



Volunteer Handbook



UServeUtah Senior Companion Program

Making Independence a Reality

Updated May 2025

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Dear Senior Companion Volunteer,

I am honored to welcome you to the UServeUtah Senior Companion Program! Thank you for deciding to give to your community through Senior Companion service. You will make a tremendous impact through the companionship or respite services you provide. Individuals who receive your companionship visits will have a better opportunity to live independently and age with dignity. Families that receive respite visits will have more time to take care of their needs outside of their daily caregiving responsibilities.

The over-65 age group is the fastest-growing segment of Utah's population. The majority of these older adults want to age in place, but health challenges and the risk of loneliness make it harder for them to live independently. A Senior Companion's friendly and helpful weekly or biweekly visit can make all the difference to an older adult who wants to remain living at home.

Many older adults are able to age in place thanks to the support of family caregivers, many of whom need a break themselves. As a Senior Companion, you can provide much-needed respite, giving caregivers the relief they need to rest, recharge, and continue supporting their loved ones.

While your service will make a difference in the lives of older adults and their families, we hope that you also find that your service benefits you. Research on the Senior Companion Program has shown positive health benefits for volunteers. We are hopeful that you will see those physical and mental health benefits as you serve.

This handbook outlines the policies and procedures of the Senior Companion Program to provide you with the information you need for a successful service experience. Please take time to review and understand the contents. If you have any questions, don't hesitate to reach out. Thank you again for choosing to serve. I look forward to working with you in the years ahead.



Laura Huefner

AmeriCorps Seniors Program Manager
UServeUtah

OVERVIEW

Senior Companions serve as friends and companions to older neighbors making sure they can live in their own homes for as long as possible. The Senior Companion Program (SCP) focuses on providing assistance and friendship to older adults who have difficulty with daily living tasks. By providing assistance in the home and individual support, AmeriCorps Seniors volunteers keep seniors independent longer and provide respite to family caregivers.

The purpose of the Senior Companion Program is to provide:

- Supportive services to older adults with physical, emotional, or mental health limitations to achieve and maintain their highest level of independent living;
- Volunteer service that addresses community needs;
- Respite to caregivers; and
- Opportunities for volunteers to feel fulfilled in their service and time commitment

Senior Companion volunteers receive the following benefits:

- Pre-service training;
- In-service training;
- A modest \$4.00/hour stipend to offset the cost of volunteering;
- Meal reimbursement;
- Supplemental insurance;
- Recognition events; and
- Mileage reimbursement.

AmeriCorps: Senior Companions are AmeriCorps Seniors volunteers. AmeriCorps is a federal agency that bridges divides by bringing people together: connecting individuals and organizations to help communities tackle their toughest challenges. Currently, more than 270,000 AmeriCorps members and volunteers serve at more than 2,000 organizations. AmeriCorps Seniors engages volunteers who are 55 or older in three different programs: the Senior Companion Program, the Foster Grandparent Program, and the RSVP Program.

UServeUtah: This Senior Companion program is administered by UServeUtah, which is Utah's Commission on Service and Volunteerism. UServeUtah administers AmeriCorps programs throughout the state and will manage the Senior Companion program in the following counties: Box Elder, Cache, Carbon, Emery, Grand, Juab, Millard, Piute, Rich, San Juan, Sanpete, Sevier, Summit, Tooele, and Wayne.

PROGRAM ELIGIBILITY

Eligibility requirements to serve as a Senior Companion include:

- Be age 55 years or older;
- Meet income eligibility requirement;
- Physically and mentally capable of serving ;
- Meet minimum hour requirement; and
- Pass a background check (National Service Criminal History Check).

This program is available to all, without discrimination on the basis of race, color, sex, sexual orientation, pregnancy, religion, age, national origin, genetic information, disability, military status, familial status, political affiliation, or any other characteristic protected by law.

Income Eligibility Requirements

The Senior Companion Program was primarily created to assist low-income seniors. To be enrolled and receive a stipend, a Senior Companion volunteer cannot have an annual income, from all sources, after deducting allowable medical expenses, that exceeds the income eligibility guideline. In accordance with the Serve America Act, the income eligibility level is 200% of the poverty guideline for volunteers. The Department of Health and Human Services sets the Poverty Guidelines and they are updated annually (Appendix A).

Eligibility is determined at the time of enrollment, and each May thereafter, using the Annual Eligibility Form. Once enrolled, a volunteer remains eligible to serve and to receive a stipend as long as their income does not exceed the prescribed AmeriCorps Seniors income guidelines by 20%. Volunteers should notify Senior Companion program staff of any changes in personal income as they occur.

Any misrepresentation of income will be cause for immediate dismissal from the Senior Companion Program.

Minimum Hour Requirement

By federal statute, a Senior Companion volunteer must serve a minimum of 260 hours a year, and can serve a maximum of 2,080 hours a year.

In the UServeUtah Senior Companion Program, volunteers are expected to serve a **minimum of 15 hours per week**. This commitment allows each Senior Companion to support multiple clients while making a meaningful impact in the community. Research shows that volunteers who serve more hours each week often report improved health and overall well-being.

Background Check (National Service Criminal History Check)

Before a Senior Companion volunteer begins service, the volunteer must undergo and pass a background check (National Service Criminal History Check).

The Serve America Act requires all participants to pass an FBI fingerprint background check, a state of residency and service check, and a National Sex Offender Public Registry (NSOPR) screening to serve as a Senior Companion. In the state of Utah, the state check is conducted in conjunction with the FBI fingerprint check through Utah's Bureau of Criminal Identification. Before enrollment, the participant must complete the State and FBI fingerprint and NSOPR search. These checks require a government-issued ID to be presented and the signing of consent forms in compliance with state and federal mandates.

To serve as a Senior Companion a person cannot be listed as a sex offender on the National Sex Offender Registry and their background check must be clear or show only minor offenses. Prospective volunteers who do have a criminal history may be allowed into the program after a review and approval from the Senior Companion program staff. No person will be allowed into the program if their background check reveals murder or a sex offense. Violent offenses will be evaluated on a case-by-case basis and may disqualify an individual from participating as a volunteer. If an individual will not submit to these background checks they cannot apply for or be accepted into the program.

Selection into the Senior Companion Program is contingent upon the review of the applicant's criminal history. Individuals who are not selected for the program based on the results of their background screening have the right to work with law enforcement and courts to clear their records and reapply for the Senior Companion Program. Individuals who complete a background check as part of the application process for the Senior Companion program must begin service within twelve (12) months. If service is not established within the twelve months, a new background check is required for continuation in the program.

If a volunteer has a break in service of more than 180 days, the individual must repeat the background check process according to the current AmeriCorps guidelines as a new Senior Companion.

Probationary Period

Senior Companions are accepted into the program on a probationary basis for the first three months. The probationary period is intended as a working test period to determine the suitability of each individual to serve as a Senior Companion. The UServeUtah AmeriCorps Seniors Program Manager or Coordinator may remove the Senior Companion from the program within the probationary period if they determine that the volunteer is unable or unwilling to perform the duties of the position.

BENEFITS AND TRAINING

Senior Companions receive a variety of benefits through serving with the AmeriCorps Seniors program. These benefits include:

- Modest hourly stipend;
- Mileage reimbursement;
- Meal reimbursements;
- Supplemental insurance;
- Paid leave;
- Paid holidays;
- Administrative leave;
- Pre-service training;
- In-service training; and
- Recognition

Modest Hourly Stipend

To offset the cost of volunteering, Senior Companions receive a monetary stipend of \$4.00 per hour for hours served as reported on a timesheet. The hourly stipend is an amount determined by Congress. The stipend is paid for time spent conducting companionship and respite visits, earned leave, UServeUtah holidays, and special activities such as training and volunteer recognition.

Volunteers are reimbursed for travel time **between** client assignments. Volunteers cannot count the time traveling from their own residence to a client's residence, and vice versa. Meals, if taken with a client as part of the volunteer's assignment, are included in the service schedule and therefore considered stipend time. A 15-minute break time between clients (not included in transportation time) is permissible for every 4 hours of volunteering per day.

Please note that Senior Companions are not employees of UServeUtah, the volunteer stations, AmeriCorps, or the federal government, and the hourly stipend is not a wage. By law, the stipend is not subject to tax, nor can it be counted as income for any government benefit such as Social Security, Supplemental Security Income, SNAP benefits, or public housing (Appendix B).

Mileage Reimbursement

A Senior Companion is reimbursed for transportation costs associated with duties of the program (i.e. travel from home to client's home, travel to volunteer training sites). A volunteer using their private vehicle for transportation is reimbursed at a rate of

\$0.46 per mile. The program has limited mileage available. Care will be taken when assigning clients and determining the Volunteer Assignment Plan. The reimbursement rate is subject to change based on the availability of funds.

Verification of a valid driver's license and current auto insurance occurs at the time of application. On the monthly timesheet, the volunteer receiving mileage reimbursement confirms that their car insurance and driver's license are valid.

Volunteers who do not incur travel expenses (i.e. who walk or bus to their assignments) may not receive mileage reimbursement.

The Senior Companion and client should make every effort to limit mileage. Trips should be limited to necessary errands, such as healthcare appointments, grocery shopping, and nutritional purposes such as congregate meals at the senior center or food bank visits. Special trips outside of this need to be approved by the Program Coordinator and included in the assignment plan. Shopping should be limited to once per week and should take place at stores closest to the client's home. The Program Coordinator will let the volunteer know the maximum number of miles that they can be reimbursed by the program. This will be provided when the volunteer begins service based on location and client needs. Should more mileage be needed, the Program Coordinator must approve it.

Meal Reimbursements

Senior Companions are eligible for a \$1.50 reimbursement for meals brought from home when volunteering during the lunch hour and serving at least two hours that day. Reimbursement is not provided for meals that are offered to the volunteer at no cost.

Supplemental Liability Insurance

Supplemental Personal Liability Insurance through Acrisure covers Senior Companions while they are performing Senior Companion service. This insurance is secondary to the volunteer's primary insurance.

Insurance coverage becomes effective at the time of formal program enrollment and applies while the volunteer is conducting program activities. Senior Companions will receive written information describing the insurance coverage provided by the program during their pre-service training (Appendix D).

Senior Companions must report accidents and injuries occurring during service hours to the program within 24 hours of the incident. The program will request information

including required documentation needed to submit a claim form. At the time of injury, Senior Companions must seek medical attention through providers who accept the volunteer's insurance. The supplemental policy will provide coverage **after** the primary insurance has been billed.

Injuries sustained during volunteer service should not be filed under a Workers' Compensation policy. Stations must not report these injuries as "work-related" or submit them to Workers' Compensation. Doing so may result in denial of coverage by both the primary and supplemental insurance providers, potentially leading to an arbitration process.

Paid Leave

Senior Companions are eligible to receive 0.1 hours of leave for each service hour and training hour accrued. The accrued leave may be used for any time the volunteer has a personal need, including sick or vacation leave.

Volunteers who serve 20 hours a week will receive 2 hours of leave every week. Leave will start accruing on July 1 of each year. Any leave not used by the following June will be accumulated and distributed to the individual with the June pay cycle. Upon termination or retirement, accrued leave will be paid to the individual if they leave the program in good standing.

Using Leave

If the volunteer is taking personal leave, the volunteer will notify the program and the client in advance. Please provide notice of leave one to two weeks in advance.

When the volunteer will not be able to attend a visit due to sickness, please provide as much notice as possible to the station and the client.

If the volunteer will be gone for an extended period, please notify UServeUtah AmeriCorps Seniors program staff.

Paid Holidays

The following holidays will be observed by the UServeUtah Senior Companion program:

- | | | |
|------------------------------|--------------------|--------------------------|
| • New Year's Day | • Juneteenth | • Veterans Day |
| • Martin Luther King Jr. Day | • Independence Day | • Thanksgiving Day |
| • President's Day | • Pioneer Day | • Day after Thanksgiving |
| • Memorial Day | • Labor Day | • Christmas Eve |
| | • Columbus Day | • Christmas Day |

Volunteers are eligible for holiday hours based on the number of hours that they serve each week. The following standard will be used:

- Volunteer serving 15-20 hours weekly: 4 holiday hours
- Volunteer serving 21-30 hours weekly: 6 holiday hours
- Volunteer serving 31-40 hours weekly: 8 holiday hours

Volunteers who are serving between 8-14 hours each week will receive 2 hours of holiday leave. Service less than 15 hours/week must be approved by the program coordinator.

If a volunteer serves their client on a paid holiday, they may add the hours they served in the volunteer column. They may still receive the hours for the holiday. UServeUtah staff will add holiday hours into the timesheet. **Volunteers DO NOT add the hours to the holiday column as they are based on the average hours served in the weeks of that month and will be added by UServeUtah staff.**

Please note volunteers should avoid bringing their clients to holiday celebrations at their own homes or participating in the client's holiday celebrations. This will maintain an appropriate boundary and allow the volunteer to rejuvenate during the holiday.

During the weeks of Thanksgiving and Christmas, volunteers are encouraged to visit clients on alternate days, as schedules allow. These visits can offer meaningful connection during what can be an especially lonely time of year for isolated individuals.

When a holiday falls on a Saturday, the preceding Friday is recognized as a holiday. If a holiday falls on a Sunday, the following Monday is recognized as the holiday.

Administrative Leave

Volunteers requesting administrative leave should include both the reason for the leave and the number of hours requested in the comment box of their timesheet (see Appendix I for examples). All administrative leave requests will be reviewed and approved by program staff. Senior Companion volunteers may be granted administrative leave for the following purposes:

Bereavement Leave: This is granted to a volunteer upon the death of a member of their immediate family. Approved bereavement leave entitles the volunteer to receive stipend payment for scheduled work time for a period not to exceed three (3) days. If additional time beyond this allowance is required, regular leave must be used. In the event of the death of another Senior Companion, client, or Senior Companion

supervisor, the volunteer may take up to four (4) hours with stipend payment, to attend the funeral or memorial service.

Inclement Weather: Administrative leave may be granted when weather conditions make travel hazardous for the volunteer. Permission and approval must be given by the Program Coordinator and/or station supervisors. The volunteer will receive stipend hours for the time they would have served.

Jury Duty: A leave of absence with a stipend payment for jury duty will be granted. When jury duty does not conflict, volunteers will be expected to report for scheduled assignments. A volunteer called to jury duty should notify the AmeriCorps Seniors program staff as soon as possible. The volunteer will receive stipend hours for the time they would have served.

Cancellation Policy Administrative Leave: If a client cancels a regularly scheduled Senior Companion visit less than 24 hours in advance, or if a client is unavailable when a Senior Companion arrives at a scheduled assignment, the Senior Companion may receive stipend payment for that visit. However, the Senior Companion's priority is to use this time to serve another client or to study training material. The cancellation may not be initiated by the Senior Companion.

If a client is unavailable for a limited time, a volunteer may count this time as a cancellation with prior approval from the Senior Companion Program Coordinator. This ensures their scheduled appointment time is maintained during their absence. The Senior Companion should try to maintain contact with the client during the scheduled appointment time through either virtual video visits or phone calls.

On the timesheet under 'Client(s) OR request for administrative leave,' the Senior Companion must indicate that the client canceled or was not home. If a client cancels on short notice or is not home three times within one month, the Program Coordinator should reassess the appropriateness of the assignment.

Change of Assignment Administrative Leave: When a placement is terminated, the Senior Companion may receive stipend payment for services scheduled for that placement for up to five (5) placement days if the Program Coordinator does not assign a new placement within those five (5) days of normally scheduled service. These five (5) days of leave are not to exceed seven (7) consecutive calendar days. The Senior Companion must ensure that the Program Coordinator knows at the earliest possible time that the client is no longer available to receive service, including if the client passes away. This leave policy does not apply if the cancellation

of the assignment was due to the Senior Companion not being satisfactory in the assignment.

Leave of Absence without Pay: The volunteer must use all accrued leave before being granted a leave of absence without pay. Leave does not accrue during a period when a leave of absence without pay is granted.

A volunteer may be granted a leave of absence without pay of up to 180 days at the discretion of the Program Coordinator. If the leave exceeds 180 days, a new Criminal History Check must be completed.

Distribution of Direct Benefits upon Death

Should a death occur, a volunteer's earned stipend and accrued leave is paid out to the person designated by power of attorney.

Pre-Service Training

Senior Companion volunteers receive a minimum of 20 hours of pre-service training to be prepared for the assignment of providing companionship to older adults and respite to caregivers. This training provides the Senior Companion volunteers with the knowledge and abilities they need to get started in their service. Pre-service training will involve meeting with program staff, watching videos, reading relevant articles, and when possible, shadow visits of other Senior Companions.

Participation in pre-service training is mandatory before a volunteer can begin serving. Once the volunteer has successfully cleared the National Service Criminal History Check, they may begin earning a stipend for the hours spent in pre-service training. Volunteers must not perform any service hours prior to completing and passing the required background check.

In-Service Training

Senior Companion volunteers must participate in a minimum of 24 hours of paid in-service training annually. The training sessions focus on topics relevant to older adults in general or specific to service as a Senior Companion.

Attendance at in-service training sessions is mandatory for all Senior Companions. If you have a conflict, please discuss it with UServeUtah AmeriCorps Seniors program staff.

Recognition

A special aspect of serving in the Senior Companion Program is receiving recognition for the significant contributions made to older adults and families in the community. At least annually the program will host an event to celebrate the contributions of Senior Companion volunteers.

SENIOR COMPANION SERVICE ASSIGNMENT

Senior Companions will generally be assigned three to five adults with special needs in their local area, depending on the number of hours per week the volunteer serves. Senior Companions will be assigned to assist older adults who would benefit from companionship visits in their homes, or to caregivers needing respite.

A Letter of Agreement (LOA) and Volunteer Assignment Plan will be prepared by the Volunteer Station Coordinator and reviewed with the Senior Companion when a client is assigned. The Volunteer Assignment Plan will state the client's needs, the companion's assigned duties, and the desired outcome of the companion's assistance to the client.

All assignments must meet the following criteria:

- Assignments and activities must involve person-to-person supportive relationships with special-needs adults.
- Assignments may not include administrative support services to the volunteer station.
- Individuals served by Senior Companions will be adults, primarily older adults, who have one or more physical, emotional, or mental health limitations and need assistance to achieve and maintain their dignity and the highest level of independent living.

Teleservice

Occasionally a person-to-person visit is not practical; however, the client still desires to have contact with the Senior Companion. These circumstances may include a short-term stay at a hospital or rehabilitation facility, having an infectious disease, etc. Teleservice is appropriate only on a limited basis and must provide a meaningful service. Teleservice must be approved by the Senior Companion Program Coordinator and be documented on the Senior Companion's timesheet.

Appropriate Activities

Appropriate activities for a Senior Companion may include:

- Social/Recreational:
 - Providing companionship, talking, listening, cheering up;
 - Playing games/cards;
 - Listening to music;
 - Fostering client contact with family and friends;
 - Accompanying the client to a recreational or social event.

- Personal Care:
 - Limited assistance with feeding and grooming;
 - Limited assistance with walking, getting out of bed, getting to the bathroom;
 - Providing a reminder to take medication. The client must make their own decision to take the medicine. A Senior Companion will not give medication or fill pill boxes. Report immediately to the station coordinator if the client is unable to self-administer medication;
 - Accompanying client to a doctor or nurse for treatment;
 - Encouraging exercise, and taking walks with the client.
- Nutrition:
 - Preparing food, planning meals, doing light grocery shopping, labeling and organizing food.
 - Providing health or nutrition information when instructed. Encouraging the client to eat a regular, well-balanced diet with adequate fluids. Reviewing client observance of special diets (report problems to station coordinator).
 - Accompanying the client to a nutrition site.
- Home Management
 - Light shopping, errands. *Shopping should be limited to one day per week at the grocery store closest to the client's home. Please limit distances to stay within your monthly mileage allotment.*
 - Writing letters, reading, and filling out forms *(on a case-by-case basis, with client permission in Letter of Agreement)*;
 - Light housekeeping;
 - Light gardening.
- Information and Advocacy:
 - Providing information about community services;
 - Helping clients receive a needed service (food stamps, visiting nurse, SSI, Medicaid, Medicare, etc.);
 - Bringing unmet needs to the attention of Senior Companion program staff, the Volunteer Station Coordinator, or other appropriate persons.
- Respite Care:
 - Assisting homebound clients to temporarily relieve the caretaker burden.

Inappropriate Activities

Some examples of inappropriate activities for Senior Companions include:

- Professional Duties:
 - Activities usually performed by doctors, nurses, or other professionals, such as administering medications or cutting toenails;
 - Assistance with toileting, bathing, and lifting;
 - Custodial services normally provided by paid staff;
 - Giving medical or nutritional advice contrary to what medical personnel have recommended, or discouraging the client from following the directions given by medical personnel;
 - Lifting clients, wheelchairs, or heavy walkers;
 - Physically restraining a client;
- Financial Management:
 - Depositing cash in the bank;
 - Handling clients' money or financial transactions;
 - Accepting gifts or financial gratuities (tips) from a client or client representative;
 - Lending money or other items to a client; borrowing money or other items from a client or client representative.
- Housekeeping:
 - Major household repairs;
 - Window washing;
 - Major house cleaning;
 - Heavy household chores;
 - Snow shoveling, lawn mowing;
 - Changing sheets;
 - Large furniture moving;
 - Heavy lifting (e.g., heavy boxes, garbage cans).
- Transportation:
 - Using a client's car;
 - Transporting the client's family to any location;
 - Running errands or taking trips that serve the volunteer's personal needs rather than the client's;
 - Taking the client on multiple trips to different stores, or going for long drives.
- Meal Preparation:
 - Extensive meal preparation for the client or others;
 - Preparing food for persons other than the client served;
 - Cleaning up after guests.
- Additional Inappropriate Activities:
 - Any political activities, such as taking the client to the polls or lobbying;
 - Proselyting or participating in religious activities;

- Remaining in a client's home after services have been rendered;
- Bringing other visitors (e.g., children, friends, relatives, pets, etc.) to a client's home;
- Brief, casual contact with a large number of clients;
- Selling merchandise, food, or other items to or for a client;
- Soliciting services to or for a client;
- Smoking in a client's home, or while transporting a client;
- Drinking any alcoholic beverages in a client's home, or while transporting a client;
- Purchasing or providing access to alcoholic beverages;
- Purchasing or providing access to tobacco products for a client who is restricted from smoking or when deemed a hazard by family members;
- Discussing any personal details (names, families, treatment, opinions) of a client's life with anyone.

PROGRAM GUIDELINES FOR SENIOR COMPANIONS

Senior Companions must have the mental and physical capacity to perform companionship and respite visits. In addition, to participate in the Senior Companion Program the volunteer must be able to complete timesheets, avoid prohibited activities, and meet other program expectations and codes of conduct.

Timesheets

To collect a stipend payment, Senior Companions must submit a completed timesheet/mileage form at the beginning of the month for the month previous. Senior Companions will complete an electronic timesheet. This timesheet is recorded in IPT (the electronic timekeeping system). It must be signed electronically by the Senior Companion, the station supervisor, and a representative from UServeUtah.

- **Rounding hours:** Stipend, training and leave hours on timesheets must be rounded to the nearest quarter hour. (Example: 3 hours 5 minutes is recorded as 3.00. 3 hours 10 minutes is recorded as 3.25. 3 hours 20 minutes is recorded as 3.50. 3 hours 40 minutes is recorded as 3.75. 3 hours 55 minutes is recorded as 4.00).
- **Rounding mileage:** If your odometer displays tenths of a mile, mileage must be rounded to the nearest whole number. Round down if the reading is below .50 and round up if it is .50 or higher. (Examples: If your odometer reads 30,575.60, record 30,576 miles. If it reads 100,033.20, record 100,033 miles).
- **Service Time:** Senior Companions must put the total time served for each day. Their travel to their first client **does not** count as service time, **nor does travel from their final client back to their home.** Travel between clients who are visited successively on the same day does count as service time.
- **Corrections:** The Senior Companion Program reserves the right to make changes to timesheets for the correction of errors made by the volunteers. The volunteer will need to re-sign the electronic timesheet if any errors are corrected in IPT on their behalf. The program may also request the volunteer make the corrections in IPT themselves and the timesheet will be returned to the volunteer, then returned to UServeUtah staff.
- **Signatures:** All timesheets must be electronically signed by the Senior Companion and the station supervisor to be processed. The station signature will occur after the volunteer has submitted their timesheet.
- **Submission:** It is the Senior Companion's responsibility to submit their timesheet promptly in IPT. They should also be available to make corrections after submission when needed. Care should be taken by the volunteer when entering hours, meal reimbursements, and mileage to avoid unnecessary errors. Volunteers should check that volunteer service dates match the same dates listed on the mileage log.

Prohibited Activities

The Senior Companion Program is a federally funded program and as such has established prohibited activities. These include:

- **Political activities:** Volunteers are prohibited from engaging in partisan or nonpartisan political activities during stipend service hours. These include:
 - Any activity associated with a candidate, or contending faction or group, in an election;
 - Any activities to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any such election;
 - Any voter registration activity;
 - Any activity for the purpose of influencing the passage or defeat of legislation (e.g. lobbying, efforts to influence legislation).
- **Religious activities:** Volunteers are prohibited from engaging in any form of proselyting, religious instruction or personal worship during stipend service hours.
- **Non-displacement of employed workers:** Volunteers may not perform any service or duty or engage in activity that would otherwise be performed by an employed worker or which would supplant the hiring or result in the displacement of employed workers.
- **Compensation for service:** Volunteers cannot receive a fee for service from service recipients, their legal guardian, members of their family, or friends.

Expectations

The following expectations should be followed while the Senior Companion serves at the service site:

- Operate in a professional, businesslike, and courteous manner in all dealings with fellow volunteers, service recipients, and the public at large;
- Perform the duties as instructed by the Senior Companion staff and station coordinator;
- Pleasantly handle assignments;
- Please do not make personal phone calls while you are serving with a client;
- Provide the client with your care and attention;
- Drive with caution when transporting clients and when driving to and from assignments;
- Notify the client with as much advance notice as possible if unable to come that day.

The impressions formed of UServeUtah and the Senior Companion program may very likely result from the impressions formed of volunteers as individuals. We want to continue to give the community a positive impression, and volunteers are an important key to the enhancement of that image.

Confidentiality

- Senior Companions must not discuss any confidential information regarding the lives and situations of those they serve, except with UServeUtah AmeriCorps Seniors program staff or station staff.
- Senior Companions must not discuss the details of a client's personal information, location, diagnoses, or even the fact that they have a Senior Companion volunteer, with anyone other than the volunteer's Program Coordinator or Station Supervisor.
- It is very important to respect the confidentiality of clients that are allowing volunteers to help them with companionship or respite.

Dress Code

Senior Companions are expected to dress appropriately. Clean, neat, and comfortable attire is acceptable. Because you'll be working closely with others, please be mindful of strong scents such as perfume or cologne, and maintain good personal hygiene.

Resignation/Retirement Policy

Program staff encourage all participants to plan ahead for retirement from service, taking into account health and personal circumstances. When possible, please give your client and volunteer station advance notice to allow time for a smooth reassignment. A two-week notice is recommended to ensure proper communication and transition for everyone involved.

Contact with UServeUtah AmeriCorps Seniors Program Staff

Senior Companions should reach out to UServeUtah AmeriCorps Seniors program staff in the following situations:

- To report complaints or concerns;
- For help with issues related to schedules, stipend checks, leave, volunteer placements, or relationships with other Senior Companions;
- To discuss personal concerns that may affect service.

Annual Performance Review

At least once each grant year, a performance review will be conducted with each volunteer and UServeUtah AmeriCorps Seniors program staff. Senior Companion program staff and station staff will perform the review using the following guidelines:

- Quality of service;
- Ability and willingness to perform assigned duties;
- Punctuality and dependability;
- Interpersonal relationships with clients and client families.

The volunteer will be assisted in ways to improve if performance is unsatisfactory. If a volunteer continues to perform unsatisfactorily, one or more of the following actions will be taken:

- A plan for improvement of performance will be developed by the Program Coordinator, the Senior Companion, and the Volunteer Station Supervisor. The performance will be reviewed according to the plan.
- The Program Coordinator may dismiss the volunteer with notification of the right to a fair hearing.

DISCIPLINARY ACTIONS AND APPEAL PROCEDURES

UServeUtah wants Senior Companion volunteers to be successful. These guidelines will be used to determine if a Senior Companion volunteer can continue service if a problematic situation arises. The disciplinary action procedure and grievance procedure will be followed if needed.

Grounds for Dismissal

Senior Companions need to be aware of the grounds on which they would be dismissed from AmeriCorps Seniors service in the community. Specific reasons include the following:

- Consistent inefficiency, incompetence, or negligence in the performance of volunteer assignments.
- Unwillingness or failure to follow policies and procedures and federal guidelines.
- Unwillingness or failure to cooperate with Senior Companion program staff or station coordinator; uncooperative attitude which lowers discipline and morale; refusal to accept reasonable and proper assignment from authorized supervisor.
- Excessive absenteeism or tardiness.
- Found to be over the income eligibility level; failure to report a change in economic status after enrollment.
- Does not relate well to clients (for example: impatient, complains, fails to assist client, unpleasant disposition).
- Inability to carry out assigned duties because of poor health.
- Sleeping during service hours.
- Unwilling to attend required training sessions.
- A pattern of unsatisfactory placements or unwillingness to correct unsatisfactory performance.
- Release of confidential information.
- Any other action that is deemed unlawful or inappropriate, and discredits the program's service.

These additional causes will result in **immediate** dismissal from the Senior Companion Program:

- Hitting or hurting a client deliberately or through negligence;
- Misrepresentation or falsification of application for enrollment, timesheets, travel reimbursements, or other records;
- Unauthorized possession or use of drugs; bringing liquor or other intoxicants to the assignment site; serving in an intoxicated condition;
- Stealing or unauthorized possession of property belonging to others; destroying or damaging property of others;

- Use of abusive, profane, or threatening language toward a client, staff, volunteer, or others;
- Possession of firearms or other weapons while at the volunteer station or assignment site;
- Discussing confidential information about the assigned client;
- Any action for which the volunteer's name now appears on the National Sex Offender Public Registry.

Disciplinary Action Procedure

Depending on the nature of the offense, the following three step disciplinary action can be implemented:

1. Verbal warning,
2. Written warning, and
3. Discharge of duties or disenrollment

Appeal Procedure

Any person applying to be a Senior Companion or any current Senior Companion shall have the right to formally appeal the denial of participation in the program. There is a two-level appeal process for the UServeUtah Senior Companion Program:

Program Level: Upon notice of ineligibility for participation, a current or prospective volunteer may appeal directly to the Program Manager within ten (10) working days of receiving notice from a staff member. The Program Manager will review the appeal and will notify the individual in writing of their decision within ten (10) days of the receipt of the appeal. If the customer is not satisfied with the Program Manager's decision, they may appeal to the next level.

Division Level: If a volunteer chooses to appeal the program level decision, they must write a letter to the Executive Director of UServeUtah within ten (10) working days of receiving the notice of the decision. The Director/designee will investigate the circumstances of the decision and the reasons for the appeal. The Director/designee will make a written report outlining the decision and reasons for such within twenty (20) working days of receiving the appeal. The written decision will be provided to the volunteer.

CHANGE LOG

Date	Section	Change
12/27/2023	Benefits and Training	Updated the Holiday Hour policy - holiday hours received will be calculated based on hours served per week.
4/15/2024	Benefits and Training, Program Guidelines	Added that volunteers receive a 20 minute rest break in between clients if serving two clients in a day. Updated timesheets to reflect electronic timekeeping system.
7/22/2024	Appropriate / Inappropriate Activities	Update to inappropriate activities: no transporting client's family members and no restraining clients under any circumstance.
8/4/2024	Program Guidelines	Provided more detail on prohibited political activities per federal regulations.
5/23/2025	Benefits and Training: Senior Companion Service Assignment; Appendix	Updated break time from 20-minutes to 15-minutes; Clarified 7 calendar days allowed for change of assignment administrative leave; Clarified inappropriate activities; Added Confidentiality standalone section; Added Appendix M. Grievance Procedures

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Appendix A: AmeriCorps Seniors Income Guidelines

AmeriCorps Seniors Foster Grandparent Program and Senior Companion Program Supplemental 2025 Schedule of Income Eligibility Levels Effective January 24, 2025

SUMMARY: This notice revises the schedules of income eligibility levels for participation in the AmeriCorps Seniors Foster Grandparent Program (FGP) and the Senior Companion Program (SCP) of AmeriCorps, published at the AmeriCorps Seniors [Foster Grandparent](#) and [Senior Companion](#) grantee page in January 2025. The levels remain at 200% of poverty, effective January 24, 2025, to conform to the Edward M. Kennedy Serve America Act of 2009.

DATES: These guidelines are effective as of January 24, 2025 and remain in effect until the HHS Poverty Guidelines are revised for 2025.

FOR FURTHER INFORMATION CONTACT: AmeriCorps Seniors, Debra Truchon, Senior Program Officer, AmeriCorps Seniors, 250 E Street, SW, Washington, DC 20525, by telephone at (202) 606-5000, or via e-mail: AmeriCorpsSeniors@AmeriCorps.gov.

SUPPLEMENTARY INFORMATION: The revised schedule is based on the Poverty Guidelines issued by the Department of Health and Human Services (DHHS), published in the Federal Register. In accordance with the Serve America Act, the income eligibility level is 200% of the poverty guideline for volunteers enrolled on or after October 1, 2009.

In determining income eligibility, consideration should be given to the following, as set forth in 45 CFR 2551-2552 dated October 1, 1999, as amended per the Federal Register, Vol. 67, No. 188, Friday, September 27, 2002, Vol. 69, No. 72, Wednesday, April 14, 2004, Vol. 69, No. 75, Monday, April 19, 2004, Vol. 83, No. 241 Monday, December 17, 2018.

- Allowable medical expenses are annual out-of-pocket expenses for health insurance premiums, health care services, and medications provided to the applicant, enrollee, or spouse, which were not and will not be paid for by Medicare, Medicaid, other insurance, or by any other third party, and which do not exceed 50 percent of the applicable AmeriCorps Seniors income guideline.
- Annual income is counted for the past 12 months, for serving AmeriCorps Seniors volunteers, and is projected for the subsequent 12 months for applicants to become AmeriCorps Seniors volunteers.
- Annual income includes the applicant or enrollee's income and the applicant or enrollee's spouse's income, if the spouse lives in the same residence.
- Any person whose income is not more than 100 percent of the DHHS Poverty Guideline for her/his specific family unit shall be given special consideration for participation in the AmeriCorps Seniors Foster Grandparent and Senior Companion Programs.

Clarification regarding Food Stamps: For eligibility purposes, income does not include the value of food stamps provided under the Food Stamp Act of 1977, as amended.

2025 AmeriCorps Seniors FGP/SCP Income Eligibility Levels
[Based on 200 percent of DHHS poverty guidelines]

States	Family units of			
	One	Two	Three	Four
All, except Alaska & Hawaii....	\$31,300	\$42,300	\$53,300	\$64,300
Alaska.....	\$39,100	\$52,860	\$66,620	\$80,380
Hawaii.....	\$35,980	\$48,640	\$61,300	\$73,960

For family units with more than four members, add \$11,000 for each additional member in all States except Alaska and Hawaii, \$13,760 for Alaska, and \$12,660 for Hawaii.

The revised income eligibility levels presented here are calculated from the base DHHS Poverty Guidelines now in effect as follows:

2025 DHHS Poverty Guidelines for All States

States	Family units of:			
	One	Two	Three	Four
All, except Alaska & Hawaii....	\$15,650	\$21,150	\$26,650	\$32,150
Alaska.....	\$19,550	\$26,430	\$33,310	\$40,190
Hawaii.....	\$17,990	\$24,320	\$30,650	\$36,980

For family units with more than four members, add \$5,500 for each additional member in all States except Alaska and Hawaii, \$6,880 for Alaska, and \$6,330 for Hawaii.

Authority: These programs are authorized pursuant to 42 U.S.C. 5011 and 5013 of the Domestic Volunteer Service Act of 1973, as amended. The income eligibility levels are determined by the current guidelines published by DHHS pursuant to Sections 652 and 673(2) of the Omnibus Budget Reconciliation Act of 1981 which requires poverty guidelines to be adjusted for Consumer Price Index changes.

**ROBIN
CORINDO**

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Robin Corindo
Deputy Director, AmeriCorps Seniors

Date

Appendix B: Income Disregard Provisions



AmeriCorps

DATE: December 22, 2023

TO: Directors of AmeriCorps Seniors Projects and AmeriCorps VISTA Projects

FROM: Fernando Laguarda
General Counsel

SUBJECT: Income and Asset Disregard for Payments to Participants in AmeriCorps Seniors and AmeriCorps VISTA Programs

**FERNANDO
LAGUARDA**

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Date: 2023.12.22 14:11:00
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The Corporation for National and Community Service (which operates as AmeriCorps) offers payments – for example, stipends or allowances – to certain participants in its AmeriCorps Seniors and AmeriCorps VISTA programs under the Domestic Volunteer Service Act of 1973, as amended (DVSA). The DVSA provides that these payments are to be disregarded (that is, any payments made under this statutory provision are not to be included in the individual or family's income or asset calculation) when Federal, state, and local governmental entities determine whether people who serve through AmeriCorps Seniors and AmeriCorps VISTA are eligible for assistance and benefits. We have written this memorandum so that you can help ensure that our provisions are applied correctly.

Section 404 of the DVSA, 42 U.S.C. § 5044 (f) (1) and (2), addresses income and asset disregards. The provision applies to participants in both AmeriCorps VISTA and in the AmeriCorps Seniors programs, including VISTA members and Senior Companions, Foster Grandparents, and RSVP and Senior Demonstration Program volunteers. The relevant part of Section 404 provides as follows:

(f)(1) Notwithstanding any other provision of law except as may be provided expressly in limitation of this subsection, **payments to volunteers under this Act shall not in any way reduce or eliminate the level of, or eligibility for, assistance or services any such volunteers may be receiving under any governmental program**, except that this paragraph shall not apply in the case of such payments when the Director determines that the value of all such payments, adjusted to reflect the number of hours such volunteers are serving, is equivalent to or greater than the minimum wage then in effect under the Fair Labor Standards Act of 1938 (29 U.S.C. § 201 et seq.) or the minimum wage, under the laws of the State where such volunteers are serving, whichever is greater.

(f)(2) Notwithstanding any other provision of law, a person enrolled for full-time service as a volunteer under Title I of this Act who was otherwise entitled to receive assistance or services under any governmental program prior to such volunteer's enrollment shall not be denied such assistance or services because of such volunteer's failure or refusal to register for, seek, or accept employment or training during the period of such service.

Subsection (f)(1) says that income and asset disregard provisions do not apply if participants or volunteers get payments for their service that are equivalent to or greater than the applicable minimum wage. It is important for governmental entities to know that only AmeriCorps may



make this determination. To date, payments to participants and volunteers have not equaled or exceeded the greater of the Federal or state minimum wage. Therefore, income and asset disregard rules apply.

In addition, Section 418 of the DVSA, 42 U.S.C. § 5058, which applies only to AmeriCorps Seniors programs, provides that:

Notwithstanding any other provision of law, no payment for supportive services or reimbursement of out-of-pocket expenses made to persons serving pursuant to Title II of this Act shall be subject to any tax or charge or be treated as wages or compensation for the purposes of unemployment, temporary disability, retirement, public assistance, workers' compensation, or similar benefit payments, or minimum wage laws. This section shall become effective with respect to all payments made after the effective date of this Act [October 1, 1973].

In summary, sections 404 and 418 mean that:

- (1) When a government program is determining a person's eligibility for public assistance or services, or whether to reduce or eliminate benefits, it may not take into account payments (as either income or assets) the person received through service in either the AmeriCorps VISTA or AmeriCorps Seniors programs. Income earned from these payments (e.g., interest earned on payments that have been deposited into a bank account) is not subject to the statutory disregard provisions.
- (2) A government program may not deny assistance because a service participant fails or refuses to look for, or accept, employment or training. This includes welfare to work programs.
- (3) Payments to service participants and volunteers cannot be treated as wages or compensation for any government purposes.

Please share this memorandum with anyone who may have questions concerning this issue. In the event this memorandum does not resolve the issue, please contact AmeriCorps' Office of General Counsel:

AmeriCorps Seniors: Associate General Counsel Liz Appel
EAppel@americorps.gov

AmeriCorps VISTA: Associate General Counsel Wendy Bonilla
WBonilla@americorps.gov

Thank you.

Appendix C: Code of Conduct

Senior Companion and Foster Grandparent volunteers must conduct themselves with integrity and treat others with respect. Volunteers who fail to follow the necessary rules and regulations governing their conduct are not only penalizing themselves, but also are doing a disservice to all the other volunteers. The code of conduct is not intended to restrict or impose upon the privileges of anyone but is designed to ensure the rights and safety of all volunteers and to provide performance guidelines to assure equitable and businesslike behavior to efficiently serve in the proper role.

While serving, volunteers must:

- Follow all federal, state, and local laws.
- Participate in the activities outlined on the Volunteer Assignment Plan (see also appropriate and inappropriate activities).
- Show respect for clients, children, teachers, Volunteer Station supervisors, Volunteer Station staff and volunteers, other Senior Companion and Foster Grandparent volunteers, the UServeUtah AmeriCorps Seniors Staff, and any other individuals or groups with whom the volunteer may come in contact.
- Behave in a non-threatening manner. Threatening activity may include verbal threats, physical threats, or displaying weapons. Behaving in a threatening manner may be cause for dismissal.
- Possession of lethal weapons (including but not limited to handguns, shotguns and knives), or explosive materials on your person and/or within any property that may accompany you while performing volunteer service duties (i.e. purse, briefcase, automobile) while serving as an AmeriCorps Seniors volunteer (Foster Grandparents, Senior Companions), is prohibited. Even if an AmeriCorps Seniors volunteer is licensed to carry a concealed weapon, the AmeriCorps Seniors volunteer may not bring the weapon while volunteering for AmeriCorps Seniors. Possession of a lethal weapon while on duty may be cause for dismissal.
- In an effort to address potential health, safety and liability issues, Foster Grandparents and Senior Companions may not bring an animal with them for any shifts, meetings, trainings or any activity in which the stipend is paid. Requests for accommodation that fall under the Americans with Disabilities Act may be made to a AmeriCorps Seniors Volunteer Coordinator and will be evaluated on a case-by-case basis.
- Follow the directions provided by their Volunteer Station supervisor, except when it conflicts with Senior Companion or Foster Grandparent Program policies.
- Arrive to volunteer assignment in a timely fashion, and call if running more than 15 minutes late when possible.
- Keep appointments with the UServeUtah AmeriCorps Seniors program staff,

clients, and Volunteer Station supervisors, or give 24 hours of advance notice if canceling when possible.

- Stay in contact with the Volunteer Station supervisor and UServeUtah AmeriCorps Seniors program staff, and inform them of changes in address and phone number, and respond to their calls or letters within 24 hours whenever possible.
- Maintain confidentiality of client information at all times.
- Perform service while not under the influence of any drugs (excluding prescription and over-the-counter) or alcohol (see Appendix E).
- Refrain from participating in political activity or proselytizing while volunteering.
- Dress in a professional manner and maintain a professional appearance, appropriate for the activities scheduled during service hours.
- Refrain from discriminating against program staff, volunteers, Volunteer Station staff, or clients based on religion, race, sex, age, sexual orientation, disability or other legally protected status.
- Refrain from loaning funds to or soliciting funds from clients, family of clients, Volunteer Station staff, or program staff.
- Refrain from maligning or undermining UServeUtah, its programs or UServeUtah AmeriCorps Seniors, mission, values, personnel, partner agencies, or other volunteers.
- Any volunteers who are arrested, charged with a crime or named in a lawsuit are required to inform their UServeUtah AmeriCorps Seniors Staff of this event within 48 hours. The volunteer will be suspended from serving until an investigation can be conducted and the volunteer is either cleared of charges or the volunteer is dismissed.

Volunteers who do not comply with the codes of conduct listed above, as observed by the UServeUtah AmeriCorps Seniors program staff, Volunteer Station supervisor or staff, or other volunteers, may be subject to corrective action or dismissal from the program.

Appendix D: CIMA Supplemental Insurance Coverage



Coverage for good.®

Volunteers Insurance Service Association, Inc. (VIS®)

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Message To Volunteers

Each volunteer may be eligible for three kinds of insurance, dependent upon the coverage(s) purchased by the organization for which you volunteer. These policies provide coverage for you while participating in community service as a volunteer.

The insurance policy certificates are held by the organization for which you volunteer. This is not a substitute for any insurance you may now carry, and only applies while you are performing your assignment as a volunteer in the program .

It is highly appropriate that the satisfaction and appreciation you experience as a volunteer be supported by the comfort of knowing you have some help in the event of an accident.

This guide describes the insurance coverages provided you as a volunteer. The coverage becomes effective at the time of your formal enrollment in the volunteer program.

Complete information regarding the insurance coverages is available from the organization for which you volunteer. The insurance program is administered by The CIMA Companies, Inc.

All three plans described herein are offered to your organization. However, not all organizations elect to cover their volunteers under all plans. Please check to see which coverages your organization is providing for you.

This is a brief overview of policy provisions, benefits, and exclusions and limitations. Only the policy provides complete information and governs the terms of coverage provided. You may request a copy of the policy from The CIMA Companies, Inc.

SUMMARY OF COVERAGES

I. Accident Insurance

Excess Accident Medical Coverages

QBE Insurance Corporation is the underwriting company for the accident insurance.

This coverage will pay up to \$50,000 for covered medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. Benefits are payable for injuries which result directly from an accident, and independently of all other causes, while coverage is in effect. The insurance applies while the volunteer is traveling directly to and from, and while participating in, volunteer assignments. Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident, up to \$50,000.

Dental care is covered up to \$500 per tooth for accidental injury to sound, natural teeth and repair of dentures. Maximum benefit per accident is \$900.

This coverage also provides up to \$50 for repair or replacement of eyeglass frames and up to \$50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum total of payments under this coverage, including dental and eyeglass expenses, is \$50,000.

Benefits are payable for eligible expenses that are in excess of benefits paid to the volunteer by any other health care plan. In the event no other health insurance exists, benefits will be payable on a primary basis.

Additional eligible accident medical expenses are as follows:

In-patient Hospital Services: room and board; hospital miscellaneous charges including X-rays, lab work, physiotherapy, nursing services and ambulance service from the accident to the hospital.

Physician Services: surgery, use of surgical facilities, second opinions, anesthesia and its administration, in-hospital or office visits.

Out-patient Services: emergency room treatment, X-rays and laboratory tests, physiotherapy (acupuncture, microthermy, adjustment, manipulation, diathermy, massage therapy, heat treatment and ultrasonic treatment).

Medical Equipment, Services and Supplies: prescription drugs; rental of a wheelchair or other equipment necessary for the appropriate treatment of a covered person that has received prior approval by the insurance company.

Accidental Death and Dismemberment Coverage

In addition to the accident medical coverage, QBE will pay the following benefits for death or loss of limb or sight, occurring within one year after a covered accident, when the loss results directly from an accident, and independently of all other causes, while coverage is in effect.

- Loss of life (paid to beneficiary) - \$2,500
- Loss of both hands, feet or eyes, or any combination of two thereof (paid to volunteer) - \$2,500
- Loss of either foot or either hand, sight of one eye (paid to volunteer) - \$1,250
- Loss of thumb and index finger of same hand (paid to volunteer) - \$625

Only one amount, the largest to which the volunteer is entitled, is paid for all losses resulting from one accident.

Loss of hand or foot means complete Severance through or above the wrist or ankle joint. Loss of sight means the total, permanent loss of all vision in one eye which is irrecoverable by natural, surgical or artificial means. Loss of a thumb and index finger of the same hand means complete Severance through or above the metacarpophalangeal joints of the same hand (the joints between the fingers and the hand). Severance means the complete and permanent separation and dismemberment of the part from the body.

Coverage is effective on the first of the month following receipt and acceptance of the volunteer organization's completed application and premium payment. Termination of coverage is effective at the end of the policy term, unless renewal terms are offered and accepted by the policyholder. Volunteer coverage will continue as long as the volunteer remains eligible and the policy remains in force.

Exclusions and Limitations

These coverages are subject to exclusions and limitations detailed in the Policy. Coverage is provided only for treatment of injuries sustained by Covered Persons during Covered Activities, and excludes injuries resulting from suicide, commission of a felony or assault, riot, war, flying except as a fare-paying passenger, races or speed contests, any sickness or disease, intoxication, or treatment of existing injuries.

This plan provides Accident insurance only. It pays benefits for bodily injury. It does not provide benefits for sickness. This information is a brief description of important features of the Plan. It is not a contract. Terms and conditions of coverage are set forth on Policy Form Number BAM-03-1000.00 issued in the District of Columbia. This Group Policy is subject to the laws of the state in which it is issued. This program may not be available in all states, and the availability of this offer may change.

II. Volunteer Liability Insurance

Fortegra Specialty Insurance Company and Lloyd's of London are the underwriting companies for the volunteer liability insurance.

All registered volunteers (collectively) of an organization are provided with volunteer liability insurance at a limit of \$1,000,000 per occurrence subject to an annual aggregate per named organization. This policy provides protection for a personal injury or a property damage liability claim arising out of the performance of the registered volunteer's duties. This coverage is in excess of and non-contributing with any other valid or collectible insurance the volunteer may have.

Exclusions to Volunteer Liability Insurance

A complete listing of all the exclusions is detailed in the insurance policy. The following is representative of losses that are not covered under this plan:

- Injury or damage arising out of the use of an automobile, aircraft or watercraft (except non-owned watercraft);
- Errors or omissions in connection with the registered volunteer's professional services;
- Personal injury resulting from assault and battery committed by or at the direction of the registered volunteer;
- Property damage to property in the care, custody or control of the registered volunteer, and;
- Injury or damage by any person who is part of, or associated with, a work release or court-ordered program.
- Golf carts, lawn tractors, all-terrain and other recreational vehicles

Legal Defense Under Volunteer Liability Coverage

Under the volunteer liability insurance coverage, the insurer will defend *any covered suit* against the volunteer seeking damages on account of personal injury, bodily injury or property damage which exceeds any other valid or collectible insurance available to the volunteer.

III. Excess Automobile Liability Insurance Liability

Fortegra Specialty Insurance Company and Lloyd's of London are the underwriting companies for the excess automobile liability insurance.

This coverage protects the registered volunteer driver for bodily injury or property damage claims arising out of the volunteer's operation of his or her own vehicle during their volunteer assignment, not going to or from the assignment. Each accident limit of liability is subject to the limits outlined in Endorsement VIS219, and will not exceed \$500,000.

Exclusions to Excess Automobile Liability Insurance

A complete listing of all the exclusions is detailed in the insurance policy. The following is representative of losses that are not covered under this plan:

- Liability assumed by the registered volunteer driver under any contract or agreement;
- Any obligation for which the registered volunteer driver may be held liable under any workers' compensation or disability benefits law or under any similar law;

- Property damage to property owned or transported by the registered volunteer driver, or in their care, custody or control;
- Any obligation under any uninsured or underinsured motorist law, “no fault” law, basic reparation benefits law, any law requiring personal injury protection coverage, or any similar law; or
- Damage to the registered volunteer driver’s automobile.

Legal Defense Under Excess Automobile Liability Coverage

Under the Excess Automobile Liability Insurance coverage, the insurer has no obligation to defend unless and until it is determined that the insured must pay damages in excess of the retained limit. Should any automobile claim appear likely to exceed the retained limit, no loss expenses or legal expenses shall be incurred on the insurance company’s behalf without the company’s prior consent.

How To File an Accidental Bodily Injury Claim

If a volunteer incurs an accidental bodily injury during their volunteer assignment, you must fully complete a Proof of Loss Form (<https://www.cimaworld.com/wp-content/uploads/2020/08/universal-claim-form.pdf>) to register the claim. It is the responsibility of the organization to complete Part I and the volunteer will complete Part II. We do not require original documents, so please email or fax the form to: volunteers@cimaworld.com or 703.739.0761.

How To File a Volunteer Liability Claim or an Excess Automobile Liability Claim

If the sponsoring organization is advised by a volunteer of a liability claim, the organization is responsible for advising CIMA immediately. CIMA should be provided with written notice containing, all details of the claim – volunteer name, place and circumstances, including the names and contact information for witnesses and the injured. The information can be emailed to: volunteers@cimaworld.com.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

SEXUAL ABUSE AND SEXUAL MOLESTATION ENDORSEMENT

This endorsement modifies insurance provided under the following:

VOLUNTEERS INSURANCE SERVICE COMBINED EXCESS LIABILITY POLICY

We will investigate and defend any insured against allegations of sexual abuse or sexual molestation; provided that, our duty to investigate and defend shall end at such time as:

1. The insured pleads or is adjudged guilty in a criminal trial or proceeding of conduct which is the subject of such allegations;
2. The insured accepts liability or is adjudged liable in a civil trial or proceeding for damages arising out of conduct which is the subject of such allegations; or
3. The insured admits in any context to having engaged in conduct which is the subject of such allegations.

Exclusions:

The defense obligation provided by this endorsement shall not apply to:

- Allegations of criminal conduct committed by the insured, including any associated criminal investigation, indictment trial or other criminal process.
- Any actual, alleged or threatened physical abuse or sexual molestation or any combination of these, of any person if the first incident of such abuse or molestation to that person by the same, or allegedly the same insured or insureds occurred prior to the effective date of this endorsement.

Appendix E: Substance Abuse and Drug Free Service Policy

The UServeUtah AmeriCorps Seniors program is committed to providing a healthy, safe, and drug-free service environment for all volunteers. To promote this goal, volunteers must report to service fit for duty and be able to safely and effectively perform service functions. Substance abuse is a potential health, safety, and security problem.

Use or Possession of Drugs or Alcohol:

To ensure a safe, productive service environment and to protect all AmeriCorps Seniors volunteers and property, the unlawful use, manufacture, distribution, dispensing, or possession of a controlled substance is prohibited at any service site. The service site includes not only the physical facility of the program but all sites within the community where volunteers provide a service. Further, AmeriCorps Seniors volunteers are prohibited from serving while under the influence of any illicit substance.

Penalties may be imposed upon AmeriCorps Seniors volunteers for drug abuse violation occurring at the service site. Volunteers will be referred to the appropriate resource for available counseling, rehabilitation, or other assistance.

Circumstances under which a drug screening may be required:

In keeping with our commitment to provide a safe environment, drug and alcohol testing may be conducted within the guidelines established by this policy. Drug tests may be conducted under the following situations or conditions.

- Post Accident: When volunteers are involved in an at-fault, service related accident while on duty.
- Fitness for Duty: This test may be required if significant and observable changes in volunteer performance, appearance, behavior, speech etc., provide reasonable suspicion of the influence of drugs and or alcohol.

Program Responsibilities

The program will take immediate action upon learning of a violation of the drug-free service policy. After receiving notice of any drug statute conviction for a violation occurring during service, the program may take appropriate personnel action against such volunteers, potentially including termination.

Appendix F: Non-Harassment and Discrimination Prevention Policy

The UServeUtah AmeriCorps Seniors programs will maintain a service environment free from discrimination and harassment based on race, religion, national origin, color, sex, age, disability, sexual orientation, or protected activity or class. AmeriCorps is committed to treating all persons with dignity and respect.

Definitions:

- A. Discrimination is when individuals are treated less favorably or differently than others because of their membership in a protected class. This can occur when a person is denied the opportunity to participate in or benefit from the aid, benefit, or service by a public entity. Discrimination can also occur when done in reprisal for opposing discrimination or participating in the discrimination complaint process when such behavior has the purpose or effect of interfering with service performance or creating an intimidating, hostile, or offensive environment.
- B. Harassment is any unwelcome conduct that is based on any of the protected categories listed above. Harassment may include verbal or physical conduct relating to an individual's protected classification.

It is the expectation of this program that all relationships among persons at the service site or in-home assignment will be business-like and free of bias, prejudice, and harassment. Therefore, harassment of any kind by AmeriCorps Seniors volunteers or third persons will not be tolerated. This policy against harassment applies throughout our service environment, whether on site, on assignments off-site, at program social events, or otherwise.

Because of AmeriCorps' strong disapproval of offensive or inappropriate behavior, while serving, all AmeriCorps Seniors volunteers must avoid any action or conduct that could be viewed as harassment of any kind.

Reporting:

Any AmeriCorps Seniors volunteer who has a complaint of harassment about anyone including peers, program or site staff, or visitors, should immediately contact the AmeriCorps Seniors Program Coordinator or Manager.

All complaints will be promptly and thoroughly investigated by the UServeUtah AmeriCorps Seniors program. The program will take appropriate corrective action to remedy all violations of this policy, including disciplinary measures, and when appropriate, releasing an AmeriCorps Seniors volunteer from the program. Appropriate action will also be taken against violation of this policy by any non-

AmeriCorps Seniors volunteer.

Any AmeriCorps Seniors volunteer who believes they have been discriminated against in violation of any civil rights laws, regulations, or this policy, or have been subject to retaliation for opposing discrimination or participating in discrimination complaint proceedings (e.g., as a complainant or witness), may contact the AmeriCorps Equal Opportunity Program (EOP). The EOP may be reached at (202) 606-7503 or eo@cns.gov. The AmeriCorps Seniors volunteer must contact the EOP within 45 calendar days of an occurrence of discrimination or harassing conduct.

Appendix G: Elder Abuse Prevention and Reporting

Utah law (62A-3-305) mandates any person who has reason to believe that a vulnerable adult is being abused, neglected, or exploited must immediately notify Adult Protective Services or the nearest law enforcement office.

Causing harm or injury, attempting to cause harm or inappropriately using physical restraint, medication or isolation that could cause harm to a vulnerable adult is illegal and must be reported.

It is your responsibility as a Senior Companion to report abuse if you suspect it.

Adult Protective Services Abuse/Neglect of Seniors and Adults with Disabilities

Hotline: 1-800-371-7897

Monday - Friday

8:00 am - 5:00 pm

What is elder abuse?

Elder abuse is a term referring to any knowing, intentional, or negligent act by a caregiver or any other person that causes harm or a serious risk of harm to a vulnerable adult.

- **Physical Abuse:** Inflicting physical pain or injury on a senior, e.g. slapping, bruising, or restraining by physical or chemical means.
- **Sexual Abuse:** Non-consensual sexual contact of any kind.
- **Neglect:** The failure by those responsible to provide food, shelter, health care, or protection for a vulnerable elder.
- **Exploitation:** The illegal taking, misuse, or concealment of funds, property, or assets of a senior for someone else's benefit.
- **Emotional Abuse:** Inflicting mental pain, anguish, or distress on an elder person through verbal or nonverbal acts, e.g. humiliating, intimidating, or threatening.
- **Abandonment:** Desertion of a vulnerable elder by anyone who has assumed the responsibility for care or custody of that person.
- **Self-neglect:** Characterized as the failure of a person to perform essential, self-care tasks when such failure threatens his/her own health or safety.

Remember, it is not your role to verify that abuse is occurring, only to alert others of your suspicions.

Appendix H: Senior Companion Program Timesheet Printed

Instructions: Volunteer, training, and leave hours on timesheets must be rounded to the nearest quarter hour.
(Ex: 3 hours 5 minutes is recorded as 3.00; 3 hours 10 minutes is recorded as 3.25; 3 hours 20 minutes is recorded as 3.50; 3 hour 40 minutes is recorded as 3.75. 3 hours 55 minutes is recorded as 4.00.)

Senior Companion Program Timesheet								
NAME: _____					COUNTY: _____			
	Date	Volunteer Hours	Training Hours	Leave Hours - check what is available on IPT	Holiday Hours - added by UServeUtah staff	Admin. Leave - added by UServeUtah staff	Client Name(s) and Communication	Meals Home (if during lunch and visit longer than 2 hours)
M								
T								
W								
Th								
F								
S/S								
M								
T								
W								
Th								
F								
S/S								
M								
T								
W								
Th								
F								
S/S								
M								
T								
W								
Th								
F								
S/S								
M								
T								
W								
Th								
F								
S/S								
M								
T								
W								
Th								
F								
Totals								

Volunteer Name: _____

Month: _____



The Odometer reading must reflect the starting and ending reading for the vehicle, not the total miles you drove.

Mileage reimbursed at \$0.46 per mile

[illegible]

IPT Quick Guide

Organization: **uservsr**

User Name: _____

Password: _____

Go to **www.runipt.com** to log in to your account. The organization ID is always **uservsr**.

Only use the emailed reset link to log in if you have forgotten your username or password.

The time you spend submitting your IPT timesheet counts as volunteer time.

All hours must be rounded to the nearest quarter hour.

For example:

Volunteer Time:	Record as:
3 hours 5 mins	3.00
3 hours 10 mins	3.25
3 hours 20 mins	3.50
3 hours 40 mins	3.75
3 hours 55 mins	4.00

Include your client names or initials in the "Client(s)" column.

NAME: Companion, Suzy MONTH: April 2024 COUNTY: TEST COUNTY								
April 2024	Date	Volunteer Hours	Training	Leave Time	Holiday Hours	Admin. Leave	Client(s) OR request for administrative leave.	Meals Home (if during lunch and visit longer than 2 hours)
M	1	4	☐	☐			Marlene (4 hours)	☐
T	2	5	☐	☐			Samantha C (2 hours), travel (.5), Barbara R (2 hours), timesheet (.5)	☐

Admin Leave:

When requesting administrative leave, **do not** enter time in the *Volunteer Hours*, *Training*, or *Leave Time* columns. Instead, enter the reason for the leave and the number of hours you would have served in the *Client(s) OR request for administrative leave* column. Program staff will review your request and enter the leave hours accordingly.

NAME: Companion, Suzy MONTH: April 2024 COUNTY: TEST COUNTY								
April 2024	Date	Volunteer Hours	Training	Leave Time	Holiday Hours	Admin. Leave	Client(s) OR request for administrative leave.	Meals Home (if during lunch and visit longer than 2 hours)
M	1	☐	☐	☐			Marlene canceled. Would have served 4 hours.	☐
T	2	☐	☐	☐			Program Coordinator called snow day. Would have served 4 hours.	☐

Holiday Hours:

We enter holiday hours for you. You must serve 8 hours per week or more to earn holiday hours.

Mileage Log

You must include the full address of a location the first time it is mentioned in your mileage log. This will ensure that your trip can be accurately recreated on a map if necessary.

First instance:	Start Location	Stop Locations	Total Mileage
	Home (132 N. 50 S., Blanding, UT)	Marlene Home (1540 S. Main, Blanding), Family Dollar, Blanding San Juan Clinic, Marlene Home	7
	Home	Marlene Home, Blanding San Juan Clinic, Marlene Home	5

Each trip you take to the same place(s) must have the same distance recorded with correct odometer readings.

Mileage Log					
Mileage reimbursed at \$0.46 per mile. Include the address of the start location, the names of the locations to which you travel (example: Richfield Walmart, Sevier Senior Center), and your ending address.					Office Use Only
Date	Starting Odometer	Ending Odometer	Start Location	Stop Locations	Total Mileage
4/1/2024	91000	91007	Home (132 N. 50 S., Blanding, UT)	Marlene Home (1540 S. Main, Blanding), Family Dollar, Blanding San Juan Clinic, Marlene Home	7
4/2/2024	91020	91027	Home	Marlene Home, Family Dollar, Blanding San Juan Clinic, Marlene Home	7

Save mileage and review column on right to ensure that recorded miles are correct.

Appendix J: Volunteer Assignment Plan Sample

Updated
11/2023

Senior Companion Volunteer Assignment Plan



Volunteer Name: _____ Date: _____

☐ Companionship Client ☐ Respite Client

Client: _____ Phone Number: _____

(Street Address)

(City)

(Zip Code)

Emergency Contact: _____

Emergency Contact
Phone: _____

Living Situation:

☐ Alone ☐ Relative
☐ Spouse ☐ Child
☐ Other: _____

Ambulation:

☐ Cane ☐ Wheelchair
☐ Walker ☐ Bedridden

Service Activities:

The following services are approved by the volunteer station and AmeriCorps Seniors SCP staff and will be performed by the AmeriCorps Seniors volunteer:

Social/Recreational

☐ Companionship
☐ Game/card playing
☐ Listening to music
☐ Fostering contact with family and friends
☐ Accompany to social event/Senior Center
☐ Other: _____

Personal Care

☐ Limited feeding and grooming assistance
☐ Assist to/from bathroom
☐ Medication Reminder
☐ Accompany to Doctor's appointments
☐ Go on walks together

Home Management

☐ Light shopping/errands
☐ Assist with paperwork
☐ Light housekeeping
☐ Light food preparation, plan meals

Respite

☐ Supervision for safety issues

Expected Outcomes:

How do you expect that the client and, in the case of respite care, caregivers will benefit for the AmeriCorps Seniors volunteer in SCP's activities? Will the client (or caregiver)...

☐ Feel less lonely and isolated? ☐ Be more socially engaged?
☐ Remain living in own home? ☐ Benefit from improved nutrition?
☐ Be able to carry out activities of daily living such as eating, dressing, using the bathroom?
☐ Will caregivers be able to go to work/attend to personal affairs?
☐ Other: _____

The Volunteer Station Supervisor for this assignment is: _____.

The AmeriCorps Seniors volunteer is requested to serve (Day/Time)

Sun: _____ Mon: _____ Tues: _____
Wed: _____ Thurs: _____ Fri: _____ Sat: _____

Signed: _____

Senior Companion Volunteer

Date

Station Representative

Date

UServeUtah Representative

Date

Appendix K: Senior Companion Volunteer Evaluation



Senior Companion Program Volunteer Evaluation



Volunteer Name: _____ Volunteer Station: _____

Evaluation Completion Date: _____ Years of service: _____

Purpose/Goal of Assessment: AmeriCorps requires that all Senior Companions receive a yearly evaluation. The information received through the evaluation process helps the program train volunteers and ensures the highest quality of service from our program to clients.

Performance Area	Exceptional Performance	Solid Performance	Needs Development	Dissatisfaction	Comments Please comment on how you feel this volunteer is doing
<i>Dependable and reliable, notifies client and staff of absences in advance</i>					
<i>Follows policies and procedures to ensure safety of self and clients</i>					
<i>Has a positive attitude and is cooperative with staff and clients</i>					
<i>Shows sensitivity and concern for clients</i>					
<i>Relates to clients in a positive and constructive way</i>					
<i>Handles difficult situations effectively and appropriately.</i>					
<i>Able to set boundaries in a courteous and tactful manner</i>					
<i>Respects client confidentiality</i>					
<i>Personal appearance is neat and appropriate</i>					
<i>Attends in-service meetings</i>					

How has being a volunteer impacted your life: _____

Favorite part of the program: _____

Goals for upcoming year: 1 _____

2 _____

Signature: Program/Volunteer Station Coordinator _____

Signature: Senior Companion Volunteer _____

Performance Rating Categories
E =Exceptional Performance: The volunteer's performance exceeds the objectives, expectations, or requirements. Services provided by the volunteer are above par in this area.
S =Solid Performance: The volunteer has met expectations and achieved expected results
N =Needs Development: The volunteer meets some but not all standards/criteria for the performance area. Volunteer requires more than normal guidance and supervision. Additional training may be needed for improvement.
D =Dissatisfaction: Volunteer has not met the standard in this area. The performance of the volunteer has not improved following training.

Appendix L: Companionship Activity Ideas



AmeriCorps
Seniors



UServeUtah
Utah Commission on Service & Volunteerism

Companionship Activity Ideas

Social- Emotional

- Assist in writing letters
- Write journal prompts & share
- Perform service projects at home (assemble kits, knit hats, blankets)
- Share recipes, journal entries, photos, and digitize them for posterity
- Play card games (nertz, golf, speed, trash, double solitaire, etc.)
- Explore photo albums & share stories
- Play board games at library for free

Sensory / Environment

- Engage in nature (walk, drive, smell flowers, watch clouds, etc.)
- Feed birds or ducks at the park
- Adult coloring pages, painting, origami, make holiday crafts/decor
- Play an instrument, even if you're rusty
- Scrapbook, collage, make vision boards
- Make birthday or holiday cards & make a trip to the post office
- Cut out coupons for next grocery trip

Physical

- Indoor or outdoor gardening (potted plants are welcome!)
- Stretch together, add music
- Help with chores or organizing spaces if appropriate & desired
- Chair exercises (Yoga, YouTube videos)
- Go for a walk inside the house or go for a walk outside (even just a block)
- Modeling clay or playdough
- Dance to favorite music
- Play balloon volleyball
- Set up at-home mini-golf or bowling

Intellectual

- Sudoku, crosswords, word search, puzzles when appropriate
- Listen to audiobooks or podcasts
- Take turns with trivia/riddles
- Creative writing - poetry, record your personal history, write a fictional story together, etc.
- Teach each other a skill
- Book club: read and discuss
- Read the newspaper
- Learn how to use a smartphone, tablet, etc.



Appendix M: Grievance Procedures

UServeUtah AmeriCorps Seniors Grievance Procedures

In accordance with 42 U.S.C. 12636 (<http://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap129-subchapl-divsnF-sec12636.pdf>) and 45 C.F.R. 2540.230 (<http://www.gpo.gov/fdsys/pkg/CFR-2008-title45-vol4/pdf/CFR-2008-title45-vol4-sec2540-230.pdf>), state and local applicants that receive assistance from AmeriCorps must establish and maintain a procedure for the filing and adjudication of grievances from participants, labor organizations, and other interested individuals concerning programs that receive assistance from AmeriCorps.

In general, aggrieved parties are encouraged to document their specific concerns and requested remedies in writing to the UServeUtah AmeriCorps Seniors Program Manager, whenever seeking relief in a matter of concern or dissatisfaction relating to any AmeriCorps Seniors program issue, such as assignments, evaluations, suspension, or release of cause.

For the Foster Grandparent and Senior Companion programs operating under UServeUtah the following grievance procedure should be followed when handling such grievances:

Step 1: Preliminary Complaint Resolution (PCR). As a preliminary first step, an aggrieved party should, if at all possible, address the concern directly with the AmeriCorps Seniors program through the Program Coordinator. Together, the appropriate program coordinator and the aggrieved party should first attempt to resolve the complaint through informal discussion and negotiation.

Timeline: Immediate (as soon as possible and ideally within 30 days of the occurrence to allow the issue to proceed, if necessary, to Alternative Dispute Resolution before the deadline for an aggrieved party to seek such resolution within 45 days of the alleged occurrence).

Step 2: Alternative Dispute Resolution (ADR). If resolution is not achieved through Step 1, the aggrieved party may then seek resolution through Alternative Dispute Resolution, which requires facilitated mediation and negotiation. ADR mediation proceedings must be aided by a neutral party, the UServeUtah AmeriCorps Seniors Program Manager who, with respect to an issue in controversy, functions specifically

to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution, and the proceedings are informal where the rules of evidence do not apply. At the initial session of dispute resolution proceedings, the aggrieved party must be advised in writing of the right to file a grievance and the right to arbitration. If the matter is resolved, the terms of the resolution are recorded in a written agreement, and the party agrees to forgo filing any further grievance on the matter under consideration. With the exception of a written agreement, the proceedings are confidential.

Timeline: ADR must be initiated within 45 days of the alleged occurrence. If matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the aggrieved party must be informed in writing of the right to file a formal grievance.

Step 3: Formal Grievance Filing and Hearing. If resolution is not possible through Step 2, and the matter is not resolved within 30 calendar days from the date that the Alternative Dispute Resolution process began, the neutral party must again inform the aggrieved party of their right to file a formal grievance. In the event an aggrieved party files a grievance, the neutral party from ADR may not participate in the formal complaint process. Therefore, UServeUtah's AmeriCorps Seniors Program Manager will appoint UServeUtah's Executive Director to oversee the grievance hearing process. In addition, no communication or proceedings of the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.

Timeline: Grievance must be filed no later than one year after the alleged occurrence (except for fraud and criminal activity). The grievance hearing must be conducted no later than 30 calendar days after the formal grievance filing. A decision is made no later than 60 calendar days after the filing.

Step 4: Binding Arbitration. The final step, Binding Arbitration, is available to the affected party only if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the initial grievance. A qualified arbitrator will be used who is jointly selected and independent of the interested parties. The executive leadership of the Utah Department of Cultural and Community Engagement will appoint an arbitrator if the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from either party. The cost of arbitration is divided evenly between the parties to the arbitration. If the participant, labor organization, or other interested individual prevails during arbitration, then UServeUtah AmeriCorps

Seniors pays the total cost of the proceeding and the attorney's fees of the prevailing party.

Timeline: A request for arbitration must be filed no later than 90 days after the hearing decision. If no hearing decision is made within 60 days of the filing of the initial grievance then a request for arbitration must be filed within 150 days of the filing of the initial grievance. An arbitration proceeding must be held no later than 45 calendar days after the arbitrator's appointment, or no later than 30 calendar days after the arbitration commences. A decision must be made by the arbitrator no later than 30 days after the arbitration commences.

Other Important Information:

- If the grievance is regarding a proposed volunteer placement, the placement is not to be made unless it is consistent with the resolution of the grievance.
- If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of AmeriCorps' Office of Inspector General. Visit www.americorpsoig.gov or call the OIG hotline at (800) 452-8210.
- Parties involved in a grievance are encouraged to work closely with UServeUtah's AmeriCorps Seniors program staff, including the AmeriCorps Seniors program coordinators, Program Manager, and Executive Director. A list of UServeUtah staff may be found at userve.utah.gov/connect.
- Grievance records will be confidentially maintained with UServeUtah.
- Retaliation against anyone filing or participating in a grievance is strictly prohibited.