



*Clermont Senior Services, Inc*

*Heart-to-Heart Volunteer Program*

*Make A Difference Today By Volunteering*

## **VOLUNTEER OPPORTUNITIES**

The Heart-to-Heart Volunteer Program is a vital resource for the agency with many opportunities for individuals, families, civic groups and churches to make a difference in the lives of older adults in our community. **To learn more about the opportunities listed below, please contact Gina Abrams Volunteer Coordinator, at [gabrams@clermontseniors.com](mailto:gabrams@clermontseniors.com) or (513) 536-4021.**

**Extra Hands / Community Engagement:** Extra Hands volunteers are willing to occasionally spend a few hours doing one-time projects such as running errands, hanging curtains, sprucing up a flower bed, washing windows, etc. Volunteers may also choose to work in our administrative office or Lifelong Learning Centers.

**Meals-on-Wheels:** Volunteers deliver nutritious meals to older adults throughout Clermont County who have difficulty preparing meals as a result of a medical condition. Most volunteers deliver meals once a week in a neighborhood near their home.

**Shoppers:** Volunteers grocery shop for seniors who can't shop for themselves. They may also run errands such as medication pick-up. The senior pays for all purchases and mileage is reimbursed.

**Home Repair:** Home Repair volunteers often possess a level of expertise in various areas of home repair such as plumbing, electrical, construction, etc. Volunteers often help with ramp construction, install grab bars or make safety related repairs.

**Adopt-A-Senior:** This program invites the community to participate in annual gift-giving during the holiday season. The program was created many years ago to help make the holidays special for Clermont County seniors with limited resources.

**Volunteer Guardians:** Legal guardians are needed for older adults in nursing-care facilities who lack the ability to make decisions about their healthcare. These older adults are simply unable to understand or express what they need. Legal guardians are not a caretaker and are not financially responsible for any of the patient's expenses.

**Volunteer Homemaker:** Provide light housekeeping in order to keep the Customer's home safe and their belonging generally clean. This role requires a 2-3 hour per commitment twice each month.

Street Address	City	State	Zip Code	County	Township
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First Name	MI	Last Name	Contact #
Email Address	SSN	DOB	Gender

Emergency Contact Name	Contact #	Relationship
Emergency Contact Name	Contact #	Relationship

Place of Employment	Occupation
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Personal Reference Name	Address	Contact #

**How did you hear about Clermont Senior Services, Inc.**

<input type="checkbox"/> Family/Friend	<input type="checkbox"/> Internet	<input type="checkbox"/> Hospital/Facility	<input type="checkbox"/> Other
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**Check All Volunteer Services that interest you.**

- Meals on Wheels Delivery
- Home Repair Services
- Homemaking Services
- Shopper Service
- Extra Hands Service
- Guardianship Service
- Adopt A Senior
- Adopt A Senior (gift delivery team)

- Friendly Caller Service
- Adult Day Care Service
- Entertainment Services - ADS/LLLC
- Administration Services
- Officer Visit or Call Service

**What are your Personal Interests/Hobbies**

- Arts/Crafts
- Music/Entertainment
- Exercise/Fitness
- Mentoring/Teaching
- IT/Electronics Training
- Home Maintenance/DIY Projects
- Office Work
- Working with & Assisting the Elderly
- Holiday Festivities
- Other

Our Mission is to improve the quality of life for older adults by providing a broad range of home and community-based services, enabling them to remain as active and independent as possible.

I give permission to Clermont Senior Services, Inc. to obtain a copy of my criminal record, and understand that Clermont Senior Services, Inc. has the right to decline any application.

I understand all information will remain confidential and will become a part of my Volunteer record.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Clermont Senior Services, Inc.**  
**Volunteer Code of Ethics**

**Volunteers Will Not:**

- Use the customer's personal property without the customer's consent including using the telephone for personal calls and bathroom facilities.
- Use the customer's vehicle.
- Eat food brought to the customer's home without customer's consent.
- Consume the customer's food and beverage without the customer's consent or the customer offering it.
- Forge customer's signature and falsify documentation.
- Bring friends, relatives, pets or any unauthorized individual to the customer's home.
- Breach customer's privacy or divulge information.
- Consume or be under the influence of alcoholic beverages, medicine, drugs, or other chemical substances not in accordance with the legal, valid, prescribed use and/or in any way that impairs the provider in the delivery of services to the customer while in the customer's home or prior to service delivery.
- Smoke in the customer's home.
- Purchase alcohol or tobacco products for customers.
- Discuss personal problems, religious or political beliefs with the customer and others in the care setting.
- Solicit, steal, borrow, accept, obtain or attempt to obtain money or anything of value, including gifts or tips from the customer, household members and family members of the customer or caregiver.
- Engage in sexual conduct or in conduct that may reasonably be interpreted as sexual in nature, regardless of whether or not the conduct is consensual with the customer.
- Engage in behavior that may reasonably be interpreted as inappropriate involvement in the customer's personal relationships.
- Be designated to make decisions for the customer in any capacity involving a declaration for mental health, treatment, power of attorney, durable power of attorney, or guardianship.
- Sell to or purchase from the customer products or personal items.
- Engage in behavior that constitutes a conflict of interest or takes advantage of or manipulates services resulting in an unintended advantage for personal gain that has detrimental results for the customer, customer's family or caregivers, or another provider.
- Retain keys to customer's home, mailbox, vehicle or other personal property.
- Offer advice regarding medications, health or medical problems.

I acknowledge that I have received and read this copy of the Volunteer of Code of Ethics and that I solemnly commit to comply with the conditions set forth in these statements in all aspects of my service and activities on behalf of the Agency.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Home Delivered Meals Volunteer Job Description**

### **Purpose:**

- To deliver nutritious meals to frail, homebound older adults.

### **Responsibilities:**

- Deliver meals in a timely, courteous manner.
- Check on the welfare of customers.
- Notify CSSI of any problems or irregularities.

### **Training:**

- An overview of the agency will be presented to all volunteers.
- All facets of the MOW program will be explained to the volunteer, including normal delivery routine as well as emergency procedures.

### **Reports:**

- Route sheets are turned in as soon as possible (can be mailed)
- Mileage sheets are turned in monthly.
- Savory Select menus from customers need to be turned in same day or dropped off at office, or drop site usually UT center or MT center)

### **Time commitment:**

- Two to three hours per day for each route.

### **Qualifications:**

- Kindness, courtesy and dependability
- A desire to serve others
- Meet agency requirements per policies and procedures.
- Valid driver's license
- Proof of automobile insurance
- A safe driving record
- Clean background check, including personal references

### **Basic Physical Requirements:**

- Lifting: Medium Physical Demand Level (PDL). Up to 30 pounds, occasionally up to 5 pounds, frequently
- Climbing: Occasionally, up and down steps
- Environmental: Exposure to inside and outside temperature extremes occasionally

### **Benefits:**

- Reimbursement for mileage. (Fluctuates according to IRS guidelines.)
- Satisfaction of working with and serving others while contributing to the betterment of the community.

## **Friendly Shopper Job Description**

### **Purpose:**

- To provide safety checks and limited, informal support to the homebound senior.

### **Responsibilities:**

- Mutually agreed upon by both volunteer and customer. This may include shopping, visiting, or running errands.
- Check on the customer's well-being.
- Notify CSSI or emergency contacts of any problems or irregularities.

### **Training:**

- An overview of the agency is presented to all volunteers.
- Volunteer Handbook is provided, including policies and procedures.

### **Reports:**

- Mailed, called in or e-mailed monthly by volunteer. (i.e. volunteer hours, mileage reimbursement forms, etc.)

### **Time commitment:**

- Mutually agreed upon by both customer and volunteer.

### **Qualifications:**

- Kindness, courtesy and dependability.
- A desire to serve the elderly.
- Meet agency requirements per policies and procedures.
- Valid driver's license
- Proof of automobile insurance
- A safe driving record
- Clean background check, including personal references

### **Basic Physical Requirements:**

- Medium Physical Demand Level (PDL)

### **Benefits:**

- Satisfaction of working with and serving others while contributing to the betterment of the community.

## **Extra Hands/Community Engagement Projects Job Description**

### **Purpose:**

- To assist seniors with informal support to keep them living independently in their homes.

### **Responsibilities:**

- Occasionally helping with bulk mailings-stuffing and labeling envelopes (office)
- Working on special projects or special events (office)
- Being on-call to pick up a few items at the store, from the post office, at the pharmacy, etc. (in the field)
- (One time only) Light household chores, i.e., hanging curtains, raking leaves, , washing windows (in the field)
- Yard Work
- Helping with annual Adopt-A-Senior Program

### **Training:**

- An overview of the agency is presented to all volunteers.
- Hands-on training with individual department staff
- Volunteer Handbook is provided, including policies and procedures.

### **Reports:**

- Hours and tasks completed and reported to the Volunteer Coordinator or another staff member when applicable.

### **Time commitment:**

- On call as jobs are requested

### **Environment:**

- Exposure to inside and outside extremes on occasion

### **Basic Physical Requirements:**

- Medium Physical Demand Level (PDL)

### **Qualifications:**

- Office experience (where it applies).
- Clean background check, including personal references
- Kindness, courtesy and dependability.
- A desire to serve the elderly.
- Meet agency requirements per policies and procedures.
- Valid driver's license

- Proof of automobile insurance
- A safe driving record

**Benefits:**

- Satisfaction of working with and serving others while contributing to the betterment of the community.



## Volunteer Guardian Job Description

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### **PURPOSE:**

To act as a guardian for a person who cannot make major life decisions due to mental impairment as a result of a mental, physical illness, or disability.

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### **Responsibilities:**

- Accept formal court appointment to be Guardian of the Person.
- Determine the needs of the person through information gathering and discussions with service providers, and assist in procuring services.
- Advocate for medical treatment and other related services in the person's best interest, and with due consideration provide informed consent.
- Enhance the quality of daily care for the person by monitoring residential and other treatment and services to ensure the person's well-being.
- Visit on a regular basis, at least once a month.
- Complete and submit required quarterly Activity Reports to Volunteer Guardian Program regarding actions taken on behalf of the person.
- Complete and submit required annual report and Guardian Plan to Volunteer Guardian Program for filing at Probate Court.
- Attend mandatory pre-service and continuing education sessions on topics related to guardianship. Six hour pre-service training, [Fundamentals of Guardianship](#); and 3 hour annual continuing education course on line at [The Supreme Court of Ohio Adult Guardianship Education Program](#).

### **Qualifications:**

- Twenty-one years of age or older
- Access to reliable transportation
- Willing to learn complicated medical and human services system
- Good communication skills, both written and verbal.
- Effective advocacy and mediation techniques

### **Time Requirements:**

- Six hour Pre-service Training Class  
<https://www.supremecourt.ohio.gov/Boards/judCollege/adultGuardianship/>
- Three hours of Continuing Education Sessions annually (same site as pre-service training)
- Orientation program to Volunteer Guardianship Program
- Optional training sessions as scheduled
- Two to Four hours a month attending to the person's needs.

**Benefits:**

- Increased knowledge of legal and medical systems
- Expertise that helps your family and friends
- Satisfaction of protecting and serving a vulnerable adult.