need assistance or have questions call the Erath County Senior Citizens, Inc. office at (254)965-3510. This number is also located at the bottom of each route sheet.

B. Client Confidentiality

It is important to remember that you must respect the dignity and privacy of our clients. You must remember that client information is confidential.

C. Volunteer Job Description

ERATH COUNTY SENIOR CITIZENS, INC.

VOLUNTEER JOB DESCRIPTION

As a volunteer for the Erath County Senior Citizens, Inc. there are several guidelines that must be followed in order to ensure safety as a volunteer and the safety of our clients who receive Home-Delivered Meals.

Please keep these guidelines in mind as you deliver the meals:

1. I will always make contact with the client. I will not leave the meal on the doorstep.
2. If at any time I feel the client is in medical distress, I will call 911 first and then call the Executive director or Coordinator Specialist.
3. I will report any suspected case of abuse, neglect, or injury to the Executive Director or Coordinator Specialist.
4. If the client makes a donation, I will make a note on the route sheet and give the donation to the Executive Director or Coordinator Specialist upon my return to the office.
5. I will sign the bottom of the route sheet and write down approximately how long it takes me to deliver the route.
6. If someone does not answer the door, I will let the Executive Director or the Coordinator Specialist know so they can check on the client to ensure their safety. I can do this by making a note on the route sheet, calling the office or reporting to the Executive Director or Coordinator Specialist when I return to the office.

VOLUNTEER CODE OF RESPONSIBILITY

BE SURE.

Look into your heart and know that you really want to help people.

BE CONVINCED.

Offer your service only if you believe in the value of what you are doing.

BE LOYAL

Offer suggestions; encourage.

ACCEPT THE RULES

If you don't understand, ask for clarification so that frustration won't erode your morale.

BE WILLING TO LEARN

Training is essential to get any job done well.

KEEP ON LEARNING

Know all you can about our organization and the part you are playing in it.

WELCOME SUPERVISION

You will do a better job and enjoy it more if you are doing what is needed of you.

BE DEPENDABLE

Do at least what you have agreed to do.

BE A TEAM PLAYER

Take pride in your team and help its members to pull together.

BE ASSURED THAT YOU HAVE OUR SUPPORT AND GRATITUDE

Thanks for being in the front lines of the battle to help all those who need it.

How to Report Abuse

STOP! If you feel your situation is an emergency, please contact 911 or your local emergency hotline. If reporting abuse please provide the following information to the best of your ability:

Alleged Perpetrator, if applicable:

- Name
- Address
- Telephone number
- Date of Birth
- Gender
- Ethnicity/Race
- Preferred language
- Marital Status
- Relationship to client

About you:

- Name
- Address
- Telephone number
- How do you know about the situation you are reporting?

Remember: Call **1-800-252-5400** to report abuse or neglect of children, elders, and adults with disabilities.

To report elderly abuse or neglect, call **1-800-252-5400** or use our secure website: <https://www.txabusehotline.org>

States that do not border Texas may use **(512)834-3784** to report abuse, neglect or exploitation that has occurred in Texas.

The law requires any person who believes that an elderly or adult with disabilities is being abused, neglected or exploited to report the circumstance to the Texas Department of Family and Protective services (DFPS) Statewide Intake. A person making a report is immune from civil or criminal liability, and the name of the person making the report is kept confidential. Any person suspecting abuse and not reporting it can be held liable for a Class B misdemeanor. SWI will accept anonymous reports; however, it is beneficial to the victim if the investigating worker is able to obtain as much detailed information as possible. Time frames for investigating reports are based on the severity of the allegations.

See Human Resources Code, Subchapter B. Reports of Abuse, Neglect, or Exploitation: Immunities, 48.051 - 48.054 for more information regarding the law statute on reporting.

ERATH COUNTY SENIOR CITIZENS, INC.
PROCEDURE FOR HOME-DELIVERED MEAL PARTICIPANTS
WHO HAVE AGGRESSIVE ANIMALS

If a volunteer attempts to deliver a meal to a Home-Delivered Meal participant, and that participant has an animal of any kind that exhibits aggressive behavior, the volunteer should:

1. Request that the participant maintain control of the animal until the meal can be placed in the participant's home.
2. If the participant is unable or unwilling to comply with volunteer's request, the volunteer should leave the participant resident immediately, without delivering the meal.
3. Make a note on the route sheet that the participant has an animal that is exhibiting aggression.
4. Return the route sheet and inform the Executive Director of the situation.
5. The Executive Director will attempt to contact the participant by phone to discuss the incident.
6. If the participant states that he/she cannot or will not maintain control of the animal, the participant will be notified that home-delivered meal services will be suspended immediately and/or terminated until the participant is able or willing to control the aggressive animal.
7. If the Executive Director cannot make contact with the participant by phone, the Executive Director will contact the participant in writing that his/her home-delivered meal service will be suspended and/or terminated until the participant is able to do so.

**Erath County Senior Citizens, Inc.
Volunteers' Animal Bite Directive**

What to do if you are bitten:

- **If immediate medical attention is needed, call 9-1-1.**
- **Call the Meals on Wheels office immediately or as soon as possible at 254-965-3510 to report the incident to the office staff.**
- **Please tell them where and when the incident occurred and if you are able to complete the route.**
- **Notify the police department (or Sheriff's Department if out of city limits) so that an incident report can be filed.**
- **Contact your primary healthcare provider as soon as possible.**

Reporting the incident to your healthcare provider and local law enforcement:

If you or someone you know is bitten by an animal, remember these facts to report to your healthcare provider and local law enforcement:

- location of the accident
- type of animal involved (domestic pet or wild animal)
- type of exposure (cut, scratch, licking of open wound)
- part of the body involved
- number of exposures
- whether or not the animal has been immunized against rabies
- whether or not the animal is sick or well - if "sick," what symptoms were present in the animal
- whether or not the animal is available for testing or quarantine

What will ECSC do after an animal bite is reported?

- If the bite is severe and the volunteer must seek immediate medical attention, the Executive Director will designate a staff member to complete the rest of the route.
- The Executive Director will notify local law enforcement, if needed, and meet the volunteer and local law enforcement at the hospital to help file an incident report.
- If the animal belonged to a ECSC client, refer to the Aggressive Animal Policy. If the client is Title XIX or XX, notify the assigned caseworker as soon as possible.
- If the client has been previously warned about the animal, all services will be immediately terminated and appropriate caseworker notified. Client will be notified in similar fashion as under the Aggressive Animal Policy.
- If the animal did not belong to a client, other volunteers will be made aware of the potential risk in the neighborhood. If needed, notes will be made on the route sheet regarding neighboring animals. If the animal was a non-domestic animal, volunteers will be advised as needed.
- Once the incident report has been filed with local law enforcement, the Executive Director will file a request for a copy of the report to keep as a record.