

Sample Volunteer Policies and Safe Practices

As a volunteer, the key words are **DUE CARE** and **PRUDENT ACTION**. Use common sense and good judgment when working with family caregivers.

1. In addition to the required orientation and training, take advantage of ongoing trainings and workshops which may be offered through the program or at other community organizations and agencies.
2. Stay within the boundaries of your service description.
3. Report any concerns or sudden changes to your designated volunteer leader immediately.
4. If you cannot keep a scheduled visit, let your volunteer leader know.
5. Submit accurate reports of your activities
6. Observe legal and ethical guidelines:
 - Maintain trust and confidentiality. Honor your confidentiality agreement and do not speak about your caregiver's or care receiver's issues to others except your volunteer leader.
 - Maintain an open mind. Be accepting of others.
 - Be aware of your actions of body, speech and mind. Think first.
 - Do not offer medical advice.
 - Do not offer your opinions in family matters.
 - Do not accept money or any gift of value.
 - Be prepared for the possibility of being accused of doing something you did not do. This is not uncommon when working with the elderly and chronically disabled. If this problem should arise, report it immediately to your volunteer leader. They are there to assist you, so don't take it personally or be afraid to call.
 - Report any concerns and/or suspicions of abuse to your volunteer leader.