



Duplin County Services for the Aged

Homebound Meal Volunteer Orientation Packet

- Homebound Meal Volunteers
- Homebound Meal Advisory Board



- Volunteer Welcome
- Agency Organizational Chart
- Volunteer Registration – Confidentiality form
 - Volunteer Description
- Aging Policy to Report Emergency
 - Agency Brochure



Duplin County Services for the Aged

Volunteer Opportunities Join Our Team

*Every person has a hidden talent which we can share.
Volunteers are vital to any organization.*

- Aging Advisory Committee
- Congregate Nutrition Site Volunteers
- Duplin Adult Care Home Community Advisory Committee
- Duplin County Nursing Home Community Advisory Committee
 - Duplin Senior Center Foundation Inc.
- Homebound Meal Advisory Committee; Homebound Meal Volunteers
 - Housing Home Improvement Volunteers
 - In Home Aide Advisory Committee
 - Income Tax Assistance Volunteers
- Neuse River Senior Games Ambassadors (Duplin)
 - Regional Aging Advisory Committee
 - Senior Center Volunteers
- Senior Health Insurance Information Volunteers
 - Senior Tar Heel Legislature Delegates

VOLUNTEER



Welcome, Volunteer!

If you are considering a volunteer role at the senior center, let us first begin by saying, “Thank You”. You have joined thousands of others across the nation who have taken on the “Volunteer” challenge. Obviously, you are a very special person to volunteer your time and talent to help others. It is our goal to encourage you and provide you with as much information concerning the volunteer role you have chosen. Again, thank you for volunteering and for helping to make a difference for our senior population.

Duplin County Services for the Aged Staff

Volunteer Training/Responsibilities:

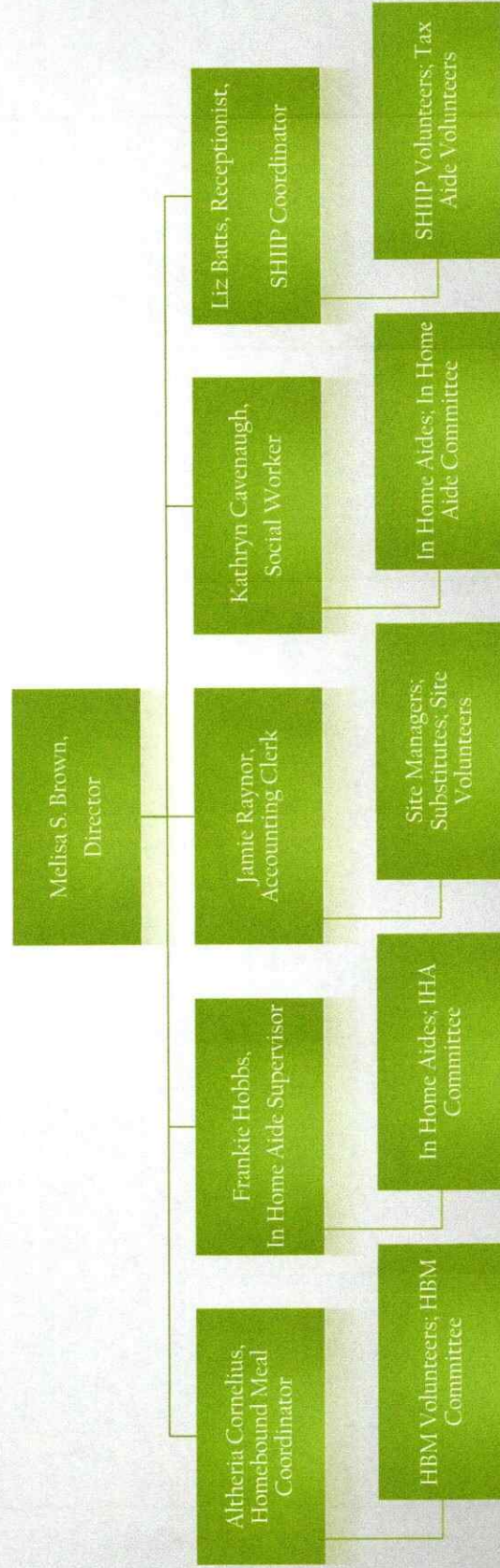
- An orientation packet will be provided to volunteers with a clear definition of both the volunteer and the staff role.
- A registration form will be completed for each volunteer.
- Volunteers will follow and maintain the agency confidentiality policy.
- We value diversity in our volunteer base. The contributions of all of volunteers provide an opportunity to share ideas and unique abilities to our programs.

Annual Event – Volunteer Recognition Event

- Volunteers are a vital part to the overall success of the agency. We appreciate every hour of volunteer service provided to enrich and enhance the programs. Specifically, each year we coordinate an event to recognize all of the volunteers and their service to the agency. We look forward to celebrating your accomplishments as we collaborate together in making a difference for the senior population in Duplin County.



Duplin County Services for the Aged Organizational Chart





Volunteer Registration Form

Date: _____ Name: _____

Address: _____

Telephone Number: _____ Email: _____

Birthdate: _____ Gender: _____ Race/Ethnicity: _____

Emergency Contact Person/Telephone Number: _____

Please check the volunteer job category that interests you.

- ☐ Aging Advisory Committee
- ☐ Duplin Adult Care Home Community Advisory Committee
- ☐ Duplin County Nursing Home Community Advisory Committee
- ☐ Duplin Senior Center Foundation Inc.
- ☐ Congregate Nutrition Site Volunteers
- ☐ Homebound Meal Advisory Committee; Homebound Meal Volunteer
- ☐ Housing Home Improvement Volunteers
- ☐ In Home Aide Advisory Committee
- ☐ Income Tax Assistance Volunteers
- ☐ Neuse River Senior Games Ambassadors – (Duplin)
- ☐ Regional Aging Advisory Committee
- ☐ Senior Center Volunteers
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- ☐ Senior Tar Heel Legislature Delegates

I agree to the confidentiality agency policy which states the following: “It is Duplin County’s policy that all information considered confidential will not be disclosed to external parties, unless required by law or to employees (or volunteers serving in a volunteer role position) without a “need to know to perform their job”. If there is a question of whether certain information is considered confidential, the (volunteer) should first check with a staff person. This policy is intended to alert (volunteers) to the need for discretion at all times and is not intended to inhibit normal business communication.

Signature _____ Date _____

Staff Member completing volunteer orientation _____

4/16/21



Duplin County Services for the Aged

Homebound Meal Volunteer Description

Volunteers pick up frozen meals and deliver meals at or before lunch time to eligible/approved senior citizens who are unable to prepare meals for themselves. The frozen meals are delivered on Monday unless the agency has to make arrangements due to a holiday schedule or inclement weather.

Agency guidelines and information:

- Frozen meals will be picked up at a designated location. The time and location will be provided in advance as well as a monthly calendar schedule provided to each volunteer.
- The Homebound Meal Coordinator will provide an orientation training with new volunteers for the initial delivery of meals. Trained volunteers that are willing to assist the Homebound Meal Coordinator with new recruits can assist with the orientation process.
- Volunteers should check the clipboard which contains the route sheet for any additions or deletions in the route schedule. Special instructions will be “in red” for those seniors that may need some special assistance.
- Volunteers should sign the required paperwork (attached to the clipboard) verifying that the meals have been delivered.
- If the senior citizen is not home, please return meal back to the designated location. Inform the staff person present and they will in return contact the Homebound Meal Coordinator.
- If the volunteer has any concerns or questions, contact the Homebound Meal Coordinator at 910-296-2140.
- Please do not accept any gifts or favors from seniors, or loan money to seniors.

Knowledge, skills, and abilities:

- The ability to be kind and compassionate with senior citizens.
- When greeting seniors, be cheerful, remembering you have more meals to deliver in a timely manner.
- Report any physical or mental change you notice with seniors to the Homebound Meal Coordinator.

Desirable experience and training:

- Attend an orientation training with Homebound Meal Coordinator prior to delivering meals alone. Items discussed during orientation will include confidentiality requirements, and agency policy to report emergency procedures.

Special requirements:

- The individual must have a valid North Carolina Operator's license
- The individual must have accessible transportation to deliver meals.
- Vehicles used for deliveries should be kept clean, and meals can not be placed in the back of a vehicle.
- Pets should not be in the vehicle during the delivery of meals.

5/12/21



Duplin County Services for the Aged

Agency Policy to Report Emergencies

Duplin County Services for the Aged has developed policies and procedures on how to respond when a **Staff (Office Staff, In Home Aide, Site Manager) or Volunteer** discover a senior citizen in an emergency type situation. Staff members and Volunteers will be instructed to follow the process as detailed below:

- **If the senior citizen is responsive**, and the staff member or volunteer determines at the point of contact there is something wrong, they will immediately contact the agency at 910-296-2140. Once the call is received at the agency, the appropriate staff person will contact the senior citizen and follow up with the emergency contact person designated.
- The staff person completing the wellness check will immediately report the situation to the Director of the agency.
- If the emergency contact person is unavailable to be contacted the staff person will contact a local official, (Deputy/Law Enforcement) to review and verify the situation. If Law Enforcement is unavailable and the staff person determines that the senior citizen needs additional assistance, an emergency 911 call will be placed.
- **If the senior citizen is unresponsive**, staff member will call 911 and then contact agency to report situation. Once the call is received at the agency, the appropriate staff person will contact the designated emergency contact person and report the situation. The staff person will immediately report the situation to the Director.

I have received a copy of the agency policy to report emergency procedures and provided my signature below.

Staff - Volunteer Signature

Date

5/12/21

Duplin County Services for the Aged

<https://www.duplincountync.com/senior-resource-center/>

<https://www.facebook.com/DuplinAging>

History: Duplin County Services for the Aged began operating as a county department in July 1974, and the nutrition program began in September 1975. These two departments were consolidated into one department in January 1979. In May 2007, Duplin County Services for the Aged and Duplin County Public Transportation were consolidated into one department. In October 2015, the combined departments were separated to operate as independent departments.

Funding: Services for the Aged receives federal and state funds from the Older Americans Act via Eastern Carolina Council Area Agency on Aging and local funds from Duplin County.

Eligibility Requirements: The primary objective of the agency is to serve as an advocate for persons sixty years of age and older by helping them to achieve a better quality of life. Individuals must be sixty years of age and older and a resident of Duplin County.

Mission Statement: Improving the lives of Duplin County seniors through opportunities that encourage social interactions, enhance quality of life, and support independence.



- Alzheimer/Caregivers Support Group
- Centennial Program
- Congregate Nutrition Sites (Beulaville, Faison, Kenansville, Wallace, Warsaw)
- Duplin Senior News
- Ensure Supplement Program
- Family Caregiver Support Program
- Health Promotion Evidence Base Programs
- Home Delivered Meals (established routes in Beulaville, Calypso/Faison, Greenevers, Kenansville, Rose Hill, Wallace, and Warsaw)
- Housing & Home Improvement
- Income Tax Assistance/Duplin Tax-Aide
- Information & Referral/Outreach
- In Home Aide Level 1
- Legal Services – Legal Aid of N.C.
- Neuse River Senior Games
- Operation Fan-Heat Relief
- Seniors Health Insurance Information Program – SHIIP
- Seasonal Events
- Senior Trips
- Telephone Reassurance
- Transportation
- Veterans Support Group
- Volunteer Opportunities

Alzheimer's/Caregiver support group: The support group is made up of families, friends, caregivers, and other interested individuals who meet to share their feelings, experiences, information, and exchange coping skills.

Centennial program: Seniors 90 years of age and better must complete a registration form. Family members can call the office to complete the form or print the form off of the senior resource website online and submit via email. Once a senior reaches the 100 years young milestone, participants become part of an elite group. Members of the centennial program are recognized and honored with a special presentation.

Congregate Nutrition Sites: Five congregate nutrition sites are currently in operation in Duplin County. One hot meal a day is provided at each nutrition site five days a week (Monday – Friday) from 10:00 a.m. – 2:30 p.m. The nutrition sites are located in Beulaville, Faison, Kenansville, Wallace, and Warsaw.

Duplin Senior News: The agency provides a bi-monthly newsletter combining the activities and events scheduled at the congregate nutrition sites and senior center.

Ensure Supplement Program: The ensure program provides ensure for older adults to supplement their diet per nutritional needs as prescribed by a Physician. Ensure orders are placed once every month.

Family Caregiver Program/Respite/Voucher: Provides respite care for adult caregivers in their home setting who are caring for older adults. Respite care is limited to unpaid caregivers who are caring for older individuals who require constant supervision and cannot be left alone because of memory impairment, physical immobility, or other problems that render them unsafe alone. Additional support is available for caregivers to receive educational resources, participate in caregiver trainings, and receive incontinence supplies for diagnosed loved ones.

Health Promotion Evidence Base Programs: Certified lay leaders are trained to teach approved evidence base classes for seniors at the senior center and in the community.

Home Delivered Meals: Volunteers deliver nutritious meals (frozen meals) to eligible homebound older adults. Established routes are located in Beulaville, Calypso/Faison, Greenevers, Kenansville, Rose Hill, Warsaw, and Wallace areas. Five complete meals are delivered on Monday of each as well as wellness calls Tuesday – Friday.

Housing Home Improvement: This program helps with minor home repairs. Primarily, wheelchair ramps are the most frequent request received. Volunteers are utilized to build ramps and or rails for seniors.

Income Tax Aide Program: The AARP Tax-Aide program is a volunteer run tax assistance and preparation service. There are no age restrictions, and you do not have to be an AARP member to take advantage of this free service. (February – April)

Information/Referral/Outreach: Older adults are provided information on the services available at the senior center. Staff make referrals as need for services outside of the agency scope to connect resources with the appropriate agencies. Agency staff participate in community events to provide outreach opportunities to inform seniors of services available.

In Home Aide I: In Home Aide services are made available to persons sixty years of age who are having difficulty meeting their independent daily needs. In Home Aides provide general housekeeping duties inside the seniors' home.

Legal Services: In collaboration with Legal Aid of North Carolina, the agency refers seniors to the North Carolina Senior Legal Help line. An agency representative coordinates a legal clinic to serve seniors with legal assistance.

Neuse River Senior Games: Senior games encourage seniors to remain fit and active, to renew old skills, learn new ones, to find fellowship, and have fun. Athletic participants compete in age brackets at local, state, and national levels. Categories are based on age and gender, with men and women competitions. Silver Arts is available for those participants that are interested in heritage arts, literary arts, performing arts, and visual arts.

Operation Fan-Heat Relief: During the summer months fans are provided to senior citizens who do not have fans or air conditioners in their homes.

Seniors Health Insurance Information Program (SHIIP): Volunteers with (SHIIP) answer questions and counsels Medicare beneficiaries and caregivers about Medicare, Medicare supplements, and prescription drug plans. The SHIIP Coordinator is available to make appointments with clients one on one to discuss other options available with low income subsidy or extra help assistance.

Senior Center Activities & Seasonal Events: The agency hosts several annual events during the year designed to engage seniors with opportunities to connect resources, meet new friends, and overall encourage wellness. Event information is distributed in various locations including social media to share the opportunity to participate. Some of the activities and events hosted at the senior center and in the community are listed below:

- Arthritis Exercise Classes
- Alzheimer/Caregivers Support Group
- Bible Class
- Billiards
- Bingo
- Birthday celebrations
- Blood pressure checks
- Caregiver Library
- Christmas “special event” celebrations
- Coffee/Conversations
- Community Computer Access
- Elder Abuse Awareness “special event” celebrations
- Exercise Equipment (stationary bike, exercise bands/weights)
- Movie/Popcorn
- Nutrition Tips/Shopping Tips
- Older Americans Month “special event” celebrations
- SHIIP counseling; Medicare; Enrollment; Low Income Subsidy; Prescription Drug Plans
- Table Top – corn hole
- Veterans Support Group
- Volunteer Appreciation “special event” celebrations
- Working our Mind activities (adult coloring activity sheet, trivia, word search, word puzzles)

Senior Trips: The senior planning committee meets quarterly and reviews recommendations from participants concerning possible trip ideas. Activities, policies, and senior plans are discussed with recommendations to implement at the senior center and congregate nutrition sites.

Social Media: Follow us the agency social media page for more updates, activities and events.

<https://www.facebook.com/DuplinAging>

Telephone Reassurance: This service is provided by the agency with assistance of community partners. Senior citizens who live alone call in to the designated location to check in each morning, Monday – Friday. If the senior does not call in by a specific timeframe, the agency or a concerned relative will conduct a wellness call or visit.

Transportation: The agency coordinates with Duplin County Public Transportation to arrange transportation to congregate nutrition sites or specific events hosted by the senior center.

Veterans Support Group: The Veterans support group meets on the first Thursday of each month at the senior center.

Volunteer Opportunities: A wide range of volunteer opportunities are available at the senior center. Interested individuals can talk with staff members to discuss the volunteer options available. Once an individual decides what areas they would like to volunteer, a staff member will provide a volunteer orientation specific to the role chosen. Volunteers are vital to any organization and we feel that we have the best volunteer base support.

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COVID: The congregate nutrition sites and senior center are following the recommended safety protocols implemented by local and state officials.

8/23/21