



Palos Verdes Peninsula Village

• Stay Settled • Stay Connected • Stay Engaged

VOLUNTEER TRAINING MANUAL

Palos Verdes Peninsula Village
916 Silver Spur Lane #302, Rolling Hills Estates, CA 90274
peninsulavillagepvp@gmail.com
310-991-3324
www.peninsulavillage.net

rev. 2.11.2020

The Palos Verdes Peninsula Village (“PVP Village”) is a non-profit, community-based organization where members come together who want to continue to grow and engage with one another with the goal of maintaining their sense of purpose, dignity and independence. Through its member and non-member volunteers and referrals, the PVP Village provides a community of friendship and support for its members who have chosen to live in the homes they love as they get older.

Volunteer Program Overview

Thank you for your generous support by becoming a Village volunteer!! As a volunteer, you can help our members by performing a variety of much-needed services and supporting the organization. The volunteer opportunities may include – *but are not limited to*:

- Providing transportation (our most requested service) to medical appointments, errands, social events, etc.
- Organizing social events and affinity groups
- Providing friendly visits and organizing care groups
- Assisting with computer and other technology needs
- Providing minor handyman help around the house
- Helping with projects in the office
- Participating on PVP Village committees

PVP Village supports a volunteer-first policy. This means that when a member makes a request for services it will be determined whether a volunteer is able to perform the job or if the expertise of a professional service provider is required.

Volunteer Program Goals

The PVP Village volunteer program is the key component in how the Village operates and serves its membership. These are the goals for the program:

1. To support the mission of the PVP Village by providing quality services to members and the organization
2. To provide enjoyable, rewarding and enriching experiences and interactions for members and volunteers
3. To nurture and build community by developing connections and friendships between members and volunteers as they participate together in social programs, share experiences and discover mutual interests
4. To ensure volunteers have a pleasant and rewarding service experience

Volunteer Requirements

All PVP Volunteers are required to:

- 1) Complete an application with references and attend a training orientation with PVP Village staff
- 2) Pass a simple background check
- 3) Consult with PVP Village staff before assuming responsibilities that are different from those for which training was received
- 4) Be prompt and reliable, and always notify Village staff as soon as possible when unable to report for a scheduled assignment
- 5) Protect confidential information and respect the privacy of members and other volunteers
- 6) Exercise good judgment
- 7) Treat PVP Village members, staff and other volunteers with respect
- 8) Report any concerns for members or other volunteers to the PVP Village staff
- 9) Decline any gifts, remuneration, or tips that may be offered as well as any financial or material gift offered through inheritance

Volunteer Guidelines

We want your volunteer experience with the PVP Village to be enjoyable and rewarding. The time you devote to volunteering depends not only on your availability but also your desire to participate. The number of service requests in a given week may also impact your time commitment.

Time and Service Commitment:

- 1) Most assignments generally take about two hours with a maximum of four hours. Although the office staff tries to gauge the time needed for all requests, sometimes an assignment requires more time. If that is the case, please let the PVP Village office know afterwards. If you are not able to stay longer, please contact the office to find someone to relieve you.
- 2) PVP Village tries to keep an accurate log of all service requests and volunteer hours performed for future grant applications. If you respond to a request that has not gone through the office, please let PVP Village staff know to assure it will be recorded accurately.
- 3) Volunteers come into personal contact with members as they provide services. Volunteers should not be asked to perform anything that require personal care nor should they perform such tasks. Such requests need to be reported to PVP Village staff.

- 4) While friendships are encouraged among volunteers and the members they are assisting, any request for services **must** come through the PVP Village office. Sometimes volunteers and members agree on an on-going schedule of services (e.g., one volunteer drives a member to weekly yoga class) but that must be reported to the PVP Village office in advance. Volunteers are not obligated to perform regular services.
- 5) Unless it was part of the original service request, volunteers are not obligated to make an additional stop after the primary assignment is completed, i.e., stop at the grocery store on the way home from a doctor's appointment.

Boundaries:

- 1) Know your limits physically, emotionally and otherwise. If you are unable to do something for a member, please let PVP Village staff know and they will send someone else to assist the member.
- 2) Never administer medications to a member. Never pick up their prescriptions without the member present. The only exception is if a PVP Village member has submitted a signed release to their pharmacy allowing another person to pick up a prescription.
- 3) Do not perform any service that will put your health at risk and that includes heavy lifting or working in unsafe environments.
- 4) If a volunteer believes boundaries are being compromised, PVP Village staff will work with the member to resolve the situation.

Business Promotion/Advice:

- 1) If you have your own business, you must not promote it when you are serving as a PVP Village volunteer.
- 2) Do not provide professional advice while volunteering for the PVP Village. Volunteers shall not offer advice concerning a member's health, safety, or financial status.

Privacy and Confidentiality:

- 1) A volunteer shall never refer to or discuss a member's identity, personal information, services he/she requests or receives, or any information acquired through time as a volunteer, other than with PVP Village staff. If there are any questions or concerns about the member and confidential information, please inform the Village Executive Director.
- 2) If a volunteer suspects any kind of abuse (physical, emotional, financial, sexual or otherwise) of a PVP Village member, this must be reported to the PVP Village Executive Director immediately. If the Executive Director is not available and the volunteer believes that it is an emergency situation, call 911 immediately.

Media Relations:

Volunteers must obtain authorization from the Executive Director prior to any communication related to the PVP Village with the media.

Fiduciary Responsibility:

Volunteers shall not sign or authorize any contractual and/or financial obligation on behalf of the PVP Village.

Policies and Procedures for Drivers

Volunteer drivers pick up members and drive them to and from many destinations. These can include grocery stores, doctors' offices, the post office, PVP Village meetings, social and educational events. They may also be asked to run errands on the member's behalf such as delivering donations to charity, quick grocery shopping, picking up clothing from the dry cleaners, etc. And drivers may also assist a member to and from their door and help carry groceries or other items into the house.

To be a Volunteer Driver you must have:

- A valid California driver's license
- No more than 1 moving violation in the last 3 years
- No major driving violation within the last 7 years (i.e. DUI, reckless driving, hit and run)
- No more than one at-fault accident within the last 3 years
- Current vehicle insurance with a minimum of \$100,000 bodily injury per person and \$300,000 per occurrence.

A copy of the volunteer's driver's license and auto insurance card must be on file in the PVP Village office.

The volunteer is responsible for the cost of gas; however, mileage may be claimed as a tax deduction.

The member is responsible for any parking fees, tolls and associated expenses and will reimburse the volunteer if any of these fees are incurred.

Procedures for Members Requesting Services

PVP Village Members call or email the office to put in a request as far in advance as possible, and at least 3-4 business days. If seeking a driver, he/she must provide the date, time, and place of pick up, the estimated length and location of an appointment, whether it's a round-trip or one-way ride, and any special requests such as "needs assistance to walk to the car" or "needs a car that can accommodate a walker".

Other service requests might be for minor home maintenance tasks, gardening help or assistance with electronic devices such as computers, printers, tablets, mobile phones, TVs, etc. These requests usually come with a more flexible time frame for completion.

Requests for services are sent out to those volunteers who have volunteered to do the types of tasks being requested. As a volunteer, please respond as soon as possible if you are available to help.

Once the office has received a response, PVP Village staff will send a confirmation email to both the volunteer and member (or call members that do not use email). The volunteer is responsible for setting up the logistics of the visit and calling the member the day before to confirm.

Feedback

PVP Village staff maintains contact with members and volunteers to assure the quality of services given and received. Your feedback is critical to assure that a visit has been a useful, comfortable and rewarding experience both for the volunteer and the recipient.

Resignation

We understand that volunteer assignments are not permanent and a volunteer may decide to stop volunteering at any time. If you should decide to stop volunteering for PVP Village, please give the office as much notice as possible. It is also helpful to know if you are taking a long vacation or a leave of absence.

To help the organization grow and learn from its experiences, volunteers are asked to participate in an informal exit interview when leaving the volunteer program.

Termination

PVP Village may dismiss a volunteer at any time for failing to fulfill the duties of their position and/or meet the basic standards and requirements set by the organization. Grounds for dismissal may include, but are not limited to, violation of one or more of the volunteer policies or guidelines, being under the influence of drugs or alcohol while volunteering, theft of property, verbal or physical abuse of members, and failure to fulfill volunteer obligations.

Disclaimer

Care has been taken to confirm the accuracy of the information presented above and to describe generally accepted practices. PVP Village is in no way responsible for any errors or omissions, and shall be held harmless for any consequences that arise out of, and as a result of, a volunteer's interpretation of the information provided in this manual. PVP Village makes no warranty, expressed or implied, with respect to the content herein.