



AGING TRUE™

Community Senior Services

VOLUNTEER HANDBOOK

2024

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# Welcome to Aging True

Hello!

Thank you for expressing interest in volunteering with Aging True. We are honored that you have chosen to serve alongside us to support seniors in our community. This handbook is crafted to provide you with information about Aging True, details about our volunteer programs, and guidelines to ensure that you have all that you need to start volunteering.

At Aging True, we believe that volunteers are a necessary part of achieving our mission of providing essential and innovative care to seniors, their families and caregivers, and the community to prepare for and support graceful aging. Aging True is a 501(c)3 non-profit corporation. As a result, utilizing volunteer work to support our programs allows us to serve more seniors and more efficiently meet the needs of 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 assistance and can serve as an engaging way to stay connected with your community. By volunteering with Aging True, you are directly benefiting one of our community's most vulnerable and other overlooked population – our seniors.

The cause we serve is quite unique. Growing older is a shared principle among all demographics, groups, and individuals. Whether it is in your own family, your neighbor, or yourself, we all know and care for someone elderly. As the proud champion of positive aging, Aging True is committed to building inclusive communities by delivering more choices and resources for 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 not addressed in this handbook, please contact our office at 904-807-1246 or by email at [volunteers@agingtrue.org](mailto:volunteers@agingtrue.org). Thank you again and on behalf of the staff at Aging True, welcome!

Sincerely,

Christa Martin  
Director of Volunteer Programs



**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.



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

## Healthcare Services Provided by Aging True

Healthcare encompasses the body and mind. Physical health can affect mental wellness, and vice versa. Aging True understands that 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 created to meet each individual's unique 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.

#### **Mental Wellness Services Include:**

- In-Home Assessments, Referrals, and Follow-Ups by Clinical Social Workers – individualized counseling, treatment planning, referrals, and more.
- TeleHealth Virtual Mental Health Counseling – receive face-to-face counseling services through video/audio calls
- Florida Self-Directed Care Program (18 years and older) – treatment plans and counseling centered on participant decision making and motivation
- Memory Enhancement Program – services and resources that adapt with changing needs of clients and their families
- Senior/Caregiver Support Groups – Aging True led support groups to allow seniors and caregivers to connect with others.

### Adult Day Care

Caring for a loved one can be demanding, time-consuming, and even overwhelming. The Adult Day Care provides assistance for seniors who are able to live at home but may require extra support and care. 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. The entire staff is extremely caring and knowledgeable about helping those with disabilities and memory impairment.

The center is located at the Clayton and Mildred Revels Senior Center in Green Gove Springs. We are licensed through AHCA, Registration #8232.





# Homecare Services Provided by Aging True

Aging in the home can be beneficial for our loved ones, but making sure they are receiving the help they need to do so can be hard. 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 the same. Our services are custom designed to provide the unique support each senior needs to live independently. After an initial assessment, our staff will create a specific plan and re-evaluate regularly to ensure the right care for ever-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 the client to supervise services. Clients may have a case manager assigned to them to assess their needs and connect them to services and resources unique to their situation. Services are monitored on a regular basis to determine their continued appropriateness and effectiveness.

## Examples of Services

- **Homemaking** – Provides light housekeeping, repairs, pest control, seasonal services, and more.
- **Financial Education** – Education and management services surrounding budgeting, finances, benefits, and daily money management.
- **Case Management** – Needs assessments performed by trained case managers to help connect clients to services and resources, with regular monitoring and reassessment based on shifting needs.
- **Chore** – Provides deep cleaning, repairs, and more intensive work solutions.



## 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 strives 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. The Cathedral Residences are made up of three high-rise apartments all located in the up-and-coming Cathedral District.

#### ◆ Cathedral Towers ◆ Cathedral Terrace

#### ◆ Cathedral Townhouse

### 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, bathrooms), and storage closets. Amenities include a clubhouse, on-site laundry, fitness center, and free parking.



# Aging True Volunteer Opportunities

## Home Delivered Meals Program

Deliver more than a meal – provide kind words, a warm smile, and a community connection to seniors. Meal delivery volunteers pick up meals from a designated meal 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 have a valid driver's license and provide their own transportation. Applicants for the Home Delivered Meals Program must undergo a Level 1 Background Screening.

## RELIEF (Respite for Elders Living in Everyday Families)

Our RELIEF program is open to volunteers aged eighteen and older who can provide respite for our clients' caregivers, who may be 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 that they help the senior write. All volunteers receive a small stipend to offset the cost of travel and meals on the go. Applicants for RELIEF must undergo a Level 2 Background Screening.

## Administrative Volunteering

Throughout the year, we utilize volunteers in our Lakeshore Drive office to perform administrative duties, such as compiling newsletters, mailing, or making phone calls. Throughout the year, we need assistance in contacting large quantities of our clients 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 – Green Cove Springs, Orange Park, Keystone Heights, and Middleburg. Volunteer opportunities for these centers include meal serving, arts and crafts, and activities.

## Cathedral Café

The Cathedral Café serves as Aging True's congregate meal site in downtown Jacksonville. Located inside our senior residence at 701 N Ocean Street, the Cathedral Café serves seniors and the disabled Monday – Friday. Volunteers are requested to socialize with clients, set up, serve meals, and help clean up after the lunch period. The Café is a fantastic volunteer opportunity for groups of corporate volunteers, families, and organizations to spend a quick two hours giving back to our community.

## 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.

## **Volunteer Department Mission Statement**

To effectively recruit, train, and enable qualified volunteers to offer their experience, skills, and time to Aging True and the individuals, families, and communities throughout northeast Florida in order to prepare for and support graceful aging.



## **Volunteer Department Mission Statement**

Aging True relies on volunteers in every aspect of our organization and values the experience, skills, and time that volunteers contribute to achieving our mission. Our Give, Get, Grow, and Go organizational culture creates an environment where our volunteers have a platform to Give back to their communities, Get personal fulfillment from their volunteerism, Grow in volunteer service with Aging True, and Go into the community as ambassadors and advocate for senior issues. We believe that when our volunteers and employees grow, then so will the communities we serve.



## Standards, Professionalism and Ethics

Aging True believes that volunteers are 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. We value your time and commitment as a volunteer and hope that you find your time serving us fulfilling and rewarding.

The purpose of this document 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 these policies and procedures and are expected to follow these rules and standards faithfully in doing their jobs and while conducting the agency'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. Volunteers must adhere to the schedule agreed upon so that the seniors we serve receive consistent service. In case of lateness or absence, please notify your direct supervisor/coordinator or the Volunteer Manager as soon as possible.

### Harassment Policy

Aging True does not tolerate any form of harassment. Harassment may be, but is not limited to: Epithets, slurs, negative stereotyping; threatening or hostile acts; written or graphic materials that denigrates or shows hostility or aversion toward an individual or group; 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, 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 their duties. 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 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 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 confidential information, including confidential information regarding clients, either during or after the length of time that they were a volunteer. Volunteering with Aging True assumes an obligation to maintain confidentiality, even after the termination of a volunteer's time with the agency. 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 personal views on clients.

## Appearance 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.



## Conduct

Volunteers must maintain a positive and cheerful attitude and understand that effective person-to-person contact is central to their duties as volunteers. 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 direct supervisor or an appropriate Aging True representative.

## Gifts

Volunteers are not permitted to give unauthorized gifts to clients. Volunteers are 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 should accept, manage, or facilitate any form of payment on behalf of the client. Attempts of this nature should be reported to the volunteer manager, who will work to follow the proper procedure.

## Use of Equipment, Computer, Phone and Mail

Aging True often provides volunteers with equipment necessary to do their jobs. None of this equipment should be used for personal use, nor should it be removed from the physical confines of Aging True property (unless approved for a job that requires use of company equipment outside the physical facility). Volunteers who lose, misuse, or have Aging True property stolen through negligence, may be required to reimburse the 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 Manager, volunteers are not permitted to distribute non-approved literature or media to clients at any point in time during their volunteer duties. Solicitations prohibited include but are not limited to solicitations for magazines 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. The only exception to this 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 hinderance to effective operation. 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. If the volunteer is not satisfied with the response received, or if no response is given, the volunteer should discuss the problem with a department head at Aging True (Director of Nutrition or Volunteer Manager). After discussing the issue, 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 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 the daily business operations of an Aging True volunteer. Examples include, but are not limited to injury to the volunteer or the client, abnormality in routine, loss of equipment, etc. A copy of Aging True's incident report form is included in the Volunteer Handbook. Copies are also available from volunteer coordinators or the volunteer manager. 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 procedure 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 prudent person would have acted, and they were not intentionally negligent. Specifically, the Volunteer Protection Act states that "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.*

# Volunteer Interest Form

## County interested in volunteering

☐ Duval County ☐ Clay County

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? \_\_\_\_\_

How did you find out about Aging True? \_\_\_\_\_

### 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.

## 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



## 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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# 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.

## **Annual Background Check:**

I understand that a yearly background screening will be performed during my tenure as a volunteer

## **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 proving 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 \_\_\_\_\_