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 offers a variety of internal 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 administrative office. It also includes volunteer referrals for local hospitals, libraries, museums, parks and thrift shops.

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:

- Flexibility
- Social and recognition events
- Lifetime learning and friendship
- Limited insurance coverage
- 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 best match 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 Bressler
Volunteer Engagement Coordinator
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In a recent Volunteer Survey, our volunteers told us exactly how their volunteer experience affected them:

"I love to make people laugh and smile. It brings a bit of sunshine into their day, which makes me feel great.

Keeps me active—body and mind—while hopefully helping others.

I have made new friends and have a feeling of usefulness.

It sets a wonderful example to my family and I feel we’re all enriched. I feel good to give to others and the recipients are very appreciative! Makes it so worthwhile!

Enjoy the company of fellow volunteers who I find have interesting stories and wisdom to share.

Makes me feel more connected to others and community.

I enjoy meeting friends from different countries and different walks of life. It’s a great experience.

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 Ashburn, 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 664 volunteers serving in 40 workstations offering 76 volunteer positions.

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:** provides licensed, supportive, social and therapeutic activities for people with memory loss or physical limitations. Transportation is available on a limited basis. Centers are located in Ashburn, Leesburg and Purcellville.

**Advisory Boards:** positions on one of five AAA boards, such as the Commission on Aging (COA) which advises the County Board of Supervisors and the AAA.

**Caregiver Services:** links caregivers to supportive community resources, offers educational seminars on caregiving topics, and provides a monthly support group.

**Case Management Services:** links eligible persons 60 years of age and older, who are at risk of being placed in a nursing facility, with needed community services; advocates, monitors and provides supportive counseling.

**Chore Corps:** provides simple repairs and chores in and around the house for older adults and adults with disabilities.

**Communication, Referral, Information and Assistance:** links older adults, adults with disabilities, and caregivers to supportive community services. [Eldercare Locator 1-800-677-1116](tel:1-800-677-1116) or [www.eldercare.gov](http://www.eldercare.gov) for community assistance for seniors, nationwide.

**Congregate Meal Program:** provides weekday lunches at senior centers in Leesburg, Purcellville, South Riding and Sterling and housing sites (Wingler House, William Watters House and Madison House Apartments).

**Disease Prevention & Health Promotion:** provides education and information to engage and empower older adults, people with disabilities, and their caregivers to stay healthy longer.

**Elder Abuse Prevention & Intervention:** Connects survivors of older abuse, neglect and financial exploitation to information, assistance, referrals and supportive services. Specialists are available to provide
awareness presentations to the community.

**Fan Care:** reduces the risk of heat exhaustion by providing electric fans and air conditioners to income-eligible seniors.

**Home Delivered Meals:** provides weekly noontime meals to older adults who are unable to leave home. Frozen meals may be available for those at nutritional risk.

**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.

**Options Counseling:** empowers older adults and people with disabilities to make informed long-term support choices with the assistance of a case manager.

**Senior Centers:** provides a network of social, educational, wellness, fitness, and other activities for independent seniors. Each center has its own calendar of events and offerings. All senior centers offer congregate meals. Centers are located in Leesburg, Sterling, Purcellville and South Riding.

**Senior Medicare Patrol:** educates beneficiaries to identify, report and prevent fraud and abuse in Medicare and Medicaid programs. SMP volunteers are available for community presentations.

**Senior Outreach to Services (S.O.S):** provides confidential assistance, linking older adults to services and supports in the community. Appointments are available at each senior center.

**Senior Trips:** offers fee-based day and overnight trips to exciting destinations for adults 55 and older.

**Virginia Insurance Counseling and Assistance Program—VICAP:** provides confidential help and advice about Medicare health insurance, long-term care insurance and Medicare prescription drug program.

**Income Tax Assistance:** refers older adults and people with disabilities to AARP sites that provide tax preparation assistance for limited income taxpayers.
Volunteer Services: places volunteers of all ages and backgrounds into challenging, rewarding, and interesting volunteer opportunities.

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 2017 fiscal year, Light Up Loudoun volunteers accomplished these milestones within AAA programs:

• Delivered 58,778 meals to 405 homebound older adults
• Served 74,700 meals to 1,233 older adults at senior centers and independent living facilities
• Provided one-on-one support to 84 Adult Day Center participants
• Prepared 1,102 tax returns
• Saved an average of $1,164 per person in 2017 Medicare Program using a variety of tools to determine the optimal, Medicare Part D drug plan. Over 296 persons were served for a total savings of $344,546.
• Increased outreach activities by 421% with 99 Community Ambassadors
• Donated more than 7,000 pieces of work from the Knit & Crochet Group, (e.g., blankets and hats) to people in need of comfort
• Provided a value of $1,426,152 in volunteer hours in 2017
• 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 Star, Shining Star, Supernova Star and President’s Lifetime Volunteer Service Award).

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.
• Stay well-balanced and maintain a flexible schedule by serving 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.
• Accept diverse cultures and customs. See Cultural Diversity & Volunteerism section for basic principles of equal and meaningful access for individuals with limited English proficiency.
• 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.

• Be aware of the process that is in place for problem solving and complaint resolution in the event of unresolved work-related issues. The Volunteer Services Coordinator will guide you through the process.

• Be aware of the process that is in place for reassignment to a new volunteer position or resignation. The Volunteer Services Coordinator will guide you through the process.

**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.
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

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.
Limited 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 $54,000 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 $0.545. 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 Ashburn by the sixth business day of the following month. Reimbursement checks are deposited into your bank account or mailed 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. 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**

- 23.9% of Loudoun County’s population is foreign-born.
- 31.7% of people five years of age and over speak a language other than English at home.
- 13.7% of Loudoun’s total population is of Hispanic ethnicity/origin. Spanish is the most common language, followed by Vietnamese, Hindi, Farsi, Korean, Chinese-Mandarin.


**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. Maintain 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 short sentences.
   b. Speak slowly and enunciate clearly. People from other countries who have just recently come to the United States generally have a hard time understanding the American accent.
   c. Avoid slang and use simple English. American slang words often come across as gibberish to LEP individuals.
   d. Avoid acronyms, idioms, and abbreviations.
   e. Ask LEP individuals to repeat back what they just heard you say or ask a specific question to determine understanding. Avoid asking “Do You Understand?” as people might be hesitant or embarrassed to admit that they don’t.
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**

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**
  - Inclement Weather Policy
  - Emergency & Safety Information

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**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>2</td>
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<td>I will track my own mileage</td>
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<td>I request reimbursement (see below)</td>
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<td>I request a tax receipt at year end</td>
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___ Total Hours

___ Total Mileage

___ Paid @ $0.545

___ 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 $54,000 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. 01/18
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. The 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 Services Coordinator Signature  Date
Motivational Analysis
Self-Assessment

This is an optional survey for volunteers to help identify factors and values important to Y-O-U in your work experience which may enhance your successful volunteer position match. The Volunteer Coordinator will know how specific job opportunities reflect the aspects of “influence,” “achievement,” and “affiliation.”

Good luck!

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 measureable 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.

(cont.)
9.  
   a. I desire unique accomplishments.  
   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>
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<tr>
<td><strong>Achievement Motivations</strong></td>
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<tr>
<td>Desires excellence</td>
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<tr>
<td>Wants to do a good job</td>
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<td>Tax Preparer/Financial Counselan</td>
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<td>Needs a sense of accomplishment</td>
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<td>Medicare Counselor</td>
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<td>Wants to advance</td>
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<td>Peer Leader/Health Educator</td>
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<td>Desires feedback</td>
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<td>Instructor</td>
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<td>Interpreter</td>
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<td>Administrative Tasks/Data Entry</td>
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<td>Performer</td>
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<td><strong>Influence Motivations</strong></td>
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<tr>
<td>Likes to lead</td>
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<td>Advisory Board Member</td>
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<td>Enjoys giving advice</td>
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<td>Likes influencing an important project</td>
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<td>Consultant</td>
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<td>Enjoys job status</td>
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<tr>
<td>Likes their ideas carried out</td>
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<td><strong>Affiliation Motivations</strong></td>
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<tr>
<td>Likes to be popular</td>
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<td>Home-Delivered Meal Driver</td>
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<tr>
<td>Likes to be well thought of</td>
<td></td>
<td>Kitchen/Dining Room Server</td>
</tr>
<tr>
<td>Enjoys and wants interaction</td>
<td></td>
<td>Friendly Visitor</td>
</tr>
<tr>
<td>Dislikes being alone in work</td>
<td></td>
<td>Information Desk Assistant</td>
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<tr>
<td>or play</td>
<td></td>
<td>Thrift Shop Assistant</td>
</tr>
<tr>
<td>Likes to help others</td>
<td></td>
<td>Museum Docent</td>
</tr>
<tr>
<td>Desires harmony</td>
<td></td>
<td>Special Events Assistant</td>
</tr>
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<td>Library Assistant</td>
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<td></td>
<td></td>
<td>Activities Leader</td>
</tr>
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<td></td>
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<td>Knitter and Crocheter</td>
</tr>
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</table>
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

**In what area(s) do you volunteer?** (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
- 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
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
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 on unscheduled leave, the center is open with lunch available. However no transportation or home delivered meals will be provided.

When Loudoun County Public Schools are closed, the center is open with lunch available and home delivered meals. However no transportation will be provided.

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**

*OVERVIEW*
Delivers a noontime meal to homebound older adults within a specific geographic region; additionally, checks on the welfare of the participant.

- **Driver and 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.

**Virginia Insurance Counseling and Assistance Program—VICAP**

*OVERVIEW*
Provides information and confidential counseling about the Medicare program.

- **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 Administrative Aide**
  Provide assistance with data entry for the online 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.

**Chronic Disease Self-Management Program (CDSMP)**

*OVERVIEW*
Developed by Stanford University’s Patient Education Research Center, the Chronic Disease Self-Management Program (CDSMP) is a 6-week workshop that takes place once a week for 2½ hours.

- **Peer Leader**
  Two trained peer leaders facilitate the scripted curriculum workshop to teach the skills needed in the day-to-day management of chronic health activities.

**Income Tax Assistance Program**

*OVERVIEW*
Provides income tax return preparation for low income taxpayers.

- **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.
VOLUNTEER PROGRAM & POSITION

Senior Centers

- Food Service, Dining Room
  Position 1: Set-up and Clean-up
  Position 2: Food Server
  Position 3: Greeter
  Position 4: Lead
- Instructor

- 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.

- Front Desk and Concierge
  Answer the phones, greet guests, provide tours, put up flyers, help at special events, etc.

Adult Day Centers

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

- Performers
  Plan and present a performance or talent from the community

Northern Virginia Long-Term Care Ombudsman Program

- Volunteer Ombudsman
  Advocates for the well-being of people who reside in long-term facilities, such as nursing and assisted living facilities. 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.

OVERVIEW

There are four senior centers. Each is unique in its location, membership, programs, services and activities. Programs include a noon lunch service. Activities include crafts, dance, educational, fitness, clubs and groups, health information, recreation, and special events.

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.

Teach, lead or assist the instructor with general classroom or activity responsibilities. Classes or activities last for one or multiple sessions.
Volunteer Program & Position

**Community Ambassador Program**
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.

- **Ambassador**
  Solicits feedback and disseminates educational information for a designated facility, group, place of worship or any location where older adults gather together.

**Chore Corps Program**
A fix-it program geared toward providing non-professional repair services around the house for older adults and people with disabilities.

- **Handyman Helper**
  Provides simple repairs and chores in and around the house.

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

**Volunteer Services Office**
Provides support for all AAA programs & volunteer services.

- **Office Support**
  Perform clerical duties specific to an event or task, such as data entry, and assembling consumer information packets. May also work on long-term special project development.

**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 follows the best practices of volunteer management.

Healthcare Facilities or Programs
Heritage Hall Nursing Home
INOVA Loudoun Healthcare or Nursing & Rehabilitation Center at INOVA
Loudoun Free Clinic
HealthWorks for Northern Virginia
Loudoun Volunteer Caregivers
Capital Caring

Donation Sites
Blossom & Bloom, supports special needs
Hope’s Treasures (Sterling, Ashburn or Leesburg), supports homeless shelter
Loudoun Hunger Relief, supports local food pantry
Resourceful Woman, supports women’s shelter
ReStore, supports Habitat for Humanity building local housing
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
Loudoun Wildlife Conservancy
Morven Park
Philip A. Bolen Memorial Park
**Pet Lovers**
Loudoun County Animal Shelter
Loudoun Therapeutic Riding
Sprout Therapeutic Riding & Education Center
Therapy Dogs International

**Service Programs**
All Ages Read Together
Boulder Crest Retreat
Holiday Coalition, *supports families in need around the holidays*
Loudoun Literacy Council
Mobile Hope
Outreach Services—Loudoun County Public Library
Reality Store—Virgina Cooperative Extension
Workforce Resource Center

**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 Orchestra
Sterling Playmakers
VSA Arts of Virginia
Northern Virginia Senior Olympics
Northern Virginia Special Olympics

**Information and Assistance**
Legal Services of Northern Virginia
Loudoun Cares
Travelers Aid at Dulles Airport
USO
Home Delivered Meals: Volunteer Driver and/or Substitute Driver

Program Description
Participants of the Home Delivered Meal (HDM) program are typically older adults 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 an hour and a half. 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

Icons Key
- ONGOING volunteer opportunity
- FLEXIBLE volunteer opportunity
- SEASONAL volunteer opportunity
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
Home Delivered Meals Details: 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
temperature 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 to the main office.

**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:

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Phone numbers</th>
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<tbody>
<tr>
<td>Felix Duran</td>
<td>Cascades/Sterling</td>
<td>571-258-3280</td>
</tr>
<tr>
<td>Debbie Mobley</td>
<td>Cascades Village</td>
<td>703-771-5012</td>
</tr>
<tr>
<td>Erica Dodson</td>
<td>William Watters House</td>
<td>703-737-8034</td>
</tr>
<tr>
<td>Erica Dodson</td>
<td>Madison House</td>
<td>703-737-8034</td>
</tr>
<tr>
<td>Erica Dodson</td>
<td>Leesburg</td>
<td>703-737-8034</td>
</tr>
<tr>
<td>Trish Mock</td>
<td>Dulles South</td>
<td>571-258-3883</td>
</tr>
<tr>
<td>Erica Dodson</td>
<td>Wingler House</td>
<td>703-737-8034</td>
</tr>
<tr>
<td>Beth Mills</td>
<td>Carver Center</td>
<td>571-258-3407</td>
</tr>
<tr>
<td>Erica Dodson</td>
<td>Ashburn</td>
<td>703-737-8034</td>
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**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.

How can we expect our children to know and experience the joy of giving unless we teach them that the greater pleasure in life lies in the art of giving rather than receiving?

Anonymous

**Icons Key**

- **= ONGOING**
  - volunteer opportunity
- **= FLEXIBLE**
  - volunteer opportunity
- **= SEASONAL**
  - volunteer opportunity
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. Information and referral services are provided by telephone or individual appointments.

Time Commitment
Volunteers typically work in the AAA office, 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
   a. After acceptance as a Loudoun VICAP program volunteer, the volunteer is given a log-in name & password to access the study courses on the National SHIP Technical Assistance Center website.
   b. Complete the assigned on-line course materials for the Medicare Part D only or Medicare Counselor position.
   c. Satisfactorily complete the online certification test for the position desired.
   d. Complete an additional two to three hours of training in a group or one-on-one. This instruction includes local program processes, procedures, and training on how to use the Medicare PlanFinder software.
   e. Work closely with an experienced volunteer or VICAP staff member (mentor).
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, 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. After acceptance as a Loudoun VICAP program volunteer, the volunteer is given a log-in name & password to access the study courses on the National SHIP Technical Assistance Center website.
   b. Complete the assigned on-line course materials for the Medicare Part D only or Medicare Counselor position.
   c. Satisfactorily complete the online certification test for the position desired.
d. Complete an additional two to three hours of training in a group or one-on-one. This instruction includes local program processes, procedures, and training on how to use the Medicare PlanFinder software.

e. Work closely with an experienced volunteer or VICAP staff member (mentor).

2. ADMINISTRATIVE
   a. Provide coverage for helpline 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

**Icons Key**

- 🌷 = ONGOING volunteer opportunity
- 🌠 = FLEXIBLE volunteer opportunity
- 🌻 = SEASONAL volunteer opportunity
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, 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 two-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

Icons Key
inker = ONGOING
inker = FLEXIBLE
inker = SEASONAL

volunteer opportunity
volunteer opportunity
volunteer opportunity
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, 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. After acceptance as a Loudoun VICAP program volunteer, the volunteer is given a log-in name & password to access the study courses on the National SHIP Technical Assistance Center website.
   b. Complete the assigned on-line course materials for the Medicare Part D only or Medicare Counselor position.
   c. Satisfactorily complete the online certification test for the position desired.
   d. Complete an additional two to three hours of training in a group or one-on-one. This instruction includes local program processes, procedures, and training on how to use the Medicare PlanFinder software.
   e. Work closely with an experienced volunteer or VICAP staff member (mentor).

2. PRESENTATIONS
   a. Make public presentations and meet with individual volunteers and/or clients. For example, “Medicare Minutes” are short 10 to 15 minute, pre-packaged Medicare educational presentations that can be given to groups in the community. They include a script, teaching materials and handouts.
   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

Icons Key

= ONGOING volunteer opportunity
= FLEXIBLE volunteer opportunity
= SEASONAL volunteer opportunity
Chronic Disease Self-Management Program (CDSMP): Peer Leader

Program Description
Developed by Stanford University’s Patient Education Research Center, the Chronic Disease Self-Management Program (CDSMP) is a 6-week workshop that takes place once a week for 2½ hours. It is facilitated by two trained peer leaders. The workshop teaches the skills needed in the day-to-day management of chronic health activities. The scripted curriculum includes appropriate behavior modifications and coping strategies to empower participants to manage their chronic disease(s), medications and increase physical activity levels. Subjects covered include 1) techniques to deal with problems such as frustration, fatigue, pain, and isolation, 2) appropriate exercise for maintaining and improving strength, flexibility, and endurance, 3) medication responsibilities, 4) communicating effectively with family, friends, and health professionals, 5) nutrition/healthy eating and 6) decision making.

Time Commitment
Volunteers typically facilitate the workshop at local senior centers, independent living facilities, libraries, or faith-based organizations. Schedules vary based on presentation needs, but are typically held between 10 a.m. to 4 p.m. during the weekday. Leaders are encouraged to facilitate two 6-week community workshops a year.

Prerequisites
• Ability to work with a small group of people and build rapport with them
• Ability to read aloud and follow a script
• Good communication skills, especially good listening skills
• Ability to be non-judgmental and respect different opinions
• Ability to encourage others and be a positive role model in the way they feel about and manage their own chronic health condition
• Open to trying new approaches to situations
• Willingness to share personal information with others

Specific Duties for Peer Leader
1. TRAINING
   a. Attend free 4-day training. Trainees must attend all required days of training, and satisfactorily demonstrate program skills, to be certified to teach and/or lead the program.
   b. Participate in quality assurance checks and refresher courses as scheduled.
2. FACILITATE
  a. Prepare and lead workshops according to the Stanford Model.
  b. Possess ability to lead the entire workshop (6 sessions, each
     being 2.5 hours in length) plus travel and preparation time.
  c. Set up classrooms and clean up after sessions. Leave
     classrooms neat and as required by the host site.
  d. Present program curriculum exactly as instructed in leader training.
  e. Maintain all class materials and equipment throughout the
     6-week program (many sites have locked space for materials).
  f. Provide adequate notice (at least 24 hours) to program
     coordinator if necessary to miss a session due to illness, and
     make effort to find a replacement leader.

3. ADMINISTRATIVE
  a. Sign a peer leader application.
  b. Monitor and report attendance of participants.
  c. Distribute and collect evaluation forms from participants.
  d. Handle participant information in the strictest confidence.

**Supervisor:** CDSME Program Coordinator, as assigned
Program Description
The AARP 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. 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 AARP provides IRS self-study workshops 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 Site Coordinator

Icons Key

= ONGOING volunteer opportunity

= FLEXIBLE volunteer opportunity

= SEASONAL volunteer opportunity
Income Tax Assistance Program: Greeter

Program Description
The AARP 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. 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 OFFICE
   Provide schedule changes / problem-solving between site and main office.

Supervisor: Tax Assistance Site Coordinator
Senior Centers: Food Service

Program Description
The AAA Nutritional Meal Program provides county residents with nutritional programs at various sites, each having a noontime 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, Dulles South Senior Center, Senior Center at Cascades, Carver Center in Purcellville, Wingler House in Ashburn, Madison House in Leesburg, and William Watters House in Sterling.

Time Commitment
Meals are served Monday through Friday, noon to 12:30 p.m. Volunteer shifts typically run from 11:00 a.m. to 1:00 p.m. 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. They must be at least 18 years old to serve food.

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.

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.

Icons Key
- ONGOING volunteer opportunity
- FLEXIBLE volunteer opportunity
- SEASONAL volunteer opportunity
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 and cold foods according to guidelines.
   c. Perform record keeping.

2. SERVE FOOD

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 and cold foods according to guidelines.
   c. Perform extensive record keeping.

3. SERVE FOOD

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 Center Manager or Meals Assistant

Icons Key

= ONGOING volunteer opportunity

= FLEXIBLE volunteer opportunity

= SEASONAL volunteer opportunity
Senior Centers: Instructor

Program Description
Four senior centers are located within the county (Sterling, Purcellville, Leesburg, and South Riding). Each center offers a variety of programs, classes, activities, special events, and a hot lunch. Hours are Monday through Friday, 9 a.m. to 5 p.m., 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 a.m. and 2:00 p.m. weekdays.

Time Commitment
Hours for the Instructor or Activity Leader will depend upon the specific class schedule, and the time needed to prepare, set-up, and clean-up.

Prerequisites
• Experience in leading activities or supporting classroom facilitation.
• Subject matter expertise.
• Effective communication and presentation skills.
• Ability to be non-judgmental and respect different opinions.
• Prompt and dependable.

Specific Duties for Instructor
1. PREPARE & CONDUCT SESSION
   a. Complete an activity request form prior to conducting class to clarify supplies, space request and minimum attendance.
   b. Prepare a lesson plan for each class or activity.
   c. Set up room, arrange for accommodations if needed.
   d. Lead the Activity:
      • Subjects vary; see www.loudoun.gov/prcs for class descriptions. Class length may be one-session or multiple sessions.
      • Create a comfortable learning environment.
      • Use appropriate teaching strategies.
   e. Clean up and reset room.

2. COMMUNICATE WITH OTHERS
   a. Display friendliness and enthusiasm as you lead activity.
   b. Treat participants with respect.
   c. Remain non-judgmental and respect different opinions.
   d. Accept diverse cultures and customs.
   e. Maintain a collaborative relationship with staff and follow staff direction.
   f. Contact participants and staff of unavoidable absence or schedule changes.

3. PROVIDE RECORD KEEPING
   a. Record daily attendance based on center procedures.
   b. Complete program audit (90 day and semi-annually) when requested by staff.
   c. Distribute participant evaluation form (90 day and semi-annually) when requested by staff.
   d. Complete instructor self-evaluation form annually.

Supervisor: Senior Center Manager or designated staff
Senior 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 a.m. to 12:30 p.m. (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):
   a. Have bilingual speaking skills (we currently have Chinese, Spanish, and Hindi interpreters).
   b. Have interest in building verbal skills and self-confidence in students.
   c. Demonstrate positive learning attitude and participating in ESL Chat.

2. ESL BUDDY:
   a. Be familiar with Senior Center programs and procedures, especially transportation and meal programs.
   b. Demonstrate a spirit of hospitality and welcome.

Icons Key
- O = ONGOING volunteer opportunity
- F = FLEXIBLE volunteer opportunity
- S = SEASONAL volunteer opportunity
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
Senior Centers: Front Desk & Concierge

Program Description
Four senior centers are located within the county (Sterling, Purcellville, Leesburg, and South Riding). Each center offers a variety of programs, classes, special events, and a hot lunch. Hours are Monday through Friday, 9:00 a.m. to 5:00 p.m., 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 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 loss or physical 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 a.m. to 5:30 p.m.

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 OR ASSISTANT
   Plan, lead or assist 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 sing-alongs, puzzles, dominoes, bingo, reminiscence, cognitive games, and arts and crafts. Arts and craft activities include painting, drawing, beading, papercraft, and memory book compilation.

3. PROGRAM PRESENTER
   a. Performer: Plan and present a performance or talent from the community. Examples of performances are: guitar, singing, piano playing, and dancing.
   b. Exercise Instructor: lead a tai chi, yoga or chair exercise session.
   c. Armchair Travel Guide: Share travel adventures through pictures, stories or treasures.

5. TRANSPORTATION AIDE
   Accompany participants and driver on the bus in the afternoons.

Supervisor: Adult Day Center Manager or assigned staff
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
A minimum of four hours each week for at least one year. Visits should occur primarily during the business day, between the hours of 8:00 a.m. and 6:00 p.m. Monday through Friday. Occasional evening and weekend visits are permitted. The four hours do not include travel time. Allowances are made for vacations and illness. Approximately 45 minutes to an hour each month to complete activity reports.

Attend at least four of the two-and-one-half hour educational in-services throughout the volunteer 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. Work closely with the staff of the Ombudsman Program to develop a strong sense of teamwork and mutual support.
   b. Strive to establish professional relationships with staff of the facility, characterized by trust and cooperation.
   c. Maintain current written records of contact with residents. Keep such records secure and destroy when no longer needed.
   d. Submit to the office a monthly report of your activity using the Activity Summary and Complaint Case forms or formats.
   e. Adhere to the Volunteer Ombudsmen Rules of Conduct, confidentiality guidelines and other policies and procedures set forth by the Ombudsman Program.

2. SUPPORT RESIDENT NEEDS
   a. Promote the Residents’ Bill of Rights among the residents, their families and the facility staff and monitor its implementation by the facility.
   b. Assist residents and families to advocate for themselves, e.g., encourage them to utilize the internal grievance procedure within the facility.
   c. Help the residents and/or their families understand the rules or regulations under which the facility operates.
   d. Seek out the hard-to-reach resident.
   e. Advocate on behalf of residents who cannot speak for themselves, by observing and monitoring their welfare.
   f. Attend Resident and Family Council meetings if they function in the facility and if you are invited to attend. Where they do not exist, encourage their formation.
   g. Negotiate and assist in resolving residents’ complaints within the facility, utilizing help from the Ombudsman Program staff when necessary.
   h. Notify Ombudsman staff and contact person in facility of unresolved problems/complaints at least monthly. Immediately inform ombudsman staff of critical events, such as suspicions of abuse, neglect or exploitation.

Icons Key

= ONGOING volunteer opportunity

= FLEXIBLE volunteer opportunity

= SEASONAL volunteer opportunity
3. TRAINING AND SUPERVISION:
   a. Completion of an initial three-day training program to become familiar with program goals and to develop advocacy skills is mandatory.
   b. Attendance at regular in-service training programs is required.
   c. Ongoing supervision and support will be provided primarily by the Volunteer Specialist, but also by other Ombudsman staff. Additional support may be available from Volunteer Ombudsman Mentors.
   d. It is understood that the volunteer may not always be informed of formal investigations being conducted by Ombudsman staff at one’s assigned facility.
   e. The Ombudsman Program reserves the right to ask a volunteer to resign for any of the following reasons: breach of confidentiality, adversarial approach, or failure to follow program guidelines.

**Supervisor:** Volunteer Coordinator at the Northern Virginia Long-Term Care Ombudsman Program, 703-324-5861.
**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, Sheriff’s Office, Fire & Rescue, Emergency Management, Health Department 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 a.m. to 2 p.m. 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**
   a. Attend an Orientation and quarterly educational sessions.
   b. Review essential websites or request written materials on topics such as frauds, scams, caregiver issues, and elder abuse.

**Supervisor:** TRIAD Community Ambassador Coordinator
**Chore Corps Program: Handy Helper**

**Program Description**
Chore Corps is a “fix-it” program geared toward providing non-professional repair services around the house for older adults and people with disabilities. It is not a home remodeling program, nor does it replace professional contracted work. Loudoun Volunteer Caregivers (LVC), a local nonprofit, and Loudoun County Area Agency on Aging, a local government agency, are partnering to offer this repair services program to help older adults and people with disabilities to maintain independence and quality of life.

**Time Commitment**
Some requests will be completed with a one-time visit to the home. Other requests, such as outdoor yard maintenance, will require on-going volunteer services.

**Prerequisites**
- Ability to repair and evaluate minor home repairs
- Dependable, reliable and attention to detail to follow through on assignment
- Good communication skills, especially good listening skills
- Ability to be non-judgmental and respect different cultures

**Specific Duties for Handy Helper**

1. **TRAINING**
   - a. Attend LVC Orientation through the application process. Review Chore Corps program description with the program manager, including a review of liability issues.
   - b. Review refresher safety information as needed
   - c. Sign the liability waiver

2. **REPAIR OPTIONS**
   - Carpentry
   - Installing or repairing shelves
   - Repairing cabinet doors
   - Re-glue or reassemble furniture
   - Fixing or replacing door knobs
   - Heat and cold
   - Installing weather stripping
   - Installing/removing window screens
   - Installing curtain rods (at arm-reach height only)

**Icons Key**
- 🌟 = ONGOING volunteer opportunity
- 🌊 = FLEXIBLE volunteer opportunity
- 🌟 = SEASONAL volunteer opportunity
• Lawn and yard maintenance
• Snow shoveling of 2+ inches
• Pre-snow treatment (salt or sand)
• Lawn mowing
• Raking leaves
• Weeding
• Power Washing
• Other/Miscellaneous
• Packing for a move (lifting under 25 lbs)
• Hanging pictures (under 25 lbs)
• Trash or recycling removal
• Carrying or transporting home items (under 25 lbs)
• Painting or wall repairs within arm’s reach
• Assembly of furniture or simple electronics
• Sliding furniture to move for room accessibility/mobility safety

3. REPAIR JOBS DO NOT INCLUDE
• Need for a ladder
• Repair, installation, or replacement of smoke detectors
• Lifting objects over 25 pounds
• Installation of heavy objects onto a wall (heavy shelves, tv’s, etc)
• Anything related to electrical or plumbing
• Anything structural
• Installation of handicap accessible equipment, including handrails, grab bars, ramps, etc
• Burning of trash

4. ASSIGNMENT
a. Notified of the repair opportunity after LVC staff complete assessment.
b. Contact care recipient within 72 hours. Care recipient or family member purchase supplies or make arrangements fulfill the supply list.
c. Repair item.
d. Contact LVC office when the repair is complete to report time and mileage, and to report any additional requests from that person.
e. Notify the program coordinator if necessary to miss a repair job due to illness or an emergency situation.

Icons Key
= ONGOING volunteer opportunity
= FLEXIBLE volunteer opportunity
= SEASONAL volunteer opportunity
5. ADMINISTRATIVE
   • Handle client information in the strictest confidence.
   • Have donation forms available if care receiver wants to give a donation.
   • ALL requests must be approved by the LVC office prior to starting, no additional home repair jobs may be completed independent of this step.
   • No solicitation of supplies or services from local businesses unless approved by LVC office staff.

6. OTHER KEY INFORMATION
   • No charge for fee for any repair work; however, donations to LVC will be accepted.
   • Volunteers are prohibited from soliciting care receivers. This includes the distribution of printed materials, business cards or any information not directly related to the Chore Corps program. If a participant expresses a need for service information, please refer them to the LVC staff.

**Supervisor:** LVC Volunteer Coordinator, as assigned, 703-779-8617

**Icons Key**

- O = ONGOING volunteer opportunity
- O = FLEXIBLE volunteer opportunity
- O = SEASONAL volunteer opportunity
Language Interpreter/Translator

Program Description
The Loudoun County Department of Family Services (DFS) provides interpretation and translation services to limited English speaking clients 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).
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 a.m.-5:00 p.m. and home visits with CPS and APS by appointment. Volunteers typically work two to three hour shifts with a flexible schedule based on need. Due to the nature of interpretation for county services, we seek volunteers who can provide four 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 a.m.-5:30 p.m. 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 emphasizes 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
Light Up Loudoun Volunteer Services: 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 a.m. to 5:30 p.m., except for specified holidays. 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, 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 Support

1. CLERICAL
   Perform routine office tasks, such as copying, 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 Services Assistant
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.

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.

Icons Key

- ONGOING volunteer opportunity
- FLEXIBLE volunteer opportunity
- SEASONAL volunteer opportunity
Advisory Boards: Volunteer Board Member

Area Agency on Aging Boards or Councils Utilizing Volunteers

- Carver Center Advisory Board, Inc.
- Commission on Aging (appointed by the Board of Supervisors, see below)
- Dulles South Senior Center Advisory Board Inc.
- Friends of Loudoun County Adult Day Centers, Inc.
- Leesburg Senior Center Advisory Board
- Senior Center at Cascades Advisory Board

Advisory Boards, Commissions and Committees

The Loudoun County government has many advisory boards, commissions, and committees which provide opportunities for direct involvement in local government by residents of Loudoun County. 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 Zoning Appeals are appointed by the Circuit Court. For more regional information, please visit Loudoun County’s website at www.loudoun.gov/bos

- Advisory Commission on Youth
- Advisory Plans Examiners Board
- Affordable Dwelling Unit Advisory Board
- Agricultural District Advisory Committee
- Animal Advisory Committee
- Art Advisory Committee
- Birmingham Green
- Board of Equalization
- Board of Zoning Appeals
- Board of Building Code Appeals
- Bull Run Alcohol Safety Action Program Policy Board
- Citizens Volunteer Workgroup

**Commission on Aging**

- Communications Commission
- Community Criminal Justice Board
- Community Policy and Management Team
- Community Services Board
- Comprehensive Plan Stakeholders Committee
• Disability Services Board
• Dulles Area Transportation Association
• Dulles Town Center Community Development Authority
• Economic Development Authority (formerly Industrial Development Authority)
• Economic Development Advisory Commission (formerly Economic Development Commission)
• Nighttime Economy Ad-Hoc Committee
• Electoral Board
• Facilitites Standards Manual Public Review Committee
• Family Services Board
• Fiscal Impact Committee
• Health Systems Agency of Northern Virginia
• Heritage Commission
• Historic District Review Committee
• Housing Advisory Board
• Housing Choice Voucher Resident Advisory Board
• Leesburg Executive Airport Commission
• Library Board of Trustees
• Loudoun Health Council
• Loudoun Water
• Lyme Disease Commission
• Northern Virginia Community College Board
• Northern Virginia Manpower Consortium Workforce Development Board
• Northern Virginia Regional Park Authority
• Other Post-Employment Benefits Investment Committee
• Parks, Recreation and Open Space Board
• Planning Commission
• Police-Directed Towing Advisory Board
• Route 28 Tax District Advisory Board
• Rural Economic Development Council
• Soil and Water Conservation District
• Transit Advisory Board
• Water Resources Technical Advisory Committee
• Zoning Ordinance Action Group
Volunteer Telephone Resources

**Area Agency on Aging** 703-777-0257
- Adult Day Center, Mac Brownell 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
- Northern Virginia Long-Term Care Ombudsman 703-324-5861
- Light Up Loudoun! Volunteer Program 703-777-0257
- Senior 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 Recreation & Community Center 571-258-3456
- Dulles South Senior 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
- Lucketts 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 571-258-3280
- Senior Center of Leesburg 703-737-8039
- Sterling Community Center 703-430-9480

**Youth Services** 703-777-0343

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70 LOUDOUN COUNTY AREA AGENCY ON AGING
Volunteer Telephone Resources

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Centers and Parks

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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 Recreation & Community Center  571-258-3456
Dulles South Senior 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
Lucketts Community Center     703-771-5281
Middleburg Community Center    540-687-5130
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