June 2015

Dear Volunteer,

Thank you for reaching out to the Loudoun County Area Agency on Aging (AAA). I am thrilled you are interested in our Light Up Loudoun Volunteer Program.

This Volunteer Handbook is designed to acquaint you with the Area Agency on Aging, a division of Loudoun County Department of Parks, Recreation and Community Services (PRCS), and its associated volunteer programs and policies. We view each volunteer as a valuable asset, and consider you a “teammate” who shares our same standards of excellence and mission to serve the residents of Loudoun County. Therefore, we are committed to providing you with a quality volunteer experience, professional support, and an opportunity to serve others.

The Light Up Loudoun Volunteer Program encompasses many different aspects of service to Loudoun County in places such as local hospitals, libraries, museums, parks and thrift shops. It also includes a variety of “in-house” volunteer opportunities that provide support and assistance to AAA’s programs and services. These opportunities include: adult day centers, home delivered meals, health insurance counseling, income tax assistance, senior center programs, and our AAA administrative office.

We offer a flexible program because we want you to become a member of Light Up Loudoun. For example, your service can be long-term or periodic; your hours can be regularly scheduled, seasonal, or occasional. Regardless of your age, we have an opportunity awaiting you! We even have some volunteer positions that allow younger children or grandchildren to participate in the experience.

Whatever your reason for getting involved with your community, you will be excited to know that our volunteer program offers benefits that include:

- Volunteer insurance coverage
- Social and recognition events
- Limited transportation reimbursement (eligible only to those 55+ with limited income)

During your orientation, we will take time to explore your interests and skills and find the right fit for you. On behalf of the Loudoun County residents who will experience your valuable skills, we say...

Thanks—you will make a difference in our community!

Debra

Debra Bressler
Volunteer Engagement Coordinator
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What Is the History of the Light Up Loudoun Volunteer Program?

In 1974, the Loudoun County’s Area Agency on Aging (AAA) began its major volunteer program, RSVP—Retired and Senior Volunteer Program. RSVP was one of the earliest volunteer efforts nationwide for individuals ages 55 and older, created in 1969 by an amendment to the Older Americans Act, and launched in 1971 by the U.S. Administration on Aging, which is under the U.S. Department of Health and Human Services. More information about the Older Americans Act can be found on the web at www.aoa.gov. Once you are on the web page, click in the upper right corner search box, and then enter “Older Americans Act.”

In Loudoun County, RSVP had been administered through the AAA, a division of Loudoun County Parks, Recreation and Community Services (PRCS). PRCS is located in Leesburg, and serves all of Loudoun County. In March of 2011, Congress directed the Corporation for National and Community Service to reduce spending in House Bill 1473—also known as the long term FY’11 Continuing Resolution. As a result, AAA no longer receives federal RSVP grant funding. Today, the AAA Light Up Loudoun Volunteer Program has expanded beyond RSVP to include individuals of all ages and backgrounds, (i.e. retired, employed, student, experienced, and newly trained). Younger volunteers can be accompanied by their parents or grandparents. In all, AAA has over 600 volunteers serving in 39 workstations offering 53 volunteer positions. The program also supports Volunteer Loudoun, a Hands On Network affiliate and 501(c)(3), that provides information, referral, training, and recognition of volunteer activities in Loudoun County.

What Is PRCS?

Loudoun County Parks, Recreation and Community Services provides recreational, leisure, educational, cultural and supportive opportunities to residents. Services are delivered from facilities located throughout the County in order to reach the most residents. Facilities include recreation and community centers, athletic fields, swimming pools, senior centers, adult day centers, the Central Kitchen, parks, trails, and historic properties. Offerings include sports activities for youth and adults, instructional and interpretive classes, programs for senior citizens, visual and performing arts, child care, preschool, before and after school activities, trips, camps, special events, volunteer opportunities, educational and prevention programs for youth, and programs for individuals with disabilities.
Divisions include Children’s Programs, Maintenance, Sports and Youth Services, Parks, Community Centers, Adaptive Recreation, Aging Services, Facilities Planning and Development, and Administration which also includes the County Government’s horticulture program. The department also works closely with the Board-appointed Parks, Recreation and Open Space Board and the Commission on Aging, which provide advice regarding citizen needs, program and facility input, and new initiatives. Numerous volunteers, boards and committees work with staff to provide input and support so that the best quality programs are available through partnerships with local businesses, community groups and other agencies.

What is the Loudoun County Area Agency on Aging?

Loudoun County’s Area Agency on Aging (AAA) is the central point of contact for older adults and their families as they journey to the better half of life.

The AAA mission is to “foster independence, healthy aging and improve the quality of life for older adults and caregivers through comprehensive programs and services.”

The Area Agency on Aging in Loudoun County is an integral part of a larger network of 25 AAA’s within Virginia. Overall, these agencies have the same community goals—to improve the lives of older adults and their caregivers through services, such as information and assistance, health insurance counseling, income tax assistance, nutritional programs, educational programs, social programs, respite care, case management, and referral to other community services.

Additionally, Loudoun County’s AAA is advised by the Commission on Aging (COA), a citizens’ advisory board. COA members are appointed by the Loudoun County Board of Supervisors. Each COA member represents one election district in Loudoun County, and one “at large” position.

The general purpose of the Commission on Aging is to collaborate with key “stakeholders” associated with Loudoun County’s aging network:

- Residents 60 years of age and more
- Area Agency on Aging programs and services
- Department of Parks, Recreation and Community Services
- Board of Supervisors
- State Delegates, Senators, and Representatives
- Consortium of Aging Network Resource Providers
What Does the Area Agency on Aging Do?

Below is a list of the programs associated with Loudoun County’s AAA:

**Adult Day Centers:** provide licensed supportive social and therapeutic activities for participants with memory loss or physical limitations. Transportation is available on a limited basis.

**Advisory Boards:** leadership positions on one of seven AAA boards, including the Commission on Aging (COA).

**Case Management Services:** for older adults who need help coordinating resources and services in order to maintain independence.

**Community Education:** speakers and publications are available to address a variety of topics of interest to seniors and their families.

**Information and Referral:** links older adults and their caregivers to needed community services. Eldercare Locator 1-800-677-1116 or www.eldercare.gov for community assistance for seniors, nationwide.

**Home Delivered Meals:** provides noontime meals to homebound older adults on weekdays.

**Northern Virginia Long-Term Care Ombudsman:** provides information on long-term care facilities in Northern Virginia, and advocates for recipients of long-term care services.

**Senior Centers:** provide a network of social, educational, wellness, fitness, and other activities for active seniors.

**Senior Trips:** day and overnight trips to exciting destinations are designed for fun and friendship.

**Virginia Insurance Counseling and Assistance—VICAP:** provides information and guidance related to health insurance, Medicare and Medicaid; and Medicare prescription drug program.

**Income Tax Assistance:** provides tax preparation assistance service for low income tax payers.
Volunteer Services: places volunteers of all ages and backgrounds into challenging, rewarding, and interesting volunteer opportunities in the AAA and county-wide locations.

What is the Value and Impact of Volunteerism?

Volunteers are vital to the success of our programs; our mission is to serve the needs of Loudoun County’s growing population.

... Your leadership helps strengthen our communities.

... Your unselfish gifts of time and talent teach our children important lifetime values.

... Your talents and skills play an important role in helping our agency to deliver services successfully, cheerfully, and on time.

... Your dedication and dependability instills quality into your work and into our programs—this is priceless.

Volunteerism affects each volunteer in a positive way—that feeling you get when you’re able to give back to your community, to help another person, and to learn from and share with others along the way.

During the 2012 fiscal year, Light Up Loudoun volunteers accomplished these milestones within AAA programs:

- Delivered 49,328 meals to 339 homebound older adults

- Served 73,291 meals to 1,221 older adults at senior centers and independent living facilities

- Provided one-on-one support to 63 Adult Day Center participants

- Prepared 309 tax returns

- Counseled 1,025 Medicare inquiries during the annual enrollment period

- Knit & Crochet Group donated more than 7,000 pieces of work, (e.g., blankets and hats) to people in need of comfort

- Provided a value of $1,149,988 in volunteer hours in 2012

- Much, much more!
What Can You Expect from the Area Agency on Aging as a Volunteer?

• Professional and safe work environment.
• Adequate information and training to carry out job, including a clear understanding of job responsibilities, and a written position description.
• Trust and respect from agency staff and co-workers.
• Ongoing support and supervision by both workstation supervisor and volunteer coordinator.
• Recognition for contributions. Annual recognition event honoring years of service and Star Awards (Rising Stars, Superstars, Hall of Stars and Supernova Star).

What Does the Area Agency on Aging Expect from You as a Volunteer?

• Complete the initial application process, including signing all appropriate forms, which are kept on file. Congratulations, you have done this already!
• Participate in orientation and all required training and ask questions.
• Accept work assignments that are best suited to your interests, talents, and availability.
• To help you stay well-balanced and maintain a flexible schedule, you will serve no more than three days in one position, no more than four hours a day, and no more than 20 hours a week for more than one position.
• Be on time, dependable, and report as scheduled. In case of a planned absence, provide advance notice to your workstation supervisor.
• Provide good customer service with a smile, courtesy and positive attitude.
• Stay in touch with your workstation supervisor.
• Record all hours worked on the Volunteer Sign In sheet provided. A sample form is provided in this handbook.
• Be respectful of the confidentiality and sensitivity of participant needs. Please refer to the sample form in this handbook for further description. A breach of confidentiality will result in termination of your volunteer position.
In the event of unresolved work-related issues, volunteers should be aware of existing processes that are in place for problem solving and complaint resolution. The Volunteer Services Coordinator will guide you.

In the event of reassignment to a new volunteer position, there is a process in place that will be managed by the Volunteer Services Coordinator. Volunteers should follow the same process upon resignation.

**General Guidelines for All Loudoun County Volunteers**

- Loudoun County is an equal opportunity employer (EOE), and complies with the Americans with Disabilities Act (ADA), which means volunteers will not be discriminated against for physical or mental disabilities relating to job performance and the work environment.

- Comply with the Loudoun County Employee Code of Conduct. Please refer to the full description provided in this handbook.

- All PRCS facilities are smoke-free, drug-free, and alcohol-free. Follow defined procedures for security upon entering and exiting Loudoun County buildings.

- If an injury or accident occurs on the job, the Workstation Supervisor and Volunteer Coordinator will provide assistance with appropriate liability insurance through Loudoun County.

- Volunteers will not use their positions with Loudoun County workstations for any financial gain.

- As a representative of Loudoun County Government, a volunteer’s appearance and dress should be appropriate, presentable, and consistent with his or her position responsibilities.

**Volunteer Benefits**

**Orientation and Training**
Volunteers will attend an orientation to receive an overview of AAA programs, and related information. Training is also provided “on-the-job” at individual workstations on an ongoing basis.
Lifelong Learning and Friendships
Volunteers will work as part of a team, and will have the chance to contribute to the welfare of the community and organization. Additionally, volunteers may develop new skills, learn about new community programs, meet new people, and have an opportunity to participate in fun social events.

Insurance
Vehicle Insurance Coverage: Volunteers are covered by Loudoun County motor vehicle liability insurance, under certain circumstances and restrictions, while driving a County-owned vehicle. Liability insurance will not cover a privately-owned vehicle (i.e. the driver, driver’s family or other owner). The driver’s personal automobile insurance should cover them while driving their privately owned vehicle.

Medical Insurance Coverage: In the case of injury or accident while performing volunteer service, your personal health and medical insurance serves as the primary carrier. Loudoun County insurance may cover a limited amount of medical expenses under certain circumstances—i.e. when your medical insurance does not provide full coverage. Please report any accident or injury to your workstation supervisor immediately.

Tax Advantages
You may be able to deduct out-of-pocket expenses, such as non-reimbursed mileage. Please consult the Internal Revenue Service (IRS) guidelines or your tax advisor. The IRS requires you to maintain adequate records in order to qualify for tax deductions. Annual non-reimbursable tax receipts for AAA volunteers are available in the month of January, upon request.

Reimbursement for Mileage: (Eligible only to those 55+ with limited income) AAA Volunteers who are 55 and older can request mileage reimbursement up to 35 miles monthly, if they are low to moderate income—your gross annual income is $50,270 and below. This is the same amount used by the IRS to determine eligibility for tax assistance. You will need to provide the first page of your most recent tax return—Form 1040. Currently, the IRS reimbursement rate is $0.555. The mileage reimbursement amounts are subject to change, based on funding availability. You must complete the mileage reimbursement column on the Volunteer Sign In/Out form and submit it to the Volunteer Services Office in Leesburg by the 6th business day of the following month. Reimbursement checks are mailed directly to your home at the end of the month.
Recognition and Awards For Your Contributions
The Volunteer Services Office holds an annual event to honor and recognize all AAA volunteers. For example, we honor hours, years of service, and outstanding accomplishments.

Definitions
Volunteer Workstation: The location where each volunteer carries out his or her work assignment. The volunteer workstation serves as the volunteer’s central point of contact.

Workstation Supervisor: AAA staff person who provides support and oversight to you while you carry out your work assignments.

Volunteer Services Coordinator: AAA staff person who recruits volunteers from the local community, identifies the need for utilizing volunteers within specific Loudoun County programs, and then facilitates appropriate placement for each volunteer. The volunteer coordinator also maintains registration and work history data on all volunteers, provides ongoing support to volunteers and workstation supervisors, and organizes recognition events.

Cultural Diversity & Volunteerism
Due to our changing world and our rapidly expanding county population, part of the challenge in delivering goods and services effectively is to embrace language and cultural differences, while at the same time maintaining and ensuring effective communication. As a team, Loudoun County staff and volunteers are dedicated to the basic principle of “equal and meaningful access” for individuals with limited English proficiency (LEP).

Look at Loudoun County’s
Statistics on Cultural Diversity and Multilingualism
• 19.9% of Loudoun County’s population is foreign-born.
• 24.8% of people five years and over speak a language other than English at home.
• 12.4% of Loudoun’s total population is Hispanic, thus Spanish is the most common language, followed by Vietnamese, Urdu, Arabic, Farsi, Korean, Chinese-Mandarin, Telugu and French.
How Are Individuals with “Limited English Proficiency” Affected When Receiving Services?
An LEP individual may speak very slowly, may have difficulty choosing correct or appropriate words and phrases, may be embarrassed and/or shy, may be reluctant to acknowledge that he does not understand, may not know when or how to ask for help, may be uncomfortable with interrupting, or may experience peer pressure in a group setting.

How Are Volunteers Affected When Serving LEP Individuals?
In the workplace, when a volunteer becomes involved with cultural and language differences, effective communication may become a challenge. This may result in confusion, incorrect information provided, service delivery goals not being met, and ultimately, services that are not meaningful, helpful, or even safe. Most LEP differences can be successfully addressed and overcome; in some cases, further assistance or support may be needed.

Do's and Don'ts When Interacting with Non-Native English Speakers
1. Faces and Hands
   a. Smile! it’s the universal code for instilling reassurance in a fellow human being.
   b. Look for understanding and clarity from facial expressions and body language.
   c. Get eye contact.
   d. Restate your point with different words. Use hand gestures and body language to express yourself.
   e. Be careful about touching. Men and women do not touch each other in some countries. Men meeting women should wait for the woman to extend her hand first.

2. Words and Voice
   a. Use simple English and small sentences.
   b. Avoid big words.
   c. Speak slowly and enunciate clearly. People from other cultures who have just recently come to the United States generally have a hard time understanding the American accent.
   d. Avoid slang and use simple English. American slang words often come across as gibberish to internationals.
e. Avoid acronyms, idioms, and abbreviations.

f. “Yes or No?” and “Do You Understand?” Better to ask the individual to repeat back what they heard or to ask a specific question to determine understanding.

3. Kindness and Courtesy
   a. Do not ever ridicule the traditional beliefs or customs of another country or religion.
   b. Do not rush the person through the communication.
   c. Take time to explain broader cultural awareness, i.e. how “the system” works.

4. Use Your Resources
   a. Offer to write down information for the individual, whether it is completing a form or writing “how to” instructions.
   b. Get help from a nearby family member, colleague, interpreter, or a county supervisor, when appropriate.

Sample Forms and County Guidelines

Beginning on page 16, the following forms and policies are contained in this handbook:

Volunteer Services Office
Volunteer Sign In Sheet
Confidentiality & Acknowledgement Agreement
Volunteer Self-Assessment Exercise
Volunteer Placement Survey
Exit Interview Questionnaire

Policies and Procedures for Loudoun County
Code of Conduct
Inclement Weather Policy
Emergency & Safety Information

ME AND MY M&Ms
by Dr. Marilyn Kern Foxworth

I have always liked M&Ms. The most diverse, multicultural, integrated candy in the world. You have your red ones, your yellow ones, your orange ones, your brown ones, your green ones. And the newest blue ones. All in one package, all co-existing together.

One color doesn’t think that it is superior to the other. One color doesn’t discriminate against the other. All colors are the same size, shape, and weight. All colors look different on the outside, but have the same ingredients on the inside. M&Ms all have the same flavor, and they all taste G-o-o-d.

Not all M&Ms are perfect, though—some have nuts! In the real world we call them racists, and bigots.

Would it be nice if, like M&Ms, our prejudices melted into the abyss like chocolate melts in our mouth?

And all people were judged by what was inside, rather than the color you see on the outside?

If candy can be prejudice free WHY CAN’T WE?
**Volunteer Sign-In Sheet**

Name _____________________________________________________ Month and Year _____________________

To help us track volunteer hours, please sign in and out every time you volunteer, so your volunteer hours are credited to you, to the Volunteer Station you serve, and to the Light Up Loudoun! Volunteer Program.

As always, thanks for sharing your time and talents!

**VOLUNTEER, PLEASE SIGN BELOW WHEN MAKING THE FIRST ENTRY FOR THE MONTH**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours</th>
<th>Position</th>
<th>Mileage Round Trip</th>
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<td></td>
<td></td>
<td></td>
<td>1-15 min = .25</td>
<td>Station Name</td>
<td>I will track my own mileage</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>16-30 min = .50</td>
<td>Job Name</td>
<td>I request reimbursement (see below)</td>
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<td>31-45 min = .75</td>
<td>If station and/or position differs from above, enter in column space below</td>
<td>I request a tax receipt at year end</td>
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<td>46-60 min = 1.00</td>
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</table>

____ Total Hours

____ Total Mileage

____ Paid @ $0.555

____ Excess

Station Supervisor Signature  Volunteer Signature  Approved by

*AAA Volunteers who are 55 years old can request mileage reimbursement up to 35 miles monthly, if they are low to moderate income—your gross annual income is $50,270 and below. This is the same amount used by the IRS to determine eligibility for tax assistance. You will need to provide the first page of your most recent tax return – Form 1040. Please submit the completed and signed Volunteer Sign-in sheet by the 6th day of the following month for mileage reimbursement and a check will be mailed to you. Mileage reimbursement amounts are subject to change based on funding availability.

Loudoun County Area Agency on Aging, a Division of the Department of Parks, Recreation and Community Services.  Rev. 6/12*
Confidentiality & Acknowledgement

Dear Volunteer,

Please read the two statements below, then print and sign your name.

Confidentiality

I agree to keep confidential all information pertaining to participants that I may work with during my volunteer assignment. This includes names, address, phone numbers, personal, medical and/or financial information.

I understand that client/participant records include but are not restricted to telephone logs, written files such as a Membership form, Uniform Assessment Instrument, email, and data records such as those in Peerplace, Volunteer Reporter and RecTrac. My restriction on sharing includes log-in or user ID and passwords.

I understand that participant and agency information is privileged, and is not to be disseminated by me. Failure to abide by this agreement can result in my immediate dismissal.

Receipt of Volunteer Handbook

I have received the Area Agency on Aging Volunteer Handbook and will review the programs and policies set forth for volunteers. I will uphold and follow the policies contained within.

I have read and understand the above statements and have had all my questions answered. My signature below indicates that I agree with both statements.

Volunteer Name (please print)                Date

Volunteer Signature

Volunteer Engagement Coordinator Signature                Date
Motivational Analysis
Self-Assessment

Instructions: Each of the following items contains three related statements. Mark the statement that most closely describes your preference, most of the time. There are no wrong answers.

1. _____ a. When doing a job, I seek feedback.
   _____ b. I prefer to work alone and am eager to be my own boss.
   _____ c. I seem to be uncomfortable when forced to work alone.

2. _____ a. I go out of my way to make friends with new people.
   _____ b. I enjoy a good argument.
   _____ c. After starting a task, I am not comfortable until it is completed.

3. _____ a. Status symbols are important to me.
   _____ b. I am always getting involved in group projects.
   _____ c. I work better when there is a deadline.

4. _____ a. I work best when there is some challenge involved.
   _____ b. I would rather give orders than take orders.
   _____ c. I am sensitive to others—especially when they are mad.

5. _____ a. I am eager to be my own boss.
   _____ b. I accept responsibility eagerly.
   _____ c. I try to get personally involved with my superiors.

6. _____ a. I am uncomfortable when forced to work alone.
   _____ b. I prefer being my own boss, even when others feel a joint effort is required.
   _____ c. When given responsibility, I set measurable standards of high performance.

7. _____ a. I am very concerned about my reputation or position.
   _____ b. I have a desire to out-perform others.
   _____ c. I am concerned with being liked and accepted.

8. _____ a. I enjoy and seek warm, friendly relationships.
   _____ b. I attempt complete involvement in a project.
   _____ c. I want my ideas to predominate.

Good luck!
    _____ b.  It concerns me when I am being separated from others.
    _____ c.  I have a desire to influence others.

10. _____ a.  I think about consoling and helping others.
      _____ b.  I am verbally fluent and persuasive.
      _____ c.  I am restless and innovative.

11. _____ a.  I set goals and think about how to attain them.
      _____ b.  I think about ways to change people.
      _____ c.  I think a lot about my feelings and the feelings of others.

(Adapted from Mackenzie, Marilyn and Gail Moore.  The Volunteer Development Toolbox.1993.)

**Motivational Analysis**

Instructions: Record your choices from the statements above in the space provided below. Simply put a mark (√) next to your answer (a, b, or c) for each question, then add the total number of marks for each of the three categories: achievement, influence, and affiliation on the next page.

<table>
<thead>
<tr>
<th></th>
<th>a. achievement</th>
<th>b. influence</th>
<th>c. affiliation</th>
</tr>
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<td>1</td>
<td></td>
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<td>2</td>
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<td>11</td>
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(cont.)
McCllelland’s Social Motivators

<table>
<thead>
<tr>
<th>Categories of Social Motivators</th>
<th>Possible Volunteer Positions</th>
</tr>
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<tbody>
<tr>
<td><strong>Achievement Motivations</strong></td>
<td></td>
</tr>
<tr>
<td>Desire for excellence</td>
<td>Home-Delivered Meal Driver</td>
</tr>
<tr>
<td>Wants to do a good job</td>
<td>Tax Counselor/Financial Counselor</td>
</tr>
<tr>
<td>Needs a sense of accomplishment</td>
<td>Medicare Counselor</td>
</tr>
<tr>
<td>Wants to advance</td>
<td>Health Educator</td>
</tr>
<tr>
<td>Desires feedback</td>
<td>Instructor</td>
</tr>
<tr>
<td></td>
<td>Administrative Tasks/Data Entry</td>
</tr>
<tr>
<td></td>
<td>Short-term Project Manager</td>
</tr>
<tr>
<td></td>
<td>Environmental Advocate</td>
</tr>
<tr>
<td></td>
<td>Performer</td>
</tr>
<tr>
<td><strong>Influence Motivations</strong></td>
<td></td>
</tr>
<tr>
<td>Likes to lead</td>
<td>Instructor/Activity Leader</td>
</tr>
<tr>
<td>Enjoys giving advice</td>
<td>Advisory Board Member</td>
</tr>
<tr>
<td>Likes influencing an important project</td>
<td>Ombudsman</td>
</tr>
<tr>
<td>Enjoys job status</td>
<td>Consultant</td>
</tr>
<tr>
<td>Likes to have their ideas carried out</td>
<td></td>
</tr>
<tr>
<td><strong>Affiliation Motivations</strong></td>
<td></td>
</tr>
<tr>
<td>Likes to be popular</td>
<td>Home-Delivered Meal Driver</td>
</tr>
<tr>
<td>Likes to be well thought of</td>
<td>Kitchen/Dining Room Helper</td>
</tr>
<tr>
<td>Enjoys and wants interaction</td>
<td>Friendly Visitor</td>
</tr>
<tr>
<td>Dislikes being alone in work or play</td>
<td>Information Desk Assistant</td>
</tr>
<tr>
<td>Likes to help others</td>
<td>Thrift Shop Assistant</td>
</tr>
<tr>
<td>Desires harmony</td>
<td>Docent</td>
</tr>
<tr>
<td></td>
<td>Special Events</td>
</tr>
<tr>
<td></td>
<td>Library Assistant</td>
</tr>
<tr>
<td></td>
<td>Activities Specialist</td>
</tr>
</tbody>
</table>
Volunteer Placement Survey

In what area(s) do you volunteer? (Please check all that apply)

AAA VOLUNTEER OPTIONS
- Adult Day Center
- Home-Delivered Meals Program
- Senior Centers
- Volunteer Office
- ESL or ESL Chat
- Medicare Counseling
- Tax Program
- Other: _______________________

OTHER OPTIONS
- Healthcare Facilities
- Intergenerational Programs
- Pet Lovers
- Special Events
- Museums, Parks, & Nature Preserves
- Information & Assistance
- Libraries
- Thrift Shops
- Other Service Programs: _______________________

My volunteer experience meets the expectations I had when I first began. (Check one)

- Strongly Disagree
- Disagree
- Neither
- Agree
- Strongly Agree

How satisfied are you with your volunteer experience. (Check one)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

How satisfied are you with the training provided for your volunteer assignment? (Check one)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

Dear Volunteer,

Recently, you accepted a volunteer position at the Area Agency on Aging (AAA). The staff strives for continual improvement of our volunteer program, and our main objective is that each volunteer is matched with a rewarding and satisfying position. As a volunteer you are an integral part of our program and we would love your feedback about your recent volunteer placement. Please know that all surveys are anonymous, and all the information is compiled in the strictest of confidence and used to improve the quality of our volunteer program.

Sincerely,

Debra Bressler
Volunteer Engagement Coordinator
Volunteer Placement Survey

How rewarding is your volunteer position? (Check one)

- Very Disappointing
- Disappointing
- Neither
- Rewarding
- Very Rewarding

What do you like best about your volunteer position?
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

What suggestions would you make for improvements in our program?
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

Thank you for taking the time to fill out this survey.

For your convenience, we have enclosed a pre-addressed stamped envelope. If you have any concerns or would like to discuss your ideas in relation to your position, please do not hesitate to contact me at 703-777-0257 or debra.bressler@loudoun.gov.

I would love to hear from you!

Sincerely,

Debra Bressler
Volunteer Engagement Coordinator
Exit Interview Questionnaire

**Overall, how satisfied were you with your volunteer experience?**

- [ ] Very Dissatisfied
- [ ] Dissatisfied
- [ ] Not Sure
- [ ] Satisfied
- [ ] Very Satisfied

**How long did you volunteer with us?**

- [ ] Less than 1 year
- [ ] 1 to 5 years
- [ ] 6 to 10 years
- [ ] More than 10 years

**Why are you leaving? (Please check all that apply)**

- [ ] Moving away from area
- [ ] Paid employment
- [ ] Need a change
- [ ] Difficult to meet the time commitments
- [ ] Dislike the tasks I was given
- [ ] Completed the tasks of the job
- [ ] Other: ________________________________________________________

**What did you like best about volunteering with us?**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**What suggestions would you make for improvements in our program?**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

---

Dear Volunteer,

The staff of the Area Agency on Aging strives for continual improvement of our volunteer program. As a former volunteer, we would appreciate your help identifying what we might do better. Please be as honest as you can when answering these questions. The information is compiled in the strictest of confidence and used to improve the quality of our overall volunteer program.

Once you complete this form, please send it directly to me in the pre-addressed, stamped envelope enclosed. Thanks a million for your feedback.

Sincerely,

Debra Bressler
Volunteer Engagement Coordinator
Code of Conduct for Loudoun County Employees and Volunteers

Goal: To conduct official duties in a manner that serves the public interest, upholds the public trust, and protects the County's resources.

Perform your duties to the very best of your abilities, and in a manner that is efficient, cost-effective, and meets the needs of the public.

Demonstrate integrity, honesty, and ethical behavior in all County business.

Ensure that your personal interests do not come into conflict with official duties, or result in an appearance of a conflict of interest, when dealing with customers, vendors, and others doing business with the County.

Ensure that all County resources, including County funds, equipment, vehicles and other property are used in strict compliance with County policies and solely for the benefit of the County.

Conduct all dealings with the public, County employees, and other organizations in a manner that presents a courteous, professional, and service-oriented image of Loudoun County government.

Treat the public and other County employees fairly and equitably, without regard to race, sex, age, religion, national origin, disability, or any other factor unrelated to the impartial conduct of County business.
Inclement Weather Policy

When Loudoun County Government is closed, Parks, Recreation and Community Services (PRCS) facilities are closed and all programs are cancelled.

When Loudoun County Government makes a decision to close after the start of normal business hours, the facilities and their programs will then close. If children are in the building, it will close after the last child is picked up.

When Loudoun County Government is open, but Loudoun County Schools are closed:

All PRCS programs and activities except childcare are cancelled, including all those in school facilities.

Evening programs held in PRCS facilities after 5:00 pm may be held. Confirm directly with the site, or call 703-777-0456.

When Loudoun County Schools announce a 1-hour delay, all PRCS programs will operate on time.

When Loudoun County Schools announce a 2-hour or more delay, all morning PRCS programs except childcare are cancelled.

When Loudoun County Schools announce an early dismissal, all evening PRCS programs are cancelled.

Please keep track of changing weather conditions and call the appropriate PRCS facility or other source of emergency information.

- AAA: 703-777-0257
- PRCS: 703-777-0343
- Loudoun County school closings and delays: Check local radio or TV stations.
Emergency & Safety Information

The practice of safety and the prevention of accidents are important responsibilities for all volunteers. Please report any unsafe condition to your workstation supervisor.

In the event of a building evacuation due to a fire drill or emergency, please follow the posted instructions or staff direction. Volunteers are not responsible for the safety of program recipients or facility residents.

Sources of emergency and safety information:

- 911
- AAA: 703-777-0257
- PRCS: 703-777-0343
Area Agency on Aging Volunteer Opportunities

VOLUNTEER PROGRAM & POSITION

Home Delivered Meal Program

- Driver & Substitute Driver
  Pick up and deliver meals to individual participants; provide a friendly smile; use your own car. Monday through Friday, around the noontime hour.

Volunteer Services Office

- Office Support
  Perform clerical duties specific to an event or task, such as copying, faxing, data entry, library cataloging, and assembling consumer information packets. Also, long term special project development.

Virginia Insurance Counseling and Assistance Program–VICAP

- Medicare Insurance Counselor
  Counsel Medicare beneficiaries and their caregivers about the Medicare program and how to access benefits.

- Medicare Part D Counselor
  Assist Medicare beneficiaries with understanding and enrolling in Medicare Part D Prescription insurance.

- Medicare Part D Computer Specialist
  Use the on-line “Medicare” software program to research the options available to the beneficiaries in the Medicare Part D Prescription Insurance program.

- Medicare Part D Administrative Aide
  Provide assistance with data entry for the on-line Medicare Part D Prescription Insurance program.

- Medicare Insurance Counseling Educator
  Educate the community at large and VICAP counselors at AAA about the purpose, goals, and changes in Medicare, and the current issues affecting Medicare beneficiaries.

OVERVIEW

Delivers a noontime meal to homebound older adults within a specific geographic region; additionally, checks on the welfare of the participant.
VOLUNTEER PROGRAM & POSITION

Benefits Check Up

- Outreach Specialist
  Connect the service information seeker and to community resources based on their needs.

Health Promotion

- Healthy Aging Specialist
  Prepare and conduct public presentations and meet with individuals or caregivers.

Income Tax Assistance Program

- Tax Preparer
  Prepare federal and state income tax forms.
- Greeter
  Greet and sign-in clients at the tax site location.
- Reviewer
  Review completed income tax returns for completeness and accuracy.

Northern Virginia Long-Term Care Ombudsman Program

- Volunteer Ombudsman
  Provide weekly visits to an assigned long-term care facility and meet with residents and staff. Advocate for improving the quality of life for residents of the facility.

Senior & Activity Centers

- Food Service, Dining Room
  Position 1: Set-up and Clean-up
  Position 2: Food Server
  Position 3: Greeter
  Position 4: Lead
  Provide supervision and/or support in the dining room and kitchen during the noon congregate meal service. Volunteer positions 1, 2, 3, and 4 may be performed separately or combined.
VOLUNTEER PROGRAM & POSITION

OVERVIEW

• Activity Leader
  Teach or assist the teacher with general classroom responsibilities. Classes or activities last for one or multiple sessions.

• Interpreter
  Provide interpretation and translation services to limited English speaking customers or volunteers when needed.

• ESL Program Activity Support
  Assist new members with limited English proficiency with the basics of signing up for programs, such as transportation and/or meal services. Native language speakers needed. Also, assist with English-as-a-Second Language (ESL) conversation classes (ESL Chat Room) for beginners.

• Admin & Concierge
  Answer the phones, greet guests, provide tours, put up flyers, help at special events, etc.

Adult Day Centers

There are two licensed adult day centers that provide supervised and therapeutic activities to people with memory loss and other chronic disabilities; respite care for caregivers.

• Activity Leader
  Provide staff with assistance and support to daily activity programs.

Central Kitchen

Provides pre-packaged meals for the Home Delivered Meal program.

• Kitchen Support
  Assist kitchen staff with packaging meals for route drivers within the Home Delivered Meal program.

Advisory Boards

Loudoun County has several advisory boards, commissions and committees, which provide residents with opportunities for direct involvement in local government.

• Board Member
  Positions and commitments vary, depending on the organization.
Other Volunteer Opportunities Outside the AAA

The Volunteer Services Coordinator will refer you to any of the organizations that interest you. Since the Workstation Supervisor provides day-to-day oversight, the position descriptions are not included in this handbook. In addition, each workstation listed has signed a Station Expectation Form agreeing to follow the best practices of volunteer management.

Healthcare Facilities or Programs
Heritage Hall Nursing Home
INOVA Loudoun Healthcare or Nursing & Rehabilitation Center at INOVA
Loudoun Community Free Clinic
Loudoun Community Health Clinic
Loudoun Volunteer Caregivers
Capital Cares

Donation Sites
Blossom & Bloom, supports special needs
Good Shepherd Alliance, supports homeless shelter
Loudoun Interfaith Relief, supports local food pantry
Resourceful Woman, supports women’s shelter
ReStore, supports Habitat for Humanity building local housing
Treasures for Life, supports various local charities
Twice Is Nice, supports INOVA Hospital

Museums, Parks and Nature Preserves
Banshee Reeks Nature Preserve
Claude Moore Park
Dodona Manor
Franklin Park Performing and Visual Arts Center
Heritage Farm Museum
Morven Park
Philip A. Bolen Memorial Park
**Pet Lovers**
Animal Care and Control
Paws4Pets
Therapeutic Riding

**Service Programs**
Holiday Coalition, *supports families in need around the holidays*
Loudoun Literacy Council
Outreach Services Public Libraries
Reality Store—Virginia Cooperative Extension

**Public Safety**
Citizen Emergency Response Team (CERT)
Fire & Rescue
Loudoun County Sheriff Auxiliary
Medical Reserve Corps

**Performing Arts or Special Events**
Franklin Park Performing and Visual Arts Center
Loudoun Symphony
Sterling Playmakers
VSArts of Virginia
Northern Virginia Senior Olympics
Northern Virginia Special Olympics

**Information and Assistance**
Financial Counseling—Virginia Cooperative Extension
Loudoun Cares
Travelers Aid at Dulles Airport
**Volunteers Needed!**

Northern Virginia Senior Olympics needs participants to help with events when not competing. Non-participants are also welcome to volunteer. If you are interested, please refer to www.nvso.us for a complete list of events.

**Northern Virginia Senior Olympics**

Sponsored by the Northern Virginia Senior Olympic (NVSO) Committee and co-sponsored by Northern Virginia Recreation and Parks Departments, the Northern Virginia Senior Olympic Program is held annually in Northern Virginia and is open to all senior residents ages 50 and older. Senior adults are offered the opportunity for competition and fellowship through various athletic, recreational and social events.

NVSO promotes health, fitness and psychological well-being of senior adults by offering the opportunity for participation and achievement. While making the public aware of the capabilities existing in our senior population, we also promote awareness among the seniors of the available recreation facilities in Northern Virginia. Please help us to spread the word and we hope to see you in September!

**Spotlight on Bernie Stamm of Potomac Green**

Bernie lived in Switzerland for the first 27 years of his life. He has always been an avid athlete and currently serves on the board of the Northern Virginia Senior Olympics. He competes in shot put, standing long jump, running long jump, javelin and 60-meter dash, all events he loved many years ago.

**Spotlight on Cora Parsons at Ashby Ponds**

Cora enthusiastically encouraged 36 residents to join the table tennis team at Ashby Ponds. Last winter, they held men’s singles and women’s singles tournaments and plan for a comical mixed doubles tournament this spring.

**Spotlight on Manny Hershkowitz**

Manny, from Ashburn, competed in the 2012 Virginia Senior Olympics in tennis, golf and Wii bowling against others in the 95-99 age range. He prides himself on being the oldest ballboy to participate in a major tennis championship, a feat recorded in the Guinness Book of World Records. He worked on the court at the U.S. Open at Flushing Meadow, NY in 1999 when he was 82 years old.

**Spotlight on Carver Athletes**

Wednesday’s morning exercise class was all aglow with the news that three of its members had brought home gold in this year’s Northern Virginia Senior Olympics. A total of nine gold medals, plus one silver, were won by this extremely fit and motivated group which includes Carrie Griffith, 72, Barbara Curran, 75 and Jean Dawson, 80.
Home Delivered Meals: Volunteer Driver and/or Substitute Driver

Program Description
Participants of the Home Delivered Meal (HDM) program are typically older adults and disabled individuals who are homebound, unable to prepare their own meals, unable to attend their local Senior Center meal program, and have no other appropriate assistance. There is no fee for the daily meal; however, participants or their family members may contribute a voluntary donation. Volunteers deliver noontime meals within a specific geographic area, and provide a “check” on the general condition of the participant on the day of delivery.

Time Commitment
Volunteers deliver meals Monday through Friday, around the noontime hour, except for specified holidays and closings due to inclement weather. Every attempt is made to keep the route duration to one hour. Volunteers may deliver once per week or as little as once per month, serve as a substitute on an on-call basis, or deliver weekly supplies of frozen meals.

Prerequisites
Volunteer drivers must operate their own vehicle, and have a valid driver’s license, registration, and inspection. The car must be properly insured according to Virginia standards. Drivers must wear seat belts in accordance with Virginia law. Volunteers should be able to lift a 10-15 lb container into their car and climb stairs when necessary.

Other Key Information
If a volunteer is sick or has a communicable disease, he/she is asked to not deliver meals. Once cleared by a physician of being contagious, volunteers may resume duties.

Volunteers are prohibited from soliciting HDM participants. This includes the distribution of printed materials, business cards or any information not directly related to the HDM program. If a participant expresses a need for service information, please refer them to the AAA at 703-777-0257.

A monthly schedule is mailed to the volunteer’s home approximately two weeks prior to the upcoming month. Volunteers find their own substitutes, as needed, and coordinate any changes or corrections with the appropriate route coordinator. Volunteers are typically scheduled for the
same weekly route. Volunteers are not responsible for collecting donations from the participants.

**Specific Duties for Volunteer Driver and/or Substitute Driver**

*Please refer to HDM details for a description of essential job duties/steps.*

1. **Meal Pick-Up & Delivery**
   a. Pick up meals at a predetermined location between 10:30 a.m. to 11:40 a.m., depending upon site.
   b. Use the proper equipment (hot and cold packs and thermometers) provided to minimize the risk of food spoilage.
   c. Ensure that the meal count correlates with the number of participants for the route.
   d. Ensure that the meal is delivered to a participant or a designated representative (i.e., do not leave a meal at an unanswered door). Notify the workstation supervisor of any undelivered meals.
   e. Be available to drive and/or deliver meals within the times decided upon by the route coordinator.
   f. If unable to drive as scheduled, please find a substitute and notify the appropriate contact with the replacement information. Route coordinator contact information is provided at the end of this position description.

2. **Participant Contact**
   a. Wear name badge and greet the participant.
   b. Deliver meal to participant.
   c. Provide a “check” on the homebound participant and report any concerns or unusual circumstances to the HDM coordinator.
   d. If the participant does not answer the door, call participant’s home phone. If there is no answer, call HDM coordinator as soon as possible.
   e. Maintain participant confidentiality.
   f. In case of an emergency, first call 911, and then follow the emergency procedures as specified by the HDM program coordinator.
   g. If participant expresses a need for service information, refer them to the HDM Coordinator at 703-777-0257.

**Supervisor:** Home Delivered Meal Program Coordinator

**HDM Details:** Program Notes
Meal Pick Up at the Pick-up Site

Route Notebook
Includes the driving direction to each participant’s home, as well as a temperature log, and a pencil pouch for the hot thermometer and alcohol wipes.

Meal Contents
Each meal contains two packs, one cold container and one hot container. The route numbers are marked on the insulated bags along with an accompanying route notebook. The insulated bags and notebook are to be returned to the pick-up site at the end of the route.

Thermometers
The appropriate (hot and cold) thermometers are to be placed in the corresponding meal bags for each route. Most sites require the volunteer to perform this task. Please verify this prior to departing the pick-up site. In the hot meal bag, place the thermometer between the last two meals at the bottom of the insulated bag. In the cold meals, place the cold water container with the thermometer inside the insulated bag. Hot and cold thermometers are to be returned to the pick-up site at the end of the route.

Meal Count
Prior to departing the pick-up site to deliver the meals, please count the meals to ensure the correct number of meals are enclosed. If not, refer to the route notebook and notify the HDM Site Coordinator immediately. At each stop, please ensure the correct number of meals are delivered to each participant.

Sanitation
To ensure proper sanitation and handling of meals, please count meals inside the packs. Do not place meals on the floor when counting. This also ensures meals maintain the required temperature.

Meal Delivery at the Participant’s Home
*Please follow these procedures, which are based on Virginia safety standards.*

Before Knocking on the First-House Door
The temperature readings at the first house will be compared to tempera-
ture readings at the last house. At the first house, read each temperature (hot and cold), and record it in the route notebook. Close bags tightly.

*Note:* Hot meals should not be below 140° F  
Cold meals should not be above 41° F

**Identify Yourself Upon Arrival**  
When you deliver your meals, please make sure you are wearing your volunteer badge. When you knock on the door, be sure to identify yourself (Hi, I am [your name] from the Home Delivered Meal Program).

**Communicate the Need for Food Safety**  
Please do not leave meals on a table without explaining to the participant about proper food safety.

**Donations**  
Participant donations are optional. If a donation envelope is given to you, express appreciation. Then ask the participant to mail it directly.

**Participant Safety Observations**  
Around the home: Please be aware of the general condition of the inside and outside of the home, noting any areas of safety concerns or unusual situations.

General appearance of the participant: If you have concerns about the participant’s health, frailty, memory loss, or vulnerability, as they relate to daily self-care, please communicate your observations to the HDM Program Coordinator.

*Please note: some of our homebound clients do not have the opportunity to interact with family and friends on a daily basis. As you get to know the individuals on your route, you will be in a better position to know if he/she seems to be safe, or unsafe, for independent living. Please share your observations with the HDM supervisor who will follow up.*

**Participant Emergencies**

It shall be the guideline of the Loudoun County Area Agency on Aging that when a homebound client needs emergency medical assistance, the Volunteer delivering the meals will:

1. Call 911 if a homebound client has fallen on the floor, is unconscious, or requests that you call for help;
2. Call Debra Mobley, program coordinator at 703-771-5012 or 571-233-9606 (cell) and inform her. If you cannot reach her, please call Debra Williams, program manager at 703-777-0209. The program coordinator will notify the AAA administrator, family member, the site supervisor, and/or social services of the incident;

3. Stay with the homebound client until the rescue squad arrives;

4. Have the rescue squad contact the program coordinator at 703-771-5012 if they have questions concerning the participant and please direct them to the ‘File of Life’ on participants’ refrigerator;

5. Continue the route with meals for the other homebound clients;

6. Remember to stay calm, so you will be able to follow the procedures listed above.

**Social Call and Participant Request for Other Services**

Some individuals may ask you to stay and visit a moment. Please feel free to do so because spending a couple of minutes may mean a lot. Remember that you cannot stay too long because the meals will get cold.

If the participant expresses a need for additional services or seems to need additional help in their home, or needs information, please refer them to the Area Agency on Aging at 703-777-0257.

Be very careful of offering to do additional favors for HDM participants. Anything you do beyond the HDM volunteer position description is done at your own risk.

**Before Delivering the Last Meal**

Read each temperature (hot and cold) and record in the route notebook. Then, remove the hot bag thermometer. Clean the thermometer with an alcohol wipe and place it back into its protective sheath. Store the protected thermometer in the pencil pouch located in the route notebook. The thermometer from the cold container is to be placed back in the refrigerator at the pick-up location.

**Wrap Up**

After you have delivered the last meal, please return to the pick-up site. Place the insulated bag and the route notebook/clipboard in the appropriate designated areas. The cold water thermometer and container is to be placed in the refrigerator.
Notes
Remember to log your time on the volunteer sign-in sheet.

Please handle thermometers with extreme care to avoid personal injury from breakage or costly replacements.

HDM Contact Information

If your HDM question relates to:
• Participant behavior, such as unusual behavior, he/she does not answer the door, or is nowhere to be found; or is reported to be hospitalized; or
• Day-of-delivery issues,
then Contact the HDM program coordinator:
Debbie Mobley 703-771-5012 (office) 571-233-9606 (cell)

If your HDM question relates to:
• a route or schedule conflict,
then contact your HDM route coordinator:
Felix Duran Cascades/Sterling 703-430-2397
Debbie Mobley Cascades Village 703-771-5012
Donna Lovett William Watters House 703-737-8034
Donna Lovett Madison House 703-737-8034
Trish Mock Leesburg 703-737-8039
Debbie Mobley Dulles South 703-771-5012
Donna Lovett Wingler House East 703-737-8034
Donna Lovett Wingler House West 703-737-8034
Beth Mills Carver Center 540-338-4883
Donna Lovett Ashburn 703-737-8034

Substitute Policy
If you need a substitute, please call or email individuals on the substitute list, which is mailed to your home monthly. If a substitute cannot be found, please call the route coordinator.
Light Up Loudoun Volunteer Program: Office Support

Program Description
Loudoun County’s AAA is funded under Titles III, IV, and VII of the Older Americans Act, Virginia Division of Aging in the Department for Aging and Rehabilitative Services, and Loudoun County Government. AAA programs link participants and their caregivers to needed community services. Assistance is unique to each client, ranging from basic information and referral, to comprehensive participant services. Outreach services support involves mailing print materials, community presentations packets, and other behind-the-scene office tasks.

Time Commitment
AAA operates Monday through Friday, 8:30 am to 5:30 pm, except for specified holidays. The main office is located in Leesburg. Volunteer hours are flexible; volunteers typically work two to four hours per week, any weekday. Special projects result in one-time or ongoing time commitments.

Prerequisites
Basic administrative skills such as copying, faxing, record keeping, assembling and/or mailing out consumer information packets are needed. Also, assistance is needed for special projects and/or events, basic research, and data entry.

Specific Duties for Volunteer Services Office: Office Support

1. CLERICAL
Perform routine office tasks, such as copying, faxing, data entry, assembling and mailing resource information.

2. SPECIAL PROJECTS
Plan and implement individual long-term or detailed projects, such as revision of the newcomers guide, design and develop brochures, surveys and/or booklets, and conduct research to support program coordinators, as needed.

3. MISCELLANEOUS
one-time activities relating to various AAA programs, such as special events, luncheons, senior center parties, etc.

Supervisor: Volunteer Coordinator
VICAP Counseling & Assistance: Medicare Insurance Counselor

Program Description
VICAP stands for Virginia Insurance Counseling & Assistance Program. Medicare is a U.S. Government health insurance plan that provides hospital, medical, and surgical benefits for persons age 65 and older and people with certain disabilities. Volunteers counsel Medicare beneficiaries (and their caregivers) living in Loudoun County about Medicare health insurance, long-term care insurance, Medicare supplemental insurances, and Part D prescription insurance. The Virginia Department of Aging report that Loudoun County has 21,336 Medicare beneficiaries as of April 2011. Information and referral services are provided by telephone or individual appointments.

Time Commitment
Volunteers typically work in the AAA office in Leesburg, two to four hours per week, with some scheduling flexibility. Due to the complex nature of the Medicare program, volunteers work and train continuously.

Prerequisites
Volunteers must be comfortable with numbers and basic math, have the ability to provide customer service by phone and in person, have good communication skills and basic computer skills, be comfortable using the Internet, and have an ability to understand complex government insurance programs. Volunteers do not need licensure or counseling backgrounds. Volunteers must NOT hold a current license as an insurance agent.

Specific Duties for VICAP Counseling and Assistance

1. TRAINING
   Satisfactorily complete certification training provided by the Virginia Department for the Aging. Required sessions are as follows:
   a. Basic training of 17 hours, during four sessions, with the possibility of additional independent study requirements.
   b. Intermediate training of six hours, in one session.
   c. Advanced training of six hours, by invitation or qualification only.
   d. Complete online training certification
2. COUNSELING
   a. Conduct individual counseling sessions in person and/or by telephone.
   b. Provide counseling without conflict of interest, in compliance with VICAP regulations, and not make personal recommendations.
   c. Provide referrals to appropriate resources.
   d. Provide informal advocacy, as necessary.

3. ADMINISTRATIVE
   a. File reports with Loudoun AAA VICAP program coordinator.
   b. Provide client follow-up, as necessary.
   c. Handle client information in the strictest confidence.

**Supervisor:** VICAP Program Coordinator
VICAP Counseling & Assistance: Medicare Part D Counselor

Program Description
VICAP stands for Virginia Insurance Counseling & Assistance Program. Medicare is a U.S. Government health insurance plan that provides hospital, medical, and surgical benefits for persons age 65 and older and people with certain disabilities. The on-line “Plan Finder” software program helps beneficiaries and their caregivers understand and enroll in the Medicare Part D Prescription Insurance program.

Time Commitment
Volunteers typically work in the AAA office in Leesburg, two to four hours per week during the Medicare enrollment period from October 15 to December 7, with some schedule flexibility. The AAA office is closed on federal holidays, Thanksgiving, and Christmas. Due to the complex nature of the Medicare program, volunteers work and train continuously.

Prerequisites
Volunteers must be comfortable with numbers and basic math, have the ability to provide customer service by phone and in person, have good communication skills and basic computer skills, be comfortable using the Internet, and have an ability to understand complex government insurance programs. Volunteers do not need licensure or counseling backgrounds. Volunteers must not hold a current license as an insurance agent.

Specific Duties for Medicare Part D Counselor

1. TRAINING
   a. Complete 6-hr training about Medicare Part D highlights.
   b. Complete 2-hour software training and on-the-job training with an experienced counselor.
   c. Complete online certification assessment
   d. Consider additional certification training provided by the Virginia Department for the Aging. See Medicare Insurance Counselor position description for more information.
VOLUNTEER HANDBOOK

2. ADMINISTRATIVE
   a. Provide coverage for helpline in Leesburg including answering the phone, retrieving messages, returning phone calls, and mailing out information packets.
   b. Use the Plan Finder software on the Medicare website and assemble Part D analysis packets for individual clients.
   c. File reports with Loudoun AAA VICAP program coordinator.
   d. Provide client follow-up, as necessary.
   e. Handle client information in the strictest confidence.

3. COUNSELING
   a. Conduct individual counseling sessions in person and/or by telephone.
   b. Assist clients with online enrollment to the Part D plan.
   c. Screen individual clients for financial assistance eligibility, when appropriate.
   d. Provide counseling without conflict of interest, in compliance with VICAP regulations, and not make personal recommendations.
   e. Provide referrals to appropriate resources.
   f. Provide informal advocacy, as necessary.

Supervisor: VICAP Program Coordinator
VICAP Counseling & Assistance: Medicare Part D Computer Specialist

Program Description
VICAP stands for Virginia Insurance Counseling & Assistance Program. Medicare is a U.S. Government health insurance plan that provides hospital, medical, and surgical benefits for persons age 65 and older and people with certain disabilities. The on-line “Plan Finder” software program helps beneficiaries and their caregivers understand and enroll in the Medicare Part D Prescription Insurance program.

Time Commitment
Volunteers typically work in the AAA office in Leesburg, two to four hours per week during the Medicare enrollment period from October 15 to December 7, with some schedule flexibility. The AAA office is closed on federal holidays, Thanksgiving, and Christmas. Due to the complex nature of the Medicare program, volunteers work and train continuously.

Prerequisites
Volunteers must be comfortable with numbers and basic math, have good communication skills and basic computer skills, be comfortable using the Internet, and have an ability to understand complex government insurance programs.

Specific Duties for Medicare Part D Computer Specialist

1. TRAINING
   a. Complete 6 hour training about Medicare Part D highlights.
   b. Complete 2 hour software training and on-the-job training with an experienced counselor.
   c. Complete online certification assessment

2. ADMINISTRATIVE
   a. Use the “Plan Finder” software on the Medicare website and assemble Part D analysis packets for individual clients.
   b. File reports with Loudoun AAA VICAP program coordinator.
   c. Handle client information in the strictest confidence.

Supervisor: VICAP Program Coordinator
VICAP Counseling & Assistance: Medicare Part D Administrative Aide

Program Description
VICAP stands for Virginia Insurance Counseling & Assistance Program. Medicare is a U.S. Government health insurance plan that provides hospital, medical, and surgical benefits for persons age 65 and older and people with certain disabilities. The on-line “Plan Finder” software program helps beneficiaries and their caregivers understand and enroll in the Medicare Part D Prescription Insurance program.

Time Commitment
Volunteers typically work in the AAA office in Leesburg, two to four hours per week during the Medicare enrollment period from October 15 to December 7, with some schedule flexibility. The AAA office is closed on federal holidays, Thanksgiving, and Christmas. Due to the complex nature of the Medicare program, volunteers work and train continuously.

Prerequisites
Volunteers must be comfortable with numbers and basic math, have good communication skills and basic computer skills, be comfortable using the Internet, and have an ability to understand complex government insurance programs.

Specific Duties for Administrative Aide

1. TRAINING
   a. Complete 2-hour software training and other job training with an experienced counselor.

2. ADMINISTRATIVE
   a. Input client data into Medicare software program.
   b. File reports with Loudoun AAA VICAP program poordinator.
   c. Handle client information in the strictest confidence.

Supervisor: VICAP Program Coordinator
VICAP Counseling & Assistance: Medicare Insurance Counseling Educator

Program Description
VICAP stands for Virginia Insurance Counseling & Assistance Program. Medicare is a U.S. Government health insurance plan that provides hospital, medical, and surgical benefits for persons age 65 and older and people with certain disabilities. Volunteers counsel Medicare beneficiaries (and their caregivers) living in Loudoun County about Medicare health insurance, long-term care insurance, Medicare supplemental insurances, and Part D prescription insurance. Information and referral services are provided by telephone or individual appointments.

Time Commitment
Volunteers typically work in the AAA office in Leesburg, two to four hours per week during the Medicare enrollment period from October 15 to December 7, with some schedule flexibility. The AAA office is closed on federal holidays, Thanksgiving, and Christmas. Due to the complex nature of the Medicare program, volunteers work and train continuously.

Specific Duties for Medicare Insurance Counseling Educator

1. TRAINING
   a. Satisfactorily complete certification training provided by the Virginia Department for the Aging. Required sessions are as follows:
      • Basic training of 17 hours, during four sessions, with the possibility of additional independent study requirements.
      • Intermediate training of six hours, in one session.
      • Advanced training of 6 hours, by invitation or qualification only.
   b. Complete online certification assessment.

2. PRESENTATIONS
   a. Make public presentations and meet with individual volunteers and/or clients.
   b. Stay up-to-date on changes and current issues in the federal Medicare program affecting beneficiaries.
   c. Schedule and conduct educational events, as needed. For example, local community events, health fairs, senior centers, and more.

3. ADMINISTRATIVE
   a. File reports with Loudoun AAA VICAP program coordinator.
   b. Provide client follow-up, as necessary.
   c. Handle client information in the strictest confidence.

**Supervisor:** VICAP Program Coordinator
Benefits Check Up: Outreach Specialist

Program Description
Developed and maintained by The National Council on Aging (NCOA), BenefitsCheckUp is the nation’s most comprehensive Web-based service to screen for benefits programs for seniors with limited income and resources. Many older people need help paying for prescription drugs, health care, utilities and other basic needs. Ironically, millions of older Americans—especially those with limited incomes—are eligible for but not receiving benefits from existing federal, state and local programs. Ranging from heating and energy assistance to prescription savings programs to income supplements, there are many public programs available to seniors in need if they only knew about them and how to apply for them. [The free Web-based service screens individuals for more than 2,000 public and private benefits programs that can help pay for everything from prescription drugs and housing to transportation and utilities. As of June 2011, www.BenefitsCheckUp.org helped more than 3.1 million people find over $11.1 billion worth of benefits.]

Time Commitment
Volunteers typically serve at a designated Benefits Check Up site for three to four hours per week.

Prerequisites
Volunteers must have good communication, customer service and computer skills, be comfortable using the Internet, and have ability to access local, state and federal program information. Possess experience with diverse groups of people in different environments and a sincere desire to see people have access to services they are eligible for. Minimum age requirement is 18 or over.

Specific Duties for Benefits Check Up Outreach Specialist

1. OVERVIEW OF THE POSITION
   The Benefits Check Up outreach specialist assist older adults sign up for benefits, if eligible, distribute brochures and information regarding programs and services.

2. TRAINING
   Benefits Check Up service on-line training module for one to three hours at Depot Court with supportive training from Elder Resources Team members on an ongoing basis.
Benefits to the Volunteer: Service to the community, help the process of allowing people to have access to services they are eligible for, and gain a sense of accomplishment by helping people to access potentially life-changing resources.

Supervisor: Program Manager for the Loudoun County Area Agency on Aging Elder Resources Team
Health Promotion: Healthy Aging Specialist

Program Description
Promote, maintain, and improve older adult health by assisting individuals and the community to adopt healthy behaviors. Collect and analyze data to identify community needs prior to planning, implementing, monitoring, and evaluating programs designed to encourage healthy lifestyles. Responsibilities vary from giving presentations on health related issues to assessment of medication and disease management, injury or fall prevention and assistive devices.

Time Commitment
Volunteers typically educate older adults at local senior centers or independent living facilities. Schedules vary based on presentation needs, but typically held between 10 am to 2 pm during the weekday. Weekend opportunities are available on an occasional basis.

Prerequisites
1. Certificate or degree may be required for certain health educator or assessment roles.
2. Experience working with older adults and caregivers in a one-on-one or group setting is strongly encouraged.
3. Understanding of learning styles of older adults is strongly encouraged.
4. Knowledge of biological, psychological, and social aspects of aging; the impact of disabilities and illness on aging; community resources, understanding of medical conditions is helpful.

Specific Duties for Healthy Aging Specialist Training

1. TRAINING
   a. Complete AAA orientation checklist to learn about referrals to county services and programs.
   b. On the job review of existing toolkits.
   c. Complete webinars on topics, if available.

2. PRESENTER OR SCREENER ROLE
   a. Presenter
      • Prepare and conduct public presentations and meet with individual volunteers and/or clients. Presentations may include:
        ° Healthy aging issues such as, arthritis, dental, exercise and poison prevention
° Nutritional counseling
° Music, art, or dance therapy

b. Screener
   • Assessment of:
     ° Depression
     ° Medication management
     ° Injury control
     ° Adaptive devices

c. Stay up-to-date on changes and current health related issues
d. Schedule and conduct educational events, as needed. For example, local community events, health fairs, senior centers, and more.

3. ADMINISTRATIVE
   a. Help develop or revise presentation materials
   b. Distribute presentation evaluations
   c. Provide client follow-up, as necessary.
   d. Handle client information in the strictest confidence.

**Supervisor:** Information and Assistant Specialist, as assigned
**Income Tax Assistance Program: Tax Preparer**

**Program Description**
The tax assistance program provides assistance with preparing federal and state tax forms. Volunteers receive IRS (Internal Revenue Service) -approved training to assist low income county residents. Assistance is free. Voluntary donations are accepted. Assistance is generally provided at various senior centers and other locations in the county during February, March, and early April.

**Time Commitment**
Volunteers typically serve at the tax preparation site for a four to six hour timeframe per week.

**Prerequisites**
IRS certification is required, which means that volunteers must pass an IRS test in order to qualify as a tax preparer. The AAA provides IRS self-study workbooks and a refresher course to help volunteers prepare for certification. The amount of time it takes for individual volunteers varies widely. Tax Preparers must have basic computer skills and be willing to learn tax-preparation software.

**Specific Duties for Tax Preparer**

1. TRAINING
   Successfully complete standards of conduct training and all certification assessments to become certified. Online training involves IRS-provided software. This training is usually available in December.

2. PREPARE TAX RETURN FOR CLIENT
   Using a computer and web-based software, prepare individual income tax return with client. Submit income tax return for quality review. Provide client with a paper copy of income tax return. Provide the AAA with taxpayer records/reports, as required.

3. PARTICIPATE IN THE QUALITY REVIEW OF COMPLETED TAX RETURNS
   The site coordinator(s) will provide on-site review of all tax returns completed by volunteer tax preparers. The review process ensures every customer visiting the site receives top quality service and that the tax returns are error-free.
4. FOLLOW-UP

Follow up any unfinished business relating to the tax return with client, if needed. Review activities with site coordinator and/or program coordinator. Participate in overall program evaluation at the end of the season.

Supervisor: Tax Assistance Program Coordinator
Income Tax Assistance Program: Greeter

Program Description
The tax assistance program provides assistance with preparing federal and state tax forms. Volunteers receive IRS (Internal Revenue Service) -approved training to assist low income county residents. Assistance is free. Voluntary donations are accepted. Assistance is generally provided at various senior centers and other locations in the county during February, March, and early April.

Time Commitment
Volunteers typically serve weekly at the tax preparation site for a four to six hour timeframe. Volunteers are needed during the tax season, February through the first week of April.

Prerequisites
Friendly smiling face, organized, and dependable. Basic familiarity with tax return process.

Specific Duties for Greeter

1. TRAINING
   Successfully complete Standards of Conduct training and certification assessment to become certified.

2. SET-UP SITE

3. COMMUNICATE WITH THE AAA OFFICE
   Provide schedule changes / problem-solving between site and main office.

Supervisor: Tax Assistance Program Coordinator
Northern Virginia Long-Term Care Ombudsman: Volunteer Ombudsman

Program Description
The Long-term Care Ombudsman Program of Northern Virginia advocates for the well-being of older adults who reside in long-term care facilities, such as nursing and assisted-living facilities. Residents are protected by a Resident’s Bill of Rights which describes in detail the daily aspects of quality of care. Ombudsmen play a key role in assisting residents with effective communication regarding any problems, complaints, and/or concerns; and represent the resident’s interests to the facility staff.

Time Commitment
Ombudsmen are required to work a minimum of four hours per week, exclusive of travel time, during normal business hours, for at least one year. Occasional (once a month) weekend or evening visits are permitted. Additionally, approximately 30 minutes is required to complete a monthly activity report, and attendance at six 2-hour in-service meetings per year.

Prerequisites
Ombudsmen must be at least 21 years of age; provide personal references and a criminal history record check; and successfully complete an interview process. Regarding long-term care facilities, he or she may not be employed by one, may not have a financial interest in one, and may not have a conflict-of-interest with one, financial or grievance related.

Other Key Information
The volunteer must be able to say “No” when agency policy requires it; and be non-judgmental. Desired skills: listening, observing, mediating, interviewing, motivating, and verbal and written communication skills. Mandatory training consists of attendance at an initial 3-day training program and quarterly in-service programs throughout the year. Training is provided by the Northern Virginia Long-Term Care Ombudsman Program.
Specific Duties for Long Term Care Ombudsman

1. AGENCY OMBUDSMAN PROGRAM
   a. Develop sense of teamwork, cooperation, and trust using program values.
   b. Develop strong relationships with facility staff and ombudsman mentors.
   c. Maintain current written records of resident interaction. Report to program monthly.
   d. Understand advocacy concepts and related operations. Stay up-to-date with current trends in long-term care issues.
   e. Attend regular in-service training programs.

2. SUPPORT RESIDENT NEEDS
   a. Promote Resident Bill of Rights among residents, their families, and facility staff, and monitor its implementation by the facility.
   b. Assist residents and/or their families to understand the rules or regulations under which the facility operates.
   c. Assist residents and/or their families to utilize the grievance procedure within the facility.
   d. Help residents understand operational values of the facility.
   e. Promote self-advocacy among residents; when appropriate, advocate for those who cannot do it by representing their interests to the facility staff.
   f. Develop relationships with residents who are hard-to-reach.
   g. Promote effective communication through the use of resident and family council meetings, mediation, and complaint resolution.
   h. Notify appropriate oversight staff of unresolved problems/complaints, whether they are time-critical or ongoing, i.e. abuse, neglect, extreme frailty, malnutrition, and/or exploitation.

**Supervisor:** Volunteer Coordinator at the Northern Virginia Long-Term Care Ombudsman Program, 703-324-5435.
**Senior & Activity Centers: Food Service**

**Program Description**

The AAA Nutritional Meal Program provides county residents with nutritional programs at various sites, each having a congregate meal setting that is social and recreational in nature. One hot meal is served Monday through Friday, with the exception of county holidays and other closings. Each meal meets the Recommended Dietary Allowance (RDA) guideline, set by federal law, and the Nutritional Meal Program complies with state and local laws regarding safety and food handling.

The Loudoun County nutritional sites are as follows: Senior Center of Leesburg, the Senior Activity Center at Dulles South, the Senior Center at Cascades, Carver Center in Purcellville, Wingler House East and West in Ashburn, Madison House in Leesburg, and William Watters House in Sterling.

**Time Commitment**

Meals are served Monday through Friday, Noon to 12:30 pm. Volunteer shifts typically run from 11:00 to 1:00 pm. for set-up, clean-up and server dining room volunteer positions.

**Prerequisites**

Volunteers must complete all training sessions prior to assuming responsibilities. Food service volunteers also must be able to stand for extended periods of time and may be required to lift up to 10 pounds. Must be at least 18 years old to serve food.

**Other Key Information**

Strict adherence to all food and personal safety guidelines is required. This includes the proper use of gloves, aprons, clothing, or other items as requested. Long hair must be pulled back or a hat must be worn when serving food. In the event of a medical emergency, volunteers will follow their building policy and ensure 911 has been called.

**Specific Duties for Food Service Volunteer: Set Up/Clean Up**

1. **SET UP**
   a. Prepare coffee and cold drinks.
   b. Sanitize tables.
   c. Set up tables and chairs (placement), and provide salt, pepper, and condiments as needed.
d. Set up refreshment counter with straws, ice, coffee stirrers, cups and other supplies as needed.
e. Coordinate set-up with daily menu.

2. CLEAN UP
   a. Clean coffee pots, juice/water/tea containers
   b. Clear table settings, condiments, etc.
   c. Wash serving dishes, pans and silverware or rinse and place in dishwasher, depending upon location.
   d. Sanitize tables
   e. Store condiments and supplies

**Specific Duties for Food Service Volunteer: Food Server**

1. SET UP FOOD SERVICE
   a. Sanitize surface areas.
   b. Manage hot foods according to guidelines.
   c. Manage cold foods according to guidelines.
   d. Perform record keeping.

2. SERVE FOOD
   a. As prescribed

3. CLEAN UP
   a. Discard remaining uneaten food.
   b. Pick up and store unused utensils.
   c. Clean up dining area.

**Specific Duties for Food Service Volunteer: Greeter**

1. GREET MEAL PARTICIPANTS
   a. Check in meal participants daily
   b. Ask meal participants if they are signed up for the daily meal and encourage them to sign up for the following day
   c. Collect donations. According to the Virginia Department of Aging, donations are accepted but not required, and no one can be coerced into making a donation for their meal.

2. CLEAN UP
   a. Either the lead volunteer or greeter counts and turns in the donation money to the office.
b. Either the lead volunteer or greeter calls in the meal and milk count for the following day.

**Specific Duties for Food Service: Lead Volunteer**
Additional Prerequisites: Available to oversee the weekday program at some locations. Flexible, friendly, and enjoy supervising older adults. The lead must be able to fill in where needed and be able to perform all the duties prescribed in each volunteer position. At some locations, more than one lead volunteer will be recruited.

1. SCHEDULE VOLUNTEERS
   a. Assist paid staff as needed

2. SET UP FOOD SERVICE
   a. Supervise food servers and other dining room staff
   b. Assist food servers, as needed
      • Sanitize surface areas
      • Wrap silverware, or assign to food server
      • Manage hot foods according to guidelines
      • Manage cold foods according to guidelines
   c. Perform extensive record keeping

3. SERVE FOOD
   a. As needed

4. CLEAN UP
   a. Assign or assist food servers
      • Dispose of uneaten food
      • Rinse food containers and return to central kitchen empty
      • Pick up and store unused utensils
      • Clean up dining area
   b. Track, order and stock supplies from the central kitchen.
      ° Either the lead volunteer or greeter turns in the donation money to the office.
      ° Either the lead volunteer or greeter calls in the meal and milk count for the following day.

**Supervisor:** Senior Activity Center staff and/or Senior Center Manager or Meals Assistant
Senior & Activity Centers: Instructor

Program Description
Three full service senior centers and one senior activity center are located within the county (Sterling, Purcellville, Leesburg, and Dulles South). Each center offers a variety of programs, classes, activities, special events, and a hot lunch. Hours are Monday through Friday, 9:00 am to 5:00 pm, but may vary based upon location. Activities such as crafts, bingo, bridge, line dance, field trips, fitness, clubs and groups, health screening and information, games, and special events are scheduled typically between 10:00 am and 2:00 pm weekdays.

Time Commitment
Hours for the Program Activity Leader will depend upon the specific class times and frequency, and the time needed to prepare, set-up, and clean-up.

Prerequisites
Classroom experience in leading activities, and supporting classroom facilitation. Activity Leaders are expected to have some subject matter expertise, and effective communication and presentation skills.

Specific Duties for Instructor

1. SET UP AND CLEAN UP ROOM

2. LEAD THE ACTIVITY
   a. Subjects vary; see www.loudoun.gov/prcs for class descriptions. Class length may be one-session or multiple sessions.

3. PROVIDE RECORD KEEPING AND GOOD COMMUNICATION WITH STAFF AND REGISTRATION PROCESS.

Supervisor: Senior Activity Center staff and/or Senior Center Manager
Language Interpreter/Translator

Program Description
The Loudoun County Department of Family Services (DFS) provides interpretation and translation services to limited English speaking customers when needed. The demand continues to increase for foreign language interpretation and translation of written documents, which increases pressure on the department budget. Volunteer language interpreter/translators will enable the department to:

1. Interpret or translate information to assist customers in applying for benefits (Medicaid, SNAP [Supplemental Nutritional Assistance Program], formerly Food Stamps), and;
2. Reduce the use of phone interpretation service to ease the strain on its budget.

Volunteer Language Interpreter/Translator provides interpretation or translation services in the office, virtual settings or home visits. The in-office interpretation services include over-the-phone and Skype interpretation, and face to face meetings. Occasionally, the interpreter may accompany a social worker into a client’s home for an Adult Protective Services (APS) interview or a Child Protective Services (CPS) interview.

Time Commitment
Office and phone interviews: Monday-Friday, 8:30 AM-5:00 PM and home visits with CPS and APS by appointment. Volunteers typically work 2 to 3 hours shifts with a flexible schedule based on need. Due to the nature of interpretation for county services, we seek volunteers who can provide four (4) hours of volunteer interpretation per week on a regular basis for at least one year.

Prerequisites
Proficient in English and Spanish or Farsi. References checked through Loudoun Area Agency on Aging (AAA) Volunteer Program. Must attend a general AAA volunteer orientation training session. Other languages may be requested in the future. Complete language proficiency phone test, which takes approximately 30 minutes.
Specific Duties for Interpreter

1. TRAINING
Job specific orientation and on the job training provided by DFS staff regarding the department’s services, as well as policies and processes, followed by free Interpreting in Health and Community Settings (IHCS) training program. IHCS is a 40 hour training program that is conducted 9:00 AM-5:30 PM for five days. The first three days of training focus on the standards of practice and ethical code of the interpreting profession. The last two days address terminology and concepts specific to interpreting in community and medical settings.

2. INTERPRETER/TRANSLATOR ROLE
Volunteer Language Interpreter/Translator provides interpretation or translation services in the office, virtual settings or home visits. The in-office interpretation services include over-the-phone and Skype interpretation, and face to face meetings. Occasionally, the interpreter may accompany a social worker into a client’s home for an Adult Protective Services (APS) interview or a Child Protective Services (CPS) interview.

Benefits
This is a volunteer position with no monetary compensation. Individuals will work in an exciting, fast-paced professional social service agency. Its mission is to help people achieve safe and productive lives. To accomplish this mission, DFS emphasize personal responsibility in all programs and services, helps protect and advocate for vulnerable adults and children, and collaborates with business, government and community resources to deliver effective and efficient services, and to foster and support professional growth and development among staff.

Challenges
This position will be providing assistance to Loudoun County’s culturally diverse citizenry and will need to become versed in policies, programs, and eligibility requirements for programs. Policies and eligibility requirements for benefit programs are complex and can be difficult to explain. There is a high demand for benefits and limited staff resources resulting in time constraints to conduct interviews.

Supervisor: Staff assigned by Adult and Family Services Administrator
Senior & Activity Centers: ESL Program Activity Support

Program Description
The English as a Second Language (ESL) Chat Room is offered at various senior centers. Rather than being a class, the focus is on informal conversation for beginning English speakers who want to practice and build confidence with a new language.

The ESL Program Activity also provides support to new center members, one-on-one, whose English is very limited, and who need help with understanding the specific programs and procedures of the center. There are two volunteer positions: ESL Interpreter (Assistant Teacher) and ESL Buddy.

Time Commitment
1. ESL INTERPRETER CHAT ROOM: Usually one hour.

2. ESL BUDDY: assisting one individual at a time for as many weeks as it takes to learn about the center’s transportation and meal programs. Typically, this would require one or two mornings per week, 9:00 am to 12:30 pm (flexible), depending on how often the new member attends the center. Once the new member is acculturated or launched, then the buddy volunteer will be assigned a new buddy.

Prerequisites
1. ESL INTERPRETER (Assistant Teacher): bilingual speaking skills (we currently have Chinese, Spanish, and Hindi interpreters); interest in building verbal skills and self-confidence in students. Positive learning attitude and participating in ESL Chat.

2. ESL BUDDY: familiarity with Senior Center programs and procedures, especially transportation and meal programs. A spirit of hospitality and welcome.
Specific Duties for Program Activity Support Person

1. ESL INTERPRETER (ASSISTANT TEACHER)
   a. Assist members in their native language in beginning communication in English.
   b. Also support the teaching and learning environment.

2. ESL BUDDY
   a. Work with a new member as he/she learns the procedures of the Senior Center: how to sign up for various programs (especially transportation and meal services; and understanding the basics of other activities offered, as appropriate.

Supervisor: Senior Center Program Specialist or staff

VOLUNTEERS GIVE FROM THE HEART!
V ALUABLE IS THE WORK YOU DO
O UTSTANDING IS HOW YOU ALWAYS COME THROUGH
L OYAL, SINCERE, AND FULL OF GOOD CHEER
U NTIRING IN YOUR EFFORTS THROUGHOUT THE YEAR
N OTABLE ARE THE CONTRIBUTIONS YOU MAKE
T RUSTWORTHY IS EVERY PROJECT YOU TAKE
E AGER TO REACH YOUR EVERY GOAL
E FFECTIVE IS THE WAY YOU FULFILL YOUR ROLE
R EADY WITH A SMILE LIKE A SHINING STAR
S PEcial AND WONDERFUL—THAT’S WHAT YOU ARE
Senior & Activity Centers: Front Desk & Concierge

Program Description
Three full service senior centers and one senior activity center are located within the county (Sterling, Purcellville, Leesburg, and Dulles South). Each center offers a variety of programs, classes, special events, and a hot lunch. Hours are Monday through Friday, 9:00 am to 5:00 pm, but may vary based on location. Activities include crafts, games, computers, line dance, field trips, fitness, clubs and groups, health screening and information, and special events are scheduled typically between 10:00 a.m. and 2:00 p.m. weekdays.

Time Commitment
Volunteer shifts typically last for two to four hours, morning or afternoon, once per week.

Prerequisites
Must be able to perform “customer service” duties, communicate effectively, and interact pleasantly with members. Duties require mobility and the ability to multi-task.

Specific Duties for Front Desk & Concierge
1. CLERICAL TASKS
   a. Answer the telephone.
   b. Process related inquiries.
   c. Prepare and/or distributing flyers and announcements.
   d. Assist with filing, when necessary.

2. RECEPTIONIST TASKS
   a. Meet and greet members.
   b. Offer tours of facility.
   c. Provide requested information.

3. MISCELLANEOUS
   As needed to support the programs and services, such as registration for special events; placing signs in the community to advertise an event; or planning for special events, such as St. Patrick’s Day, Spaghetti Dinner, Mardi Gras, Father’s Day, and Mother’s Day.

Supervisor: Senior Activity Center staff and/or Senior Center Manager
Adult Day Centers: Program Activity Leader or Assistant

Program Description
Three adult day centers that serve older adults who need a supportive social setting during the day are located within the county (Ashburn, Leesburg and Purcellville). Specialized programs are available for clients with memory impairments and other chronic disabilities. The three adult day centers each offer a variety of therapeutic, recreational, and social activities. Hours are Monday through Friday, 7:30 am to 5:30 pm.

Prerequisites
Care and compassion for older adults with special needs, such as memory loss, and physical and medical diagnoses. Interest in activities such as crafts, music, and games.

Specific Duties for Adult Day Center: Program Activity Leader or Assistant

1. CLUB LEADER
   Plan and/or lead a club/hobby or small special interest group (two to four participants), under staff supervision. Examples of clubs include gardening, cooking, and poetry. One specific example is related to the gardening club: assist the staff activities coordinator in buying and picking out plants, help clients with planting, provide periodic watering, weeding, pruning, and flower arranging.

2. ACTIVITY LEADER
   Plan and/or lead a specific activity, under staff supervision. This could occur one time or ongoing. Responsibilities include setting up and cleaning up the room, and providing one-on-one assistance to the clients. Examples of activities include puzzles, dominoes, reminiscence, cognitive games, and arts and crafts. Arts and craft activities include painting, drawing, and memory book compilation.

3. PROGRAM PRESENTER
   Plan and present a performance or talent from the community. Examples of performances are: guitar, singing, piano playing, and dancing.

4. GENERAL ASSISTANT
   Assist participants and staff through social interaction, and help with specific activities.

Supervisor: Adult Day Center Manager or assigned staff
**Loudoun County TRIAD: Community Ambassador**

Program Description: Loudoun County offers a senior focused community outreach partnership between the Commission on Aging (COA), county service organizations and law enforcement. The three-part Loudoun County TRIAD team works together to reduce crime against the elderly and promote programs that enhance health and safety. Loudoun County TRIAD is supported by the Area Agency on Aging, Department of Family Services, Adult Protective Services, Sherriff’s Office, Fire, Rescue & Emergency Management and the Commission on Aging (COA).

**Time Commitment**
This volunteer typically solicits feedback or disseminates educational information to the older adults at their local facility or group, two to four hours per month. Occasionally, the Community Ambassador attends a quarterly or annual county meeting that is typically held from 10 am to 2 pm during the weekday.

**Prerequisite**
Volunteers must have the ability to communicate well by phone or in person, have a friendly manner, and be computer savvy (an email account is required).

**Specific Duties for the Community Ambassador**

1. OUTREACH EFFORTS
   a. Agree to serve as an Ambassador for a designated facility, group, place of worship or any location where older adults gather together.
   b. Share essential information with county residents, as needed.
   c. Meet with individual county residents through informal sessions. For example, Coffee & Chat, Chat & Chew or Lunch & Learn format.
   d. Coordinate logistics to arrange public presentations, as needed.

2. ADMINISTRATIVE
   a. Stay up-to-date on current issues regarding crime prevention and county services for seniors.
   b. Provide resident follow-up, as needed.
   c. Handle resident information in the strictest confidence.
   d. Complete online tracking form, monthly.

3. ATTEND ORIENTATION AND TRAININGS
Training for Outreach Ambassadors

a. Attend an Orientation offered by the TRIAD Team (2-3 hours)
b. Review essential websites or request written materials on topics such as frauds, scams, caregiver issues, and elder abuse.

Supervisor: Loudoun County TRIAD Coordinator, as assigned by COA Chair
Central Kitchen: Kitchen Support

Program Description
The Loudoun County Central Kitchen prepares and packages meals for over 220 homebound older adults divided into 22 daily routes. Participants of the Home Delivered Meal (HDM) program are typically older adults and disabled individuals who are homebound, unable to prepare their own meals, unable to attend their local Senior Center meal program, and have no other appropriate assistance. Each meal meets the Recommended Dietary Allowance (RDA) guideline, set by federal law, and the Nutritional Meal Program complies with state and local laws regarding safety and food handling.

Time Commitment
Volunteer shifts typically run from 10am to noon or noon to 2 pm one day per week in Leesburg.

Prerequisites
Volunteers must complete all training sessions prior to assuming responsibilities. Kitchen support volunteers stand or sit in one location.

Other Key Information
Strict adherence to all food and personal safety guidelines is required. This includes the proper use of gloves, aprons, clothing, or other items as requested. Volunteers will not be required to lift or push anything heavy or be held responsible in the event of a medical emergency.

Specific Duties for Central Kitchen: Kitchen Support

1. SET UP KITCHEN AREA
   a. Sanitize surface areas.

2. PRE-PACKAGE FOOD
   a. As prescribed.
   b. Manage hot foods according to guidelines.
   c. Manage cold foods according to guidelines.

3. CLEAN UP
   a. Pick up and store unused materials.
   b. Clean up kitchen area.

Supervisor: Central Kitchen Manager or assigned staff
Advisory Boards: Volunteer Board Member

Area Agency on Aging Boards or Councils Utilizing Volunteers
• Dulles South Site Council
• Carver Center Advisory Board, Inc.
• Commission on Aging (appointed by the Board of Supervisors, see below)
• Friends of the Adult Day Center Friends of Carver Center, Inc.
• Friends of the Senior Center at Cascades
• Leesburg Senior Center Advisory Board
• Senior Center at Cascades Advisory Board

Board of Supervisors Advisory Boards, Commissions and Committees Utilizing Volunteers
Loudoun County has several advisory boards, commissions and committees that provide residents with opportunities for direct involvement in local government. The board of supervisors appoints citizens to fill vacancies on most of the following county and regional advisory boards, commissions, and committees. Members of the board of equalization and board of zoning appeals are appointed by the circuit court. For more regional information, please visit Loudoun County’s website at www.loudoun.gov/news/vacancy.htm.

• Advisory Commission on Youth
• Advisory Plans Examiners Board
• Affordable Dwelling Unit Advisory Board
• Agricultural District Advisory Committee
• Animal Advisory Committee
• Art Advisory Committee
• Board of Equalization
• Board of Zoning Appeals
• Building Code and Appeals Board
• Bull Run Alcohol Safety Action Program Policy Board
• Cable & Open Video Systems Commission
• Citizens Committee for Historic Cavalry Battles of Aldie, Middleburg and Upperville
• Commission on Aging
• Community Criminal Justice Board
• Community Policy and Management Team
• Community Services Board
• Commuter Bus Advisory Board
• Courthouse Grounds Facility Committee
• Disability Services Board
• Dulles Town Center Community Development Authority
• Economic Development Commission
• Electoral Board
• Facilities Standards Manual Public Review Committee
• Family Services Advisory Board
• Fire and Rescue Commission
• Fiscal Impact Committee
• Goose Creek Scenic River Advisory Committee
• Government Reform Commission
• Health Systems Agency of Northern Virginia
• Heritage Commission
• Historic District Review Committee
• Housing Advisory Board
• Housing Choice Voucher Resident Advisory Board
• Industrial Development Authority
• Landfill Special Exception Review Committee (formerly Woods Road Special Exception Review Committee)
• Library Board of Trustees
• Loudoun Health Council
• Loudoun Water (formerly the Sanitation Authority)
• Mason Enterprise Center Board of Advisors
• Northern Virginia Community College Board
• Northern Virginia Regional Park Authority
• Other Post-Employment Benefits Investment Committee
• Parks, Recreation & Open Space Board
• Planning Commission
• Route 28 Tax District Advisory Board
• Rural Economic Development Council
• Soil and Water Conservation District
• Towing Advisory Board
• Transportation Safety Commission
• Water Resources Technical Advisory Committee
Volunteer Telephone Resources

**Area Agency on Aging** 703-777-0257
- Adult Day Center, Carver 571-258-3402
- Adult Day Center, Leesburg 703-771-5334
- Adult Day Center, Eastern Loudoun 571-258-3232
- Elder Resources: Information, Referral, and Assistance 703-777-0257
- Home Delivered Meals (HDM) 703-777-0257
- Income Tax Assistance Program 703-777-0257
- Northern Virginia Long-Term Care Ombudsman 703-324-5861
- Light Up Loudoun! Volunteer Program 703-777-0257
- Senior Centers & Senior Activity Centers 703-777-0257
- Virginia Insurance Counseling and Assistance (VICAP) 703-777-0257

**Adaptive Recreation** 703-771-5013

**Centers and Parks**
- Banshee Reeks Nature Preserve 703-669-0316
- Bluemont Community Center 540-554-8643
- Carver Center 571-258-3400
- Claude Moore Community Center 571-258-3500
- Claude Moore Park 571-258-3700
- Claude Moore Recreation Center 571-258-3600
- Douglass Community Center 703-771-5913
- Dulles South Multipurpose Center 571-258-3456
- Dulles South Senior Activity Center 571-258-3883
- Franklin Park 540-338-7603
- Franklin Park Performing & Visual Arts Center 540-338-7973
- Loudoun Heritage Farm Museum 571-258-3800
- Loudoun Valley Community Center 540-338-4122
- Lovettsville Community Center 540-822-5284
- Luckett’s Community Center 703-771-5281
- Middleburg Community Center 540-687-5130
- Philomont Community Center 543-338-5882
- Philip A. Bolen Memorial Park 571-258-3487
- Potomack Lakes Sportsplex 703-444-1459
- Senior Center at Cascades 703-430-2397
- Senior Center of Leesburg 703-737-8039
- Sterling Community Center 703-430-9480

**Youth Services** 703-777-0343