



## **Volunteer Station Memorandum of Understanding (MOU)**

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Effective: July 1, 2022 through June 30, 2025

The South Florida Institute on Aging (SoFIA) enters into this 3-year Agreement with Northwest Focal Point Senior Center, (Volunteer Station) on for the purpose of providing its volunteers with meaningful service opportunities with clients served at the Volunteer Station. Services are expected to conform to the regulations governing the Senior Companion Program (SCP) through AmeriCorps as published in the Federal Registry.

To qualify as a Senior Companion Program Volunteer Station, an agency must Self-Certify that it is one of the following: Public Non- Profit / Private Non-Profit / Governmental Agency

SoFIA, through its Senior Companion Program, agrees to:

- Designate a Program Coordinator to serve as the liaison with the Volunteer Station.
- Recruit, interview and enroll volunteer(s). The volunteers will meet the criteria for the Senior Companion Program as per Federal Regulations for enrollment in the program according to AmeriCorps.
- Provide a yearly one (1) hour Senior Companion presentation at the Volunteer Station.
- Provide 20 hours of pre-service orientation training to new volunteers.
- Coordinate a mandatory 4 hour monthly in-service meeting for ALL active SCP Volunteers.
- SCP Staff will collaborate with Volunteer Station supervisor to coordinate volunteer placements, assignments, and all other volunteer activities. Refer to volunteer and Volunteer Station handbooks for details on grievance procedures.
- Assist and collaborate with Volunteer Station supervisor to assign, manage/supervise, and coordinate all volunteer activities for SCP volunteers assigned to the Volunteer Station, as needed.
- SoFIA will provide a Level II Criminal History Background Check in accordance with Section 430.0402 and Chapter 435, Florida Statutes, as amended. In addition, a National Sex Offender Registry search will be conducted by SoFIA for all volunteers. Additional background checks desired by the Volunteer Station can be performed with the volunteer's consent and at the Volunteer Station's expense. Note: re-checks are also the responsibility of the Volunteer Station.
- SoFIA provides accident and liability insurances for active volunteers as per the requirements in placed by AmeriCorps in accordance to Section 2551.46 (b) of the Code of Federal Regulations (CFR).
- All SCP volunteers require pre-service and yearly physical examinations as to acquire and maintain an active status with the program.
- Retain full responsibility for the management and fiscal control of the Senior Companion Program.
- In cooperation with the Volunteer Station, arrange for procedures to resolve problems between the volunteer(s), Volunteer Station, and/or Program.
- Ensure a written Letter of Agreement is signed authorizing in-home companionship services by SCP Volunteers. Note: no hands-on or medical care is provided by SCP volunteers. Clients in need of hands-on services or requesting higher level of care should be referred to other community agencies. A Volunteer Assignment Plan specifying allowable and non-allowable volunteer activities will be provided to volunteers, Volunteer Station supervisor, and clients.
- Provide the Volunteer Station with a report of services upon request.
- Establish a probationary period of 90 calendar days during which newly assigned volunteers are evaluated on their performance.

- Ensure that Senior Companions serve in a volunteer capacity.
- Confirm that Volunteer Stations are utilizing senior companion volunteer hours as support services and NOT replacing or displacing paid/contracted employees.
- Instruct volunteers in proper use of volunteer timesheets, reimbursement guidance, and SCP procedures.
- Provide SCP volunteers orientation to the Volunteer Station staff prior to placement of volunteers and at other times as needed.
- Staff an Advisory Council and arrange for appeals procedures to address problems arising between the volunteer, the Volunteer Station and SCP.
- Arrange for appropriate SCP Volunteer recognition.
- Reimburse SCP volunteers for transportation costs between their home and Volunteer Station in accordance with SCP policies and availability of funds.
- Provide photo identification for volunteers, if not provided by the Volunteer Station.

#### **Volunteer Station Agrees to:**

- Designate Volunteer Station representative to act as liaison with Program.
- Designate a person to supervise the day- to- day activities of the volunteer(s) and evaluate their performance. Assist in documenting performance and work with program staff on determining corrective and disciplinary procedures, as needed.
- Provide formal acceptance of SCP volunteer at the Volunteer Station after 90 calendar day probationary period is successfully completed.
- Maintain an open communication with program staff regarding SCP volunteer's performance including problems, concerns, positive/negative feedback, etc.
- Manage and supervise SCP volunteer schedules and ensure companionship services are appropriately delivered to Volunteer Station clients.
- The Volunteer Station will maintain the programs and activities to which Senior Companion Program Volunteers are assigned accessible to persons with disabilities (including mobility, hearing, vision, mental, and cognitive impairments or addictions and diseases) and/or limited English language proficiency and provide reasonable accommodations to allow persons with disabilities to participate in programs and activities.
- Provide for adequate health and safety protection of volunteers. Notify SoFIA/Senior Companion Program staff within 24 hours of volunteer incidents; make investigations and reports regarding accidents and injuries involving volunteers.
- The Volunteer Station will **NOT** request or assign SCP Volunteers to conduct or engage in political or legislative activities, including lobbying.
- The Volunteer Station will **NOT** provide religious instruction, conduct worship services, or engage in proselytization while the SCP volunteer is on duty. In the event that the Volunteer Station is an organization that conducts religious activities, those activities shall be offered separately, in time and location, from services funded under AmeriCorps.
- The Volunteer Station will **NOT** allow SCP volunteers to serve as healthcare workers or other medical professionals, OR allow SCP volunteers to perform activities/duties normally performed by medical professionals, janitorial workers, or paid staff. Please see Volunteer Job Description for details on allowable SCP volunteer duties.
- Assist the Program in developing and implementing the necessary record keeping and communication systems required by both parties.
- Assist the Program staff in responding to emergencies that may occur when SCP volunteers are on duty.

- Collect and validate appropriate volunteer reports for submission to the Program such as time sheets, travel vouchers, volunteer assignment plans, evaluations, client satisfaction surveys, and others, as needed.
- In partnership with the program staff, the Volunteer Station staff will develop an assignment plan for each senior companion and for each client served. The sponsor's representative, and the volunteer must sign the written assignment plan that; identifies the clients to be served; the role and activities of the volunteer; the expected outcomes for each client; and addresses the period of time each client should receive such services. Volunteer Station staff, and SCP staff, and the volunteer will review the Senior Companion's assignment as well as the impact on the client's ability to continue to live independent in their home, or the impact of respite for caregiver.
- Assign adults with special needs to each SCP volunteer.
- Provide site specific and special training (i.e. confidentiality training) to the volunteers as needed.
- Assure adequate health and safety provisions for volunteers.
- Investigate and report any accidents and injuries involving volunteers immediately to SoFIA. All reports to be submitted in writing within 48 hours of incident occurring.
- Inform the Program within 48 hours of problems that may develop between volunteers and Volunteer Station staff or clients.
- Allow the Program staff access to Volunteer Stations or client information as part of Program's monitoring responsibility, within the confidentiality restrictions imposed by Volunteer Station and Florida Statutes.
- Provide a Volunteer Station orientation including guidelines, policies, and/or procedures for SCP volunteers to follow, as needed.
- Provide education to Volunteer Station staff regarding SoFIA services for the use of completing appropriate client referrals and improving the delivery of services to community and Volunteer Station clients rendered by SCP Volunteers.
- Refer individuals interested in becoming SCP volunteers to the Senior Companion Program staff.
- Hold the right to request reassignment of SCP volunteers.
- Ensure that Senior Companions serve in a volunteer capacity. The Volunteer Station will verify that Senior Companions will not displace nor replace paid or contracted employees, or relieve staff of their routine duties.
- In the event that volunteers are featured in media outlets such as radio, TV, internet, social, media and others; The Volunteer Station will credit SoFIA and The Senior Companion Program.
- **Reports: The Volunteer Station Representative will:**
  1. **Timesheets:** Report volunteer hours on a monthly basis on or before 10<sup>th</sup> of the following month (insurance coverage is only effective with verified records of hours served).
  2. **Progress Reports:** Volunteer Stations are requested to complete a short bi-annual survey provided by SoFIA documenting the impacts of services provided by SCP volunteers.
  3. **Performance Evaluations:** For each assigned volunteer, Volunteer Stations are required to complete an annual performance evaluation using template provided by SoFIA.

#### Other provisions:

1. **Separation from Volunteer Service:** The Volunteer Station may request the removal of an SCP volunteer at any time. An SCP volunteer may withdraw from service at the Volunteer Station or from the Senior Companion Program at any time. The SCP staff, the Volunteer Station staff, and volunteers are encouraged to communicate to resolve concerns or conflicts, or take remedial action, including, but not limited to, placement with another Volunteer Station.

2. **SCP Letters of Agreement:** For in-home assignments, the Volunteer Station will obtain a Letter of Agreement signed by the client, or persons legally responsible for the client served, the volunteer, Volunteer Station representative, and SCP staff authorizing the assignment of a Senior Companion in the client's home, defining the Senior Companion's activities, and specifying supervisory arrangements.
3. **Religious/Political Activities:** The Volunteer Station will not request or assign SCP volunteers to conduct or engage in religious, sectarian, or political activities.
4. **Compensation:** Neither the Volunteer Station nor SCP staff will request or receive compensation from the beneficiaries of SCP volunteers. SCP volunteers will not receive a fee for service from beneficiaries
5. **Accessibility and Reasonable Accommodation:** The Volunteer Station will maintain the programs and activities to which SCP volunteers are assigned accessible to persons with disabilities (including mobility, hearing, vision, mental, and cognitive impairments or addictions and diseases) and/or limited English language proficiency and provide reasonable accommodation to allow persons with disabilities to participate in programs and activities.
6. **COVID-19 Safety Protocols:** The Volunteer Station will maintain compliance with recommendations provided by the U.S. Centers for Disease Control (CDC) and other relevant state and local agencies related to COVID-19.
7. **Prohibition of Discrimination:** The Volunteer Station will **NOT** discriminate against SCP volunteer(s) or in the operation of SCP on the basis of race; color; national origin; gender; sexual orientation; religion; age; disability; political affiliation; marital or parental status; or military service; including individuals with limited English Proficiency.
8. **Termination of MOU:** This MOU may be terminated at any time by either party by sending written notice of termination of the MOU to the other party. This MOU shall be reviewed at least every three (3) years by the parties.
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***By signing this MOU, the Volunteer Station through its authorized representative, self-certifies that it meets the requirements necessary to become a Volunteer Station in collaboration with the Senior Companion Program sponsored by The South Florida Institute on Aging (SoFIA).***

**Volunteer Station Staff/Supervisor assigned to provide direct volunteer supervision:**

Date:

Agency Name: Northwest Focal Point Senior Center

Name of Volunteer Station Representative: \_\_\_\_\_ Title: \_\_\_\_\_

The South Florida Institute on Aging (SoFIA) Representative	Volunteer Station Representative
Name: Cresha Reid	Name:
Title: President & CEO	Title:
Address: 2038 North Dixie Highway Suite 201 Wilton Manors, Florida 33305	Address:
Signature:	Signature:
Date:	Date: