



# **Volunteers**

Draft October 12, 2022

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# VOLUNTEER SERVICES

## INTRODUCTION

Volunteers are an essential part of KIPDA and its provider network. They make a significant impact on the population served and volunteer opportunities are available in all programs. Training is required in order to ensure that volunteers feel confident and effective when providing services. The need for volunteers is constantly growing and KIPDA providers are expected to make efforts to recruit and retain volunteers.

## GENERAL PROVISIONS

The following are general provisions related to volunteer services for any social service program funded through the Older Americans Act and State General Funds. The general provisions of completing the appropriate background checks, appropriate health checks, appropriate screenings, and providing any trainings apply to ALL KIPDA social services' programs regardless of whether or not they are expressly listed here.

- A. Policy:** All volunteers working directly with seniors, caregivers and other clients of Social Service programs funded through the Cabinet for Health and Family Services are required to have a criminal record check completed in accordance with KRS 216.793. **Some volunteers may be required to receive a nurse's abuse registry check and other screenings as well.**

### **Procedures:**

1. Each organization receiving funds from KIPDA through the Cabinet for Health and Family Services must submit through the Administrative Office of the Courts, a request for a criminal records check for any volunteer who will provide a direct service or have direct contact with a client served through KIPDA funded programs.
2. The result of the criminal records check shall be free of a felony record in accordance with KRS 216.793 or 216.787. Further, the provider is permitted to use its discretion and institute more restrictive guidelines depending on type of offense if in the best interest of the client(s) to be served (i.e. driving record, offenses that place the client at financial or other risk).

- B. Policy:** Volunteers must be properly trained in the program area for which services will be provided.

### **Procedures:**

1. The KIPDA provider is responsible for ensuring that all volunteers are qualified to provide the service intended, trained in the program area for which services are delivered and understand the needs of the target population prior to the delivery of services.

2. Training may be provided by the Service Provider or KIPDA, as well as previous educational or work experience may apply.
3. The Department for Aging and Independent Living or KIPDA may determine that specific training topics shall be included in volunteer training.

**C. Policy:** Organizations that utilize the services of volunteers must ensure adequate liability insurance coverage is available for all volunteers.

**Procedures:**

1. Organizations that are self-insured may utilize their existing fund as long as sufficient coverage is available to cover volunteers in the event of injury or loss.
2. Organizations that secure an insurance policy may include volunteer coverage as a rider to an existing policy or secure a separate policy.
3. Each organization is responsible for seeking advice on coverage through their insurance agent or company providing coverage.
4. A copy of an insurance certificate or indication of volunteer coverage must appear on the organization's certification of coverage.

**D. Policy:** The value of volunteer time contributed to allowable funded services may be used as in-kind match if the volunteer is provided through non-federal sources and documentation of time and the value of the volunteer's time is maintained and available to KIPDA to validate match.

**Procedures:**

1. The service provider shall maintain adequate time records of volunteer work and assign a value to the volunteer time based on similar positions in the organization or field.
2. The intent of using volunteers is to support the delivery of services; it is not intended to replace paid staff.

**E. Policy:** Volunteers shall complete the volunteer satisfaction survey provided by KIPDA annually.

**Procedures:**

1. The Service Provider shall administer the standardized volunteer satisfaction survey provided by KIPDA and return to KIPDA the completed surveys by the deadline specified in the current contract.

**F. Policy:** all volunteers will follow confidentiality guidelines.

1. Volunteers will be provided HIPAA and privacy training.

**TITLE III-B SUPPORTIVE SERVICES:**

- A. Policy:** Volunteers must receive appropriate III-B training in addition to the general training requirements. Volunteers and paid staff with the same job description and responsibilities shall meet comparable requirements for training and skills.

**Procedures:**

1. Complete the required Title III-B training provided by either the management of the Second Party or through KIPDA.
2. Complete training in working with individuals with mental health issues. Training is available through the Mental Health and Aging Coalition.
3. Create a written plan outlining the qualifications, training, utilization and responsibilities of volunteers by the agency.
4. Maintain a written plan outlining the training schedule and materials for agency volunteers.
5. Each volunteer shall receive the receive training annually in accordance with the current contract. At least one agency volunteer shall attend all KCC (SHIP) training, including state and regional State Health Insurance and Assistance Program (SHIP) training programs.

- B. Policy:** Volunteers shall be adequately supervised by paid staff trained in III-B services.

**Procedures:**

1. Service providers shall assign a paid staff person to supervise the work of volunteers.
2. Paid staff will provide assistance and guidance as necessary.

**ADULT DAY CARE:**

- A. Policy:** Volunteers for Adult Day Care may be included in the staffing ratio at Adult Day Centers.

**Procedures:**

1. Volunteers for adult day care must meet the same staff qualifications and training for adult day staff as required by the administrative regulation 910 KAR 1:160, if they are included in the staffing ratio at the center.

**LONG TERM CARE OMBUDSMAN**

- A. Policy:** Long term care ombudsman volunteers are trained and certified as advocates and friendly visitors for all residents of long-term care facilities in the KIPDA region.

**Procedures:**

1. Volunteers with the same responsibilities as ombudsmen staff shall meet comparable requirements for training and skills.

**B. Policy:** Responsibilities of the volunteer long term care ombudsman are outlined as follows:

**Procedures:**

1. Complete required training, including training and certification requirements for those involved in complaint investigation;
2. Provide regular visitation of residents in nursing homes;
3. Adhere to guidelines provided by state and district ombudsmen; and
4. Complete required paperwork.
5. Ombudsmen providers should reference the Ombudsman policy and procedure section, contracts, and other applicable regulations and guiding documents.

**C. Policy:** Volunteers shall be recruited for the Ombudsman Advisory Council.

**Procedures:**

1. Members shall be persons with a strong interest in improving the quality of life for the institutionalized elderly and for protecting their rights;
2. Members may be consumers or family members of consumers.
3. Advisory council members must sign a conflict of interest statement.

**D. Policy:** Match is required for the federal portion of funding for ombudsmen services.

**Procedures:**

1. The hourly rate for volunteers in the ombudsman program is used to determine the value for in-kind match.
2. Records to substantiate match reported shall be maintained by the provider.

### **TITLE III C NUTRITION PROGRAM FOR THE ELDERLY**

**A. Policy:** Volunteers working in the Nutrition Program for the Elderly (NPE) must be orientated to and trained in the program and its requirements before providing services. Volunteers working in the NPE have skills and training that matches their job descriptions and responsibilities.

**Procedures:**

1. Volunteers work under the supervision and direction of paid program staff.
2. Volunteers complete food safety, food service, and record keeping training before working in the program;
3. Volunteers adhere to KIPDA Policy & Procedures while working in the program.

4. All background checks and training will be completed per all policies and procedures, contractual requirements, regulations, and other applicable guidelines.

## **STATE HEALTH INSURANCE AND ASSISTANCE PROGRAM (SHIP)**

- A. Policy:** Volunteers and paid staff have the same job description and responsibilities as a SHIP Counselor.

### **Procedures:**

1. All counselors, including volunteers, shall be made aware of their counselor duties and have signed a counselor/agreement form.
2. All counselors, including volunteers, shall protect the confidentiality of those seeking assistance and have signed a confidentiality statement.
3. Counselors will be encouraged to commit to 5 SHIP service hours monthly.
4. Provide home visits and/or telephone counseling assistance to those unable to visit a site for face-to-face counseling.
5. Complete all mandatory SHIP training required by KIPDA and/or the Division of Aging and Independent Living (DAIL).
6. All SHIP counselors will have access to the SHIP database, STARS, to be used for reporting all client contacts and public/media events.
7. All SHIP Counselors to attend required SHIP meetings. Failure of providers/counselors to report 100% of all client contact or public/media contacts may result in counselor status change to inactive.
8. All background checks and training will be completed per all policies and procedures, contractual requirements, regulations, and other applicable guidelines.

- B. Policy:** Volunteers must receive training prior to providing services.

### **Procedures:**

1. All new SHIP counselors, including volunteers, will complete eighteen (18) hours of training within thirty (30) days of their start date in order to meet CMS requirements for Counselor Certification.
2. All active SHIP counselors, including volunteers, shall complete twelve (12) hours of update training annually to maintain Counselor Certification.

**APPENDIX FOR VOLUNTEERS**

(None noted at this time. See Program Coordinator for more information.)