

OTERO COUNTY

SENIOR VOLUNTEER PROGRAMS

RSVP/SCP/FGP

PROGRAM POLICIES AND PROCEDURES HANDBOOK

Last Amended Date: June, 2013

Supersedes June 16, 2009

Approving and Certifying Signatures of Key Personnel

Sponsor's Approving Signature

DATE

Veronica Ortega, Alamo Senior Center Manager

PRINTED SIGNATURE AND TITLE

Senior Volunteer Programs Advisory Council Chairperson Signature **DATE**

Jim Rogers, Senior Volunteer Programs Advisory Council Chairperson

PRINTED SIGNATURE AND TITLE

Senior Volunteer Program Administrator Signature

DATE

Margaret Lucero, Senior Volunteer Program Administrator

PRINTED SIGNATURE AND TITLE

PREFACE AND INTRODUCTION

RSVP Mission Statement:

Our mission is to encourage Otero County residents age 55 and older to use their time, talents and life long experience to improve their community's critical needs. The services provided by RSVP Volunteers are in seven program emphasis areas: Health and Nutrition, Human Needs Services, Education, Environment, Public Safety, Community and Economic Development and Faith Based Services. The Senior Volunteer Program Office Staff will provide the training, encouragement and support that Senior Volunteers need to carry out their volunteer duties and achieve their own personal goals. The Senior Volunteer Program Office Staff will endeavor to impress upon our volunteers the community's appreciation for their significant positive impact in improving the way of life in our community. A primary part of our mission is to educate our community on the valuable services that our Retired and Senior Volunteer Programs (RSVP) provide in our community; and to provide our volunteers with the recognition they so richly deserve.

FGP Mission Statement:

Our mission is to encourage Otero County residents age 60 and older to serve as **Foster Grandparent Volunteers** as tutors and mentors for special needs students. **Foster Grandparent Program Volunteers** will develop a supportive intergenerational relationship that will enable these students to achieve their educational and personal goals. The Senior Volunteer Program Office Staff will provide the training, encouragement and support that our Foster Grandparent Program Volunteers need in order to carry out their program duties and to achieve their own personal goals. The strength of our Community and of our Senior Volunteer Programs is our Volunteer's involvement, love and care for their community. The Senior Volunteer Program Office Staff will endeavor to impress upon our volunteers the community's appreciation for their significant positive impact in improving the way of life in our community. A primary part of our mission is to educate our community on the valuable services that our Retired and Senior Volunteer Programs (RSVP) provide in our community; and to provide our volunteers with the recognition they so richly deserve.

SCP Mission Statement:

Our mission is to encourage Otero County residents age 60 and older to serve as **Senior Companion Volunteers** for the homebound frail elderly and frail senior residents in Nursing Homes. **Senior Companion Program Volunteers** will work with homebound clients to enable them to maintain their independence in their own homes longer and to assist Nursing Home Residents with their program activities. The Senior Volunteer Program Office Staff will provide the training, encouragement and support that our Foster Grandparent Program Volunteers need in order to carry out their program duties and to achieve their own personal goals. The strength of our Community and of our Senior Volunteer Programs is our Volunteer's involvement, love and care for their community. The Senior Volunteer Program Office Staff will endeavor to impress upon our volunteers the community's appreciation for their significant positive impact in improving the way of life in our community. A primary part of our mission is to educate our community on the valuable services that our Retired and Senior Volunteer Programs (RSVP) provide in our community; and to provide our volunteers with the recognition they so richly deserve.

Purpose:

The Retired and Senior Volunteer Program (RSVP) provides Otero County Residents an opportunity to improve their communities through volunteer service. Program Volunteers fifty-five and older contribute their life long skills, talents and experience to improve the critical needs of their communities.

The Foster Grandparent Program (FGP) and the Senior Companion Program (SCP) provide eligible Otero County residents an opportunity to improve their communities. FGP and SCP Volunteers sixty and older contribute their skills, talents and experience to improve the critical needs of their communities.

Equal Opportunity and Affirmative Action:

Persons may not be denied eligibility to become Volunteers based on formal education, employment experience, citizenship, race, creed, color, age (except as provided by law), national origin, sex, handicap or political affiliation.

Advisory Council:

The Retired and Senior Volunteer Programs are required to have an Advisory Council that is composed in accordance with federal and the City of Alamogordo Ordinance. Advisory Council Members are representatives of the community, local businesses, the volunteers, the volunteer stations and the sponsoring agency. Its purpose is to provide support for the programs.

Program Policies and Procedures Handbook:

This Handbook of Policies and Procedures is created to govern the practices of Senior Volunteers and Program Office Staff. Program Sponsor and Program Office Staff are required to follow the “Federal Regulations, published in Title 45, Chapter XXV, section 2552, of the Code of Federal Regulations (CFR),” and “The Corporation for National Service Operations Handbook,” in the management and operation of all Volunteer Programs.

This Handbook is subject to change as needed to meet program requirements with the approval of The SVPAC.

This Handbook should be reviewed each year at the same time the Program Evaluations (of each Work Site) are done.

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VOLUNTEER AND STAFF RESPONSIBILITIES

- I. Volunteers and Program Staff are required to follow and abide by all policies and procedures in the Program Policies and Procedures Handbook. Program Staff is also required to follow and abide by the City of Alamogordo Personnel Manual as a condition of their employment.

- II. Failure to follow and abide by all policies and procedures, Volunteers and Program Staff will be subject to disciplinary action.

- III. Program Staff are responsible for Program Vehicles and the welfare of Volunteers during program activities and program functions.

PROCEDURES FOR ACCEPTING PROGRAM DONATIONS

- I. Program Office Staff will accept donations.
- II. When Program Staff are accepting donations they will ask the donor if the donation is for the RSVP Fund or FGP/SCP Fund. Donor may wish to designate donation; if so, put for which Fund it is designated.
- III. If the donor is donating with a check, ask donor to make the check payable to the City of Alamogordo/RSVP and/or City of Alamogordo/FGP/SCP.
- IV. Endorsed (signed checks made out to donor) checks will not be accepted.
- V. Program Office Staff accepting donations are required to fill out a receipt from the Donation Receipt book for all cash or check donations. Write designation of donation in the receipt book. Give the donor the white receipt copy and attach the pink receipt to the donation.
- VI. Program Office Staff will put receipt and donation together, and then give both to the Petty Cash Custodian/RSVP Coordinator, who will then place the donation in the locked safe box.
- VII. Program Office Staff will notify Program Director of donation. The Petty Cash Custodian/RSVP Coordinator will be required to make copies of the donation and the deposit cashier form before making deposit.
- VIII. The appropriate Program Office Staff of which program received the donation will see that an acknowledgement is sent to the donor.

PROCEDURES FOR RSVP DONATION FUND AND DISBURSEMENTS

- I. Senior Volunteer Programs Advisory Council (SVPAC) will vote on the expenditures of the RSVP Donation Fund.

- II. The RSVP Donation Fund will be used to assist RSVP volunteers with travel and other necessary items that are not part of the program annual budget such as:
 - A. Assist senior volunteers for travel and lodging for program related events such as:
 1. New Mexico Aging and Long Term Conference
 2. National Conference on Volunteering & Service
 3. Senior Olympics
 4. Supplement registration fees and lodging for conferences

 - B. Supplement annual program budget as deemed necessary by the SVPAC.

 - C. Purchases designated by donor.

- III. The SVPAC and Program Staff may make recommendations for expenditures of this fund.

- IV. Donations will be accepted and monitored by Program Office Staff, City Staff and SVPAC Members, donations will be monitored by Director Reports at SVPAC meetings.

PROCEDURES FOR FGP/SCP DONATION FUND AND DISBURSEMENTS

- I. Only FGP/SCP Program Volunteers will vote on the expenditures of the FGP/SCP Donation Fund.

- II. The FGP/SCP Donation Fund will be used to assist FGP/SCP Volunteers with travel and other necessary items that are not part of the program annual budget such as:
 1. Assist Volunteers with travel and lodging for program related events such as:
 - A. New Mexico Aging and Long Term Conference
 - B. National Conference on Volunteering & Service
 - C. Senior Olympics
 - D. Supplement registration fees and lodging for conferences

 2. Supplement annual program budget as deemed necessary by FGP/SCP Volunteers.

 3. Purchases designated by donor.

 4. The FGP/SCP Volunteers and Program Staff may make recommendations for expenditures of this fund.

 5. Donations will be accepted and monitored by Program Staff, City Staff and FGP/SCP Program Volunteers, donations will be monitored by Director Reports at FGP/SCP meetings.

FGP/SCP MEAL POLICIES AND PROCEDURES

- I. Meals reimbursed will be based on the local Senior Center donation rate; meal reimbursement rate will change as the Alamo Senior Center donation rate changes.
- II. Volunteers will be reimbursed for meals within the limits of program available funds. For effective budget management, the volunteer will receive reimbursement for at least 4 meals per pay period. This limit may be adjusted at the discretion of the program director. All valid unpaid meal claims may be paid at any time as funds are available and at the discretion of the program director.
- III. If funds are exhausted for meals and no other funds are available, Volunteers and Volunteer Worksites will be notified.
- IV. Reimbursement for meal claims are authorized for volunteers performing service for at least 4 consecutive hours each service day that extends into the standard eating hours of workstation/worksite and/or at the discretion of the FGP/SCP Coordinator.
- V. All reimbursement checks will be processed by the City Finance Office to the volunteer's mailing address.
- VI. Volunteer Program FGP/SCP Coordinator will ensure volunteer's eligibility for reimbursement.

RSVP/FGP/SCP MILEAGE POLICIES AND PROCEDURES

- I. RSVP/FGP/SCP Volunteers who drive their own vehicle will receive mileage assistance for the following, if they desire, and if requested by the Volunteer:
 - A. Orientation
 - B. Training
 - C. Recognition Events
 - D. To and from Work Site
 - E. Any other events determined by the Program Director

- II. The amount of reimbursement made to RSVP/FGP/SCP Volunteers is determined by the availability of funds and project policy set by the SVPAC.

- III. If funds are exhausted in the mileage line item and no other funds are available, Volunteers and Volunteer Work Sites will be notified.

- IV. Mileage reimbursement will be based on a cost per mile rate set by the SVPAC.

- V. Mileage reimbursement sheets for RSVP only must have a minimum of \$10.00 before submitting the form to RSVP office. (City Finance office is requiring this minimum.)

- VI. RSVP Yellow Time Sheets with request for mileage reimbursements will be turned in to the Program Office Staff by the 5^h of the following month. Mileage reimbursement requests will be processed once a month.

- VII. RSVP Volunteers will be reimbursed \$.35 per mile not to exceed the maximum reimbursement of \$35.00 per month. This amount can change at any time due to current budget constraints and sufficient funds available at the time.

- VIII. RSVP/FGP/SCP volunteers will have their mileage calculated using computer based software such as 'Map quest'. The calculation will be made from their residence to the assigned specified workstation/worksites. Documents of these calculations will be provided to the volunteer and kept on record. The indicated distance to and from the workstation/worksites will be used to calculate total mileage for reimbursement based on trips made according to service hours on submitted timesheets.
- IX. RSVP/FGP/SCP volunteers, who do not own cars or may prefer not to drive, can be reimbursed for all modes of public transportation. This type of reimbursement is based on a voucher/receipt system. RSVP volunteers certify their actual public transportation costs related to getting to their place of assignment and returning home. Attendance is certified by the volunteer work station. This reimbursement is held to the guidelines set forth above in item VIII.
- X. In closing out a fiscal year (July - June), if it is found that the mileage line item will have excess funds, those funds will be distributed in the following manner:
- a. In the final reimbursement check of the fiscal year, an equal percentage of excess funds will go to those volunteers with final/June mileage claims that exceed the maximum monthly allowed; until all funds have been exhausted.
- XI. Any additional mileage claims must be submitted to the Program Coordinator for validation using the computer based software. Reimbursement for claims outside of program work such as special training requirements must be annotated by location address only on the timesheet and subject to approval by the program director.
- XII. FGP/SCP Volunteers will be reimbursed \$.35 per mile for approved travel claims. For effective budget management, the volunteer will receive reimbursement for at least \$35.00 per pay period. This limit may be adjusted at the discretion of the program director. All valid unpaid travel claims may be paid at any time as funds are available and at the discretion of the program director.

- XI. RSVP/FGP/SCP Coordinator's will ensure volunteer's eligibility for reimbursement.

RSVP ESCORT DRIVING POLICIES AND PROCEDURES

- I. The RSVP Office no longer arranges Volunteer Escort Services.
- II. All escort driving is arranged by the Alamo Senior Center for ASC registered seniors.
- III. All RSVP Volunteer driver's names will be forwarded to the Alamo Senior Center.
- IV. Volunteers will be given waiver forms for the ASC registered senior to sign when transporting to the doctor, on errands, etc. A waiver form must be signed by the Volunteer and the ASC registered senior, and a copy of the form and a copy of the RSVP Driving Policies and Procedures given to the senior. One form per senior needs only to be updated as necessary.
- V. Per our insurance policies, RSVP volunteer drivers must drive their own vehicle and not the senior's vehicle.

SCP DRIVING POLICIES AND PROCEDURES

- I. All Senior Companion drivers will be given waiver forms for their clients to sign if the Senior Companion transports the client to the doctor, on errands, etc.

- II. A waiver form must be signed by the Senior Companion and the client, and a copy of the form and a copy of the SCP Driving Policies and Procedures given to the client. One form per client needs only to be updated as necessary.

- III. When the Senior Companion is transporting the client while on assignment and notices that he/she is seriously ill, the Companion must call 911, immediately and wait until relieved by a proper authority. The Senior Companion must report the incident to the program director as soon as possible.

- ~~IV.~~ Per our insurance policies, Senior Companion drivers must drive their own vehicle and not the client's vehicle.

RSVP/SCP CLIENT WAIVER FORM

I agree to abide by all policies of the RSVP/SCP Programs regarding Companions/Volunteers that assist Clients with transportation. I agree that failure to do so may result in my disqualification for further assistance from the RSVP/SCP Program.

I hereby release the SCP/RSVP Volunteer, the RSVP Program and the City of Alamogordo, their agents, employees and volunteers from all actions, causes of action, damages, claims or demands which I, my heirs, executors, administrator or assigns may have against the SCP/RSVP Volunteer, the RSVP Program and the City of Alamogordo, their agents, employees and volunteers which

PRINTED NAME OF CLIENT

has or may incur by participating in the above named programs. I understand that there may be some risk involved in participating in these programs, and I agree to assume those risks.

I HAVE READ THIS RELEASE AND UNDERSTAND ALL OF ITS TERMS. I EXECUTE IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE.

CLIENT'S SIGNATURE DATE

VOLUNTEER'S PRINTED NAME

VOLUNTEER'S SIGNATURE DATE

FGP/SCP POLICIES AND PROCEDURES FOR SCHOOL HOLIDAYS, TEACHER TRAINING, ETC.

I. Annual and Sick Leave

- FGP/SCP Volunteers will be able to accrue annual and sick leave; volunteers will be able to take their annual and sick leave when desired.
- FGP/SCP Volunteers are required to take all of their annual and sick leave within the budget year. Volunteer will not be allowed to carry-over any annual or sick leave into next budget year.

II. Holidays and School Breaks

- FGP/SCP Volunteers will be able to receive the same Holiday/Break taken by Volunteer Program Office and the City of Alamogordo.
- All established Holidays recognized by the City of Alamogordo will be observed.

III. Funeral Allowance

- FGP/SCP Volunteers are allowed three (3) days of paid leave for the death of their assigned client and/or the Volunteers' immediate family.

IV. Clients for SCP

- If the Volunteer goes to a client's home at the appointed time and the client is not there, the Volunteer will be paid for that day as a regular day. If this action continues with a client, the FGP/SCP Coordinator will do a site visit and an assessment of the client to evaluate continued service.

V. Other Days

- In cases where a decision is required on days that are in question, the Program Director and FGP/SCP Coordinator will make a decision on whether a volunteer can get paid or not. The FGP/SCP Coordinator will notify the volunteer of the outcome.

- VI. All FGP/SCP Volunteers will receive Orientation and Training on all of the above. If a Volunteer has a question on any of the above, it is the responsibility of the Volunteer to notify the FGP/SCP Coordinator for explanation.

- VII. All FGP/SCP Volunteers are required to attend an average of 4 hours of training monthly. Volunteers are expected to arrive on time and stay at training for 4 hours. All Volunteers who miss three consecutive sessions or are continually late for training sessions without a valid excuse such as health, doctor's appt. etc., may be subject to disciplinary action up to and including dismissal from the Volunteer Programs.

- VIII. FGP/SCP Volunteers are not considered full or part-time employees of the sponsorship. They are, by federal definition, Volunteers.

- IX. FGP/SCP Volunteers are required to abide by worksite requirements; confidentiality is important.

FGP/SCP PROGRAM VOLUNTEER RESPONSIBILITIES

- I. FGP/SCP Volunteers are required to work a minimum of 20 hours per week (physical condition permitting). It is the FGP/SCP Volunteer's responsibility to notify the FGP/SCP Coordinator if unable to work the minimum hours.

- II. FGP/SCP Volunteers. are eligible to work up to 40 hours per week. It is the Volunteer's responsibility to notify the FGP/SCP Coordinator before working up to 40 hours per week or for any changes in work schedule.

- III. It is the responsibility of each FGP/SCP Volunteer to undergo an annual physical examination. Volunteers must coordinate the scheduling of their physical with the FGP/SCP Coordinator. When an appointment of a physical has been scheduled it is the responsibility of the volunteer to meet that appointment or notify the FGP/SCP Coordinator.

- IV. Since eligibility for FGP/SCP Volunteer participation is dependent on income eligibility, Program Volunteers must recertify their income annually, or if there is a change in the volunteer's income at anytime it is the responsibility of the volunteer to notify the FGP/SCP Coordinator. All verifications will be accomplished and documented by the FGP/SCP Coordinator. In qualifying for the FGP/SCP stipend position, the Volunteer's total income will be documented and their total medical costs will be considered

in qualifying. FGP/SCP Coordinator will take all information and documentation and will do all paper work to qualify volunteers.

- V. If funds are exhausted and no other funds are available, Volunteers and Volunteer Work Sites will be notified of program suspension until other funds are available.
- VI. FGP/SCP Coordinator will be responsible for making sure that every Senior Volunteer receiving reimbursements is registered and has a file in the Program Office before the Volunteer starts to work. Every registration must be filled out properly and completely.
- VII. It is the responsibility of the FGP/SCP Volunteers to turn in their own time sheets to the Program Office on set dates.
- VIII. If the Volunteer has a question on any of the above, it is the responsibility of the Volunteer to notify the FGP/SCP Coordinator.
- IX. The Volunteers will accrue 2 hours of vacation and 2 hours of sick leave per pay period if they work at least 34 hours during that pay period. All annual leave and sick leave must be taken before the end of the current fiscal year, or the Volunteer will forfeit the time accrued. It will be the responsibility of the Volunteer to use the leave time before the end of the fiscal year.

POLICY AND GUIDELINES FOR RSVP/FGP/SCP PROGRAM VAN

- I. Requirements for Drivers
 - a. Must be a registered RSVP Volunteer.
 - b. Copy of Driver's License on file.
 - c. Police Background Check.

RSVP will provide the necessary training on driving the van. Volunteer driving the RSVP van will be required to check with Senior Programs Office Staff in order to check out the keys. The RSVP Coordinator will be required to make sure that all the above requirements are met. The RSVP van will be kept at the Senior Center parking lot.

II. Before starting the van

- a. Get the Check List inside the van and follow all procedures.
- b. Basic walk around the van.
- c. Check tires and check for any other damage to the van.
- d. In case of any problems with any of the above check list, volunteer must advise the Senior Programs Office Staff before moving or starting the van.

III. Upon entering and starting the van

- a. Shut off cell phones, do not use while driving
- b. Check all gauges and amount of gas
- c. Make sure seats are in upright position
- d. Check for cleanliness

IV. Van Form

1. Fill out the form with the following information
 - Starting mileage
 - Date
 - Driver's signature/initial

V. In Case of an Accident

- a. Check on the condition of passenger(s)
- b. Do not get out of the van unless it is safe
- c. Do not move the van
- d. Contact DPS or other law enforcement agencies; wait until Public Safety arrive

- e. Immediately contact Senior Programs Office Staff or have Public Safety contact the RSVP Office
- f. Do not admit or say anything until Public Safety arrive
- g. Do not move van until told by law enforcement or City Staff
- h. Office Staff will notify City Motor Pool employees
- i. Senior Programs Office Staff will fill out necessary accident reports with the assistance of the van driver.

VI. Returning Van

- a. Return van to Senior Center designated parking area
- b. Fill out necessary check list
 - Enter ending mileage
 - Walk around the van and look for any damage
 - Report any damage to the RSVP Office and Senior Programs Office Staff.
- c. Remove Keys and return to the RSVP Office Staff

RSVP/FGP/SCP/ BACKGROUND CHECK POLICIES AND PROCEDURES

- I. All candidates for the Foster Grandparent and Senior Companion Programs will be required to complete a Federal, State and Local (Department of Public Safety) background check unless substituted by an approved superior workstation protocol and documented in the MOU. These protocols must be identified on the approved waiver documentation from the National Corporation. All applicants will be checked against the National Sex Offenders Public Registry before enrollment for any adverse or disqualifying information.
- II. Retired and Senior Volunteers will be required to complete a local (Department of Public Safety) background check only when such check is required by the work station.

- III. Background checks will be on a one-time basis. Follow-up background checks will be completed only upon receipt of adverse information about or erratic behavior by a Volunteer.

SCP VOLUNTEER ASSIGNMENT POLICY

- I. Priority to Senior Companions assignments are to be given to those qualifying homebound clients in accordance with Sections 27 through 29 of the Corporation of the National and Community Service Senior Companion Handbook. Senior Companions are not to be paid for volunteer service in privatized profit generating institutions.
- II. Client assignments will be on a rotational system to maintain equality and fairness within the volunteer group. Clients will be matched to their companions based on any uniquely requested circumstances (i.e. proximity, gender, language, special ability or favored activity) otherwise the next volunteer in the rotation must accept the assignment.
- III. Any volunteer may elect to take a new assignment at any time ahead of rotation. However, no volunteer can be skipped for an assignment nor can any volunteer refuse an assignment more than 2 times with approved justification. Volunteer service in another program (i.e. RSVP, FGP) area may substitute for not accepting an assignment at the discretion of the SCP Coordinator.
- IV. To ensure a range of opportunities and assignment choices are always available to the Senior Companion, volunteers are to be limited to no more than 20 hours a week service in group home and assisted living work stations. In-service training at the work station is to be included as part of total time.
- V. As a general rule, Companions are not to be assigned to perform more than 6 hours of total service visitation to any 1 client in 1 week. The number of visits to any 1 client should be broken up throughout the week to offer the client greater fulfillment. However, the needs of the client as well as the companion will come first favoring facilitating the visits to homebound clients with scheduled activities such as shopping.

- VI. As a general rule, no more than 4 clients in any one location can be assigned to a companion for one on one visitation. At assisted living facilities and group homes, the work station supervisor may temporarily assign additional clients to a volunteer during group function to assist in the activity.

- VII. Deviations from this protocol based on extenuating circumstances must be submitted to the SCP Coordinator and subject to approval by the program director.

- VIII. This protocol is newly established and written based on the national guidelines of June 2008. To minimize adverse impact to our clients as well as on the volunteers, this policy will be fully implemented by July 2010.