



## VOLUNTEER POLICIES AND PROCEDURES

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1. **Volunteers must have on file a signed copy of the following:**
  - a. [Volunteer Application](#)
  - b. [Volunteer Policies and Procedures](#)
  - c. [Confidentiality Agreement](#)
2. **IVC will obtain and keep on file Criminal Background Checks on all volunteers over the age of 18, and Driver Abstracts for volunteers over the age of 21** who drive care receivers, and update these at least biennially. Volunteers must agree to authorize obtaining these.
3. **Volunteers must provide and keep current a valid Washington State Driver's License. Volunteers driving care receivers must be 21 years of age or older.**
4. **All vehicles used to transport care receivers must be registered and on file with the Island Volunteer Caregivers office.** Vehicles must be owned by the volunteer and pass our vehicle inspection and volunteers must carry and keep current the minimum insurance coverage required by the state their car is registered in.
5. **If a volunteer has an out of state license, they must request a copy of their driver abstract from the state their license is issued and submit it to IVC.** In this case, the volunteer will incur the cost of the request. If/when the volunteer acquires a license from the State of Washington, they must submit a copy of the new license to IVC.
6. **Volunteers are to maintain their vehicles in mechanically sound condition and enforce the use of seatbelts by all care receivers being transported.**
7. **Volunteers must maintain 4 points or less on the Driver Rating Scale in a 3-year period to transport a care receiver for IVC (except with specific approval from Program Manager or Executive Director).** Volunteers will notify the IVC office if they are involved in a vehicle accident as the driver or receive any traffic citation. All incidents must be reported even if it occurs outside the scope of volunteer activity.
8. **Volunteers must adhere to our Inclement Weather Policy.** We do not want our volunteers driving in unsafe conditions. If we are experiencing snow and/or icy conditions, if our area is under a winter storm advisory, if trees have fallen, roads are flooded, or for any reason the volunteer or IVC does not feel the drive can be made safely, the volunteer driver or a staff person from IVC will cancel all rides.

9. **Volunteers must read the notes provided in the email that is sent with a care receiver's information** upon accepting a care receiver request shift and make note of guidelines concerning safety and mobility of the care receiver.
10. **In the event you are involved in an automobile accident while driving for Island Volunteer Caregivers:**
  - a. Call 911 if there are injuries
  - b. File an accident report within 4 days with Washington State Patrol if damage over \$1000
  - c. Contact IVC as soon as possible
  - d. Contact your Automobile Insurance Agent
11. **Volunteers may not proselytize** (attempt to convert others to their own faith) or have religious discussions that bring discomfort to the care receiver.
12. **Volunteers should not provide the following services:**
  - a. **Personal Care:** bathing, toileting, feeding
  - b. **Medical:** offering advice or dispensing over the counter or prescription medications, or setting up medication boxes for care receivers
  - c. **Financial or Legal:** serving as Power of Attorney, paying bills, balancing checkbook, or signing any legal papers
  - d. **Transportation for care receivers under sedation.** Volunteers may not drive care receivers who are under sedation, conscious or otherwise. The only exception is if the care receiver has an authorized adult with them in the car who is responsible for their care. This cannot be the driver
13. **Volunteers should not assist in any transfers that require lifting.** Volunteers may assist a care receiver who is able to lift, lower, and move himself but requires steadying or support to be safe. Volunteers should not, however, lift care receivers.
14. **Volunteers will not interact with care receivers they believe to be under the influence of drugs or alcohol.** Volunteers will inform the IVC office immediately if they suspect a care receiver is under the influence.
15. **Volunteers should not expose a care receiver to contagious conditions.** If you develop a cold, flu, fever, COVID or similar viral or bacterial infection, let the IVC office know so that alternative arrangements can be made.
16. **If the care receiver does not answer the door:**
  - a. Check around the house; look through the windows; call them on the phone
  - b. Try to contact a neighbor or, if appropriate, a building manager or call their emergency contact
  - c. Call the IVC office and advise them of the situation
17. **If the care receiver has an accident (fall, etc.):**
  - a. Do not move the care receiver except in a potentially hazardous situation
  - b. Ask them to describe what is wrong, where it hurts, etc., if they are able to speak
  - c. Call 911. If they have fallen, don't help the person up. They may be injured and not know it
  - d. Notify the IVC office
18. **Volunteers must report any suspicion of abuse-physical, emotional, sexual, or financial, to IVC staff.**

19. **Volunteers should not solicit or promote any personal business** to care receivers, or care receiver's family members or friends whom they meet while representing IVC as a volunteer. If in doubt, consult with IVC staff.
20. **Volunteers should not give or accept gifts of material value or accept personal gratuities or tips from care receivers, but may encourage them to make any donation directly to Island Volunteer Caregivers.** However, the giving and receiving of small tokens of respect, friendship and appreciation (e.g., a card or a flower) is not discouraged if the gifts are a natural expression of the person's lifestyle. Be aware that for some people, giving or receiving even the smallest gift places them in a position of obligation or establishes patterns that interfere with relationships. If gifts are given or received, they should be under \$10.
21. **Volunteers should inform IVC if they are not able to work with a particular care receiver.**
22. **Volunteers will submit accurate reports of which care receivers services were provided for, hours and mileage driven.** The volunteer is responsible for keeping the IVC staff current on the status of his/her assignment. *The volunteer is an important link in the monitoring and communicating of the care receiver's condition. Report to the IVC staff within 24 hours all information that shows a dramatic change in condition(s) or the needs of the care receiver. If there are doubts, the volunteer should still discuss concerns with the IVC staff.*
23. **Volunteers are expected to use Due Care and Prudent Action.** Use common sense and good judgment. Do not take any action that would endanger the care receiver or yourself. When in doubt, always call 911.
24. **A volunteer may be dismissed from the IVC program for any of the following reasons:**
- a. Violation of policies, procedures, and /or Confidentiality Agreement
  - b. Endangering the welfare of the care receiver or family member
  - c. Inappropriate behavior with the care receiver or family members
25. **Non-Discrimination Policy:** We believe in a society free of economic oppression, racism and discrimination in which every person lives in a safe and healthy environment, is respected and included, and has agency over the decisions that shape their lives. IVC does not discriminate on the basis of race, gender, religion, age, marital or family status, income, political beliefs, sexual orientation, national origin, or military status.

**I have read, understand and agree to the above policies.**

Signature\_\_\_\_\_

Date\_\_\_\_\_