



TOWN OF SHREWSBURY
Council on Aging
Shrewsbury Senior Center
98 Maple Avenue, Shrewsbury, Massachusetts 01545-5398

Our Mission: To advocate for and to develop programs and services that enhance the well-being and quality of life, and to create a welcoming, secure and inclusive community for seniors.

Shrewsbury Council on Aging Volunteer Policies and Procedures

The Shrewsbury Council on Aging is able continue to provide innovative programming and services for all seniors in the town Shrewsbury with the help of our attentive, dependable, motivated and skilled volunteers.

With our busy lives, it can be difficult trying to find time to volunteer in the community, however the benefits of volunteering can be very substantial to you, your family and your Community. Volunteering can also enhance your mental and physical health. Some of the benefits of volunteering include the ability to make new friends and contacts while increasing your social and relationship skills. Volunteering is also good for your mind and body because it can increase self-confidence, combat depression and help you stay physically healthy as well. Consider yourself as a valuable member of the Senior Center.

All Shrewsbury Council on Aging volunteers are expected to follow the guidelines detailed in this document as well as the Policies and Procedures outlined for the Shrewsbury Senior Center.

Volunteer Hours and Commitment:

Volunteers are required to track their hours and report them to the Volunteer Coordinator either on the MySeniorCenter kiosk, in person, or by email. It is the responsibility of the volunteer to report their hours. Recording all hours is pivotal for us to be able to recognize all deserving volunteers during our volunteer appreciation event, and be able to track and report our volunteer information and numbers to the state at the end of each fiscal year to be able apply to and receive funding and/or grants from the state.

Volunteers that meet or exceed 20 hours per calendar year are recognized during our yearly volunteer appreciation event. While not all volunteer positions require a minimum amount of hours, volunteers that commit to a regular position are required to provide reasonable notice for any absences or need of medical/snow bird leaves. Should you need to take a leave or you are not able to make your regularly scheduled shift, you should notify the Volunteer Coordinator by calling 508-841-8758. Failure to provide notice of absences could result in termination of your volunteering duties.

CORI Policy:

CORI checks for Shrewsbury Council on Aging volunteers and student interns will only be conducted by the volunteer coordinator as authorized by Human Resources Coordinator for the Town of Shrewsbury. All volunteer applicants will be required to be CORI checked. Applicants will complete the Shrewsbury Council on Aging CORI form and volunteer opportunities will be dependent of the results of the CORI check.

Volunteers and students interns will be re-CORI on a two year cycle. If during this two year time frame it comes to the attention of the COA director or Volunteer Coordinator that there is a court case pending, the individual may be re-CORI. At that time the volunteer will need to complete the Shrewsbury Council on Aging CORI form which give the Shrewsbury Council on Aging to authorization to run the CORI check.

Senior Tax Work Off Program:

The Senior Citizen Tax Work-Off Program is open to eligible senior citizens (60 years of age and older) who own property in and pay real estate taxes to the Town of Shrewsbury. The program participant's name must appear on the property deed. Participants must complete a minimum of 68.2 hours of service in the program year, which runs from March 1st to October 31st and meet the below eligibility requirements:

- Age 60 or older or Veteran as of July 1st of the year in which the application is made
- Resident of Shrewsbury that has resided in town for at least five (5) years
- Own and occupy the property for which Shrewsbury taxes are paid
 - Taxpayers must be the assessed owner of the property on which the tax to be abated is assessed, or have acquired ownership before the work is performed and the abatement applied. If the property is subject to a trust, the senior must have legal title, i.e., be one of the trustees on the applicable January 1st assessment date, or at the time the work is performed.
- Be current with tax payments
- Complete a CORI check and town mandated physical if necessary
- Subject to random drug and alcohol testing
- Town employees are not eligible
- Veteran eligibility by proof of DD214
- Income Limits for owners or renters are:
 - \$57,000- single person
 - \$72,000- head of household
 - \$86,000- married couple filing a joint return

The maximum property tax credit received is either the amount of your property taxes, or \$971.85, whichever is lower. Tax credits will be applied to the participant's real estate tax bill in the following fiscal year, not current year's property tax bill.

Student Volunteers:

The Council on Aging happily welcomes volunteers of all ages to the Senior Center. A form confirming the number of hours worked can be provided with at least two (2) weeks notice given to the Volunteer Coordinator and Council on Aging Director. All volunteer hours are required to be logged into the MySeniorCenter kiosk as detailed previously in these policies. A MySeniorCenter scan card will be provided.

Personal Health & Safety:

The Senior Center is concerned for the personal health & safety of each volunteer and patron while at the Senior Center. While performing your volunteer duties, it is in your best interest not to over-exert yourself. Examples of over-exerting yourself include but are not limited to: performing heaving lifting; working too long without a break; performing a task beyond your physical ability; or working if ill.

In the unusual circumstance you are involved in an incident or accident which leads to an injury to yourself, please make sure to fill out an accident report with the volunteer coordinator as soon as possible. While volunteering, if a patron is involved in an accident leading to injury, please report the accident to Senior Center staff as soon as possible. Staff will assess the situation and determine if medical attention is needed and call 911. Staff will complete an injury report and submit to the Town Manager's Office. The Shrewsbury Senior Center is required as a town department to report all incidents or injuries as soon as possible.

Our volunteers are invaluable to us and we want to be sure you feel safe and respected while donating your time and skills to the Senior Center. If you ever feel disrespected, unsafe or at-risk while performing your duties by another volunteer, patron of the Center, staff member, or any other situation that may arise, please notify the Volunteer Coordinator at 508-841-8758 and/or COA Director at 508-841-8642 as soon as possible.

Volunteer Rules of Conduct:

While performing volunteering duties at the Shrewsbury Council on Aging, all volunteers will be held accountable for their actions.

Improper conduct not acceptable for the Shrewsbury Council on Aging volunteers include:

- Willful neglect and/or physical or verbal abuse of a client or staff member
- Unauthorized use of the Shrewsbury Council on Aging or other Town of Shrewsbury equipment or supplies
- Neglectful, willful abuse or destruction of Shrewsbury Council on Aging or other Town of Shrewsbury property
- Breach of Confidentiality
- Disregard of Shrewsbury Council on Aging policies and/or procedures
- Chronic absence or tardiness in reporting for volunteering duties
- Working while under the influence of, or suffering from the effects of alcohol, non-prescribed drugs or other intoxicants
- Insubordination

- Practice or toleration of discrimination or harassment
- Any form of sexual harassment
- Inappropriate dress attire such as clothing with rips/holes

Acceptable conduct includes:

- Use of good judgement and caution at all times, reporting anything unusual to staff immediately
- Be friendly and a good listener
- Keep your commitment, but if you can't, please call the volunteer coordinator as soon as possible
- Dress appropriately for your volunteer shifts
- Always do your best to provide excellent customer service to all patrons

Confidentiality Policy:

Central to the success of the Shrewsbury Council on Aging in its mission to enable the senior residents of the community to lead healthy and effective lives, in dignity and safety in their own homes, is the need to keep confidential any information about residents of the Town who seek services from the Council.

Care must be taken in casual conversation at all times that those seeking assistance from the Shrewsbury Council on Aging not be identified to a third party, by either name or situation detail, without their express consent.

Confidentiality protects the pride and privacy of all those who use the Shrewsbury Council on Aging services. As staff or volunteers, we often work with people under stress, and may be exposed to details of family life that would ordinarily be private. Discussions of those private matters must be limited to those service providers involved with the family and to your supervisor.

The principal of confidentiality shall remain in effect permanently, regardless of your future association with the Shrewsbury Council on Aging. Any person served by the Council shall have the permanent right to privacy. All staff and volunteers will be held accountable for the protection of this right.

Please sign below to confirm you have received, read, and understand the Volunteer Policies and Procedures for the Shrewsbury Council on Aging.

Signature

Date

Printed Name

COA Volunteer Coordinator

Date