



**AIKEN AREA COUNCIL ON  
AGING VOLUNTEER HANDBOOK**

## **CLIENT CONFIDENTIALITY FORM**

**All information obtained on or about a client is to be kept in confidence. Sharing information with other agencies or individuals requires the permission of the client. For client information to be presented in court, a summons must be for the staff or the client record. For a client record to be entered in a court proceeding, the Agency must receive a summons for the record.**

**Social conversation with others regarding clients is strictly prohibited. All forms, letters and other items that might have client-identifying information must be shredded before being discarded. This includes lists and notes that has client names on them. This policy is mandated by federal and state regulations and is a very serious matter.**

**Name: \_\_\_\_\_ Date: \_\_\_\_\_**

# **VOLUNTEERING AT THE AGENCY**

**We, the AACOA, want to welcome you to our team. We hope you will have a rewarding experience volunteering with us. Since this is an opportunity for people of all ages, we have a variety of services/ programs you can volunteer with. They are described briefly in the handbook for you.**

**As a volunteer at this agency you will:**

- 1. Be carefully interviewed**
- 2. Be appropriately placed in a well defined job**
- 3. Know the function and purpose of the agency**
- 4. Be trained for your job**
- 5. Be supported by the main staff**
- 6. Be supervised and know the lines of authority**
- 7. Be evaluated and recognized for your contribution**
- 8. Be offered opportunities for growth and promotion**
- 9. Know how your work fits into the total program**
- 10. Be regarded as a worthwhile person, unique and valuable**

**“To the world you might be one person, but to one person you might be the world.”**



# **RIGHTS AND RESPONSIBILITIES**

**As a volunteer at the AACOA, you should:**

- 1. Understand the requirements of your time and duty before accepting them**
- 2. Take your commitment seriously**
- 3. Respect confidentiality of all clients**
- 4. Be open and honest with your directors at all times**
- 5. Be a team player**
- 6. View the staff as allies**
- 7. Consider yourself as part of the staff**
- 8. Be supportive of your agency at all times**
- 9. Seek and accept feedback on your performance**
- 10. Conform with the rules and guidelines of the agency**
- 11. Conform with the rules and guidelines for the service/program you are involved in**
- 12. Accept supervision from the Director of the services/program you are involved in**
- 13. Be a Goodwill Ambassador in the community for the agency**

**Your director will review these rights and responsibilities. If you have any questions at that time or later, please feel free to ask him or her.**

# **EMERGENCY INFORMATION**

**The following are guidelines for extreme emergencies!!!**

- 1. Call 911 to report the situation and stay with the client until help arrives.**
- 2. Call the Agency at 803-648-5447 to report the situation at hand.**



# ETIQUETTE TIPS

These are some suggestions we find that are helpful for our volunteers:

1. **Be prompt**
2. **Be dependable**
3. **As soon as you know you can not come on a regular scheduled day, call your supervisor**



These are some suggestions that might be helpful to you when you are communicating with your clients.

1. **Show the clients they are important by greeting them by their name and with a smile**
2. **Be patient, cheerful and friendly at all times**
3. **Do not give medications or buy medication for them**
4. **Do not be afraid to start a conversation, even if the client is complaining**
5. **Listen to your clients because usually they are lonely and need someone to talk with**
6. **Speak slowly and distinctly some clients are hard of hearing**
7. **Make eye contact from time to time**
8. **Repeat what you said to the client in a nice and considerate way if needed**

