



Jefferson Area
Board for Aging

JABA Volunteer Handbook



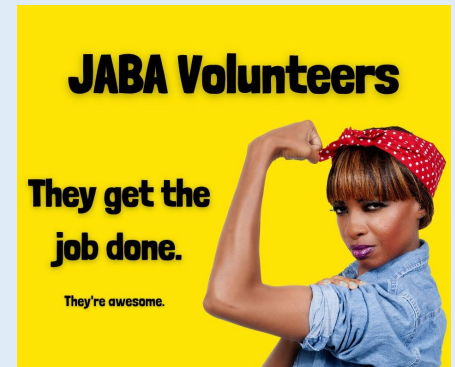
jaba
Live better. Longer.

Welcome to JABA's Volunteer Team! Every day, JABA Volunteers share their time and talent, enriching the lives of our community's older adults, adults with disabilities, and their caregivers. Volunteers directly contribute to our ability to serve this important population, and we are thankful to have the help of caring volunteers.

Research shows that volunteering improves physical and mental health, brings fun and fulfillment, increases the sense of purpose, combats the effects of stress and anxiety, and generally makes people happy. We hope that your life is enhanced by your volunteer experience.

Please read on to learn about who we are, what we do and why, and how you can be a part of JABA. If you have questions, we hope you'll reach out to the Volunteer Services team, either by email at

volunteer@jabacares.org, or by calling 434-817-5289. Visit us online at www.jabacares.org/become-a-volunteer.



About the Jefferson Area Board for Aging

Mission

JABA's Mission: To promote, establish, and preserve sustainable communities for healthy aging that benefit individuals and families of all ages.

Aging services play a vital role in enhancing the quality of life for people as they age and creating healthier communities. By offering a wide range of innovative programs and services for those on the aging journey, JABA empowers greater independence, promotes healthy aging, fosters a sense of dignity and fulfillment for all, and celebrates the contributions that seniors invest in our communities.



Who We Are

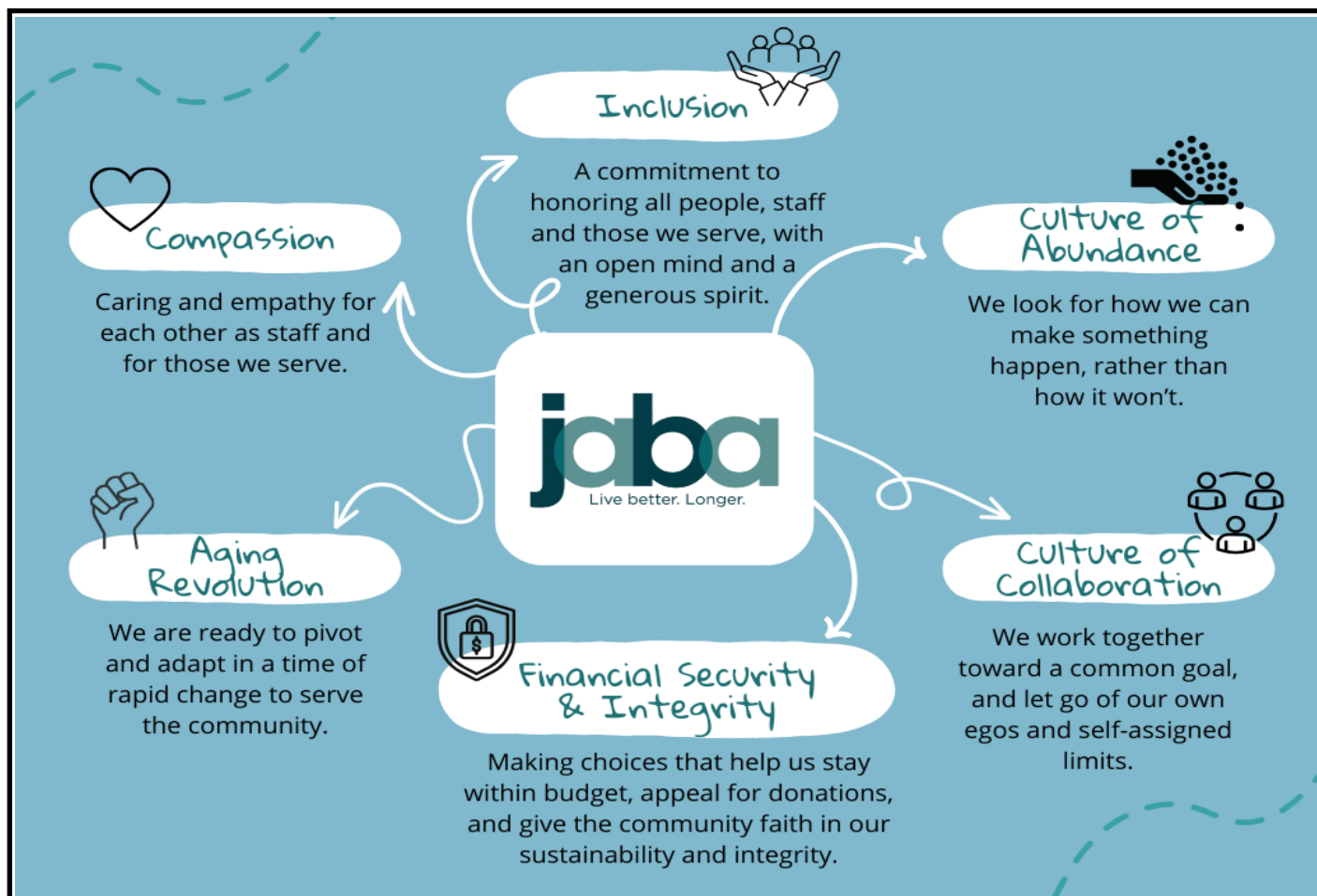
JABA is a non-governmental, non-profit Area Agency on Aging serving older adults (60+), adults (age 18 and older) with disabilities, and caregivers. We serve community members of all income levels in Central Virginia. JABA was founded in 1975 and incorporated as a 501(c)(3) non-profit in 1986.

Who We Serve

JABA serves the Region 10 area. Region 10 encompasses the city of Charlottesville, and Albemarle, Fluvanna, Greene, Louisa and Nelson Counties.

Our Values

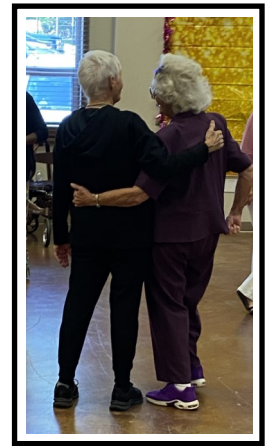
Our values are at the root of all that we do and how we serve our communities.



What We Do: JABA Programs

- **Aging Service Coordination** - One-on-one support for those aged 60+, those living with disabilities, or caregivers who may have complex needs and require help signing up for services. Our Senior Helpline provides initial assistance, and Aging Service Coordinators offer sustained support.
- **At Home with JABA** - Engagement for mind, body and spirit at this virtual community center, providing activities and socialization during conference calls and Zoom activities.
- **Caregiver Support** - JABA provides tools to equip caregivers and support their well-being so they can better care for loved ones.
- **Community Centers** - Older adults 60+ can gather for engaging activities, socialization, friendship-building and a delicious lunch.
- **Friends in Schools Helping Mentor Program** - Volunteer mentors provide meaningful academic and emotional support to area schoolchildren and educators, either in-school or using a virtual platform.
- **Home Delivered Meals** - For eligible, low-income, homebound older adults. JABA provides delicious, healthy meals delivered to the door from Mom's Meals.

- **Insurance Counseling** - Free, unbiased counseling for Medicare and Virginia's Insurance Marketplace, offering Affordable Care Act coverage.
- **Ombudsman** - Advocates for residents in assisted living, nursing or in-home care settings to ensure their rights are respected and valued.
- **Respite and Enrichment Centers** - RECs support those living with dementia or disabilities by providing an engaging, inclusive and safe community where everyone is valued. RECs provide a comfortable place for loved ones while caregivers work or take time for themselves.



*In 2023, JABA helped more than 7000 older adults, people with disabilities, and their families.
Volunteer support helps make this possible.*

JABA Volunteer Policies and Procedures

Volunteers provide the backbone for what JABA is able to accomplish in our community. They contribute more than 15,000 hours of personal time every year supporting programs and providing joy to program participants. Volunteers are expected to adhere to our policies and procedures.

Application, Interview and Assignment



All volunteers, individuals and groups, must submit a volunteer application before volunteering. Interested volunteer applicants submit a Volunteer Application available online at www.jabacares.org, then meet with JABA's Volunteer Services staff to become oriented to JABA, learn about volunteer opportunities and determine a mutual good fit. Placements are based on need within JABA and the volunteer's interest and qualifications for those roles. Group leaders represent their group members; group members do not need to register individually.

Orientation and Training

All JABA volunteers have on-site orientation with their designated supervisor to get oriented to the program and space, and learn the information and skills necessary to perform their responsibilities. Additional specialized training is required for many of JABA's volunteer programs.

Background Checks

Volunteers who have access to confidential information and/or are in unsupervised direct contact with a frail or at-risk member of the community are subject to a criminal background check. No individual convicted of any felony offenses, sex offenses or violence offences is permitted to volunteer for JABA.

Conflict of Interest

To ensure that JABA's honesty, integrity and reputation are not compromised, volunteers are not placed in a volunteer position where there is a conflict or potential conflict of interest.

Attendance

JABA relies on its volunteers to show up on their scheduled day and time. Volunteers should communicate scheduling conflicts with their supervisor as soon as scheduling conflicts arise so alternative plans can be made.

Inclement Weather and Holidays



In inclement weather, closings may be found on local news stations, or you may call JABA at (434) 817-5222 after 7:00 a.m. for information on JABA's opening status. It is JABA's policy to close its Community Senior Centers when local schools are closed or operating on a delay due to inclement weather. Volunteers should check with their supervisor for schedule changes around the holidays.

Hours Reporting

It is vital for JABA to track the volunteer time contributed, as volunteer commitment positively impacts JABA's funding. JABA also recognizes volunteers for milestone contributions.

Please report your volunteer hours by responding to the monthly request for hours or, where available, signing in at a JABA location.

Attire When Volunteering

As a representative of JABA, a volunteer's appearance and dress should be appropriate, presentable, and consistent with their position responsibilities.

"I have loved getting to know the people I work with through JABA. I am new to the area and volunteering has given me a look at the community that I could not have gotten in another way."

JABA Volunteer

Volunteer Benefits

As part of the JABA Team, volunteers make meaningful contributions to the community.

Volunteering is good for the people we help and good for the volunteer! Volunteers report increased happiness and sense of purpose, greater self-worth, reduced loneliness and boredom, and better physical and mental health. In addition, volunteers make new friends, develop new skills, and feel more connected to their communities.



Lunch

Volunteers at some locations may purchase lunch at a nominal cost, if they are working during lunchtime. Supervisors must order requested meals at least one day in advance.

Mileage Reimbursement

Mileage reimbursement is available up to \$20/month, *as funding allows*, for volunteers who indicate this would support their ability to engage in volunteer service. Mileage reimbursement requests are due by the 5th of each month to JABA's Volunteer Department.

President's Volunteer Service Award

JABA is a certified agency for the President's Volunteer Service Award. Any individual can receive Presidential recognition for volunteer hours earned over a 12-month calendar year or over the course of a lifetime. Recipients must be U.S. citizens or permanent residents. Below are the eligibility requirements for each age group:

Hours Required to Earn Awards in Each Age Group				
Age Group	Bronze	Silver	Gold	Lifetime Achievement Award
Kids (5–10 years old)	26–49	50–74	75+	4,000+
Teens (11–15)	50–74	75–99	100+	4,000+
Young Adults (16–25)	100–174	175–249	250+	4,000+
Adults (26+)	100–249	250–499	500+	4,000+



Safety

JABA relies on volunteers to be the best protector of their own safety. Volunteers should not go somewhere or do something that makes them feel unsafe. Examples may include:

- Driving to a volunteer assignment in inclement weather
- Using unfamiliar equipment
- Entering an environment that appears hazardous



Volunteers should voice their safety concerns to their supervisor and report any injuries as soon as possible.

In the event of a building evacuation due to a fire drill or emergency, volunteers will follow the posted instructions or staff direction. Please note that volunteers are not responsible for the safety of program participants or facility residents.



Insurance

A volunteer's personal auto and health insurance are their primary insurance. Volunteers who are using their own car while performing volunteer duties are asked to provide proof of auto insurance coverage and a driver's license. Volunteers may not transport JABA members or program participants in their personal vehicles.

All volunteers are covered by an additional supplemental insurance plan carried through JABA's Volunteer Services Department, which provides excess accident medical insurance as well as volunteer liability.

"I would just say I'm terribly impressed with (my volunteer supervisor's) management of the program, her organization and thoroughness, and her caring, warm attitude. Makes me feel confident and enthusiastic (about my volunteer placement)." JABA Volunteer

Confidentiality and HIPAA (Health Information)

Confidentiality means that all information about a client and their family is protected. All individuals have a legal right to expect that confidentiality of information will be preserved. Unlawful use or disclosure of information may expose JABA, and the discloser to civil and criminal liability or significant fines.

What is considered identifiable protected information?

Any and all information about a person, including:

- Name
- Relatives' names
- Address
- Social Security Number
- Employer
- Account number
- Date of birth
- Telephone number
- Fingerprint
- Email address
- Photos
- Occupation
- And other personal information



How can I protect client privacy and confidentiality?

- Discuss confidential information only in private spaces and not in elevators, hallways, lobbies, parking lots or other public space in JABA or elsewhere.
- Discard any documents with personal information (a name, a number, an address, etc.) in the shredding box.
- Never take papers home that contain an individual's personal information. Paper records containing confidential information must be kept in a secure place and shredded when no longer needed.
- Request and maintain no more personal information than is required and protect all confidential information.
- Sign off when you leave your computer.
- Contact your supervisor before taking and sharing any photos of JABA clients/program participants/staff.
- Share any issues of concern with your supervisor or the Volunteer Services staff. Make sure you know with whom you should speak.

See your volunteer supervisor if you have any questions concerning confidentiality. Additional confidentiality training is required for some volunteer positions, and is available for any volunteer who requests it.

Conduct

JABA endeavors to maintain a positive work environment. Every team member plays a role in fostering this environment. Volunteers are expected to adhere to the standards outlined in JABA's Code of Conduct, to include:

- Work cooperatively within the organization to fulfill JABA's mission.
- Treat everyone with respect, compassion and kindness.
- Avoid petty grievances: forgive, forget and move on.
- Be honest and trustworthy, dependable and consistent.
- Bring energy, excellence and enthusiasm.
- Take pride in and enjoy the job.
- Be flexible and willing to learn.
- Be positive and maintain a sense of humor.
- Be patient and persevere.
- Celebrate the gift of age and regard elders as a community asset.
- Be aware of the changing community needs and work to meet those needs.
- Promote lifelong learning and the value of people of all ages coming together to build strong communities.

"Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love."

Martin Luther King, Jr.

Proselytizing

Volunteers must be respectful of the views and opinions held by others with whom they come in contact while volunteering. They must refrain from advocating or proselytizing for their specific political, social, and/or religious beliefs.

Assignment

A volunteer experience should be rewarding and enjoyable. If at any time a volunteer finds their service is not what was expected, they should talk with their supervisor and contact JABA's Volunteer Services Coordinator.

Dismissal

Volunteers are expected to abide by the policies, procedures and code of conduct established by JABA. Any volunteer who disregards the guidelines will be subject to dismissal.



Boundaries for Engaging with Clients

Clear and appropriate boundaries lead to positive relationships and enhance a volunteer experience. Before starting their position, volunteers should consider their boundaries. Remember that it is easier to set strong boundaries and relax them over time than it is to strengthen weak boundaries. Program guidelines are in place for the protection of volunteers and those they serve.

Note the following warning signs of weak or unenforced boundaries:

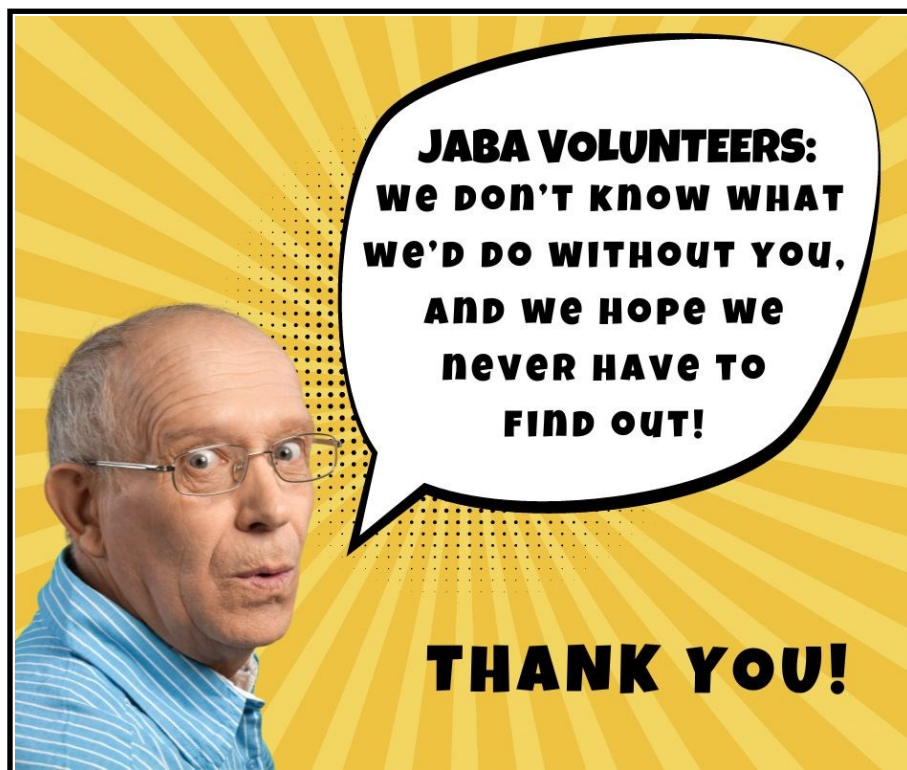
- Feeling like you're the only one who can help
- Need to save, cure, rescue
- Inability to say no
- Over-identification
- Feeling overwhelmed
- Sense of specialness, entitlement

Volunteers can see their volunteer supervisor for additional support in setting clear boundaries or identifying solutions for any situations that arise.

Gift Giving/Receiving Policy

JABA discourages volunteers from accepting gifts or compensation given by clients during the course of their JABA volunteer service. This is to prevent any perception that the gift represents remuneration for service or the result of a volunteer's solicitation of such a gift.

A JABA Volunteer **may** give or accept cards/handmade gifts that are of nominal value and clearly and solely represent the personal expression of the client's appreciation for the volunteer (e.g. arts and crafts that the client has made explicitly for the volunteer).



JABA Volunteer Opportunities

Activity Support - Working at JABA's Community Senior Centers, Respite and Enrichment Centers or At Home with JABA, these volunteers facilitate activities that offer uplifting, energetic, and tangible outlets for participants' creativity and learning. Volunteers also help set up and clean up, assist with activities, provide conversation and companionship, or act as an extra set of hands during the program day.

If you have an idea for a way you can help, please let us know!

Possible volunteer activities include: Musician - Cosmetologist - BINGO Caller - Entertainer - Exercise Leader - Activity Planner - Speaker - Memoir Writer - Pet Therapy - Cooking Demonstration - Craft leader - Puzzle Helper - Friendly Conversation Partner - Read Aloud Friend



JABA Ambassador - Ambassadors act as champions of JABA, participating in events across the Region 10 service area and providing information about JABA programs and services to the public. Events occur during the week and on weekends and typically are about 4 hours in duration for a shift.



Volunteer ambassadors are given training and support to ensure they are comfortable representing JABA to the public. If you like meeting and helping people, this is a great opportunity for you.

Friends in Schools Helping Mentor Program (FISH) - Let a student know they **can** by showing up for them each week as a JABA FISH Mentor. FISH is JABA's signature intergenerational program that recruits and trains volunteers to work with students 1-to-1, or in small groups in our local public schools, or virtually using Zoom or Google Meet. You don't need to be an educator to be a FISH Mentor. You do need a heart for children, commitment, patience, and a willingness to accept them unconditionally. Training sessions are held in September.

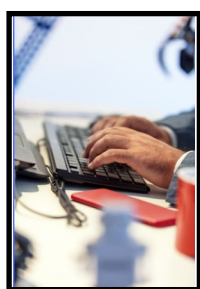


Resident Advocate - Be a voice for those in Nursing or Assisted Living facilities. JABA's Volunteer Ombudsmen are empathetic, diplomatic, assertive, and skilled communicators, working to ensure residents' rights are being protected and helping residents with problems they are unable to resolve alone. Extensive training is provided.

Insurance Counseling Team (in person and remote opportunities) - JABA Insurance Counselors go from zero to hero, helping people enroll in or change their Medicare insurance plans, often saving seniors money by choosing the right plan. Serve year round, or during Open Enrollment (October-December) to help people choose a Medicare Part-D prescription drug plan. Some Insurance Counselors also help navigate Affordable Care Act insurance options. Training sessions begin each fall.



Greeters, zoom hosts and administrative volunteers are also vital to a smooth Open Enrollment. If you prefer to greet people, make reminder calls or host zoom calls, we need you, too! JABA provides training and support every step of the way.



Data Entry, Receptionists, Administrative and Program Support - Contribute administrative skills to help advance JABA's mission. JABA needs volunteer administrative support for its evolving programs. Highest need is for data entry and front desk receptionists; other needs may include administrative tasks, organization, outreach, strategic planning, and computer design skills.

Research Projects (remote and in-person opportunities) - Volunteers have completed multiple research projects, generating reports and data that is critical to our commitment to best practices, and supporting our funding requests. If you enjoy online research, like to work independently and need a flexible schedule, a research project could be a rewarding opportunity for you.



Home Delivered Meals Callers (remote opportunity) - HDM volunteer callers make monthly follow-up calls to our 200+ home delivered meals recipients. Callers use a simple automated system that masks their personal number and follow a script to gather information about delivery, taste, etc. There are opportunities for longer conversations if the client and caller wish. Each volunteer has a list of 10 -20 meal recipients and calls the same people each month. This opportunity is remote and can be done on your schedule.

Meal Delivery Driver - Help provide nourishing meals to people at JABA's Senior Centers. Load up the JABA van at our Charlottesville office and deliver meals to the centers in Greene, Louisa, Nelson, Southern Albemarle or Fluvanna. Drivers serve one morning per week from 8:30am to 12:30pm.

Volunteers are also occasionally needed to pick up and deliver food boxes from the Blue Ridge Area Food Bank, or to pick up and deliver fresh produce to a senior center.



Pet Therapy - Bring your certified therapy pet to interact and bring joy to our members. Proper certification must be provided.

Group Volunteer Opportunities - Volunteer groups provide a variety of services to JABA. Groups include entertainers (choirs, bands, singers, dance groups, and more) for our senior centers and Respite and Enrichment Centers, Master Gardeners who maintain our sensory garden and exterior spaces, cosmetology students who bring a their skills and pamper our members, the Watercolor Guild who lead painting lessons, youth groups who visit and lead conversations and activities, local attorneys who staff our Wills for Seniors event, neighborhood groups who conduct donation drives, teams from businesses or UVA who spend a day painting our facilities, and so much more. If you know of a group interested in volunteering, please contact Volunteer Services to learn more.



New volunteer opportunities arise often and are posted on our website, www.jabacares.org/become-a-volunteer and our [JABA Volunteer Services](#) facebook group. If you have an idea of how you could volunteer with JABA, let us know!

We  our Volunteers!





jaba *Volunteers*
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