



AGING TRUE
Community Senior Services

VOLUNTEER HANDBOOK

2023

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Welcome Letter

Hello!

Thank you for your interest in volunteering with Aging True – we are honored that you've chosen to serve alongside us to support our community's seniors. This handbook is crafted to provide you with information about our organization, details about our volunteer opportunities, and guidelines to ensure you have all you need to get started volunteering.

At Aging True, we believe volunteers to be a necessary part of achieving our mission of providing essential and innovative care to seniors, their families and the community to prepare for and support graceful aging. Aging True is a 501c3 non-profit corporation, and as a result utilizing volunteer-work to support our vital programs allows us to serve more seniors and more efficiently meet the needs in Northeast Florida.

Volunteering not only provides benefits to those who are being served, but also to the volunteers themselves. Many studies have demonstrated that the altruistic nature of helping others can be a major source of satisfaction for those providing the assistance and can serve as an engaging way to stay connected with your community. By volunteering with our organization, you are directly benefiting one of our community's most vulnerable and often overlooked populations – seniors.

The cause we serve is quite unique. Growing older is a shared principle among all demographics, groups, and individuals. Whether it's your parents, your neighbor, or yourself, we all know someone elderly. As the proud champion of positive aging, Aging True is committed to building inclusive communities by delivering more choices and resources for these seniors to thrive.

We value your time and commitment as a volunteer, and hope you find your time serving with us fulfilling and rewarding. If you have any questions that this handbook doesn't address, please don't hesitate to contact our front office at 904-807-1203. Thank you once again, and on behalf of all of our staff at Aging True, welcome!

Sincerely,

The Aging True Executive Leadership Team



AGING TRUE
Community Senior Services

About Aging True

Aging True is a non-profit, charitable organization supporting home-based senior independence in Northeast Florida. We have served hundreds of thousands of seniors, their families, and the community in our over 60 years of operation. Through the services our professionals develop and administer, we provide seniors with the care & assistance they need to live independently longer. Our programs are designed specifically to serve and educate the frail elderly and disabled in our region.

OUR MISSION

To provide essential and innovative services and care for individuals, families, and communities throughout Northeast Florida to prepare for and support graceful aging.



OUR VISION

Proud champions of positive aging — building inclusive communities by delivering more choices and resources for seniors to thrive.

Today, Aging True is one of Northeast Florida's largest non-profit providers of senior services and a leader in enabling home-based senior independence. Aging True services reach more than 6,000 Northeast Florida seniors each year. Our dedicated focus on the needs of seniors is steadfast, and as the number of seniors in need continues to grow, our programs and services become even more vital.

We began our journey in 1962, when the Cathedral Foundation of Jacksonville (our original name) was established by a group of St. John's Episcopal Cathedral parishioners who were concerned about the health and welfare of the elderly in Jacksonville. Faithfully serving our area, we remained continually dynamic in our service offerings to meet the needs of our community.

Today, Aging True is one of Northeast Florida's largest non-profit providers of senior services and a leader in supporting home-based senior independence.

The Programs and Services of Aging True

Aging True is a non-profit, charitable organization supporting home-based senior independence in Northeast Florida. We have served hundreds of thousands of seniors, their families, and the community in our over 60 years of operation. Through the services our professionals develop and administer, we provide seniors with the care & assistance they need to live independently longer. Our programs are designed specifically to serve and educate the frail elderly and disabled in our region.



AGING TRUE™

Community Senior Services

*A Non-Profit Organization Enabling Home-Based
Senior Independence in Northeast Florida*

Healthcare Services Provided by Aging True

Healthcare encompasses the body and the mind. Physical health can affect mental wellness and vice versa. Aging True understands this balance can be difficult to maintain, especially as we grow older. Our holistic approach to care includes a licensed Adult Day Care and a variety of mental wellness services to meet each individual's needs.

Mental Wellness Program

Aging True provides vital mental health services for seniors and their caregivers, as well as individuals who are home-bound, disabled, or otherwise unable to access traditional methods of receiving mental healthcare. These services include person-centered recovery coaching; in-home individual mental health assessment and counseling; support groups for depression, anxiety, or grief and loss issues.

Some of our mental wellness offerings include:

- In-Home Assessment, Referral, and Follow-up Services by Clinical Social Workers
- TeleHealth Virtual Mental Health Counseling
- Florida Self-Directed Care Program (18 Years and Older)
- Memory Enhancement Program
- Support Groups for Seniors and Caregivers

Adult Day Care

Adult Day Care Programs provide assistance for seniors who are able to live at home but may require extra support and care. Aging true operates the Adult Day Care located at the Clayton and Mildred Revels Senior Center in Green Cove Springs.

Our center brings peace of mind to caregivers while offering a secure environment for socialization, health monitoring, nutritional guidance, and activities under the supervision of a Registered Nurse. Our entire staff is extremely caring and knowledgeable about helping those with disabilities and memory impairment. Aging True's Adult Day Care is licensed through AHCA: Registration #8232.



Homecare Services Provided by Aging True

Seniors who remain in their homes tend to live fuller, happier lives. Aging True's home-based services provide seniors with the care and assistance they need to live independently.

In-Home Services Department

As we age, our needs and abilities change, and no two people are exactly the same. Aging True's in-home services are custom designed to provide the unique support each senior needs to live independently. After an initial assessment, our staff create a care plan specific to you and re-evaluate it regularly to ensure you continue to receive the right care for your changing needs.

Through our established network of partners, Aging True offers a continuum of care designed to provide effective support for the frail and elderly. We maintain a close relationship with each client and supervise services such as homemaking, adult day care, and home-delivered meals.

Clients may have a case manager assigned to them to assess their needs and connect them to services and resources unique to their situation. The case manager then monitors services on a regular basis to determine the continued appropriateness and effectiveness of each service.

Examples of Services

The care services provided by Aging True are carefully considered for each client's needs. These are some of the many services that our case managers may offer to clients.



Homemaking

Homemaking services that may be provided by our staff include light housekeeping and seasonal cleaning, simple household repairs, laundry, grocery shopping, pest control, and more.

Daily Money Management

Seniors in financial crisis can receive budgeting and daily money management, financial education, information on available resources and advocacy in applying for eligible benefits. Aging True also can be granted the use of Representative Payee through Social Security, Durable Power of Attorney and Court Appointed Guardianship to assist in financial management.

Nutrition Services Provided by Aging True

As we age, our dietary needs change. Aging True offers nutrition health education, resources for making healthy food choices, and provides nutritionally-balanced meals through home delivery meal services and congregate meal sites throughout Clay and Duval Counties. Our dedicated team of staff and volunteers deliver hundreds of meals each day to home-bound seniors and disabled individuals at no cost to the recipients, who meet the eligibility requirements. However, there is also a fee-for-service option available to seniors, which provides them with a meal and the reassurance that someone will check in on them and their well-being when meals are delivered.

Our registered dietitian creates monthly menu plans specifically designed to strengthen and support senior health, and promote vitality and well-being. These nutritious meals are prepared at our centrally-located facility for our Meals on Wheels delivery program and the congregate meal sites throughout Clay and Duval Counties.

Home Meal Delivery

Aging True staff and volunteers provide hundreds of meals to homebound seniors and



disabled residents in Clay and Duval Counties every day. On average, we deliver nearly 300,000 hot and frozen meals to frail, home-bound senior and disabled residents each year, and that number continues to grow. This nutritional support promotes senior health, vitality and independence. The daily interaction between our drivers and meal recipients allows for ongoing evaluation of each recipient's changing needs. When Aging True drivers deliver a meal, they provide more

than just food and a friendly smile - they also provide a safety check with each delivery, and routinely connect our meal recipients to a wide-variety of additional resources.

Aging True has been a proud member of Meals on Wheels America since 1974.

Congregate Meal Sites

Aging True's dietary staff also prepares hot, nutritious meals for congregate meal sites throughout Clay and Duval Counties. These sites allow capable seniors to travel to a centralized community location to receive their meals along with other services. These sites provide elderly and disabled residents access to healthy, nutritious meals, offer targeted nutritional education and provide a safe social atmosphere. Many sites are located at community senior centers, where additional activities may be available.

Nutrition and Health Education

Aging True offers monthly nutrition and health education programs to Meals on Wheels recipients, via its monthly newsletter. Aging True also provides one-on-one nutritional counseling.

Recreation Services Provided by Aging True

A critical part of comfortably aging in place is staying active and engaged. Aging True offers a suite of services and programs to achieve this – notably our four senior centers located in Clay County. These centers are owned and operated by Aging True and provide an invaluable social outlet to our clients. There are no fees to attend the senior centers.

Clay County Community Senior Centers



Aging True operates four senior centers for Clay County residents. These centers offer social, educational and recreational activities for seniors in the community and serve as congregate meal sites for registered diners. They are located in Orange Park, Green Cove Springs, Middleburg, and Keystone Heights. The Green Cove Springs center is also home to Aging True's Adult Day Care program.

Activities and Programs

Every Senior Center offers activities focused on education, wellness and social interaction. The activities and programs are custom selected for each community center according to the needs and interests of the seniors who attend.

Nutritious Meals

Hot, nutritionally balanced meals are offered every Monday through Friday at all four centers. These meals meet at least one-third of the current daily Recommended Dietary Allowance (RDA). Some centers may also offer breakfast.

Referrals

Individuals interested in additional services or who have unmet needs may contact staff to obtain information about available options. Staff at the senior centers will provide guidance, contact information, and follow-up as needed for services or resources that are available.

Advisory Councils

Advisory Boards and Site Councils make recommendations and provide support to senior centers and the Senior Services Nutrition Program. Registered center participants are invited to serve on center advisory councils.

Independent Living Provided by Aging True

Aging True offers Independent Senior Living experiences through our residential buildings in Downtown Jacksonville. These buildings offer a stress free, affordable alternative to more costly and involved retirement living. Our friendly staff strive to constantly support our seniors in living full, active lives. We provide over 700 apartment units in the area.

Cathedral Residences

Cathedral Residences is a lively, active community where people care about one another and work to maintain a friendly and supportive neighborhood environment. Coming to live at Cathedral Residences is a gracious yet practical alternative for your retirement. It's home without the worries of upkeep and maintenance.

Ashley Square

Ashley Square is a new senior living (62+) construction development located next to our other buildings in Downtown Jacksonville. Ashley Square is a six story building, with two floors of parking, an amenities area located on the ground level, and four floors consisting of 96 one-bedroom and 24 two-bedroom units totaling 120 units. All apartments are equipped with multiple energy efficient features, including a kitchen, bathroom(s), and storage closets. Amenities include a clubhouse, on-site laundry, fitness center and free parking.



Aging True Volunteer Opportunities

Meals on Wheels

Deliver more than a meal – provide kind words, a warm smile, and a community connection to seniors. Individuals and groups, such as offices, churches, civic organizations, and fraternities/sororities, can become meal-delivery volunteers. Meals on Wheels volunteers pick up meals from a designated drop site in their area and deliver them on the same route at least once a month (ideally once a week). A volunteer route typically covers less than 10 miles and can be completed within 60 minutes. Volunteers must provide their own transportation.

RELIEF Program

Our RELIEF program is open to volunteers ages 18 and older who can provide respite to our client's caregivers, who are overdue for a much-needed break from their responsibilities. During the short periods spent with our clients, RELIEF volunteers help exercise, socialize, and motivate the seniors. They are also encouraged to foster contact with family members through calls, letters, or emails they help the senior write. All volunteers receive a small stipend to offset the cost of travel and meals on the go.

Call Down Volunteer

Throughout the year, we utilize volunteers to assist in making contact with large quantities of our seniors at one time for special occasions such as hurricane preparedness calls or holiday meal confirmation calls.

Clay County Senior Centers

Aging True operates four senior centers in Clay County located in Green Cove Springs, Orange Park, Keystone Heights, and Middleburg. Volunteer opportunities for these sites include meal serving, arts and crafts, and activities.

Cathedral Café (Group Volunteer Opportunity)

Open to groups of volunteers of up to 5 individuals per day, the Cathedral Cafe serves as Aging True's congregate meal site in downtown Jacksonville. The Cathedral Cafe is located inside our senior residence at 701 N Ocean St., Tuesday - Thursday. Volunteers are requested to socialize with the seniors and disabled at the Cafe, set up, serve, and help clean after lunch. In addition, the Café is a fantastic opportunity for corporations, families, and organizations to spend a quick two hours supporting seniors.

Special Events

Aging True periodically holds special events such as golf tournaments, holiday gift drives, Thanksgiving meal delivery, and special activities or parties for our clients.

Standards, Professionalism and Ethics

The purpose of this section is to set the standards of behavior expected from volunteers of Aging True. As you will be serving our clients and in some regards representing Aging True, all volunteers are required to become familiar with Aging True rules and standards of conduct, and are expected to follow these rules and standards faithfully in doing their own jobs and while conducting the company's business. Additionally, any volunteer who is affiliated with an opportunity involving another partner agency of Aging True must adhere to their guidelines and standards that they outline.

Attendance, absences, and lateness

The services we provide to our community are vital, and the seniors that we serve depend on them. Therefore, it is of utmost importance that their access to service remains consistent. As you are volunteering to assist Aging True in facilitating these necessary services, you must adhere to the schedule agreed upon when beginning your role. From time to time, it may be necessary for volunteers to be late or absent from their duties. Aging True is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside volunteer schedules may arise.

It is the responsibility of the volunteer to contact all affected parties if they will be absent or late. Supervisors and volunteer coordinators must be contacted as soon as the volunteer can reasonably call, but in no case should a volunteer fail to contact their supervisor within two working days, unless the volunteer is medically unable to call.

Harassment Policy

Aging True does not tolerate any form of harassment. Harassment can take many forms. It may be, but is not limited to epithets, slurs or negative stereotyping; threatening or hostile acts, written or graphic materials that denigrates or shows hostility or aversion toward an individual or group (including through email), words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

Sexual Harassment Policy

Aging True does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating environment and prevents an individual from effectively performing the duties of their position.

Sexual Harassment Policy (cont.)

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include but are not limited to: unwanted sexual advances or request for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering or catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through email); and other physical, verbal or visual conduct of a sexual nature. Sex-based harassment that is harassment not involving sexual activity or language (e.g. certain gendered manager yells at only opposite gendered volunteers) may also constitute discrimination if it is severe or pervasive and directed at volunteers because of their sex.

Retaliation

Aging True prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination is a serious violation of this policy and like a harassment or discrimination itself, will be subject to disciplinary action.

Confidential and Non-Disclosure

By volunteering with Aging True, individuals agree that they will not disclose or use any of Aging True's confidential information, to include confidential information regarding clients, either during or after the length of time they were a volunteer. Volunteering with Aging True assumes an obligation to maintain confidentiality, even after the termination of a volunteer's time with Aging True. HIPAA compliance training is required of all volunteers, and compliance must be perpetually maintained.

Ethical Standards

Aging True insists on the highest ethical standards in conducting its business. When faced with ethical issues, volunteers are expected to make the right professional decision consistent with Aging True's principles and standards. All volunteers will refrain from offering medical, legal, or financial advice to clients. Volunteers will respect the cultural, religious, and political views of clients and refrain from imposing your personal views on clients.

Appearance, Conduct and Dress Code

Volunteers of Aging True are expected to present a clean and professional appearance while conducting business. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects Aging True's reputation or image is not acceptable.

Appearance, Conduct and Dress Code (cont.)

Volunteers must maintain a positive and cheerful attitude and understand that effective person-to-person contact is central to their duties as volunteer. Volunteers must remain observant and report observations including but not limited to clients changes in appearance, behavior, environment, living conditions and/or nutritional habits of any clients to their volunteer coordinator or an appropriate Aging True representative.

Gifts and Payment

Volunteers are not permitted to give unauthorized gifts to clients. Volunteers are also prohibited from accepting gifts from clients, vendors, or business partners of Aging True. Soliciting or accepting gifts from clients or vendors may be sufficient grounds for termination.

Certain programs that Aging True facilitates, such as our home delivered meals program, have various financial related components that offer the opportunity for recipients to contribute back to our organization or privately pay for their meals. No volunteer at any point should accept, handle, or facilitate any form of payment on behalf of the client, but rather inform their volunteer manager of the attempt who will then work with Aging True to follow the proper procedures.

Use of Equipment, Computer, Phone and Mail

Aging True often provides volunteers and partners with equipment necessary to do their jobs. None of this equipment should be used for personal use, nor removed from the physical confines of Aging True property – unless it is approved for a job that specifically requires use of company equipment outside of the physical facility. Volunteers who lose, misuse, or have Aging True property stolen through negligence, may be required to reimburse expense of the property. Any data stored with Aging True is subject to review and may be monitored. Abuse or misuse of communication systems may result in disciplinary action, including termination.

Solicitations and Distributions

Solicitation for any cause during volunteering time and in volunteering areas, or to clients is not permitted. Unless approved in advance by the Volunteer Coordinator in conjunction with a Directorate level staff member of Aging True, volunteers are not permitted to distribute non-approved literature or media to clients at any point in time during their volunteer duties.

Solicitations that are prohibited include, but are not limited to, solicitations for magazine or periodical subscriptions, memberships to organizations, and solicitations for political contributions. Distributions which are forbidden include, but are not limited to, application for membership to organizations, political literature endorsing a particular candidate, forms of information bulletins for which remuneration is received, or for religious purposes. Violation of this rule will result in disciplinary action up to and including termination as a volunteer.

Solicitations and Distributions (cont.)

The only exception to the above rule is the solicitation and/or distribution of literature and other materials related to the philanthropic support or programmatic education regarding Aging True.

Complaint/Grievance Procedure

A grievance is defined as the dissatisfaction that occurs when a volunteer thinks or feels that any condition affecting the volunteer is unjust, inequitable or a hindrance to effective operation except that a volunteer shall not have the right to file a grievance against performance evaluations unless it is alleged that the evaluation is based on factors other than the volunteer's performance.

Volunteers who have a duty-related issue, question, disagreement, or complaint should first discuss it with their immediate supervisor. Volunteers who observe, learn of, or, in good faith, suspect a violation of the standards of conduct outlined in this handbook, should immediately report the violation to either the Development or Nutrition department of Aging True.

The following steps have been developed to offer the volunteer a guide to ensure a fair hearing of any legitimate complaints; all complaints will be investigated involving all appropriate personnel.

1. The volunteer should discuss any areas of concern with their immediate supervisor, advising the supervisor of the issue or concern. If the volunteer is not satisfied with the response received, or if no response is given, the volunteer may proceed to the next step of the complaint procedure.
2. The Volunteer should discuss the problem with a department head at Aging True (Director of Nutrition or Director of Development). The department head may then investigate the complaint and attempt to resolve the problem. If the volunteer is not satisfied with the solution provided by the department head, they may proceed to the next step of the complaint procedure.
3. If the matter is not resolved by any of the previous steps, the volunteer may present in writing their concern to the Chief Operations Officer of Aging True.

Incident Reports

An incident is defined as any occurrence that happens outside the scope of your normal daily business operations as it pertains to your position as an Aging True volunteer. Some examples of, but not limited to, incidents that could occur include any injury that occurred to yourself or a client, abnormality in the routine of your duty, loss of equipment, etc.

Incident Reports (cont.)

A copy of Aging True's incident report form has been attached for your convenience. After an incident occurs, the volunteer must contact their supervisor at the earliest opportunity to inform them. An incident report must be filled out by the volunteer and the supervisor on the same day that the occurrence took place.

Failure to follow this code of conduct can result in the termination of a volunteer with or without warning.

FLORIDA VOLUNTEER PROTECTION ACT – (F.S. 768.1355)

Florida's Volunteer Protection Act extends protection to many volunteers. Under this act, volunteers for non-profit organizations are considered agents of the organization when they are performing their official duties. These volunteers are not liable for any negligence resulting in injury to anyone if they are acting within the scope of their duties, as an ordinary reasonably prudent person would have acted, and they were not intentionally negligent. Specifically, the Volunteer Protection Act states they "any person who volunteers to perform any service for any non-profit organization, including an officer or director of such organization, without compensation, except reimbursement for actual expenses, shall be considered an agent of such non-profit organization when acting within the scope of any official duties performed under such volunteer services." Such volunteers "shall incur no civil liability for any act or omission... which results in personal injury or property damage if (the volunteer) was acting in good faith within the scope of any official duties... and (the volunteer) was acting as an ordinary reasonable prudent person would have acted under the same or similar circumstances; and the injury or damage was not caused by any wanton or willful misconduct.

Orientation, background screening and training

Aging True Community Senior Services operates under the guidance of the Department of Elder Affairs and the Older American Act and therefore, utilizes the standards and requirements outlined by both for all volunteer background screenings and training.

All Aging True volunteers, regardless of assignment, are required to attend orientation and initial training before beginning their work as a volunteer. Periodic training will be made available, and all current volunteers are required to attend. Failure to complete orientation and attend training will result in termination from the volunteer program. These trainings may be facilitated either by Aging True staff or through a designated volunteer coordinator. When necessary, communication will be sent to each of our volunteers that will include important updates and periodic training tips.

Training will be conducted to ensure the compliance is maintained and that knowledge and skills necessary to perform volunteer assignments are refreshed to ensure safety measures for both volunteers and clients.

Background Screening Procedures

Any person that volunteers at a special event or in a **non-client capacity** (i.e., golf classic/car wash/administrative, etc.) will not be required to complete our volunteer application and consent to conduct a background check.

Any person that engages in **client interaction but volunteers less than 20 hours** per week (Meals on Wheels, Administrative/Clerical etc.) will be required to complete our volunteer application and a Level 1 background check through Verified Volunteers as well as the Florida Department of Law Enforcement (FDLE) Career Offender Search database on National Sex Offender Public Website.

Any person that volunteers **more than 20 hours per week** (RELIEF Volunteer) are required to undergo a Level 2 background screening through the DOEA.

Please note that all active volunteer's will have their background screenings completed on an annual basis, as policy of the program on the anniversary of the volunteers original screening date.

Acknowledgement of Understanding Form

I acknowledge receipt of Aging True Volunteer Handbook. I acknowledge that the Volunteer Handbook supersedes any and all prior handbooks of Aging True. I understand that the information contained in the Volunteer Handbook constitutes management guidelines only, which may be added to, deleted, or changed from time to time at the discretion of Aging True.

I acknowledge that under the Volunteer Protection Act, I have certain rights as an Aging True Volunteer. It is thus my responsibility to ensure that I have a valid driver's license and auto insurance for volunteer activities which include Meals on Wheels, Cathedral Café service and other such opportunities.

I recognize that neither the Volunteer Handbook nor any other communication, either written or oral, made at the time of the commencement of volunteer work, or subsequently, is intended to in any way create a contract between Aging True and myself. I understand that my volunteerism is at-will and entered into voluntarily and may be terminated by Aging True or me at any time, with or without cause or notice. I acknowledge that I have read or will read the Volunteer Handbook, and I accept full responsibility for familiarizing myself with the policies contained in the Volunteer Handbook.

I understand that volunteer services at Aging True may involve work that may include, but is not limited to, lifting, and carrying heavy items. I understand that it is my responsibility not to engage in volunteer tasks that are beyond my physical limitations or abilities.

I acknowledge that Aging True, when required, will conduct comprehensive background checks on volunteers.

If I have any questions regarding the content or interpretation of the Volunteer Handbook, I agree to bring it to the attention of the Volunteer Coordinator.

This Handbook is intended to provide volunteers with information about policies and practices currently enforced. No Handbook can anticipate every circumstance or question about policy. As Aging True continues to grow, we may need to change policies described in this Handbook. We reserve the right to revise, supplement, or rescind any policies or portion of the Handbook from time to time as we deem appropriate, in our sole discretion. We will keep you informed of any such changes as they occur.

Printed Full Name

Date of Signature

Signature

Confidentiality and Nondisclosure Agreement

By volunteering with Aging True, I (name) _____ agree that I will not disclose or use any of Aging True's confidential information, to include confidential information regarding clients, either during or after their employment. Aging True hopes that its relationship with its volunteers will be long-term and mutually rewarding. However, volunteering with Aging True assumes an obligation to maintain confidentiality even after the termination of a volunteer's tenure with Aging True.

Signature

Date

**If the volunteer is under 18 years of age, the signature of a parent or guardian is also required.*

Parent or Guardian Name

Parent or Guardian Signature

Minor Volunteer Name

Date

Accident/Incident Report Form

Date Report Taken _____ Company _____

Individual Completing Report _____

Employer/Organization _____

Name and Address of Involved Person _____

Date and Time of Incident _____

Date and Time First Reported _____

Location of Incident (be specific) _____

Type (slip, fall same level, fall different level): _____

Cause of Incident: _____

Body or Property Damages: _____

Description of Injury or Damages (if it was a fall, describe floor/surface condition: wet, dry, smooth, wood, tile, steps, etc.):

Accident/Incident Report Form (cont.)

Description of Incident (be specific): _____

Was a Police Report Made? Yes No Report Number _____
Badge Number _____

Police Officer's Name: _____

Was Medical Treatment Required? Yes No If yes, where? _____
(hospital or clinic name/address) _____

Kind of Treatment (x-ray, etc.) _____ Date: _____

Any other notes regarding the incident? _____

Witnesses of the incident

Full Name _____ Phone _____

Address _____

Full Name _____ Phone _____

Address _____

Public Media Consent and Release Form

I grant the Cathedral Foundation of Jacksonville, Inc. and Urban Jacksonville, Inc. d/b/a Aging True Community Senior Services and its affiliates, its representatives and employees the right to take photographs/digital images, videotape, audio, or quoted remarks of me and/or my property in connection with the above-identified subject. I authorize Aging True, its assigns and transferees to copyright, use and publish the same in print or electronic publications.

I agree that Aging True and its affiliates may use such photographs of me with or without my name and for any lawful purpose, including such purposes as publicity, illustration, advertising or marketing collateral, website content and social media platforms. Aging True adheres to the Privacy Act and respects the rights of its clients, their caregivers, its employees, and affiliates and does not solicit, disclose or sell any printed or photographed material with any third party.

I have read and understand the above:

Printed Full Name: _____

Signature: _____

Date of Signature: _____

Organization Name (if applicable) _____

Parent or Guardian Signature (if under age 18):

Printed Full Name: _____

Signature: _____

Date of Signature: _____



AGING TRUE
Community Senior Services

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(904) 807-1203 | info@agingtrue.org | www.AgingTrue.org

Volunteer Release/Waiver of Liability and Authorization of Background Screening Form

This Release and Waiver of Liability executed on ____ (date) by _____ (Volunteer) release Aging True, a non-profit corporation organized and existing under the laws of the State of Florida and each of its directors, officers, employees, and agents. The Volunteer desires to provide services for Aging True and engage in activities related to volunteerism.

The volunteer understands that the scope of the relationship with Aging True is limited to a volunteer position and that no compensation is expected in return for services provided by the volunteer and that Aging True will not provide any benefits traditionally associated with employment to the volunteer; and that the volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of the Volunteer's services to Aging True.

Waiver and Release:

I, the volunteer, release and forever discharge and hold harmless Aging True and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature either in law or in equity which arise or may hereafter arise from the services I provide to Aging True. I understand and acknowledge that this Release discharges Aging True from any liability or claim that I may have against Aging True with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to Aging True or occurring while I am providing volunteer services.

Insurance:

Further, I understand that Aging True does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical health, or disability benefits or insurance. I expressly waive any such claim for compensation or liability on the part of Aging True beyond what may be offered by Aging True in the event of injury or medical expenses incurred by me.

Medical Treatment:

I hereby Release and forever discharge Aging True from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my tenure as a volunteer with Aging True.

Assumption of Risk:

I understand that the services I provide to Aging True may include activities that may be hazardous to me involving inherently dangerous activities. As a volunteer, I hereby expressly assume risk of injury or harm from these activities and Release Aging True from all liability.

Photographic Release:

I grant and convey to Aging True all right, title, and interest in any and all photographs' images, video, or audio recordings of me or my likeness or voice made by Aging True in connection my providing volunteer services to Aging True.

I hereby authorize Aging True and any agents thereof permission to perform a check of my background to include criminal history, driving record, and any other source as appropriate for the volunteer job I have expressed interest in. I understand that the information collected will be limited to that appropriate to my eligibility as a volunteer and all information will be kept confidential.

Printed Full Name: _____

Signature: _____ Date _____

Volunteer Interest Form

County interested in volunteering

Duval County Clay County

Volunteer Information

Date: _____ Date of Birth (DD/MM/YYYY): _____

First Name: _____ Middle Name: _____

Last Name: _____ Phone Number: _____

Street Address: _____ Unit / Number: _____

City: _____ State: _____ Zipcode: _____

How long have you lived at the address above? _____

Email Address: _____ Gender: _____

Emergency Contact Information

Emergency Contact Full Name: _____

Emergency Contact Phone: _____ Relationship: _____

List One Reference (Not a Family Member)

Reference Full Name: _____

Reference Phone: _____ Relationship: _____

Do you have any prior volunteer experience or special training?

Previous volunteer experience: _____

What days & times would you be available? _____

Activities you are interested in:

- Administrative Support Meal Delivery Telephone Reassurance
 Caregiver Relief Arts & Crafts Meal Site Assistance Adult Day Care
 Clay Senior Center Programming (Games, Bingo, Classes) Personal Services

I want to stay connected! Please add me to Aging True's communications list!

Add me to the List! Not at this time.