

Volunteer Training 2020

Please observe CDC guidelines concerning COVID-19:

- **Wash hands often and for at least 20 seconds.**
 - **Use hand sanitizer when washing is not available.**
- **Wear a face covering when coming within 6 feet of other people.**
 - **Don't touch eyes, nose or mouth.**
 - **Clean surfaces frequently.**

Please maintain good personal hygiene while delivering meals:

- **Wash or sanitize hands before handling meal containers.**
- **Don't touch meals with dirty hands to avoid cross contamination.**
- **Keep containers closed in order to maintain temperatures.**

Volunteer Training 2020

Confidentiality:

In order to better ensure our client's privacy we would appreciate you visiting our website to take a short HIPPA training module. In this module you will learn how to:

- Protect the rights of persons receiving services from HHSC and MOW**
- Responsibly handle Protected Health Information (PHI)**
- Identify what information needs protection**
- Display an understanding of HIPPA**
- Eliminate the potential for penalties from misuse of PHI**

This training needs to be completed by ALL volunteers on a home computer. If you do not have access to a home computer or you need help with this training please contact the office.

I have read and agree to abide by the terms of this training.

Name _____

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 202 East Clinton, 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.