



Northland Shepherd's Center

Helping Seniors Thrive

Volunteer Handbook

Northland Shepherds Center

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Gladstone, MO 64119

Northland Shepherd’s Center
Volunteer Handbook

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History of Shepherd's Center

Northland Shepherd's Center is an affiliate of Shepherd's Center of America.

Shepherd's Center of America is an inter-faith organization of diverse religious and social service groups.

Shepherd's Center of America embodies the universal principles of compassion, cooperation, and service to others.

We were organized by our founder Reverend Elbert Cole. In 1972 Reverend Cole opened the first center in Kansas City that created a new model of aging. Older adults were empowered to create opportunities for themselves and others that provided meaning and purpose.



Our story began in 1990, five dedicated Kansas City Northland citizens created Northland Shepherd's Center. Northland Shepherd's Center, a volunteer powered organization, offered three programs attended by about 45 people.

Today, NSC consists of a 15-member Board of Directors, 4 full-time, 14 part-time employees, and over 500 volunteers who annually assist over 6,000 Platte and Clay County 60+ adults. The original three programs have expanded to twenty programs all working to realize "meaningful aging" for our clients and volunteers.

NSC is funded by private donations foundation and corporate grants, fund-raisers and annual giving campaigns.

Our Mission, Vision and Values

Our **Mission** is to improve the quality of life for adults 60 and over to help them thrive in the community and remain in their home or apartment as long as they are able and safe.

Our **Vision** is to transform the concept of aging into an empowering experience for living a life of meaning by creating meaningful opportunities for service, lifelong learning, individual well-being and independent living.

Our **Values** are rooted in the philosophy of what all people have in common - a responsibility to do good and help others.

The Benefits of Volunteering

Volunteers are the backbone of the Northland Shepherd's Center. Volunteering with *Northland Shepherd Center* offers a unique and rewarding opportunity to support those in need while making a positive difference in your community. The benefits of helping others can be even greater for you, the volunteer.

Life Enrichment

Volunteering is a fun and easy way to explore your interests and passions. Doing volunteer work you find meaningful and interesting can be a relaxing, energizing escape from your day-to-day routine of work, school, or family commitments. Volunteering also provides you with renewed creativity, motivation, and vision that can carry over into your personal and professional life.

Expand Learning

Volunteer opportunities often allow people to try new activities or learn new skills. For example, a volunteer for a client support program may walk away with self-care or financial management tips. If you're considering a career, volunteering can help you get experience in your area of interest and meet people in the field. While learning new skills can be beneficial to many, it's not a requirement for a fulfilling volunteer experience. Bear in mind that the most valuable skills you can bring to any volunteer effort are compassion, an open mind, a willingness to do whatever is needed, and a positive attitude.

Health Benefits

Volunteering provides many benefits to both mental and physical health. The social contact aspect of helping and working with others can have a profound effect on your overall psychological well-being. Nothing relieves stress and feelings of isolation better than a meaningful connection to another person. Volunteering keeps you in regular contact with others and helps you develop a solid support system.

Personal Growth

By volunteering with an ongoing program, volunteers see growth and change. Volunteering gives you the opportunity to practice important skills such as teamwork, communication, problem solving, project planning, task management, and organization. This reinforces the volunteer's own sense of worthiness and vitality in the program.

Benefit Your Community and Foster Friendships

One of the best ways to make new friends and strengthen existing relationships is to commit to a shared activity together. Volunteering is a great way to meet new people, especially if you are new to an area. It strengthens your ties to the community and broadens your support network, exposing you to people with common interests, neighborhood resources, and fun and fulfilling activities.

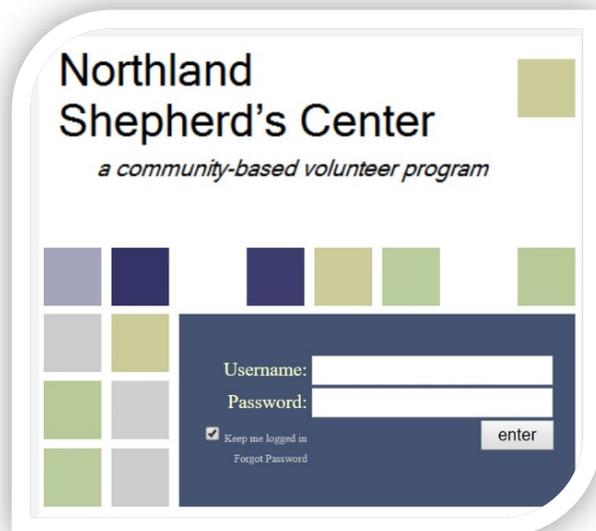
Action Board

Online Scheduling System

Choose requests that fit your schedule and interest.

1. Volunteer requests are posted online at:
 - a. www.scndrivers.com
 - b. Username = your email address
 - c. Password = _____

2. Select **Available** from the left menu
 - a. Review when, who, what and where.
 - b. Use the drop down fields in column headings to look for your favorite client or clients in your zip code.
 - c. Click the icon  between Pickup Address and Destination Address to open Google Maps in a new browser tab. Great for a quick view of the overall route.
 - d. Click **Accept** in the far left column to self-assign a request.
3. Once you **Accept** a request the system moves that request and your screen view to **MyAppointments**. You can return to available requests by selecting **Available**.
4. **Un-Accept** a request. We understand, life happens. When **you** need to cancel:
 - a. Select **MyAppointments** from the left menu.
 - b. Select **Un-Accept** for the request you can no longer fulfill.
 - c. Send a message in the Comments for the Coordinator box (optional).
 - d. Select **Submit**.
 - e. Please call the office (452.4536) if short notice.
 - f. (Do **not** Un-Accept a request when the **client** cancels.)
5. **Mileage Report**: Data is vital for our grant requests/reports and fundraising. No money = no mission. After completing a request:
 - a. Select **Mileage Report** from left menu and complete fields that are outlined with a box.
 - b. *# of extra stops* = Did your request require travel? How many stops did you make in addition to the listed Destination?
 - c. *# of extra passengers* = Did your request require transporting a client? How many people in addition to the listed Client?
 - d. *Total Time* = your overall time involved from start to finish.



- e. *Odometer Start and End*: Total mileage starting from the time you left home and back again. Enter odometer readings. *Or* enter your trip meter reading in **Odometer End** field.
 - f. Select Save and confirm from the pop up window.
6. **My Info**: Your contact information on file in our office. Also, your driver's license and auto insurance expiration dates. (Please provide us a new copy upon expiration.)
 7. **Change Password and Logout**: self-explanatory.
 8. **Contact the Coordinator** sends an email to the office.

General System Information

1. The online scheduling system is in real time. Changes are processed within milliseconds so that it is virtually updated immediately.
2. When viewing available jobs refresh your screen frequently by clicking [Available](#).
3. Regularly we send “email blasts” to everyone, alerting you of impending jobs. The jobs linked in the email were available as of the date and time of said email. Sign-in for the most up-to-date available jobs.
4. When to [Un-Accept](#) a job from the [MyAppointments](#) screen. If **you** are no longer available to fulfill a job as planned, then [Un-Accept](#) it. The job will go back into [Available Jobs](#) so someone else can accept it.
5. When **not** to [Un-Accept](#) a job. Instead contact the coordinator so it can be deleted from the system which will remove it from your assigned list.
 - a. The **client** no longer needs it.
 - b. You are cancelling due to winter weather and road conditions.

Welcome John McMahon		Available Jobs									
		Day 7 Week 31 Month Table									
		Date	How Long	Round Trip?	Client -Show All-	Job Type	Comments	Pickup Address -Show All-	Destination Address -Show All-		
Accept	Mon Dec 16 Time: 10:35 AM	1.5 hr	One Way	NSC Program Services P:816 452 4536	Meals on Wheels	Substitute delivery driver needed for Monday route. Deliver hot meals to homebound clients. Contact Michelle Bond at 691-5322 for details	Home 5601 NE Antioch Rd , Gladstone 64119 816 452 4536	Meals on Wheels 2800 Clay Edwards Dr , North Kansas City 64116 816 691 5322			
Accept	Mon Dec 23 Time: 10:00 AM	1 hr	Round Trip	Susan McCutchen P:816 413 8104	Ride	Golden Oaks Apartments Susan has broken her glasses and needs to get them repaired. Time and date are flexible.	Home 4313 N Holmes St #322E , Kansas City 64116 816 413 8104	Gerry Optical 2686 NE Vivion Rd , Kansas City 64119 816 453 7044			
Accept	Tue Dec 31 Time: 10:00 AM	2 hr	One Way	Lois Winkler P:816 719 8250	Friendly Visitor	Caring friendship needed for Lois. Provide a weekly visit for 2 to 4 hours. This is an ongoing opportunity. Please contact Patty Monaco at 844-3950 if interested.	Home 4210 N Colorado Ave , Kansas City 64117 816 719 8250	Home 4210 N Colorado Ave , Kansas City 64117 816 719 8250			

Volunteer Guidelines



Friendly Visitor Guidelines

Friendly Visitor provides support for aging clients to reduce social isolation through home visits and could include the Care Call when the Friendly Visitor is not able to visit in the home. Friendly Visitor and Care Call is designed to help loneliness, depression, disability, chronic illness, the fear that something will happen and “I’ll just lie there and no one will come to help me,” is a reality for many aging persons who are alone. The certainty that someone will visit or the telephone will ring on a regular schedule will eliminate many of the fears.

Qualifications

- Mature judgment and ability to cope with small problems
- Ability to listen and respect the feelings and values of others
- Sensitivity to the needs of elderly people
- Positive, friendly attitude toward older adults

Things to keep in mind

- Most Friendly Visitors will be a scheduled in-home visit with a client but it could be a scheduled care call to the client. Both visits require a weekly commitment from the volunteer.
- It is important to make your visit on a scheduled day at approximately the same time every week. When you are going out of town, please call the Northland Shepherd’s Center office at 452-4536 so a substitute can be arranged.
- **Be a listening ear** – do not give advice.
- Provide information in regard to news
- Provide information in regard to activities that client might enjoy.
- Provide small talk.
- Show concern, but do not encourage pity or sympathy. Do not start by saying “How do you feel today?” or reminding them of aches and pains. Be cheerful and positive.
- If client request information regarding resources available to them in the community, recommend that they call NSC at 452-4536 between 9 a.m. and 3 p.m. as NSC has access to specific, up-to-date information on health, housing, repairs, transportation, etc....
- Visits and Calls can be brief, but be sure to convey the feeling that you are concerned with their well-being.
- **Gifts and Services:** If you feel inclined to visit or do special favors for a client, this is acceptable but not necessary. Do not give or accept gifts. **Do not handle client’s money**

or bill paying. Sharing magazines, a plate of food or occasionally taking a client out for a simple meal is OK. All outside transportation needs of the client should be scheduled through the NSC Transportation Coordinator. If you have questions regarding appropriate procedure, discuss with NSC staff before you act.

- **Record Keeping:** Your record of hours helps Northland Shepherd's Center interpret to the public what we do. NSC receives funding from United Way, charitable organizations, grants, and individuals. These funders consider your service in-kind contributions. Your time really is money for NSC. Remember you are not only helping the client but everyone at NSC when you record a visit or call.

Keep a record of visits, calls and services. Monthly reports of dates of visits or calls and the total number for the month. Length of visit or calls for each date listed. Make note if it is a visit or a call. List separately for each client if you have more than one. This information can be emailed or sent to the Volunteer Coordinator at the end of the month. ABI - the new online system that list action board items is an alternative way to report this information online on a weekly basis. See timesheet policy.

- **Confidentiality** in your work means you will not discuss the client's situation except with the NSC staff, or health or human services representatives who may be able to be of assistance. There is a temptation to discuss one's experience in visiting with casual friends, especially to tell about funny mistakes made or interesting or tragic events reported by the client. Keep in mind the client's welfare – put yourself in the client's place and think how you would feel if your situation was laughed at or reported to other people for their entertainment.

We may think that what we are reporting will never get back to the client, but that is not the point. We want to help the client, not entertain others with their problems. Also, we want to give a good impression to the public about who we are at NSC and our ability to be trusted with confidential information. Even when the client's name is withheld, one should not discuss the situation **except to benefit the client.**

- When you go to visit or call and no one answers, you should call and let the phone ring 15 times or more times, depending on what you know about the client's mobility. Then dial again, because you may have misdialled the first time. Please try again in a few minutes in case they just couldn't get to the door or telephone at that moment. If you are not able to reach the client please call NSC at 452-4536 and they will institute the emergency procedures. Call 911 immediately if you have reason to believe the client is in a medical emergency. When calling 911 – give name, address of client and your name and connection to Northland Shepherd's Center. Be prepared to give address of a neighbor or relative of client who could help the 911 emergency personnel. Most of the time emergency procedures can be left to the Shepherd's Center Staff.
- Always feel free to call the NSC office or one of the NSC Emergency Contacts after office hours.

Northland Shepherd's Center Office – 452-4536 – Monday thru Friday 9 a.m. to 3 p.m.
Terry Tipton 896-8455– NSC's Director of Programs, Staff
Rebecca Gordon 510-4899 – NSC's Executive Director, Staff

Handy Help Guidelines

Help older adults remain at home by providing minor home repairs. Minor home repair services are primarily available for those with low incomes or for those who would find it a hardship to pay for repairs at the going rates.

1. After accepting a Handy Help job type call the client to schedule a date and time between you. Be sure to identify yourself as a volunteer for Northland Shepherd's Center.
 - a. We are assuring the client they can verify the legitimacy of your call by how you will identify yourself and that you know the nature of their request.
2. Visit the client's home and inspect the job. If materials are needed, make a rough estimate of the cost to the client.
 - a. Clients are responsible for the cost of materials unless office staff has directed you otherwise.
 - b. If a client expresses financial hardship to you, end the visit and contact the office before proceeding further.
3. Most clients do not have the needed materials on hand, and getting out to purchase materials is difficult. We ask you to make the hardware trip when needed.
4. When performing a Handy Help job type you are providing labor at no charge. It is mutually and expressly understood that volunteer services shall be donated, and that said volunteer will not receive nor have the expectation of wages, gratuities, or other benefits for these voluntary services.
5. Volunteers report that commonly clients ask "While you are here, can you...?" and consider an extra task or two reasonable since they are already on site. Make sure to report any additional work on the waiver. However, we do caution discretion and healthy boundaries.
6. A Waiver of Responsibility form must be completed per client contact. Before proceeding with the job, have the client complete their name, address, phone number and "*before work begins*" signature line. After the work is finished, complete the shaded volunteer portion of the form, and obtain the client's signature at the bottom. Submit the completed form to the office by email, mail or drop off, whichever is convenient for you.
7. Northland Shepherd's Center requests free-will donations for all our services and programs. Leave a donation envelope with the client. If you are able to accept a donation on our behalf and drop it by the office, thank you. Otherwise ask the client to mail their donation to the office.
8. We do not ask you to solicit donations. We do ask that you not decline donations when offered.
9. If you believe a listed Handy Help job is beyond the scope of what Northland Shepherd's Center offers, greater than was described or above your skill set, then notify the Handyman Coordinator who is responsible for directing the client to other resources.

10. In your dealings with clients as a volunteer, and the client expresses a need to hire someone for other work, and you are interested, contact the office first. We will gladly contact the client and make a referral for repairs beyond the scope of our service or other available resources.
11. The Northland Shepherd's Center volunteer minor home repair service is to be kept a clear and singular transaction. No soliciting work for personal hire or other business referrals.
12. If you arrive at a client's home and find the conditions uncomfortable, hazardous to your health or safety, please disengage. Report the incident to the office.
13. Northland Shepherd's Center is not a mandated reporting agency. In good conscious, however, we may determine a need to hotline a client to the state. Examples are physical, financial or emotional abuse, self-harm, lack of mental capacity or suicidal, or if the home is deemed unsafe to live in.

Meals on Wheels Volunteer Driver Guidelines

- Meals are picked up for the Meals on Wheels (MOW) program at the NKC Hospital. The pick up is at the North Cardiac entrance located at the first circle drive entrance when coming into the Hospital off Prather Road.
- The meals are available for pick up from 10:40 a.m. to 11:00 a.m. Once the meals are picked up it takes approximately 1 to 1 ½ hours to complete the route.
- Each route picked up will have two boxes. The meals will be in the cardboard box and the cold bag will be in a plastic tub. You will find the route sheet in the front of the plastic tub. The route sheet will list the clients name, address and phone number where you will be delivering the meals. The route sheet will also note how many meals to deliver and if there is a special diet. Clients names are written on the meal and cold bag for those who have a special diet.
- Client contact should be made before leaving a meal. If they do not answer the door give the client a call. If the client does not answer the phone then call the Meals on Wheels office number listed on your route sheet. Call the Meals on Wheels office before leaving the area some clients screen their calls and will not answer a number they are not familiar with.



- When you have completed your route, you can keep your boxes until the next time you run the route. The MOW office has extra boxes. If you are a substitute driver please return some time within the week. Best time to drop off boxes is Monday through Friday 10:30 to 11:00 at the North Cardiac entrance.
- First Friday route drivers will be collecting a check from clients for their meals. Drivers will be provided a self-address stamped envelope to mail the checks to the Northland Meals on Wheels office or drop off at the Northland Shepherd's Center office weekdays between the hours of 9 a.m. and 3 p.m.

In case of an emergency first always contact the MOW office at 691-5322. If no one is available to answer the call you can contact the NSC office at 452-4536. If a client has fallen and cannot get up on their own please do not offer to pick up the client. Stay with the client and call 911 for assistance.

Winter Weather Policy – Please see policy tab



Other Volunteer Opportunities

As other volunteer opportunities become available we will put them out on the action board. Examples of other opportunities would be when the Northland Shepherd's Center needs support with the other areas of interest listed below.

Admin/Office

Aging with Excellence

Break Time Club

Commodities

Events

Fundraising

Health Fairs

Learning and Laughter

Other Programs

Special Projects

If we need more than one person for the action you will see multiple listing of the same request and you will see in the comments section example: 1 of 2.

The Northland Shepherd's Center is constantly growing and changing. All areas of interest may not be listed and may change. Any questions about volunteer opportunities please contact the Volunteer Coordinator at 816-452-4526.

Ride Guidelines

1. As defined by the *Administration on Aging*: door-through-door is a provision of assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.
2. As a volunteer driver for Northland Shepherd's Center you are offering a ride and door-through-door escort (as needed) to senior adults in our community. Supportive transportation is a key factor to help seniors continue living independently in their own homes.
3. Only accept ride requests through the office or the Action Board online system. If a client calls you direct, please refer to policy and ask they call the office to schedule their request. In the case of an accident or incident, our liability insurance and statutes protecting volunteers will investigate that policy and procedure were followed.
4. After accepting a ride request please call the rider as soon as possible. *Your call is confirmation their request is fulfilled.*
 - a. Identify yourself, arrange pick up time and the finer details.
 - b. As a courtesy, please call the rider again before leaving to pick them up. This practice also lets you know of last minute cancellations.
5. Some riders may need help entering or exiting their homes, the destinations of their trips, or your vehicle. They may need help with seatbelts, walking devices, or vendor courtesy wheelchairs.
6. Riders may ask you to wait with them at the doctor's office. Otherwise, you may wait or return at your discretion; communicate your intent. Some veteran volunteer drivers leave a calling card with the rider or reception and return upon call (within 15 minutes). (Calling cards available upon request.)
7. As a volunteer driver you are not expected to attend the actual doctor visit. If you receive such a request, please notify office staff. We have a Health Care Companion program available.
8. Requests to the grocery store are for whatever day and time works for you and the rider. Call the rider, negotiate your schedules and accept if you came to agreement.
9. Requests to the grocery store may include escorting through the aisles, lifting, reaching and finding. You may need to carry groceries into the home. Place groceries just inside the door or fully enter the home to place where designated.
10. We do not offer transportation to wheelchair bound persons, nor physical transfer or lifting a person.
11. We do not offer emergency medical transportation. Such requests are referred to 911. Additionally, if an emergency situation occurs during your ride, call 911. Report such incidents to the office.
12. Report any accidents to the office.
13. Please keep a supply of donation envelopes.
14. A QuikTrip gas card is available upon request for every 100 miles driven.

Winter Weather Policy

Our winter weather policy for volunteer transportation starts with you. There are just too many variables, and everyone's comfort level is different. We are relying on your good sense and judgement each time winter weather hits or is expected. We want each of you and the rider to be safe.

First, if **you** are concerned or uncomfortable driving due to winter weather or road conditions please don't hesitate to cancel. If you are comfortable notifying the rider, then do so. Your direct call to the rider is the quickest way for them to start making other arrangements or cancel their appointment. If not, then contact the office and we will call the rider. You can email through the Volunteer Action Board or call 452-4536.

Second, if you've determined conditions are ok for you, then call and check with the rider. Are they comfortable getting out? Can they exit their home safely? Are their drives and walk ways clear? Everyone's fall risk increases and their physical abilities are different, so double check.

Northland Shepherd's Center programs are automatically cancelled when the NKC or Liberty School District is closed due to winter weather or road conditions. Programs are: Breaktime Club, Learning & Laughter, Aging with excellence, exercise, support groups and workshops. We are unable to say precisely when parking lots will be cleared. Also, Rebecca and Terry will determine whether or not to close the office. If closed, staff will work and monitor messages from home.

Meals on Wheels program is automatically cancelled when the NKC School District is closed due to winter weather or road conditions. Once or twice a year depending on the weather, blizzard bags are delivered to the Meals on Wheels clients. This ensures that the Meals on Wheels clients will have food available when we need to cancel the routes due to bad weather.



NSC Policies

Code of Ethics Policy

The purpose for this Ethics Policy is to support a culture of openness, trust, and integrity in all Northland Shepherd's Center business practices and program services. A well-understood ethics policy requires the participation and commitment of each Center employee and volunteer.

We are dedicated to working with our employees, Board of Directors, volunteers, partners, vendors and consumers to enable mid-life and older adults to use their talent, skills, and wisdom for the good of our peers and community. We are committed to conducting all of the Center's affairs and activities with the highest standards of ethical conduct. This policy provides guidance for decisions and actions during our daily work.

We are committed to the responsible use of Center assets, to provide accurate, complete and objective information, to respect the confidentiality of financial and other information, to act in good faith and exercise due care in all we do, to comply with all rules and regulations and to proactively promote ethical behavior.

Our Code of Ethics is built on Shepherd's Center values. As such, we acknowledge our individual responsibility to ensure our collective success by practicing and promoting the following values. These values reflect a shared view of how we want to operate and be seen by others.

Our Values

Integrity

We pursue our mission with honor, fairness and respect for the individual. We uphold the values of the Center in every action and decision. We are committed to act in good faith, to comply with the rule of law and Center policies and regulations.

Inclusiveness

We are dedicated to our mission, fueled by a diversity of thought and action. We serve responsibly as members of all the communities in which we live and work. Our intent is for our employees and volunteers to represent our diverse population, so we can maximize the relationship between our consumers and the Center.

Excellence

We believe that striving to be the best in our work, our relationships, our ideas and our services is the greatest demonstration of our pledge to constituent satisfaction. We are determined to do the best at what matters most. Our success depends on our employees' and volunteers' ability to deliver the consistent level of excellence expected by all who rely on us.

Respect

We value each other, our volunteers, and constituents and treat them with respect as individuals. We operate in a climate of openness and trust in which each of us fully grants others respect and cooperation.

Attitude of Ownership

Ownership is the key to the Center's volunteer recruitment, promotion and retention. By utilizing their diverse minds, energy, leadership and finances, program participants become self-enablers in shaping and defining their lives. Programs and services are initiated or terminated in response to identified needs and interest of constituents.

Passion

We are passionate about exceeding constituent expectations. We dedicate ourselves to anticipating the changing needs of consumers and creating timely, innovative and superior programs, products, and services.

Evaluation

We will evaluate how we are living up to our Code by requesting feedback on a regular basis from our employees, volunteers and constituents. We will begin with employee orientation and regularly communicate all of these expectations to employees and volunteers.

Open Door Policy

Employees are encouraged to share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with someone in the Board of Directors or anyone in management whom you are comfortable in approaching.



NSC Emergency Response Plan

In the event of an occurrence, which involves a life-threatening situation, a fatality or other situation that might cause substantial loss to Northland Shepherd's Center the following procedures shall be followed at the occurrence of said event.

- Give priority to the protection of the injured person or take such actions necessary to reduce danger
- Call 911 if there is an immediate need for medical evaluation and treatment
- Notify NSC office or Executive Director directly after the event
- Provide pertinent information to the office or Executive Director so that an NSC Incident Report can be completed
- Under no circumstances make an oral or written statement, which would be interpreted either as an assumption or rejection of responsibility for the occurrence
- Do not provide any information to any representative of the news media
- Do not speculate as to the cause, outcome, and motive to anyone
- Get the names, phone number, and addresses of witnesses or others involved if possible

Time and Mileage Policy

Your record of hours helps NSC interpret to the public what we do. NSC receives funding from United Way, charitable organizations, grants and individuals. These funders consider your service in-kind contributions. Your time really is money for the Shepherd's Center.

Starting in 2020 all-volunteer opportunities will be put in ABI our online action board. To enter your time and mileage you should go to www.sendrivers.com enter you user name and password. If you do not have a user name and password you should be receiving an email with this information after we have processed your paperwork and background check as a new volunteer or after ABI training.

Once you have completed an item on the action board go to ABI, www.sendrivers.com

Click on left menu [Mileage Report](#).

Once in the mileage report you will see the following fields # of extra stops, # of extra passengers, total time, Odometer Start, Odometer end and mileage. Enter the applicable information by clicking on each field. Total hours and mileage fields should be entered for each completed action. Total hours should be the overall time involved from start to finish. The start and end Odometer reading will calculate the mileage total. The mileage report is available to be completed for approximately thirty days from the date of the action.

Round Trip	# of Extra Stops	# of Extra Passengers	Total Time	Odometer Start	Odometer End	Total Miles
Round Trip	<input type="text" value="0"/>	<input type="text" value="0"/>	N/A <input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	0.00 [14]

We would prefer that all time be noted in ABI but if necessary we do have a paper timesheet. The paper timesheet is available under the forms tab.

Hours worked is collected by the Volunteer Coordinator each month and reported to Administration.

If you have any questions please contact the NSC at 816-452-4536.

The Volunteer Protection Act of 1997

In 1997, Congress – with the purpose of encouraging people to volunteer their services while seeking to ease fears of volunteer liability – passed the federal Volunteer Protection Act [42 U.S.C. Section 14503(a)]. At the time the VPA was adopted, every state had a law limiting the liability of certain volunteers.

State of Missouri

Volunteer Protection Statutes

A volunteer for a non-profit organization or governmental entity is immune from personal liability for an act or omission resulting in damage. A public school volunteer is not civilly liable when acting in conformity with discipline rules. Conservation volunteers and Department of Corrections volunteers have the protection of the legal defense fund and liability provisions. A person who provides assistance in the event of a hazardous material release is not liable in a civil action. A Department of Social Services volunteer is not liable for good faith performance of duties. Architects, engineers, construction contractors and equipment dealers who provide uncompensated professional help in the event of an emergency are not civilly liable in damages.

Section 537.118.1 R.S.MO., Volunteer protection A volunteer of a non-profit organization or governmental entity is immune from personal liability for any act or omission resulting in damage or injury to the person intended to receive the benefit of service. This applies if the volunteer acted in good faith and within the official scope of his duties.

Exceptions: damage or injury caused by intentional or malicious conduct or by the volunteer's negligence.

Winter Weather Policy

Our winter weather policy for volunteer transportation starts with you. There are just too many variables, and everyone's comfort level is different. We are relying on your good sense and judgement each time winter weather hits or is expected. We want each of you and the rider to be safe.

First, if **you** are concerned or uncomfortable driving due to winter weather or road conditions please don't hesitate to cancel. If you are comfortable notifying the rider, then do so. Your direct call to the rider is the quickest way for them to start making other arrangements or cancel their appointment. If not, then contact the office and we will call the rider. You can email through the Volunteer Action Board or call 452-4536.

Second, if you've determined conditions are ok for you, then call and check with the rider. Are they comfortable getting out? Can they exit their home safely? Are their drives and walk ways clear? Everyone's fall risk increases and their physical abilities are different, so double check.

Northland Shepherd's Center programs are automatically cancelled when the NKC or Liberty School District is closed due to winter weather or road conditions. Programs are: Breaktime Club, Learning & Laughter, Aging with excellence, exercise, support groups and workshops. We are unable to say precisely when parking lots will be cleared. Also, Rebecca and Terry will determine whether or not to close the office. If closed, staff will work and monitor messages from home.

Meals on Wheels program is automatically cancelled when the NKC School District is closed due to winter weather or road conditions. Once or twice a year depending on the weather, blizzard bags are delivered to the Meals on Wheels clients. This ensures that the Meals on Wheels clients will have food available when we need to cancel the routes due to bad weather.



Volunteer Orientation Paperwork

Volunteer Agreement

As a Volunteer with Northland Shepherd's Center (NSC), I understand that I will be volunteering directly or indirectly with older clients and students, some of whom are among the most vulnerable populations in the city. I give my consent for Northland Shepherd's Center to contact my references and conduct a background check, should it choose to do so. I also understand that my compliance with the requirements below is an essential part of my volunteer service.

1. I understand that all NSC volunteers, clients, students and staff are to be treated with dignity, respect and consideration. **NSC does not discriminate** against its volunteers, clients, students, or staff for any reasons related to age, race, religion, gender, disability, national origin, sexual orientation, or financial or marital status.
2. I agree to observe all policies and procedures and perform my duties to the best of my abilities while remaining true to NSC mission and goals.
3. It is mutually and expressly understood that volunteer services shall be donated, and that said volunteer will not receive nor have the expectation of wages, gratuities, or other benefits for these voluntary services.
4. I will inform an NSC staff member or the supervisor of my volunteer activity of **any existing conditions or injuries** that may affect my ability to safely complete volunteer tasks.
5. If working with clients and/or students, I understand that I may receive **personal information** from NSC staff on an as-needed basis, and that the client or student may choose to disclose personal information to me. I understand that this information, including all contact information, is confidential, and that it is not to be disclosed to an outside party in any form of media, verbal, written, or electronic.
6. NSC encourages ongoing, **open communication** between Volunteers, staff members and the Board of Directors. As a Volunteer, I understand that I have the right to direct any concern that lies within the scope of the NSC mission to the Executive Director and/or the President of the Board of Directors, with the expectation of a timely and appropriate response.
7. NSC has my permission to **use my name and any photographs** that may have been taken of me as a NSC Volunteer in order to promote the organization.
8. I understand and agree that **my volunteer service is at will**; it is for no specified period and may be terminated by me or by Northland Shepherd's Center at any time without prior notice and for any reason.
9. For Drivers providing transportation or personal shopper and volunteers providing basic repairs at client home through Handyman services, as well as Meals on Wheels, Respite and Friendly Visitor the following requirements also apply:

- I understand that I must carry my own **automobile insurance**, and that I will not hold NSC financially responsible for any injuries or problems that may occur while I am driving as a NSC volunteer, or assisting clients in their homes. I will report any accident that does occur to the NSC Executive Director or her/his representative. (NSC maintains a protective “umbrella” insurance policy that provides secondary coverage, if required.)
- I understand that if I become aware through my volunteer service of any **incident or change in a client’s medical status or other circumstances** – and especially with well-known clients, an apparent downturn in their management of daily living – I should report my concerns to NSC staff.
- I understand that if my **ability to drive others safely** becomes compromised by age-related or other health and safety issues, NSC reserves the right to place me in its “Inactive Driver” status. As a volunteer I may also request placement in this status and NSC relies on my judgement to do so when necessary.

10. The **requirements listed** above **are not all-inclusive**, and NSC reserves the right to modify and/or update them, as needed.

I have read Northland Shepherd’s Centers Volunteer Agreement requirements and I understand and agree to abide by them.

 Volunteer signature

Date _____

 NSC Staff

Date _____

Note:

This signature copy is for your records additional signature page it attached for you to sign and turn in to the Volunteer Coordinator.

Volunteer Agreement

I have read Northland Shepherd's Centers Volunteer Agreement requirements and I understand and agree to abide by them.

Volunteer Signature

Date _____

NSC Staff

Date _____

Note:

Please return this page only to the Volunteer Coordinator.



Release for a Background Check

I _____, hereby authorize Northland Shepherd's Center to conduct a background check and release information regarding any record of charges or convictions contained in its files, or in any criminal file maintained on me, whether said file is local, state, or national file, and including but not limited to accusations and convictions for crimes committed, to the fullest extent permitted by state and federal law. I do release said Northland Shepherd's Center for all liability that may result from any such disclosure made in response to this request.

Signature of Applicant

Date

Print applicant's full name: _____

Print all other names that have been used by applicant if any: _____

Please list any other addresses you have had in the past 7 years: _____

Date of birth: _____

Place of birth: _____

Social security number: _____

Driver license number: _____

License expiration date: _____



Volunteer Rights and Responsibilities

Rights:

- Assign suitable tasks to volunteers which respect their training and experience, both personal and professional, as well as their personal interests
- Furnish precise job descriptions to volunteers, stating tasks, responsibilities and role in the organization
- Indicate clearly to volunteers what their schedule is and to whom they report
- Offer volunteers suitable training for the jobs assigned
- Offer regular ongoing training allowing volunteers to update their knowledge or take on greater responsibility
- Offer volunteers the chance to be promoted or to be transferred to new projects, or to other activities allowing them to acquire more varied experience
- Treat volunteers as full members of the organization and consider them colleagues rather than mere unpaid help
- Offer support, resources and structure to volunteers
- Offer regular feedback to volunteers on their work
- Listen to what volunteers have to say
- Show appropriate and tangible recognition of volunteer effort

Responsibilities:

- Be open and honest about their motivations and goals
- Understand what a job requires before accepting it
- Carry out their tasks efficiently and honestly
- Accept guidance and supervision from the person in charge of volunteers
- Participate in any training offered by the organization
- Respect confidentiality
- Express to the volunteer coordinator their satisfaction or dissatisfaction with the job assigned and suggest improvements or changes
- Notify the coordinator as soon as possible if they are unable to attend a training session or carry out their assigned duty



Volunteer Waiver of Responsibility

In consideration of volunteering with Northland Shepherd's Center (NSC), a nonprofit corporation, I hereby release Northland Shepherd's Center, its officers and directors and such trustee, staff member or other NSC volunteer from any and all claims and demands I have or may have whether in law or in equity arising from or by reason of any known or unknown bodily and personal injury or death or damage to property which hereafter may be sustained from volunteering or performing acts of volunteering, or by the acts of such volunteer to the extent that said injury or claimed loss exceeds the insurance coverage available for such loss.

This Agreement shall be binding on my heirs, personal representatives and assigns and shall be interpreted under the laws of Missouri.

Volunteer Name: _____

Address: _____

Phone: _____

Volunteer Signature

NSC Witness Signature

Volunteer Recognition Program

Recognition Program

The Northland Shepherd's Center services and programs for the seniors are provided by our volunteers. The volunteers are the backbone of the Northland Shepherd's Center.

For every 100 miles our volunteers drive they can request a \$10.00 Quick Trip Card or a variety of other \$10.00 gift cards maybe available. Contact NSC Transportation Coordinator at 816-452-4536 to inquire about the gift cards available. NSC Transportation Coordinator will distribute gift cards to volunteers once requested.

We provide an occasional workshop for our volunteers during the year.

Any program that a volunteer works, the volunteer can attend the program and have a meal if it is provided as a benefit of volunteering.

Once a year, usually in the spring the Northland Shepherd's Center gathers together to recognize and express appreciation to all of our volunteers.