



Aging- In- Place Committee Agenda Town of Eliot, Maine

June Monthly Meeting

Meeting Date: Thursday, June 18, 2020

Meeting TIME: 4:00 p.m. – 5:30 p.m.

Location: Zoom

Topic	Objective	Time in minutes
Check-in	Check-in	5
Minutes	Review and approve May 21st meeting minutes	5
Chair Update	Share information	5
NE Grassroots Grant	Discuss potential recipients Develop a process to approve and provide funding	15
Communication and Information	Share current plan Discuss next steps	15
Volunteer engagement	Review Saco protocols as potential templates for volunteer orientation, vetting and commitment.	30
Public comment	Listen to Eliot residents	10
Check-out	Check-out	5

Committee Members

*Ellen Ceppetelli
Ronald Ceppetelli
Francis Thomas
06/18/20*

Gail Licciardello

*Nedra Sahr
Elizabeth Castillo*

Aging-In-Place Committee

Remote Meeting

June 18, 2020 @ 4:30 PM

Remote Meeting Held via Zoom Due to COVID-19

Watch Meeting @ Town Hall Streams https://townhallstreams.com/towns/elliott_maine

Public Meeting Participation – Email

Send email inquiries / comments in advance or during the meeting to Ellen Ceppetelli, Chairman
aipellencepp@gmail.com

Call 1-408-418-9388 *charges may apply depending on service provider

- **Enter Meeting Number: 936 3600 9382 followed by #**
- **Enter Meeting Code 03903 followed by #**
- **You will now be connected by voice only to the meeting**
- **Or if you would like to enter the meeting by video and audio, enter zoom meeting number above enter meeting number. You will still be muted until called upon, if you want to speak, raise hand.**
- **If you are a call in and want to speak, dial *9 on your phone.**

Communication / Participation Process

Once you are accepted into the meeting by the host you will be muted until the Chairman of the Committee, and any Official Meeting Participants have ended their discussion on each agenda item. At this time, you along with any other call-in participants will be unmuted one by one in the order that you joined the meeting, asked to identify yourself and allowed the opportunity to ask questions or make comment. Once each caller has made comment / inquiry they will be muted again and the next caller will be opened for comment and so on. We do ask that you disconnect the call if you have no further comment. Any new callers or callers who still remain after each agenda item will again be called upon in the order the call was received. Thank you in advance for your patience and understanding, this is our first meeting of this type and we will do our very best to accommodate everyone's right to participate.

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VOLUNTEER AGREEMENT

LETTER OF WELCOME:

Welcome to the volunteer community of Age Friendly Saco (AFS).

Thank you for deciding to become an AFS volunteer. Your compassion and commitment will improve the quality of life for the older residents in our area. Your efforts are helping our members live independently at home and in our Community.

Please read this Manual before you begin and refer to it whenever necessary as you go about your volunteer activities. It has helpful information about volunteers' values, principles and expectations and what is expected of AFS volunteers. It also includes information about AFS to support, augment and guide your efforts.

Once you read and understand the material in this manual, please sign and return the attached "Volunteer Agreement."

If you have additional questions or encounter unexpected challenges, please contact our AFS office for additional help. Never feel that you are all alone. Support and guidance are always available to you.

Your willingness to share your time, strength and compassion are deeply appreciated.

Sincerely,
The AFS Staff and Board of Directors

MISSION STATEMENT AND WHO WE ARE

Mission Statement

Age Friendly Saco's mission, "A Community for a Lifetime", is to promote active aging by optimizing opportunities for health, engagement, and safety while removing barriers that prevent our citizens from remaining in their homes as they age. This will be accomplished through engagement with community organizations as well as collaboration with the City of Saco and the recruitment of community volunteers for the delivery of services that will empower our residents to remain in and engaged in their community.

What is Age Friendly Saco?

Age Friendly Saco is a nonprofit 501(c)(3) membership organization in Saco, Maine and works directly with the City of Saco. Our goal is to arrange services and coordinate with local resources needed to maintain quality of life and independence of its residents. Part of an innovative, nationwide "aging in place and community" movement, AFS provides members with desirable options for healthy aging, long term care choices and ways to live in community and enrich each other's lives. AFS seeks to provide the security and the community so important to quality of life. With a single phone call to our AFS office in the Saco Community Center, members can ease their frustration when searching for needed community services. Together with a social community base and our reliable and effective services, AFS seeks to provide continuing peace of mind for those wishing to remain independent at home for as long as possible.

The Role of Volunteers

The many rewards of being an AFS volunteer include enhancing the safety and stability of your community, strengthening community bonds between residents of various ages, enjoying the satisfaction of helping others, and helping to create a resource that could also benefit you. As a volunteer, you have both responsibilities and rights.

Responsibilities:

- Meet your volunteer commitments or provide advance notice so alternative arrangements can be made.
- Perform the tasks assigned to the best of your ability.
- Maintain confidentiality in accordance with AFS's privacy policy.
- Follow all AFS policies and procedures.
- Use AFS resources solely to implement AFS volunteer work and not for personal purposes.
- Accept the guidance of the Coordinator for Volunteer Services.
- Complete a Volunteer Service Report after each visit. Note: This does not apply to check-in calls.
- Notify AFS if you choose to terminate your volunteer work.

Rights

- Be informed about relevant information (regarding a member's status or AFS policies) that may impact your work.
- Find opportunities for meaningful volunteer work that is a good match for your skills and interests. Should you arrive for a volunteer visit and find that the requested service is beyond your ability or willingness to perform it, you have the right to decline some or all of the request.
- Receive the orientation, training and supervision necessary to do the work.

- Receive constructive feedback on the work you perform.
- Decline any assignment that you are not comfortable performing.

Weather Advisories

- Whenever the weather is questionable, you have the right to cancel or postpone any assignment that you feel cannot be safely performed under current conditions.

INTERACTING WITH MEMBERS

Here are some important points that will enable you to assist Saco residents live independently and will make your calls/visits more welcome:

- Give the member as much power as possible. Say, "How can I assist you?" instead of "How can I help you?"
- Do only what you are asked to do.
- Your role is to enable members to feel and stay as much in control of their lives as possible.
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- Do not make value judgments about the "right" way to take care of a house or to solve a problem.
- Remember: It is not your house and it is not about you. With subsequent visits – when you have built a feeling of trust and safety – a member may begin to ask for your assistance.
- Notify the member and the AFS Office if you are unable to keep a scheduled visit.
- For repeat calls or visits: Establish a routine and keep to it. Be sure to announce each visit by phone before you arrive.

Listening to members is important because it may be easier for them to speak to volunteers than it is to share troubles with their family. Even in a caring family one can feel guilty about imposing troubles on children or relatives. Be open to members' sharing their worries with you. Be an Active Listener. You may be one of very few contacts the member has with the outside world. Show a positive attitude and a lively interest in whatever members talk about.

Some Listening Guidelines

- Listen respectfully when members talk about their religious or political beliefs. Never argue with them, rather show respect for their views. Ask questions that indicate you want to understand them.
- Let members talk, but do not feel you have to come up with solutions to their complaints or problems.

In the case of imminent danger, call 911 immediately.

- Be prepared to listen and help the member feel understood. Patiently wait for your turn to express your thoughts. Repeat what you have heard to ensure that each member feels understood.
- Talk about what interests the member. If you hear "stories" that sound like wishful thinking, don't try to challenge the anecdote. Instead say, "That's interesting" or "Tell me more about that."

Common pitfalls to avoid

- Steering the conversation toward a topic that you feel comfortable discussing, e.g., purposely changing the subject from a member's particular interest to one of your own.
- Cutting off communication with a dismissive gesture or expression.
- Responding with impatience or disapproval.

Keep in mind things members sometimes think but don't say:

- I may be discouraged and faltering, but I am not helpless.
- When you do something for me that I can do for myself, you contribute to my fear and inadequacy.
- I can feel safe confiding in you if you accept as a simple fact, I feel what I feel, no matter how irrational.

Maintain Boundaries. Boundaries are what make volunteers different from best friends or family. It is important to be compassionate and concerned about a member's status, but not at the cost of your own psychological health. As a volunteer, you care about a community member's welfare, contentment and safety but needn't be as emotionally attached or involved with them as you would be with a member of your own family. Volunteers are sympathetic but should have enough distance to be objective and realistic. Volunteers are caring but should not form loving or angry relationships with members.

You are crossing boundaries when:

- You lose objectivity: become resentful, easily hurt by a member's comments; or you become overly attached to a member.

- You feel that the member is your responsibility or feel the need to “take over” and make decisions you are not being asked to make.
- You feel sad, depressed or anxious after a visit or can’t stop thinking about a member’s situation.
- You feel it is your responsibility to save, cure or rescue a member.
- You engage in activities or behavior that you keep secret from AFS.
- You can’t say “no” to a member’s request even though you know it is something you should not do.
- You are acting as if you were a trained mental health counselor rather than a compassionate volunteer.

Avoid at all costs

- Never administer medication, treatment or any type of medical care.
- Do not bathe or dress a member.
- Do not pick up a member who has fallen without professional help: call 911.
- Do not accept even nominal gifts, other than cookies or non-alcoholic beverages.
- Do not share confidential information or gossip about members.
- Confidentiality is crucial for volunteers who assist with computer issues. Members should be encouraged to type in their own login information and not to share them with volunteers. If this is not practical, however, the volunteer must never use such privileged information except with the express authorization of the member.
- If you give a member your personal phone number, please include this fact in your volunteer report. Any further interaction with the member as a result of your volunteer assistance must be reported to the AFS.

WHEN THERE ARE PHYSICAL LIMITATIONS

How to Assist the Visually Impaired:

- Always make your presence known and identify yourself when you visit a member; politely inform a member when others enter the room.
- Don't be afraid to talk about what the member is not able to see.
- Be sure to ask what kind of assistance you can provide. For instance, would it be helpful if you read aloud, or made labels to identify medicines or held a member's arm to assist in walking?
- Pay attention to light sources in the area; avoid standing between a light source and the member.
- Don't confuse being visually impaired with being hearing-impaired; some volunteers inadvertently raise their voices when speaking to the visually impaired.
- Don't avoid words such as "see" or "look."
- Identify any changes in ground level or steps. Avoid grabbing a member's arm abruptly to warn of a change in terrain.
- Just as you make yourself known when you enter, make sure the member knows when you leave the room or end your visit.

How to Assist the Hearing Impaired:

- Be sure that you have the attention of a hearing-impaired member before speaking.
- Politely ask if there is something you can do that will enable the member to hear you better.
- Speak slowly, loudly and clearly. Allow the person enough time to understand your message and to respond. If the member does not understand you, try expressing the same idea in other words.
- Individuals with hearing impairments rely on facial expressions, tone of voice and simple lip reading to understand what you are saying.

- Be sure your face and lips can be seen clearly. Keep your hands away from your face but use body language and hand gestures.
- Face the person you are speaking to and be on their same level. If a member is sitting or in a wheelchair, kneel or sit next to them.
- Most people with hearing impairments have an ear with which they hear better: direct your voice to that ear.
- If there is a great deal of background noise, move to another location or turn off the distracting sound such as television, or radio.
- Don't assume that someone can hear you because they wear a hearing aid. Hearing aids make sounds louder, but do not always make words clearer.

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How to Assist with Mobility Issues:

- Always ask exactly what to do to assist them. Don't assume you know what would be best for them.
- Make sure that walking aids are within their reach.
- When escorting ask them to describe how you can best assist them. For instance, "Can I take your arm?".
- Be familiar with the features of the resident's wheelchairs or walkers, as well as their capacity to manage without assistance.
- Remember to lock a wheelchair in place before moving someone from the wheelchair to another sitting or standing position.

KEYS TO A SUCCESSFUL VISIT

What you SHOULD do:

- Be on time and appropriately dressed.
- Wear your name badge.
- Present yourself. Explain who you are, where you live but, unless you are asked, don't talk about yourself.
- Ask the member how you can be of assistance.
- Leave your name behind (for care giver or family) on a card or slip of paper in case the member does not remember your name.
- Abstain from smoking, wearing perfume and making personal phone calls.
- Do not share your own frustrations with members. Listen, but do not add your worries to theirs.
- Be patient.
- Fill out your Volunteer Service Report.
- Respect Privacy. What you see and learn when you visit a member must stay confidential. Volunteers are expected to comply with AFS's privacy policy.

What you should NOT do:

- Do not administer medications, treatment or any type of medical care.
- Do not pick up non-ambulatory members.
- Do not witness documents.
- Do not accept gifts of value (non-alcoholic beverages or cookies can be accepted).



VOLUNTEER AGREEMENT

If accepted as a volunteer with Age Friendly Saco (AFS) I agree that I am making a commitment to serve and agree that I will:

- Know and support the mission of Age Friendly Saco.
- Be aware of and concerned about how my actions affect members and their families, employees, and fellow volunteers.
- Call the Age Friendly Office with as much advance notice as possible if I am unable to fulfill my volunteer duties as scheduled.
- Demonstrate behavior while interacting with others that includes:
Respecting each individual's dignity and privacy.

FURTHERMORE, AND WITHOUT EXCEPTION, I shall hold as absolutely confidential all information that I may obtain directly or indirectly concerning Age Friendly clients.

SIGNATURE/ DATE

Return agreement to:
Age Friendly Saco
Room 203
75 Franklin St.
Saco, ME 04072



Age Friendly Saco Orientation Manual for Volunteers

75 Franklin St.
Room 203
Saco, ME 04072
(207) 710-5029

Agefriendlysaco@gmail.com



VOLUNTEER APPLICATION:

Our organization encourages the participation of volunteers who support our mission. If you agree with our mission and are willing to be interviewed and trained in our procedures, we encourage you to complete this application. The information on this form will be kept confidential and will help us find the most satisfying and appropriate volunteer opportunity for you. Thank you for your interest in our organization.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Employer: _____ Position: _____

Any special talents or skills you have that you feel would benefit our organization?

Interests: Please tell us in which areas you are interested in volunteering

☐ Administration

☐ Events

☐ Program

☐ Fundraising

☐ Deliveries

☐ Communication

Please indicate days available: Mon Tues Wed Thur Fri Sat

Times available: From _____ to _____

Any physical limitations? _____

In case of emergency contact: _____

As a volunteer of our organization I agree to abide by the policies and procedures. I understand that I will be volunteering at my own risk and that the organization, its employees and affiliates, cannot assume any responsibility for any liability for any accident, injury or health problem which may arise from any volunteer work I perform for the organization. I agree that all the work I do is on a volunteer basis and I am not eligible to receive any monetary payment or reward.

Signature: _____ Date: _____



Volunteer Coordinator Position Description:

Responsibilities

- Source and recruit volunteers through various techniques (databases, e-mail, social media etc.)
- Collect information on availabilities and skills
- Arrange for appropriate training when needed
- Produce schedules for everyday activities
- Assign responsibilities to the right people for special events
- Coordinate teams of volunteers for large-scale actions
- Communicate frequently with volunteers to ensure they are satisfied and well-placed
- Disseminate information for upcoming actions and events
- Keep detailed records of volunteers' information and assignments
- Ensure the purpose of the organization and its actions is clearly communicated

Requirements

- Able to communicate effectively with diverse people
- Excellent organizational and team coordination abilities