

TOWN OF HAMILTON

Council on Aging

Hamilton Senior Center

299 Bay Road, Hamilton, Massachusetts 01982

Hamilton Council on Aging Volunteer Policies and Procedures:

The Hamilton Council on Aging is able to continue to provide innovative programming and services for all seniors in the town Hamilton with the help of our attentive, dependable, motivated and skilled volunteers.

With our busy lives, it can be difficult trying to find time to volunteer in the community, however the benefits of volunteering can be very substantial to you, your family and your Community. Volunteering can also enhance your mental and physical health. Some of the benefits of volunteering include the ability to make new friends and contacts while increasing your social and relationship skills. Volunteering is also good for your mind and body because it can increase self-confidence, combat depression and help you stay physically healthy as well. Consider yourself as a valuable member of the Senior Center.

All Hamilton Council on Aging volunteers are expected to follow the guidelines detailed in this document as well as the Policies and Procedures outlined for the Hamilton Senior Center. Volunteer Hours and Commitment:

Volunteers are required to track their hours and report them to the Assistant Director either on the MySeniorCenter kiosk, in person, or by email. It is the responsibility of the volunteer to report their hours. Recording all hours is pivotal for us to be able to recognize all deserving volunteers during our volunteer appreciation event, and be able to track and report our volunteer information to the state at the end of each fiscal year in order to apply for and receive funding and/or grants.

While not all volunteer positions require a minimum amount of hours, volunteers that commit to a regular position are required to provide reasonable notice for any absences or need of medical/snow bird leaves. Should you need to take leave or you are not able to make your regularly scheduled shift, you should notify Office Staff by calling 978-468-5595. Failure to provide notice and an accumulation of absences could result in termination of your volunteering duties.

CORI Policy:

CORI checks for Hamilton Council on Aging volunteers and student interns will only be conducted by the Human Resources Coordinator for the Town of Hamilton. All volunteer applicants will be required to be CORI checked. Applicants will complete the Hamilton Council on Aging CORI form and volunteer opportunities will be dependent on the results of the CORI check.

Volunteers and student interns will be re-CORI on a two year cycle. If during this two year time frame it comes to the attention of the COA Director that there is a court case pending, the individual may be re-CORI. At that time the volunteer will need to complete the Hamilton Council on Aging CORI form which give the Hamilton Council on Aging to authorization to run the CORI check.

Personal Health & Safety:

The Senior Center is concerned for the personal health & safety of each volunteer and patron while at the Senior Center. While performing your volunteer duties, it is in your best interest not to over exert yourself. Examples of over-exerting yourself include but are not limited to: performing heaving lifting; working too long without a break; performing a task beyond your physical ability; or working if ill.

In the unusual circumstance you are involved in an incident or accident which leads to an injury to yourself, please make sure to fill out an accident report with staff as soon as possible. While volunteering, if a patron is involved in an accident leading to injury, please report the accident to Senior Center staff as soon as possible. Staff will assess the situation and determine if medical attention is needed and call 911. Staff will complete an injury report and submit to the Town Manager's Office. The Hamilton Senior Center is required as a town department to report all incidents or injuries as soon as possible.

Our volunteers are invaluable to us and we want to ensure you feel safe and respected while donating your time and skills to the Senior Center. If you ever feel disrespected, unsafe or at-risk while performing your duties by another volunteer, patron of the Center, staff member, or any other situation that may arise, please notify the Assistant Director or Director at 978-468-5595.

Volunteer Rules of Conduct:

While performing volunteering duties at the Hamilton Council on Aging, all volunteers will be held accountable for their actions.

Improper conduct not acceptable for the Hamilton Council on Aging volunteers include:

- Willful neglect and/or physical or verbal abuse of a client or staff member ·
- Unauthorized use of the Hamilton Council on Aging or other Town of Hamilton equipment or supplies
- Neglectful, willful abuse or destruction of Shrewsbury Council on Aging or other Town of Hamilton property.
- Breach of confidentiality
- Disregard of Shrewsbury Council on Aging policies and/or procedures
- Chronic absence or tardiness in reporting for volunteering duties
- Working while under the influence of, or suffering from the effects of alcohol, non-prescribed drugs or other intoxicants
- Insubordination
- Practice or toleration of discrimination or harassment
- Any form of sexual harassment
- Inappropriate dress attire

Acceptable conduct includes:

- Use of good judgment and caution at all times, reporting anything unusual to staff immediately
- Be friendly and a good listener
- Keep your commitment, but if you can't please call Senior Center staff as soon as possible
- Dress appropriately for your volunteer shifts
- Always do your best to provide excellent customer service to all patrons

Confidentiality Policy:

Central to the success of the Hamilton Council on Aging in its mission to enable the senior residents of the community to lead health and effective lives, in dignity and safety in their own homes, is the need to keep confidential any information about residents of the Town who seek services from the Council

Care must be taken in casual conversations at all times that those seeking assistance from the Hamilton Council on Aging not be identified to a third party, by either name or situation detail, without their express consent.

Confidentiality protects the pride and privacy of all those who use the Hamilton Council on Aging services. As staff or volunteers, we often work with people under stress, and may be exposed to details of family life that would ordinarily be private. Discussions of those private matters must be limited to those service providers involved with the family and to your supervisor.

The principle of confidentiality shall remain in effect permanently, regardless of your future association with the Hamilton Council on Aging. Any person served by the Council shall have the permanent right to privacy. Staff and volunteers will be held accountable for the protection of this right.

Adopted: 10.1.2025