



Carlisle Council on Aging Volunteer Handbook

Carlisle Council on Aging
66 Westford Street
Carlisle, MA 01741
978-371-2895

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Volunteer Welcome Letter

Dear Volunteer:

Thank you for volunteering your time to be on our team of dedicated and caring people. Volunteer services are very important for our older residents in helping them maintain their quality of life here in Carlisle. Without volunteers like you, the Carlisle Council on Aging could not deliver the wide variety of services we do. All of us here at the COA want you to find volunteering to be an enjoyable, worthwhile experience. Therefore, I encourage you to only accept the assignments that you can easily fulfill, and would take pleasure in doing. You are under no obligation to volunteer a minimum of hours. You should expect to be treated with respect and care by those you are assisting, including staff, seniors, and other volunteers. If you experience any problems, do not hesitate to inform us of them, and we will be happy to help resolve any issue. Some of the elders you will be working with have medical issues, are frail, or have problems adjusting to new life-altering experiences such as not being able to drive anymore, physical limitations, memory problems, death of a spouse, or having to move from their long-time residence. We ask for your patience in working with these individuals. Sometimes you are the one connection of care and support in their lives that makes the difference in helping them to cope with changes. Most likely, you will find working with our elders a very rewarding experience- we do!

In compliance with Massachusetts law (M.G.L.c.6, &172C), we must require CORI (Criminal Offender Record Information) checks of all people 17 years of age and older, working with our most vulnerable citizens. If you would please stop by the COA office at the Carlisle Town Hall at your earliest convenience, you can obtain a CORI form to fill out and submit for a background check. Please be aware that a copy of your MA driver's license will also be required as proof of identification. I am usually in the office on Monday-Friday, 9 a.m. to 3 p.m.

Again, thank you for volunteering and welcome aboard! The COA staff and I are here to ensure that your donated time is rewarding for both you and our clients. Please do not hesitate to call our office at (978) 371-2895 or my direct line at (978) 371-6693 for any further information or questions.

Sincerely,

David Klein

The Carlisle Council on Aging (COA)

The Mission of the COA

The mission of the Council on Aging is to continually improve the quality of life for the community's senior citizens. Volunteers are a crucial element of programs and services offered and are vital to the successful implementation of the Council's mission.

The Purpose of the COA

The COA is part of a state wide network of 348 Councils on Aging (COA's) serving over 440,000 seniors and family member. COA's are human services agencies responsible for coordinating state, federal and local programs on behalf of a town's senior population. As with all COA's, the Carlisle COA is a resource for seniors and their families and serves as the primary advocate for senior services within the community. The COA is grounded in local needs, local custom, and local participation. Funding comes from town revenues, state and local grants, and private contributions. The COA is a unique, social services organization that responds to a range of needs within the senior community while respecting the dignity of older citizens, and encouraging their participation in events that affect their well-being and independence.

Services for seniors currently offered by the COA include: coordination with other social service agencies, recreation and social activities, outreach, home delivered meals through the Meals on Wheels program, guidance in the form of referrals regarding medical, financial, and legal issues, health and emergency fuel and food services, and housing. Transportation for medical appointments, social and recreational activities, food shopping and shopping for other needs is also provided.

In addition to these services, the COA is also responsible for: operating the town's fuel assistance program, serving as the town's agent for the State Food Stamp Program, administering the Senior Citizen Tax Voucher Program, serving as the town's Salvation Army Service Unit, distributing File of Life kits in conjunction with the Carlisle Fire Department, working with the Police Department on the RUOK safety check program, publication of a monthly newsletter for residents sixty and over, and coordination and supervision of the COA volunteer program.

The Employees of the COA

David Klein, Director

Our director manages and administers all the operations and activities of the Council on Aging to provide support services for the senior citizens of Carlisle. Their oversight and management ensure that all programs and services are conducted in accordance with town and state guidelines, and within appropriate legal boundaries. The director works with the Board of the Council on Aging to assess the needs of the seniors in Carlisle, and to provide the services that meet those needs. David can be reached at: 978-371-6693.

Angela Smith, Outreach Coordinator

Angela responds to phone calls, and emails, and conducts home visits as needed to address elder needs. She works with area agency social workers, protective service workers, caregivers and family members to help elders and their families identify available resources. Angela also coordinates and manages the volunteer program, and can help with fuel and food assistance applications. Angela can be reached at: 978-371-2895.

Peter Cullinane, Licensed Social Worker

Peter assists and advises the Director and Outreach Coordinator with assessment of elder needs, offers guidance to elders and their families going through transitional changes, identifies elders-at-risk, and works closely with local providers, human service agencies, and the Council on Aging in providing services to these individuals. Peter can be reached through the COA office at: 978-371-2895 or 978-371-6693.

Debbie Farrell, Transportation Coordinator

Debbie coordinates transportation services for medical appointments, social and recreational events, and general shopping needs. The Transportation Coordinator also coordinates and manages the Meals on Wheels program (MOW), providing a schedule of volunteers for pick-up and delivery of meals, orientation of volunteer MOW drivers, and maintaining a data-base of all volunteers and meal recipients. Debbie can be reached by calling the COA Van Line at: 978-371-6690.

Linda Cavallo-Murphy & Myriam Fleurimond, Administrative Assistants

Linda and Mary both are part-time. They help by answering the phone, and entering data into our Council on Aging data base, My Senior Center, and helps with administrative tasks. Linda also coordinates the newsletter and its mailing, coordinates exercise programs, Linda and Mary can be reached at 978-371-2895.

Services Offered by the COA

Information and Referral	Referrals regarding health, housing, legal, medical insurance, and financial issues
Communications	Publication of monthly newsletter and cable TV show, <i>Senior Connections</i> , and local Cable Community Bulletin Board
Food Services	Home delivery of meals to home-bound seniors through Meals on Wheels program
Friendly Visitor	Provides companionship for socially isolated and home-bound seniors
Health	Podiatry, hearing, blood pressure and flu clinics, loaning of medical equipment
Outreach Services	Home visits, coordination with social service agencies, support for identified needs of seniors and family members, SHINE (Serving Health & Insurance Needs of Elders) Counselor
Recreational and Social	Monthly luncheons and coffees, Women's and Men's Breakfasts, topical and cultural lectures, fitness classes, Book Club, Line Dancing, Knitting Group, day and overnight trips, intergenerational programs
Transportation	Transportation for doctor appointments, shopping and COA events

Guidelines to Volunteering at the COA

Goals of the Volunteer Program

The goals of the Volunteer Program are to effectively serve and support the senior population of Carlisle by thoughtfully matching an individual's skills and interests with the needs of senior citizens and the Council. Council staff members strive to create an atmosphere that is pleasant, supportive, respectful, and meaningful for all involved, and to provide appropriate training so that volunteers are comfortable and confident in their role.

The Benefits of Volunteering

While the Council could not provide the level, range and quality of services it does without the unique talents and dedication of its volunteers, there are also benefits for volunteers themselves. Volunteers report that in addition to directly helping others and fulfilling important social needs, their involvement is emotionally uplifting, makes them feel more connected to the community at large, often leads to learning new skills, and is an avenue for meeting new people and making new friends.

Volunteer Commitment

The work of the Council relies heavily on the generous support and dedication of its volunteers. Every volunteer assignment has specific tasks, responsibilities and time commitments that will be shared with you as part of the volunteer training process. As a volunteer, others will depend on you to follow through on your assignment. Before volunteering, be sure you are clear and comfortable with the level of involvement required. When you agree to become a volunteer, we ask that you honor your commitment as a volunteer to the best of your ability, so that the Council can implement its programs effectively and reliably.

Attendance

Should you be unable to fulfill your volunteer commitment for any reason, we ask that you give as much notice as possible by contacting the Council on Aging Office at (978) 371-2895 or 978-371-6693. It is important that office staff is notified of any cancellation as soon as possible so that a substitute can be found.

Inclement Weather Policy

Events are often cancelled in the event of extreme weather conditions. Cancellations are announced via the COA phone message accessed by calling (978) 371-2895, so please check first before reporting for an assignment when the weather is bad. Should weather make it impossible for you to report for any volunteer activity that may not be cancelled due to weather or to drive a client to an appointment, the following process should be followed:

1. Call the Carlisle Council on Aging office at (978) 371-2895 to notify staff that you will be unable to perform a volunteer activity due to inclement weather.
2. If you are a transportation volunteer, please call the client directly as soon as possible to let them know that you will be unable to drive them and that they will need to cancel their appointment. Please inform the client that they will need to call the Transportation Coordinator. Then, please call the Transportation Coordinator and let her know that the appointment has been cancelled. The Transportation Coordinator can be reached at (978) 371-6690.

Personal Health & Safety

Your health and safety are a high priority for us. It is important that you always use your best judgment regarding physical exertion. Examples of going beyond your abilities include but are not limited to: lifting heavy items, assisting a client who has fallen, assisting a client in wheelchair when it is a strain for you to do so, not taking a break when you are tired and volunteering when you are sick. If you are unable to perform an activity or feel uncomfortable performing a task at anytime, please let the Outreach Coordinator or COA Director know.

Volunteer Rights & Responsibilities

Volunteers have the **right** to ...

- a clear description of the job to be done
- be treated as a respected member of the work team
- receive appropriate orientation and training to ensure a successful service experience
- be assigned suitable and meaningful assignments
- be informed of COA policies and procedures and relevant changes as they develop
- be provided with proper supervision, supplies, and working conditions related to any assignment
- be recognized and acknowledged for contributions on an ongoing basis
- be provided feedback and support regarding performance
- say “NO” to a request and not feel guilty about it

and the **responsibility** to ...

- respect and keep confidences, be considerate, respectful, flexible and cooperative
- accept assignments within one’s capabilities
- fulfill commitments
- follow guidelines and approved practices
- decline work where biases or conflicts will interfere
- use time wisely and not interfere with the work of others
- communicate questions, concerns, observations, and suggestions to COA staff as soon as they arise

Volunteer Do's and Don'ts

Do's

- Regard everything you hear as confidential information
- Report anything unusual to the Director or Outreach Coordinator
- Be friendly and a good listener
- Present yourself with a neat and clean appearance
- Keep your commitment, but if you can't, please inform Council staff as soon as possible
- Consider yourself a valued member of the Council team
- Report any injuries immediately to the Director or Outreach Coordinator
- Use good judgment and caution at all times

And Don'ts

- Bring food to any client without checking with the Director or Outreach Coordinator as some clients may be on medically restricted diets.
- Provide any physical care, such as bathing, dressing, lifting a client (e.g. from bed to chair, a fall, etc.)
- Make any promises you personally can't keep
- Discuss clients or their condition with anyone except Council staff at any time
- Administer medication or provide medical advice or assistance (e.g., changing dressing, applying ointments, etc.)
- Report to your assignment if you are ill

Volunteer Services Policies

Confidentiality

As part of your volunteer experience through the COA, you may have access to private information about people who use our services. The COA policy on confidentiality is as follows:

In order to preserve the right to privacy of any and all clients, volunteers who have access to confidential information including but not limited to: a client's health information, conversations, visitor and family relationships and any client records or computer data, shall maintain the confidentiality of such information. All information is required to be maintained in strict confidence.

Please honor the confidentiality of your position, being careful to protect and respect all information that you see or hear. You may talk about your volunteer position with others but, please take care to not divulge private or identifying information about anyone. This also includes communication in emails back and forth to COA staff. Do not use the client's name in the subject of an email. Try to use **only** the client's initials in the body of the email if possible. The assurance of confidentiality is vital to the integrity of the experience that client's have with the COA. If you have specific concerns or questions, please speak with a COA staff member. Every volunteer is required to read and sign the Volunteer Confidentiality Agreement Form (see below). **Anything seen or overheard relating to the client(s) is considered confidential and must remain confidential.**

Conflict of Interest

The COA prohibits volunteers from engaging in any activity, practice or act which conflicts with, or appears to conflict with, the interests of the COA or, its affiliates, its clients, or its suppliers. Volunteers may not solicit paid clients for their services or hand out business cards in their interactions with clients. Volunteers should never work or provide services for a fee to a client they see or meet in their capacity as a volunteer of the COA. Volunteers should perform no functions beyond the normal responsibilities or duties described upon their being a volunteer with the COA. If you have any questions about this, please contact Kathy Mull at 978-371-6693.

Elder Abuse

Elder Abuse: An act or omission which results in serious physical or emotional injury to an elderly person or financial exploitation of an elderly person; or the failure, inability or resistance of a person to provide for an elder one or more of the necessities essential for physical and emotional well-being without which the elderly person would be unable to safely remain in the community (Ma. General Laws, 2004).

Appropriate action to take: As a representative of the COA, it is your responsibility to let either the Outreach Coordinator or the Director know if you suspect that a client may be neglected and/or verbally or physically abused. As a town department, COA management is a mandated reporter, required by law to report suspected incidents of abuse.

Elders at-Risk

Elders At-Risk: Elders are considered to be seriously at risk when they are no longer able to meet essential needs for food, clothing, shelter, personal care or medical care due to physical and/or mental impairments, substance abuse, or other serious problems, preventing them from remaining safely in the community without intervention (Executive Office of Elder Affairs).

Appropriate action to take: As a representative of the COA, it is your responsibility to let the Outreach Coordinator or the Director know if a client may need intervention of the Elders At-Risk Program to continue living safely in the community.

Gifts

Volunteers and their immediate families are not allowed to accept gifts of any significant value from clients. Volunteers are not to give, offer or promise, directly or indirectly, anything of significant value to any client.

Name Tag Policy

Volunteers working as Meals on Wheels Drivers or Friendly Drivers are required to wear a name tag. **It is imperative that volunteers in these positions wear their name tags at all times as a safety precaution since this is the only way seniors can identify representatives and volunteers from the Council.** Name tags are provided by the COA. If the name tag is lost, or if you have not yet received one, please see the Outreach Coordinator.

Transporting Clients: Special Conditions

It is the policy of the Carlisle COA not to transport clients to and from medical appointments if the client will be sedated or when a client is being released from a hospital stay. This policy is in place to protect you and insure that you are not in a position where you might have to manage a complication that may occur due to either a procedure or sedation.

Personal Conduct Policies

Alcohol & Drug Use

The Carlisle COA is prohibited by town bylaw to serve alcohol at any COA Department events. No volunteer should be under the influence of alcohol or recreational drugs while volunteering for the Council. In addition, transportation volunteers should never transport a client in their vehicle if they are under the influence of drugs and/or alcohol.

Client Safety

If at any time a client is injured or needs medical attention, please **call 911**.

DO NOT ATTEMPT TO ADMINISTER MEDICAL TREATMENT TO ANY CLIENT.

If the client needs CPR or the Heimlich maneuver, please feel free to do so **IF YOU ARE CERTIFIED** in these procedures and comfortable in performing them. Notify the COA Office at 987-371-2895 or 978-371-6693 as soon as possible of any such occurrence.

Please do not attempt to transport a client that is in a wheelchair unless you are physically able to assist this person.

Emergencies

If a situation arises with a client during your volunteer shift that is deemed an emergency, where appropriate, **immediately call 911**, and alert the dispatcher of the type of emergency. With the client's best interests in mind, it is at the discretion of the volunteer to determine how to handle any other emergency that may arise. Notify the COA Office at 987-371-2895 or 978-371-6693 as soon as possible of any such occurrence.

Please refer to Client Safety above.

Injury & Incident

If an unusual incident, event or injury to you or the elder client occurs during your volunteer shift, immediately notify the Director, or in her absence, the Outreach Coordinator. Incidents related to health, injury, accident or other causes all require an incident report. As a town department, the COA management is a mandated reporter, required to document and report all incidents and injuries within 24 hours. Incident forms can be obtained from the Director or Outreach Coordinator

Medications

Volunteers are **NOT** allowed to administer medications to any client. Medications are the responsibility of the patient or caregiver, not the volunteer.

Sexual Harassment

One of the responsibilities of the COA management is to promote a work environment that is free of sexual harassment. The COA takes any and all allegations of sexual harassment seriously. We will respond to all complaints of sexual harassment and act to eliminate the conduct and impose corrective action when necessary. As a volunteer you will be required to read the following policy and sign a statement that states that you understand the policy.

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. The U.S. Equal Employment Opportunity Commission defines sexual harassment as: unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment (U.S. Equal Opportunity Commission).

Sexual Harassment (Cont'd)

Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- the harasser's conduct must be unwelcome.
- the victim as well as the harasser can be a woman or a man
- the victim does not have to be of the opposite sex.
- the victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- unlawful sexual harassment may occur without discharge of the victim (U.S. Equal Opportunity Commission).

Volunteers should immediately report any incidents of sexual harassment that may be initiated by clients, family members of clients, employees, or anyone else relating to the work environment.

Any volunteer who feels that she or he has been harassed should report the incident immediately either verbally or in writing to COA Director. When the complaint is received, an investigation of the allegation will be pursued in a confidential, fair and timely manner. The investigation will include a private interview with the person filing the complaint and with witnesses. The person who has allegedly committed the sexual harassment will be interviewed. When the investigation is completed, all involved parties will be informed of the results.

If it is determined that inappropriate conduct has occurred, the COA Director will act promptly to eliminate the offending conduct and to apply appropriate, disciplinary action as warranted by the behavior and the role of those involved, consistent with town policy.

Shopping & Handling of Money

When volunteering to perform shopping tasks, volunteers need to make sure the client supplies adequate shopping funds. Volunteers should always receive the appropriate amount of money **prior** to performing the shopping tasks. Volunteers should not use their own money to pay for any purchase for later reimbursement by the client.

Smoking

Smoking is NOT allowed at Carlisle COA events or when in contact with clients.

Volunteering

Volunteering is a human services function that provides a rewarding and enriching means of supporting members of the community. The opportunities described below depend primarily on the support of volunteers. The list below is not all inclusive; new opportunities may emerge at any time based on changing needs of the community as well as the interests and skills of new and veteran volunteers. Suggestions for new volunteer activities and events are encouraged and always welcomed by Council staff.

A general description of the purpose, responsibilities, time commitment, and supervisory responsibility related to each position is provided below. Special requirements or details are provided for various volunteer positions, as needed.

In addition to complying with confidentiality and privacy guidelines, it is expected that volunteers will be courteous, caring, and understanding while maintaining appropriate and ethical boundaries in their interactions with elderly citizens and co-workers, as detailed in the Personal Conduct section of this manual.

Volunteer Opportunity Descriptions

Activity Leader and/or Activity Instructor

Purpose of position: To coordinate, lead or instruct participants in designated group activities (e.g., Garden Club Workshops, games, and other types of group activities). Games events may be scheduled during the day or evening with frequency based on event.

Specialized requirements:

- Good Speaker
- Be able to handle money
- Good math skills
- Run VCR if required for activity

Responsibilities:

- Lead/ run meetings
- If appropriate, help coordinate prizes
- Collects any dues
- Maintains records specific to activity

Physical Abilities:

- N/A

Time Commitment:

- Based on availability to prepare and coordinate event

Reports to:

- COA Director or Outreach Coordinator

Card Mailing Volunteer

Purpose of position: To track our seniors via an age list and send birthday cards including a COA brochure as they turn 60, and birthday cards as they turn 80.

Specialized requirements:

- Ability to organize materials
- Ability to sort by dates
- Ability to write addresses and notes on cards
- Ability to get cards mailed

Responsibilities (may include one or more of the activities outlined below):

- Determining when a senior turns 60 and 80
- Address cards and add note inside
- Attach stamps and mail cards

Physical Abilities:

- Good hand/eye coordination
- Ability to perform a repetitive motion
- Ability to write

Time Commitment:

- Approximately 1 hour per month

Reports to:

- **Outreach Coordinator**

COA Monthly Lunch Event Coordinator

Purpose of position: To provide a quality lunch, directing a team of volunteers in a food safe manner, including menu development, purchase, set up, serving, and clean up.

Specialized requirements:

- Work with COA staff to plan, coordinate, prepare and deliver lunch
- Work with COA staff on attendance registration
- Ability to direct and work collaboratively with volunteers in the purchase, set up, serving, and clean up for lunches
- Ability to interact pleasantly with diners and co-workers
- Enjoy contact and conversation with people

Responsibilities:

- Food ordering and coordination of food purchases
- Ensure refreshments are handled in a food safe manner
- Ability to keep costs within assigned COA budget
- Transport food items to lunch location
- Ensure that the facility being used is left in good condition after event
- Track number of people in attendance, amount of food consumed to help with planning
- Turn in receipts for payment to Director in a timely manner

Physical Abilities:

- Ability to safely transport food items
- Capable of carrying food serving dishes and trays
- Ability to stand for a period of 1-2 hours at event

Time Commitment:

- 1-10 hours for coordination, food purchase, set-up, serving and clean up

Reports To:

- Director

Coffee Event Coordinator(s)

Purpose of position: To provide a quality coffee in a food safe manner by including menu development, purchase, and preparation of food items for monthly coffees.

Specialized requirements:

- Ability to work with others to coordinate breakfast food purchases and preparation
- Ability to transport prepared dishes to or prepare dishes at coffee site
- Ability to keep costs within assigned COA budget

Responsibilities:

- Food purchases and preparation of portable breakfast items in advance of coffee or at coffee site
- Transport food items to breakfast location (Village Court Sleeper Room)
- Ensure refreshments are handled in a food safe manner
- Set up and put away tables and chairs
- Attend breakfast and interact with guests
- Launder tablecloths and return to breakfast location
- Turn in receipts for payment to Director in a timely manner

Physical Abilities:

- Ability to safely prepare and transport food items
- Ability to set up and dismantle light weight table and chairs

Time Commitment:

- 1 hour food shopping and transportation
- 1 hour food prep
- 3 hours set-up, interaction with guests, and clean-up
- ½ hour to wash and return tablecloths

Reports To:

- Outreach Coordinator or Director

Computer/Technology Support and Training

Purpose of position: To provide technology support for elders in computer basics and applications such as word processing, accessing the internet, and email. Help with other computer issues based on the volunteer's skill, willingness, and the senior's needs.

Specialized requirements:

- Competent in use of computer, Internet, hardware, and relevant software applications
- Ability to clearly instruct others
- Ability to work with minimal supervision
- Willingness & ability to teach technical skills to "non techies"

Responsibilities:

- Follow through with support based on personal involvement or referral

Time Commitment:

- Based on individual circumstances

Reports to:

- Outreach Coordinator

Friendly Callers

Purpose of position: To provide social support through regular telephone contact to people who are socially isolated in their own homes due to physical illness or frailty.

Responsibilities:

- Make occasional calls to designated senior, based on personal schedule
- Report concerns about a particular senior to the Outreach Coordinator or Director

Physical Abilities:

- Ability to speak clearly over the phone

Time Commitment:

- Based on agreement of volunteer and senior

Reports to:

- Outreach Coordinator

Friendly Visitor

Purpose of position: A Friendly Visitor is someone who is matched with a senior who lives at home and who would greatly benefit from the extra attention and caring of a friendly visitor.

Specialized requirements:

- Know when to report concerns about a particular senior to the Outreach Coordinator or Director
- Know how to set appropriate limits/boundaries in relationship with the elderly
- Enjoy interaction and friendly conversation with others
- Maintain an open mind to values, beliefs and experiences of others
- Ability to transport self to senior residence

Responsibilities:

- Visit a senior on a mutually agreed upon schedule, whether weekly, bi-weekly or monthly, or as otherwise agreed
- Call in advance of visit to ensure that your visit will be well timed
- Adhere to any commitments made
- Inform the elder as soon as possible if they can't keep an appointment
- Communicate with Outreach Coordinator or Director regarding any concerns observed

Physical Abilities:

- Ability to drive

Time Commitment:

- Based on mutual agreement between volunteer and senior

Reports to:

- Outreach Coordinator

Friendly Driver: COA Events, Shopping and Errands

Note: Friendly drivers should check with their insurance carrier to ensure an appropriate level of coverage. Friendly drivers assume the liability on their insurance if anything happens when transporting a client just as you would if you were driving a friend or neighbor.

Purpose of position: To assist seniors by providing consistent and predictable transportation to various events, shopping or errands. At times, personally shop or run errands for seniors who are homebound.

Specialized requirements:

- Valid MA Drivers License
- Good driving record

Responsibilities for each assignment accepted:

- Contact client at least 24 hours prior to confirm time and location of appointment and pick up
- Pick up senior at designated time and drive to predetermined location
- Offer assistance (if needed) in and out of car (this should be gentle assistance—no lifting should be involved)
- If needed, offer shopping assistance
- Assist client with shopping bundles
- Bring client home safely
- If an unusual event takes place, contact Transportation Coordinator, Outreach Coordinator, or Director

Physical Abilities:

- Ability to lift up to 20 lbs (*if willing to transport someone in a wheelchair*)

Time Commitment:

- Based on nature of trip and by arrangement between volunteer and senior

Reports to:

- Transportation Coordinator

NOTE: Check with your tax preparer. Volunteer driving may provide a tax deduction.

Friendly Driver: Medical Appointments

Note: Friendly drivers should check with their insurance carrier to ensure an appropriate level of coverage. Friendly drivers assume the liability on their insurance if anything happens when transporting a client just as you would if you were driving a friend or neighbor.

Purpose of position: To provide consistent and predictable transportation to seniors for local medical appointments (generally Concord, Westford, Lahey Clinic/Burlington site, Acton, Lexington, and Littleton).

Specialized requirements:

- Valid MA Drivers License
- Good driving record

Responsibilities for each assignment accepted:

- Contact client at least 24 hours prior to confirm appointment and set pick up time
- Pick up senior allowing for enough time to ensure relaxed trip and that senior is on time for appointment
- Offer assistance (if needed) in and out of car (this should be gentle assistance—no lifting should be involved)
- Make sure client arrives at appointment on time
- If needed, offer assistance into doctor's office
- Either stay at appointment site during the appointment or arrange for appropriate pick up time to return senior home
- If an unusual event takes place, contact Transportation Coordinator, Outreach Coordinator, or Director

Physical Abilities:

- Ability to lift up to 20 lbs (*if willing to transport someone in a wheelchair*)

Time Commitment:

- Varies with assignment

Reports to:

- Transportation Coordinator

NOTE: Check with your tax preparer. Volunteer driving may provide a tax deduction.

High School Lunch Project Coordinator

Purpose of position: To coordinate and oversee monthly luncheons at local high school dining rooms (Minute Man Regional High School, and Nashoba Technical Regional High School), or other site if arranged.

Specialized requirements:

- Ability to keep accurate records of participants, menu and transportation requests
- Ability to follow through with timely reminder and notification calls to participants and food service providers
- Ability to provide accurate and appropriate luncheon and transportation requests to Council on Aging staff
- Ability to interact pleasantly with diners
- Basic math skills

Responsibilities:

- Organize lunch and transportation requests
- Inviting potential participants
- Placing reminder calls to participants 1-2 days prior to luncheon
- Keep accurate record of lunch attendees, menu and transportation requests
- Document and notify COA Transportation Director of participants requiring transportation in a timely fashion
- Notify high school Food Program Directors of menu requests 3-4 days prior to luncheon
- Attend monthly luncheon as representative of Council on Aging and liaison between Council on Aging and Food Program Directors
- Acknowledge all luncheon guests by greeting them and conversing with them
- Collect correct fees and gratuities for the luncheon and leave payment and gratuities with high school Food Program Director

Physical Abilities:

- Ability to speak clearly over the phone
- Ability to drive to luncheon site or travel in the COA van if appropriate

Time Commitment:

- 2-4 hours per luncheon

Reports to:

- Outreach Coordinator

Hostess/Event Server and Helper

Purpose of position: To assist with COA luncheons and coffees or provide refreshment support for other special events

Specialized requirements:

- Work with the event chair to support the success of the event
- Ability to interact pleasantly with diners and co-workers
- Enjoy contact and conversation with people

Responsibilities:

- Ability to help with event set up
- Make tea and coffee and distribute cold drinks
- Plate and serve food
- Ensure refreshments are handled in a food safe manner
- Clear, wash and store dishes, cups, glasses, tables and chairs, etc.
- Visit and engage in friendly conversation with guests
- Collect fees and turn in to event chair or Director
- Greet and introduce new diners

Physical Abilities:

- Strength and balance to carry trays
- Agility to walk around tables and chairs
- Flexibility to bend and good range of mobility
- Ability to lift or move tables with another person
- Ability to stand for a period of 1-2 hours at event

Time Commitment:

- Based on the specific needs of the event

Reports to:

- Event chairperson, Outreach Coordinator or Director

Household Helper /Handyperson

Purpose of position: To provide assistance with odd jobs as needed (e.g., assist with light sewing, home maintenance, repairs, shoveling, yard work, etc.)

Specialized Requirements:

- Knowledge of and ability of basic home repairs
- Recognize tasks that require a licensed professional or are beyond personal ability or skill
- Ability to do light sewing, make home repairs, shovel snow in winter, and/or do seasonal yard work

Responsibilities:

- Make needed repair in a timely and safe manner
- Communicate needs beyond ability to COA staff

Physical Abilities:

- Varies according to assignment

Time Commitment:

- Case by case, based on the commitments discussed by volunteer and senior

Reports to:

- Outreach Coordinator

Intergenerational Program Support

Purpose of position: To work with school age children on special projects or events.

Specialized requirements:

- Ability to interact with pre-K, elementary, and middle school aged children
- Ability to maintain consistent schedule of support
- Ability to take direction from school staff and follow established guidelines regarding the project or event.

Responsibilities:

- Honor agreed upon schedule

Physical Abilities:

- Based on event or project

Time Commitment:

- Based on event or project, but generally 1- 1 ½ hours per week for specific number of weeks

Reports to:

- Outreach Coordinator or Director

Library Cultural Series Support

Purpose of position: Help with set-up for events, greeting and signing in participants, and assisting with refreshments and clean-up after the event.

Specialized requirements:

- Ability to interact pleasantly with co-workers and event attendees
- Enjoy social interaction and conversation with others
- Attendance at the event
- Ability to take attendance

Responsibilities:

- Arrive 30 minutes before event to help with set-up
- Greet and sign-in attendees
- Make sure that each person attending event is acknowledged
- Help with clean up and putting chairs, etc. away

Physical Abilities:

- Agility to walk around tables and chairs
- Flexibility to bend and good range of mobility
- Ability to move chairs and if necessary move tables with assistance

Time Commitment:

- 2-3 hours per event

Reports to:

- Outreach Coordinator, Library Director, Research Librarian

Meals on Wheels Pick-Up and Meal Delivery Driver

Purpose of position: To pick up and deliver nutritious meals to homebound individuals to their homes in Carlisle.

Specialized requirements:

- Valid MA Drivers License
- Proof of insurance and personal injury coverage
- Follow guidelines for safe and timely handling of food

Responsibilities:

- Pick up meals from the Bedford Council on Aging between:
 - Tuesdays and Thursdays: 10:00 and 11:00 a.m.
 - Mondays, Wednesdays and Fridays: 10 and 11:30 a.m.
- Before leaving Bedford, check with the Bedford Meals Site Manager to be sure you have the correct number of meals (entrée and cold pack and verify all recipients since there may be changes since the last delivery)
- Pick-up and return bags/coolers for the hot and cold/frozen food at the Carlisle COA office. Be able to lift bags/coolers
- Deliver Meals on Wheels to Carlisle homebound clients immediately after picking up the meals
- Assist with setting up meal (opening carton's, cutting meat, etc. as needed)
- Make every effort to maintain temperatures of food in transport. If a Village Court client is not home, please put the food in the Sleeper Room. Hot and cold foods should be refrigerated and frozen food should be frozen. Often you may need to separate cold food from frozen food.
- Follow instructions for directions, operational procedures and delivery instructions distributed by the Carlisle Meals on Wheels Coordinator
- As appropriate, check-on client's well-being and notify COA of any concerns noted
- Distribute menus when available

Time Commitment:

- One or two deliveries a month; approximately ½ -1 hour per delivery day depending on the number of clients receiving Meals on Wheels

Reports to:

- COA Transportation Coordinator

NOTE: MOW drivers can submit for mileage through Minuteman Senior Services by request to the Transportation Coordinator. If you do not submit for mileage, discuss with your tax preparer since mileage may be a tax deduction.

Medical Clinic Project Coordinator

Purpose of position: To coordinate and oversee voluntary health related clinics (e.g., podiatry services, hearing screenings, and other clinics as requested) for senior participants, and assist with set-up and clearing of clinic space.

Specialized requirements:

- Ability to create and organize an appointment schedule in a timely fashion, including revising schedule as needed, based on changes in attendance
- Ability to coordinate volunteer coverage for clinic when project manager not in attendance
- Ability to handles fees when required
- Ability to keep accurate records of participants and appointments
- Ability to follow through with timely reminder and notification calls to participants, clinic service providers (when appropriate), and COA staff
- Ability to interact professionally and flexibly with seniors and, when appropriate, service providers
- Responsibility for picking up keys and/or needed supplies for clinic
- Ability to assist with set up, tear down and clean up of facility before and after clinic

Responsibilities:

- Schedule participants who request appointments
- Place reminder calls to all participants 2-3 days prior to clinic
- Keep accurate record of participants and appointment times
- Coordinate and communicate schedule of appointments and schedule changes to service providers and COA staff
- Assist with set-up, tear down, and clean up of facility before and after clinic
- Greet and sign-in participants on clinic days
- Collect fees from participants and turn in fees to COA staff

Physical Abilities:

- Ability to move light furniture items related to set up, if needed

Time Commitment:

- 1-2 hours for scheduling and 2-3 hours per clinic unless other volunteers are handling the coverage of the clinic

Reports to:

- Outreach Coordinator

Medical Equipment Coordination

Purpose of position: To create an inventory of available medical equipment and its condition, help maintain and distribute medical equipment to seniors as needed, and maintain record of use.

Specialized requirements:

- Ability to create an Equipment Inventory, Use and Condition record sheet
- Ability to keep accurate records of equipment and usage
- Ability to assess condition of equipment and need for repair or replacement
- Ability to follow-through with requests, distribution, and retrieval of equipment

Responsibilities:

- Develop inventory/use/condition record sheet
- Keep accurate record of equipment inventory, usage and condition
- Distribute and retrieve equipment
- Communicate repair and replacement needs to COA staff in timely fashion
- Remove any equipment that is no longer appropriate for senior use

Physical Abilities:

- Ability to carry and transport light equipment

Time Commitment:

- 1-5 hours per month

Reports to:

- Outreach Coordinator and Director

Men's Breakfast: General Helper

Purpose of position: To assist in providing a quality breakfast in a food safe manner by carrying out tasks assigned by the Men's Breakfast Lead, and assisting with breakfast set up and clean up.

Specialized requirements:

- Ability to work with others to support a food event
- Ability to interact pleasantly with diners and co-workers

Responsibilities:

- Arrive one-half hour to one hour before event to help with set-up (check with Breakfast Lead to determine need), remain about an hour after breakfast to help with clean up
- Assist with physical set up, break down, and clean up of the kitchen and room.
- Handle refreshments in a food safe manner
- Assist in serving food and beverages
- Visit and chat with guests
- Greet and welcome attendees
- If requested by Men's Breakfast Lead, collect fees and turn in to event chair or Director
- Keep list of those who attend
- Support Men's Breakfast Lead

Physical Abilities:

- Assist in loading and unloading equipment and food from cars
- Ability to set up tables and chairs with assistance
- Agility to walk around tables and chairs
- Flexibility to bend and good range of mobility

Time Commitment:

- 2-3.5 hours

Reports to:

- Outreach Coordinator or Director

Men's Breakfast: Lead

Purpose of position: To provide a quality monthly breakfast in a food safe manner for 20 to 30 men, 10 months of the year.

Specialized requirements:

- Willingness to accept final responsibility for the planning and delivery of the monthly breakfasts
- Ability to create varied breakfast menus
- Purchase or maintain equipment necessary for breakfast delivery
- Ability to recruit and supervise helpers
- Some cooking ability is useful
- Ability to keep costs within assigned COA budget

Responsibilities:

- Menu planning
- Food purchase
- Food preparation, handling, and storage consistent with safe food handling and board of health procedures
- Inventory available equipment, purchase, maintain and deliver to the meal site each month as necessary
- Inventory and have available adequate supplies of expendable items. e.g. napkins, plastic ware, hot and cold cups of appropriate sizes, paper towels, plastic bags, dish soap, ice cubes, dish towels, cleaning items, aluminum pans, etc.
- Recruitment and supervision of helpers
- Set up, tear down, and clean up of the Sleeper Room for each meal
- Publicize breakfasts, maintain an email list and send monthly notices
- Keep track of number of people served and amount of food consumed for future planning
- Collect fees and turn in to Director
- Turn in receipts for payment to Director in a timely manner
- Remove tablecloths, launder and return to site
- May be responsible for all or part of the "Men's Breakfast General Helper" responsibilities
- May ask helpers to support with various aspects of event

Physical Abilities:

- Must have available transportation and physical ability to perform tasks listed above
- Ability to stand for 1-4 hours for event

Men's Breakfast: Lead (Cont'd)

Time Commitment:

- 1-3 hours for Administrative tasks, e.g., menu/food/supplies planning, email notices, helper recruitment/coordination, equipment purchase/inventory/transport
- 1.5 - 3 hours for driving to and from markets and food shopping
- 1 - 3 hours home food storage, preparation, loading car
- 3.5 hours — 7:00 A.M. to 11:00 A.M. — for duties at Men's breakfast
- .5 - 1 hour to remove table cloths, launder and return to site

Reports To:

- Outreach Coordinator or Director

Newsletter Volunteer

Purpose of position: To prepare newsletter for mailing (e.g., folding, sorting, or labeling).

Specialized requirements:

- Ability to organize materials
- Ability to operate simple document folding machinery (*if involved with folding*)
- Ability to sequentially collate documents
- Ability to work independently

Responsibilities (may include one or more of the activities outlined below):

- Run copies of newsletter through folding machine
- Apply labels to address location on newsletter
- Sort and place newsletters in post office containers for mailing

Physical Abilities:

- Good hand/eye coordination
- Ability to perform a repetitive motion
- Ability to stand for 1-3 hours, including rest breaks (*if involved with folding*)
- Ability to sit for approximately one hour (*if involved with assembling and labeling for mailing*)

Time Commitment:

- 1-3 hours per month

Reports to:

- Director

Newsletter Database & Mailing Label Volunteer

Purpose of position: To keep data base of newsletter recipients including adding seniors as they become 60 and keeping track of out of town recipients who have requested being added to the newsletter mailing. To print mailing labels for all who will receive the newsletter.

Specialized requirements:

- Ability to keep data base of in and out of town residents
- Ability to print labels
- Ability to work independently

Responsibilities (may include one or more of the activities outlined below):

- Update data base with requested additions and deletions, update as people in town turn 60
- Print labels in a timely manner

Physical Abilities:

- Good computer skills
- Ability to track seniors from an age list
- Ability to handle requests via email

Time Commitment:

- 1-2 hours per month

Reports to:

- Outreach Coordinator and Director

Office Support

Purpose of position: To provide support with mailings, filing, addressing envelopes, copying, labeling, covering office phones, taking event reservations, documenting calls and messages, and helping with special projects. To greet all who enter or contact the Council on Aging with professionalism, courtesy and friendliness.

Specialized requirements:

- Ability to keep a neat and organized work area
- Ability to keep accurate notes and record of calls and messages
- Ability to work independently and as part of a team
- Interact in a friendly and professional manner
- Ability to keep calls and messages coming in from elders confidential

Responsibilities:

- Interact with those who contact or visit the COA with professionalism, courtesy, and friendliness
- Provide general support to COA office and staff as determined by personal skills and office needs

Physical Abilities:

- Based on task/assignment

Time Commitment:

- Based on specific assignment

Reports to:

- Outreach Coordinator or Director

Women's Breakfast: Lead

Purpose of position: To provide a quality breakfast in a food safe manner including menu development, purchase, and preparation of food items for women breakfasts.

Specialized requirements:

- Work with COA staff to identify date of event, and prepare advertising for event
- Ability to work cooperatively with others in the preparation and serving of the breakfast
- Ability to prepare and transport food and needed supplies to the breakfast site
- Ability to work cooperatively with others to coordinate purchase and preparation of breakfast items
- Ability to prepare and transport dishes to the breakfast site

Responsibilities:

- Food purchases and preparation of portable breakfast items in advance of breakfast
- Ability to keep costs within assigned COA budget
- Transport food items to breakfast location or prepare dishes at breakfast site
- Oversee the breakfast event
- Ensure refreshments are handled in a food safe manner
- Turn in receipts for payment to Director in a timely manner

Physical Abilities:

- Ability to safely prepare and transport food items
- Ability to stand for a period of 1-2 hours at event

Time Commitment:

- 1-10 hours for food shopping, preparation, and 1-2 hours to cater breakfast

Reports To:

- Outreach Coordinator or Director

Women's Breakfast: General Helper

Purpose of position: To assure that the dining area is set up properly for in-house food service, meals are served in a food safe and timely manner, provide flowers, collect fees, support chef, and ensure the dining room and kitchen are thoroughly cleaned after the meal service, tables and chairs returned to their storage location.

Specialized requirements:

- Ability to interact pleasantly with diners, chef and co-workers
- Enjoy contact and conversing with others

Responsibilities:

- Check reservations and prepare appropriate number of tables
- Support chef as requested
- Handle food and beverages in a food safe manner
- Give out name tags
- Serve meal and beverage as appropriate
- Provide flowers for table for the event
- After the meal, clear and wash tables
- Visit and chat with guests
- Wash/load dishes
- Help ensure table cloths are washed and returned
- Acknowledge all breakfast attendees

Physical Abilities:

- Strength and balance to carry food and trays as appropriate
- Agility to walk around tables and chairs
- Flexibility to bend and good range of mobility

Time Commitment:

- 2-3 hours per event

Reports to:

- Outreach Coordinator



Town of Carlisle
MASSACHUSETTS 01741

Office of
**Council on
Aging**
66 Westford
Street
978 371-2895

VOLUNTEER APPLICATION

Welcome to Carlisle Council on Aging (COA). Thank you for your interest in becoming a volunteer.

Please complete and sign this application. Your finished application should be returned to the COA office at the above address. If you have any questions, please call the Council on Aging at 978-371-2895.

The COA office is located in Carlisle's town hall. The COA supports all Carlisle's seniors aged 60 and above. Please print your personal information below.

NAME: _____ DATE: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

HOME PHONE: () _____ CELL PHONE: _____

EMAIL: _____

WORK EXPERIENCE/BACKGROUND: _____

INTERESTS/HOBBIES: _____

Please tell us your availability. How often you are able to help? For example: once a week, every other week, monthly, etc. Are there certain days or even months that are better for you to volunteer?

On the reverse side of this application, you will find a list of COA volunteer opportunities. Please check off all which interest you. If you have skills or interests not listed – but for which you would like to volunteer, please add them to the list. The COA is always looking for new program ideas.

Please check all volunteer opportunities in which you might like to participate.

COA Department General Assistance

<input type="checkbox"/> General office help	<input type="checkbox"/> Special events coordination	<input type="checkbox"/> Help coordinating COA breakfasts/lunches
<input type="checkbox"/> Day Trip Coordinator	<input type="checkbox"/> Updating resource guide	<input type="checkbox"/> Maintaining contractor list
<input type="checkbox"/> Newsletter publication	<input type="checkbox"/> Newsletter mailings	<input type="checkbox"/> Library/research help
<input type="checkbox"/> Medical equipment care and storage	<input type="checkbox"/> Senior/Community Center research committee	

COA Program Support

<input type="checkbox"/> Bingo	<input type="checkbox"/> Coffee (monthly)	<input type="checkbox"/> Monthly luncheon help
<input type="checkbox"/> Men's Breakfast help	<input type="checkbox"/> Woman's Breakfast help	<input type="checkbox"/> Program/Event support
<input type="checkbox"/> Music programs	<input type="checkbox"/> Computer training	<input type="checkbox"/> Fuel assistance help
<input type="checkbox"/> Intergenerational programs	<input type="checkbox"/> Flower arrangements	<input type="checkbox"/> Photography
<input type="checkbox"/> COA monthly television program production crew	<input type="checkbox"/> COA monthly television program moderator	

Support for Carlisle Seniors

<input type="checkbox"/> Friendly Visitor	<input type="checkbox"/> Friendly Driver*	<input type="checkbox"/> Friendly senior phone calls
<input type="checkbox"/> Trip escort	<input type="checkbox"/> Errands	<input type="checkbox"/> Help moving items in home
<input type="checkbox"/> Yard help/leaf clean up for seniors	<input type="checkbox"/> Snow shoveling or clearing snow from cars	<input type="checkbox"/> Food shopping
<input type="checkbox"/> Computer support	<input type="checkbox"/> Handyman help	<input type="checkbox"/> Gardening help
<input type="checkbox"/> Medical equipment delivery	<input type="checkbox"/> Medical appointment companion	<input type="checkbox"/> Meals on Wheels delivery **
<input type="checkbox"/> Organizational help for seniors		

*** Friendly Drivers: Drive when available on an as needed basis, generally once a month.**

**** Meals on Wheels delivery: Takes about 90 minutes, generally once a month.**

Do you have other special skills such as physician, lawyer, CPA or _____

Would you like to run a special program such as _____

Would you like to be an instructor of _____

Carlisle Volunteer Information Sheet

Name: _____ Today's date: _____

Street address: _____ Birth date: _____

City/Town: _____ Phone: _____

Email address: _____

Do you speak more than one language? List: _____

REFERENCE: Personal or professional reference requested

Name: _____

Address: _____

Phone: _____

Relation to volunteer: _____

May we contact this person? _____ Yes _____ No

EMERGENCY CONTACT INFORMATION

Emergency contact name: _____

Contact's phone number: _____

Contact's cell phone number: _____

Relationship to you: _____

Additional details you wish to note, including important medical information such as allergies, and additional emergency contacts.

Carlisle COA Volunteer Confidentiality Agreement

Confidentiality is the cornerstone of a trusting relationship between a volunteer and the seniors that we assist through the Carlisle Council on Aging.

I, the undersigned, acknowledge that any information learned regarding any and all senior citizens involved with the Carlisle Council on Aging while performing my duties, as a volunteer must be kept in the strictest of confidence.

I agree to not discuss cases or mention senior's names, addresses, phone numbers, finances, or otherwise reveal or disclose information pertaining to any senior, except when in direct contact with the staff.

A breach of confidentiality may consist of but is not limited to:

- Talking about a senior with your family or friends.
- Talking about a senior's issues or problems without their permission.

I hereby acknowledge my obligation to exercise good faith and integrity in all dealings with the senior citizens and his or her personal information in the performance of my duties as a senior volunteer. I understand that violating this agreement may result in my dismissal as a senior volunteer.

I have read and understand the above confidentiality statement and hereby agree to abide by this rule.

Name: _____
(Please Print)

Signature: _____

Date: _____

Volunteer Time Sheet

The purpose of the volunteer time sheet is to track the hours donated by the volunteer. Volunteer time sheets are filled out and then turned in on a regular basis to the Outreach Coordinator. There will be one volunteer time sheet per volunteer, per month. Volunteers will be given several copies of the volunteer time sheets at the workshop. When you run out of time sheets, please see the Outreach Coordinator for additional sheets. It is very important to fill out the time sheet accurately. Please note that you should always round up to the nearest half-hour. Accurate and up to date records are important to both the town and the volunteer. This information is used for volunteer recognition, budget purposes, statistics, management, and program promotion. A sample copy of the form follows for your reference.

CARLISLE COUNCIL ON AGING VOLUNTEER TIME SHEET

Volunteer’s Name: _____

Month of: _____

Please fill out a time sheet for each month you volunteer. Please return to Outreach Coordinator by the end of the month as we use these for our monthly reports and our year-end reports to the State. Thank you for your assistance.

DATE	EVENT OR CLIENT NAME	TASK DONE	COMMENTS	NUMBER OF HOURS

An A-Z Directory of Helpful Phone Numbers

Carlisle Assessors Office	978-369-0392
Carlisle Board of Health	978-369-0283
Carlisle Congregational Church	978-369-7830
Carlisle Council on Aging	978-371-2895 and 978-371-6693
Carlisle Council on Aging Van Line	978-371-6690
Carlisle Housing Authority Coordinator	978-371-6694
Carlisle Public Works	978-369-6156
Carlisle Recreation Department	978-369-9815
Carlisle Town Clerk	978-369-6155
Carlisle Treasurer/Tax Collector	978-369-5557
Comcast Cable	1-800-Comcast
Commission of the Blind	1-800-392-6450
Commission of the Deaf	1-800-882-1155
Elder Abuse hot line	9-5 M-F 781-272-7177; after hours/weekends 1-800-922-2275
Elliot Community Service Mental Health	978-369-1113
Emergency	911
Emerson Home Care	978-287-0122
Emerson Hospital	978-369-1400
Fire Department non-emergency	978-369-1442
First Religious Society	978-369-5180

Food Stamps	1-800-645-8333
Fuel Assistance (Community Teamwork)	978-459-6161
Gleason Public Library	978-369-4898
Hospice at Emerson	978-287-3270
Lahey Hospital	1-781-744-5100
Lawyer Referral Service	866-MASS-LRS
Lifeline Mount Auburn Hospital	1-617-499-5525
Medicaid	1-800-841-2900
Medicare	1-800-914-4455
Minuteman Senior Services	1-781-272-7177 or 1-888-222-6171
NStar Electric	1-800-592-2000
NStar Gas-Emergencies	1-800-231-3500
Nstar Gas-Service and Billing	1-800-732-5512
Police Department non-emergency	978-369-1155
Registry of Motor Vehicles	1-800-858-3926
Saint Irene Church	978-369-9863
Social Security	1-800-772-1213
Veterans Administration in Bedford	1-781-275-7500
Veterans Services	978-671-0969
Village Court Housing Management Company: The Hodges Companies	1-603-224-9221