



VOLUNTEER HANDBOOK

I. Volunteer Policies

The purpose of the Volunteer Policies provided in the Volunteer Handbook is to help you understand what is expected of you as a volunteer for the East Texas Alzheimer's Alliance and to provide you with information on the mission and programs.

As it is impossible to cover every situation that might arise in this guide, we know you might have some questions. We invite you to ask about anything you do not understand or that may not have been previously discussed.

II. Day Club Hours

The East Texas Alzheimer's Alliance Hope & Help Day Club hours are Thursdays from 9:30AM-2:15PM. Volunteers will set up a volunteer schedule with the assigned supervisor. If you must cancel or change your assignment, please notify the day club director asap at 903-746.4698. In 2024, we will be closed the following dates: July 4, August 1, November 28, December 26, and January 2, 2025.

III. Confidentiality

All volunteers will sign a statement which states their understanding of the importance of confidentiality. All information concerning individuals and their families who make a Hope & Help Day Club inquiry or attend the day club are to be kept confidential. No application or any documents which contain names of individuals diagnosed with Alzheimer's disease, families, etc., will be removed from the ETAA office without written permission from the ETAA Executive Director or Hope & Help Day Club Director.

IV. Volunteer Support

Please feel free to ask for help from the staff. We are learning new things every day and do not expect you to know everything. If you are asked to answer any questions as part of your role as a day club volunteer and you are not comfortable giving an answer, please direct the question to a staff member. Also, it is important to realize that we all receive questions to which we do not know the answers. It is okay to say, "I do not know, but let me try to find the answer for you." If at any time you are asked to perform a task you do not understand or do not feel comfortable doing, please let a staff member know. All projects and everyday tasks are vital to the mission of the East Texas Alzheimer's Alliance.

V. Day Club Volunteers

Hope & Help Day Club offers time off for the caregiver of a person suffering from dementia as a result of Alzheimer's disease or a related dementia by providing access to a safe, loving environment. Our Hope & Help Day club is staffed with a paid director, trained volunteers, and student nurses as part of their community enrichment program. Enrichment is provided at the individual participant's pace.

Volunteers who work at the day club are trained in the Best Friend's model of care to facilitate activities of daily living, behavior management techniques, and communication skills. Day Club volunteers must attend all required trainings and are urged to attend other optional trainings. First Aid and CPR trainings are provided every 2 years; all day club volunteers are strongly encouraged to attend and receive certification.

Volunteer opportunities at the day club vary from week to week. You may be asked to work with a different individual, prepare copies, help serve lunch, help assist with activities, help prepare for next week's activities, etc. Day club volunteers are encouraged to work closely with staff person assigned to the project and ask questions for clarification when needed.

VI. Confidentiality Policy

Confidential information is defined as personal information about an individual which has been communicated to the East Texas Alzheimer's Alliance for the purpose of service delivery or employment, as well as personal or financial information regarding donor contributions. It is the individual's right and expectation that such information will be respected and safeguarded by ETAA, its staff, Board members, and volunteers.

- All records that identify individual service recipients, employees, donors are confidential and may be used by designated staff and volunteers for the services, program monitoring, and/or for development purposes only.
- Personal information shared with ETAA by persons involved with or using the services of ETAA may be entered into the files in written form. Access to these files is restricted to agency staff and/or volunteers who are performing related tasks.
- Unauthorized individuals are not allowed access to any ETAA files whether hard copy or computer files.
- No files or documents containing the names of individuals with Alzheimer's disease, families, etc. will be removed from the Hope & Help Day Club without permission from the Executive Director or the Day Club Director.
- Volunteers are not permitted to perform data entry of mailing or donor lists.
- All mailing and donor lists are for ETAA use only and may not be distributed to any other agency or private party.
- Employees, volunteers, and board members are prohibited from using confidential information gained from ETAA for personal benefit.
- Employees, board members, and volunteers will sign a statement which states their understanding of and agreement to comply with the confidentiality policy of ETAA.

Exemptions to the Confidentiality Policy:

- An individual's file may be subpoenaed by the Court system.
- If an individual threatens harm to himself or someone else, and the threat appears serious, ETAA staff is obligated under the law to take whatever actions necessary to protect that individual and others from harm. This may include divulging confidential information to proper law enforcement, medical and/or mental health care professionals.
- If the intake evaluation or subsequent contact reveals the possibility of actual incidents of child abuse or neglect, or abuse of the elderly or disabled, ETAA staff is obligated by law to report the incident(s) to the Texas Department of Family and Protective Services (FPS).
- An individual's file may be reviewed by a city, state, or federal agency monitor. Periodically, agency records, including client files, are monitored to ensure we are delivering services in accordance with contractual requirements as well as city, state, and federal laws. Grant monitors are expected to maintain client confidentiality.

The above confidentiality policy, with its stated exceptions, will apply, as well, to employees and volunteers serving and representing the ETAA in off-site programs.

VII. Background Check

To be considered for a volunteer position, a volunteer must complete a background check. A background check helps ensure safety of the population we serve. If a criminal history is present, offenses will be evaluated on a case-by-case basis that works best for the organization.

VIII. Volunteer Review

Staff will meet periodically with volunteers to review volunteer roles and success within the organization and to receive feedback from the volunteer in order to improve the quality of services as well as the quality of volunteer opportunities.

IX. Code of Ethics for Volunteers

All volunteers shall conduct themselves at all times in the best interest of ETAA. In this regard, each volunteer shall abide by the following "Code of Ethics." While no code or set of rules can be framed which will particularize all the duties of a volunteer, the following code of ethics shall serve as a general guide. The enumeration of particular duties should not be construed as a denial of the existence of others equally imperative, though not specifically mentioned.

As a volunteer of ETAA, I shall:

- Exercise good judgement in the control and use of confidential information that may from time to time come into my possession;
- Honor the confidentiality of clients using the services of ETAA;
- Perform my duties in accordance with ETAA policies, procedures, organizational bylaws, and other corporate policies;

- Treat staff members, volunteers, Board members with dignity and respect;
- Listen to, carefully consider, and respect the opinions of others;
- Respect and support all decisions of the Executive Director, the Day Club Director, and the Board, regardless of personal opinion;
- Ensure that adequate and correct information is presented to my constituents and the public;
- Refrain from discussing elsewhere what I am unwilling to discuss with the Executive Director or Day Club Director;
- Bring to the attention of the Executive Director or the Day Club Director any issues I believe will have significant effect on our organization or those we serve;
- Attempt to communicate the needs of those we serve to the Executive Director or Day Club Director;
- Refer complaints directly to the proper level on the chain of command;
- Serve as a public relations agent for ETAA and therefore shall work diligently and properly to promote its goals and objectives;
- Work to learn how to do my job better.

As a volunteer of ETAA, I will not:

- Criticize staff members, Board members, or volunteers outside of the Day Club;
- Use the organization or my position for my personal advantage or that of my friends, relatives or associates;
- Discuss any confidential information outside of the day club;
- Use confidential information gained by reason of being a volunteer for personal gain to the detriment of ETAA;
- Interfere with the duties of staff members or undermine the authority of the Executive Director or Day Club Director to perform his/her duties; and
- Speak for or on behalf of the organization unless specifically authorized to do so.

The Executive Director and Day Club Director shall be charged with the responsibility of reviewing any allegations of volunteers violating this Code of Ethics or acting in any way which is detrimental to the success of ETAA and is authorized to take appropriate action.

All volunteers must read and sign in agreement the statement of compliance on the following page that will remain on file with the volunteer application at the ETAA office.



Volunteer's Statement of Compliance

As a volunteer with the Hope & Help Day Club, I acknowledge that I have received a copy of the organization's Volunteer Handbook (Policies and Procedures document), including:

- Confidentiality Policy
- Code of Ethics for Volunteers

I have read, understand, and agree to comply with the Policies and Procedures of the East Texas Alzheimer's Alliance.

Furthermore, I understand that the Corporation is a charitable organization and that in order to maintain its federal tax exemption, it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Signed: _____ Date: _____
Hope & Help Day Club Volunteer