

Volunteer Handbook

Waukesha County Main Office: 2607 N Grandview Blvd, 150, Waukesha, WI 53188

Milwaukee County Main Office: Eras Senior Network,
c/o YWCA, 1915 N Dr MLK Jr Drive, Milwaukee, WI 53212
(262) 549-3348 • (414) 488-6500 • Eras.org



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Letter from our Agency's Leadership

Dear Volunteer,

You have joined an organization that shares in your desire to care for seniors and adults with disabilities. Our success in achieving the goals of keeping seniors and adults independent longer is due to the many volunteers who share their time and talents with us. It is our hope that your volunteer experience will be a rewarding and enjoyable opportunity.

This handbook will outline policies, procedures, and other helpful types of information that you may refer to at any time. We encourage you to contact any of the staff at Eras if you have questions, or experience challenges in your volunteer assignments.

The trusting, caring relationships developed between volunteers and clients are the heart of our programs. We hope that you will have positive interactions and see first-hand that the clients, who rely on Eras to remain independent, and really have faith in *you*. Not only is your volunteer commitment providing savings to our community by helping individuals prematurely avoid nursing home placement, but you are assisting in creating a link to the community for individuals who are sometimes isolated and without other social contacts. Everyone benefits from your giving spirit!

Thank you again for your commitment to the community, and the needs of seniors and adults with disabilities through your interest in our programs. At any time, please feel free to contact Eras staff at the Waukesha Office: (262) 549-3348 or Milwaukee Office: (414) 488-6500 with questions or concerns.

Thank you!



Angela King
President, Board of Directors



Kathy Gale
Executive Director

Who is Eras?

Eras Senior Network, Inc. is a community-centered nonprofit organization serving Milwaukee County and Waukesha County. We lead two major programs – the Retired and Senior Volunteer Programs and Faith in Action - as well as initiatives to support family caregivers and to increase awareness-of frauds and scams targeting vulnerable populations.



Mission

The mission of Eras Senior Network, Inc. is to **engage** and **support** seniors, adults with disabilities, and family caregivers in leading meaningful lives.

Vision

Eras Senior Network is THE nonprofit leader in creating communities where seniors are fully embraced through collaborative partnerships, coordination of services, and intergenerational volunteer activities.



Core Values

Respect & Dignity

Demonstrate respect for all faith beliefs. Demonstrate respect for the dignity of all clients who are served through our programs.

Confidentiality

Maintain confidentiality of information related to clients, volunteers, employees and donors.

Transparency

Provide accurate, honest, and timely reporting to all funders and to the community.

Ethics & Accountability

Provide ethical and accountable leadership of both the Board of Directors and Staff.

Teamwork & Compassion

Work hard through teamwork to provide compassionate care and a welcoming environment to all those we serve.

Intergenerational Connection

Convene multiple generations in service, advocacy, and engagement.

Advocacy

Provide a voice for seniors to impact system-wide change. Serve seniors through a unified movement for change.

Eras Name and Logo

The name Eras Senior Network reflects that our organization is here for seniors in all *eras* of their lives. For some, they are in an era of needing support, while others are in an era of giving back to the community. Eras also stands for Engage. Relate. Advocate. Support.

Engage: Through the Retired and Senior Volunteer Program (RSVP) seniors are engaged in service activities through placement as volunteers in schools, nonprofit programs, and government agencies.

Relate: Eras coordinates efforts to make connections between the community and seniors which includes our Senior Sensitivity Training and partnerships to develop dementia-friendly communities.

Advocate: Eras is a leading voice for seniors, educating decision-makers and the community about needs such as caregiver support and transportation.

Support: Eras provides supportive services by screened and trained community volunteers to seniors and adults with disabilities living in Milwaukee County and Waukesha County at no charge to them.

The Eras Logo: Our logo symbolizes growth through different eras. Inside the outline of the matured tree, are rings to reflect the various eras it has lived through. Eras is here for seniors in all eras of their lives. The tree rings also mimic a fingerprint – reflecting that Eras provides personalized support to our community’s seniors through one-to-one services.



About This Handbook

The purpose of the handbook is to introduce you to the policies and procedures of volunteering with Eras. It is also to be used as a reference tool throughout your volunteer experience at Eras, organized by topic to help you easily find information you need. You are encouraged to contact our staff at any time if you have questions about the content of this handbook.

As a volunteer-based organization, we depend on you to represent us for the duration of your volunteer experience. We hope this handbook allows you to get acquainted with us and learn about our services and programs, as well as the impact your volunteer work will have on the community.

Volunteer Information

Here are some tips and information to ensure you have a positive volunteer experience.

Recognition

Eras recognizes and appreciates the dedication and hard work of all the volunteers. Every year Eras hosts volunteer recognition events to show appreciation to volunteers. We hope you can attend!



Insurance

Supplemental accident, personal liability, and excess automobile liability insurance covers you while you are performing your volunteer task. Eras carries insurance for hired and non-owned automobile coverage which covers bodily injury and property damage caused by a vehicle. Your insurance would be primary to the limits you carry, and Eras insurance would be secondary up to the limits we carry. In the event of an accident, notify Eras staff immediately. For more information please see the attached CIMA brochure.



Rights and Responsibilities

As a volunteer you have the *right* to:

- Be offered a suitable and meaningful volunteer assignment
- Be trained by staff or supervisor at volunteer site
- Work under professional supervision
- Be treated with respect and appreciation
- Learn about our agency's policies, programs, staff, and clients
- Change assignments or take on additional assignments
- Have regular contact with the office and staff

As a volunteer you have the *responsibility* to:

- Serve as scheduled and be on time (in case of illness or an emergency, call your supervisor as soon as possible)
- Submit completed volunteer hours or verify the volunteer station is reporting hours
- Tell your supervisor if there has been an accident while volunteering
- Adhere to all policies of the station, especially confidentiality
- Have automobile insurance, which must be on file with Eras
- Do not engage in prohibited activities

Our Volunteers

Anyone is welcome to apply to become an Eras Volunteer! Individuals, families, community groups, school groups, and businesses all play an important part in supporting our clients. We aim to provide a variety of volunteer opportunities whether you have time every day or once a year, and if you prefer to volunteer in a specific community or are available to be placed wherever there is a need. We also provide opportunities for youth to complete their community service academic requirements or requirements for faith communities.

Retired Senior and Volunteer Program (RSVP)

Eras is an AmeriCorps Seniors grantee and sponsors an RSVP program (Retired & Senior Volunteer Program). Adults 55 and older are eligible to serve their community as an RSVP volunteer, and are placed in the community to address pressing needs in Milwaukee County and Waukesha County.

What is RSVP?

The AmeriCorps Seniors RSVP program pairs thousands of Americans aged 55 and older with organizations making change in communities across the country.

AmeriCorps Seniors volunteers who serve in our RSVP program choose how, where, and when they want to serve, with commitments ranging from a few hours to 40 hours per week. AmeriCorps Seniors volunteers themselves report better health and longevity having served their community.



Eras is an AmeriCorps Senior grantee and receive funds through their RSVP program. Support also comes from the State of Wisconsin, and generous foundations, businesses, clubs, and individuals. We have a RSVP program in Milwaukee County and Waukesha County. Please see chart below which describes how you may engage as a volunteer in each county:

	RSVP of Waukesha County	RSVP of Milwaukee County
Focus Area	Education RSVP volunteers provide individual and small group tutoring in literacy and math.	Healthy Futures for Seniors RSVP volunteers provide transportation, food delivery, and companionship.
Outcome	Students demonstrate improved academic performance in literacy and/or math.	Number of individuals having increased social support and better able to manage their independent living needs.

Volunteer Active Status

You are considered an active volunteer as long as you continue to report hours. If you need time off for vacation, illness, or any other reason, please notify a staff member. Also, tell the supervisor at your volunteer site that you will be temporarily absent. You are not required to put in a certain number of hours or years. RSVP volunteers make their own choices, while keeping in mind the needs of the agencies they choose to assist.

When no hours are reported for six (6) months, you are considered to be inactive. Since there may be extenuating circumstances for not reporting hours, no one is removed from the volunteer list without being contacted to determine desire or ability to remain in the program. We are happy to reactivate you whenever you are ready to volunteer again.

Supporting Seniors through the Faith In Action Program

Volunteers are organized to provide neighborly services to assist seniors and adults with disabilities (in Waukesha County) in remaining independent in their homes. All services provided are **free of charge** with donations encouraged. Eras is able to provide these services at no charge due to our large, dedicated volunteer base, as well as support from fundraising events such as the Tapestry Event and Santa Run.

Our Clients

Clients are individuals who are:

- Residents of Milwaukee County and Waukesha County
- Seniors aged 60 and older
- Adults aged 18-59 with a disability (in Waukesha County)
 - Disabilities include both physical and mental disabilities
 - 13.5% of those served are diagnosed with mental illness
- Independently living
- Able to meet screening requirements, including criminal background check

"If I can depend on anyone, I can depend on Eras" –Betty, 85, Waukesha

Process of Becoming a Client

- Submit a request to become a client by calling and speaking with a staff member
- Go through eligibility screening, background check, and in-home assessment

"I just love 'em all there at Eras! If it weren't for them, I wouldn't be able to stay in my home. It really meant a lot when I got a birthday card on my 85th birthday signed 'your friends at Eras.' Thank you!"
–Geraldine, 85, Menomonee Falls

Working with Clients

As a representative of Eras, it is important to only complete the tasks assigned to you through Eras. To ensure a positive volunteer experience for you and other volunteer drivers, **do not make additional stops for the client you are transporting.** We also encourage you to not share your direct phone number with the clients. If they need to get a hold of you, they can let us know.

You are often our eyes and ears, so contact the Eras office immediately if:

- Any elder abuse or neglect is suspected
- There is a negative visible change in a client
- Any questions or problems arise with a client
- You are treated disrespectfully

"Yard cleanup (volunteers) came to my home on Sunday. They went over and beyond the line of duty! I'm so pleased. Thank you so very much."
–Jan, 83, Oak Creek

Transportation

Volunteers take clients on **basic needs rides**—to and from medical appointments, grocery stores, and food pantries. We receive **nearly 400 basic need ride requests** from clients per week. For individuals who are unable to drive, these rides can make a tremendous impact.



Volunteers can sign up for available rides through an online volunteer portal. After signing up, volunteer drivers should call the client by 12pm the day before an event to confirm details. If you are unable to call before noon the day before, please call two days in advance. All individuals over the age of 18 and present during rides, must be a registered volunteer. Children under the age of 10 are only allowed to accompany volunteers to events where the client is not present (Grocery Shopping FOR the Client).

Volunteer Opportunities

Driver: Give a client a ride to their medical appointment or other basic need errand based on your availability and location (*weekly or bi-weekly as needed*).

Grocery Shopper FOR the Client: Pick up a shopping list and money from our client and shop for their needed items. You might also pick up a box of goods from the food pantry (*weekly or bi-weekly as needed*).

Grocery Shopper WITH the Client: Help a senior shop through the grocery store. Bring the groceries in the house for them if needed (*weekly or bi-weekly as needed*).

Bus Buddy (available in Waukesha County): Teach seniors and individuals with disabilities how to ride the bus. No experience needed, training will be provided (as needed).

Caregiver Support

Staff and trained volunteers provide assessment and referral services to match our clients with the care they need.

Volunteer Opportunities

Friendly Visitor: Be a friend to a senior or an adult with a disability who is isolated and looking for someone to visit with (*weekly or bi-weekly*).

Friendly Phone Caller: Make weekly wellness calls to an isolated senior or adult with disability. Check to make sure they have access to basic needs and provide them with an opportunity to socialize with others. Complete a survey after every attempted call so Eras staff know what to follow up on (*weekly*).



Client Assessments: Assist Eras staff by helping to conduct an in-home assessment with a prospective Eras client. During the in-home visit, you would provide the client with resources given to you by Eras, explain how our program works, fill out a few forms with them, and help us determine how we can be of assistance to the client. Training provided (*as needed*).

For caregivers: Eras is dedicated to supporting caregivers by linking them to resources through The Caregiver Connection (found at thecaregiverconnection.org).

Safety and Security

Volunteers assist clients with minor home maintenance to keep them safe and independent in their homes.

Volunteer Opportunities

Seasonal Yard Clean Up Volunteer: Gather your family, friends, congregation and youth group and tackle a seasonal outdoor project for our clients. These are one-day events that last a few hours either in the fall or spring. Projects include: raking leaves, washing outdoor windows, cleaning first level gutters, setting out lawn furniture, etc. *(annually, but can be as little as one day).*

Lawn Mowing Volunteer: Get paired up with a client in need of general lawn maintenance and mow their lawn throughout the warm months *(weekly or bi-weekly as needed).*

Snow Removal Volunteer: Shovel the driveway of a client in your area each time it snows. Meal delivery services will not deliver to a driveway that is not shoveled, so you are very important and valuable to our clients after each snowfall.

Minor Home Repairs: Help a client with a minor home project such as replacing a light bulb, hanging a picture, painting a door, or assembling a small piece of furniture *(as needed).*

Forms, Letters, and Bills: Help a client with various paper projects such as going through mail, writing out checks, or filling out forms *(as needed).*

Additional Support

Holiday Giving Program: Low-income seniors and adults with disabilities in Milwaukee County and Waukesha County receive self-sufficiency gift packages, free of charge. All goods are donated by various community organizations and are distributed in December to the recipients.

Greeting Card Decorating Program: Volunteers of all ages decorate greeting cards for clients and senior volunteers. 6,000 birthday cards are sent each year.

Birthday Calls (available in Milwaukee County): Volunteers call clients at the beginning of their birthday month to wish them a Happy Birthday from Eras Senior Network.

Eras Outreach Program

This program emerged in 2015 as a way for experienced, long-term volunteers to recruit new volunteers by sharing personal stories.

Volunteers have represented Eras at outreach fairs, community presentations, holiday giving distribution parties, and senior sensitivity trainings.



Office Volunteers

Volunteers help in the office by serving as receptionists (answering phone calls, greeting visitors, and helping with office projects) or data entry volunteers (entering volunteer hours, scanning and attaching documents, entering new volunteer applications, etc.)

Volunteer Opportunities

Eras Outreach: Share your experiences and represent Eras at a community outreach fair or present a speech at a local business. Training provided.

Receptionist: Help out in the office! Answer phones and triage calls; greet visitors, and office projects.

Data Entry: Enter data into Eras' database system. Tasks may include, entering volunteer hours, scanning and attaching documents to contacts, entering new volunteer applications and more.

Client Matching: Help in the office by calling Eras volunteers to match with current client requests (*as needed*).



Special Event Volunteers

Volunteer for special events held throughout the year hosted by Eras or other community organizations. Eras' events may include client engagement events and fundraising events to support the mission of the agency.

Current Eras Events include:

- Tapestry Event
- Festival of Flowers
- Mum Sale
- Santa Run/Walk

Intergenerational Experiences (available in Waukesha County)

Seniors and students are brought together to share experiences, learn from each other, and have fun!

- Opportunities are available in the Waukesha, Menomonee Falls and Pewaukee school districts.
- Volunteers tutor students in reading and math, help out in classrooms, assist in library services, and more.
- Our **Readers Café** program, **Pen Pal** program, and the **Heritage Fairs** allow students and seniors to build relationships and learn from each other.



Volunteer Opportunities

Tutor/Reading Program: Work with students one on one or in a small group as a Tutor, Reading Buddy, or Readers Café Volunteer (*at least 45 minutes a week*).

Pen Pal: Exchange letters with your assigned pen pal from an elementary school once a month. Attend the Meet and Greet Party at the end of the school year to meet your student face to face (*two hours a month*).

Heritage Fair Volunteer: Help Eras present historical exhibits or breakout sessions featuring old-time hobbies, collections, crafts, trades and more to 3rd – 5th grade students at the Waukesha County Museum. Many of the exhibits are already provided, so all we need is a volunteer eager to interact with students. If you have a special talent or exhibit you would like to share, please let us know. (*bi-annually*).

Eras Senior Network is committed to providing a healthy, nurturing environment for individuals under the age of 18 who participate in our programs. The attached Eras Child Abuse Prevention Policy outlines all practices to ensure the well-being of the youth in our care. All volunteers working with youth need to read and acknowledge they have read these policies.

Community Services (available in Waukesha County)

Eras volunteers are stationed at various nonprofit and government organizations throughout Waukesha County to fill unmet volunteer needs in areas like food pantries, library services, healthcare systems, county government, etc.

Specific volunteer opportunities will be listed in the monthly volunteer newsletters.



Reporting Your Hours

- Please report all activities to ensure that the office has accurate records.
- Only perform services as directed by Eras staff or their respective station managers.
- Report all incidents and accidents of clients to
(414) 488-6500 (Milwaukee County) or (262) 549-3348 (Waukesha County)
- Report all incidents and accidents of volunteers to
(414) 488-6931 (Milwaukee County) or (262) 549-3348 (Waukesha County)

It is important to report **all volunteer hours** performed. Reporting volunteer hours is an extremely important part of the process as it brings closure to the event allowing us to know it was completed. In addition, volunteer hours are one way Eras paints a picture of what work is being done in the community by volunteers and continues to help with funding for the programs offered through Eras Senior Network. When reporting your volunteer service hours, please remember to include:

- ✓ Date(s) of service
- ✓ Client's first and last name or station name
- ✓ Type of service provided
- ✓ Address where you drove the client
- ✓ Total time spent per assignment (estimate to the nearest quarter hour)
- ✓ For groups: how many volunteers participated

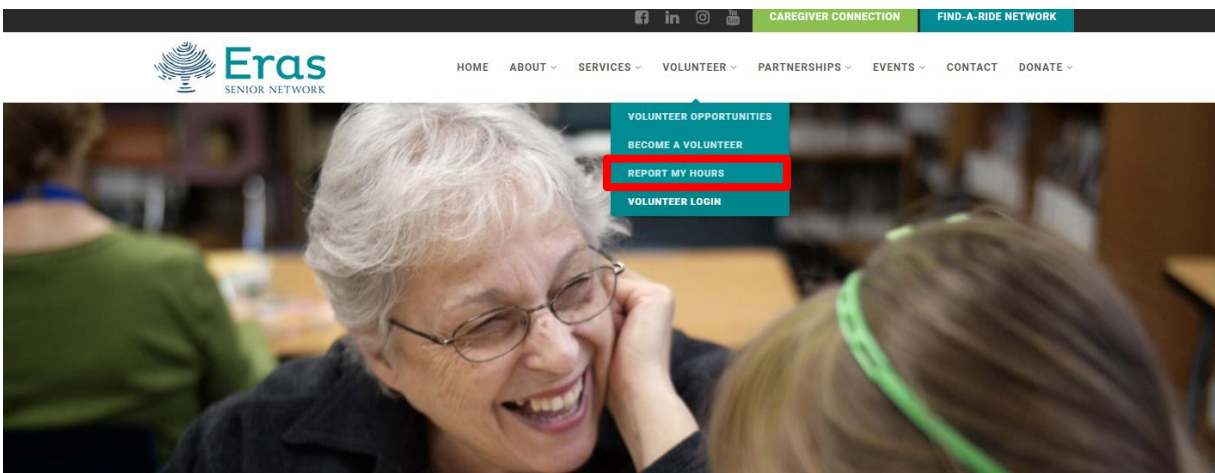
Report hours by:

Mail: Milwaukee County - 1915 N Doctor M.L.K. Jr Drive, Milwaukee, WI 53212
Waukesha County - 2607 N Grandview Blvd, #150, Waukesha, WI 53188

Phone: Milwaukee County - (414) 488-6931
Waukesha County - (262) 549-3348

Email: Milwaukee County - VolunteerMilwaukee@Eras.org
Waukesha County - VolunteerWaukesha@Eras.org

Website: www.Eras.org



Prohibited Activities while Representing Eras

- *Political Activities:* Volunteers should not attempt to sway the outcome of any election to public office, or voter registration when acting in their volunteer capacity for Eras. This situation would most likely be encountered if a client asked to be taken to the polling station or wanted to register to vote. Because these actions would directly affect the outcome of an election, we, as an agency, cannot offer assistance. The best course of action would be directing them to call their local polling place to find alternative ways to register and vote.
- *Non-Displacement of Employee:* Volunteers should not be used in a position that would have otherwise been filled with a paid worker.
- *Fee for Service:* Eras performs services free of charge by being able to provide volunteers to those in need. Although donations are not expected from clients, they help to maintain daily operations. If a client tries to give you money, under no circumstances accept it even if they are just asking you to pass it along to our agency. Please suggest they use a donation envelope and send it directly to us. If they need more envelopes, let a staff member know.
- *Religious Activities:* Eras is not affiliated with any denomination. We serve all people from all walks of life no matter their personal beliefs. Because we serve a vulnerable population, we must be sensitive about expressing person beliefs or views with someone else.

We encourage volunteers to be an advocate for the causes that matter to them! We ask that while you may partake in these activities outside of your Eras volunteer work, you not report service hours to us as if you were doing these activities for our agency.

Benefits and Impact

Research indicates that there are many health benefits for older adults who consistently volunteer. Older adults report lower mortality rates, lower rates of depression, fewer physical limitations, and higher levels of well-being.

Volunteering is:

- Good for your physical health
- Good for your mental health
- An opportunity for personal enrichment

Our volunteers impact the community by:

- Keeping many seniors living independently
- Decreasing isolation and providing much-needed social interaction for seniors
- Bridging the generation gap for seniors and students



Policies

Dress Code

As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to clients and the community. Volunteers are to dress appropriately for the conditions and performance of their duties.

Money or Gifts

Although you are a valued member of our organization, we have a policy that you may not accept any money or gifts of value from clients or stations. Accepted items may include:

- Cards
- Homemade treats

If a client wishes to contribute financially, volunteers should encourage the client to make a donation to Eras. Donations can be made through the website, Eras.org, or mailed directly to Eras. If the client would like self-addressed envelopes, contact the Volunteer Team and we can get them to you.

Milwaukee County: VolunteerMilwaukee@Eras.org or (414) 488-6931

Waukesha County: VolunteerWaukesha@Eras.org or (262) 549-3348

Confidentiality

To protect the privacy of our clients, please adhere to the following guidelines.

- Please refrain from mentioning situations that would cause another person to know the client.
- Names of clients and any personal information are not to be mentioned in social settings, on social media, or outside of normal day-to-day business operations of Eras.

Personal Possessions

Eras cannot assume responsibility for personal effects. Care should be taken to safeguard personal belongings. Losses should be reported immediately, and any article found should be turned over to Eras staff.

Performance Monitoring

Eras staff has the right to monitor the performance of a volunteer during their volunteer time. Accommodations can be made to better suit the client and volunteer. If a different accommodation cannot be agreed upon, staff has the right to terminate a volunteer.

Taking Vacation

We know that volunteers need time off. Please let our staff know that you are unavailable, and we will adjust your availability in our computer system so that we don't bother you while you are away.

Resignation

In the event that you are no longer able to volunteer, please notify the Volunteer Team.

Milwaukee County: VolunteerMilwaukee@Eras.org or (414) 488-6931

Waukesha County: VolunteerWaukesha@Eras.org or (262) 549-3348

Harassment

Eras and our stations are committed to providing a work environment free from all forms of harassment or intimidation based on age, race, religion, creed, color, handicap, marital status, sex, national origin, ancestry, sexual orientation, or any other prohibited factors. Retaliating or discriminating against someone for complaining about harassment, or for participating in a harassment investigation, is also prohibited.

Anyone who violates this policy may be subject to dismissal of volunteering for Eras. Harassment by client should be reported to a Program Director and harassment by Eras staff should be reported to Executive Director or Board President.

Milwaukee County: FIAMilwaukee@Eras.org or (414) 488-6500

Waukesha County: FIAWaukesha@Eras.org or (262) 549-3348

Drugs/Alcohol

Eras is committed to the safety and wellbeing of its clients, stations, volunteers, and overall agency. It is Eras' intent to attract and maintain a work force and environment that are free of alcohol and drugs. While volunteering, volunteers must be free from the effects of alcohol and drugs that impair judgment and may result in accident or injury to themselves, clients, or the community which Eras serves.

Weapons

In order to ensure a safe environment for our employees, volunteers, clients and customers, Eras Senior Network, Inc. prohibits the wearing, transporting, storage or presence of all firearms or other dangerous weapons in our offices and during events and/or services coordinated by Eras Senior Network, Inc. Anyone in possession of a firearm or other weapon within our facilities/properties or while otherwise fulfilling job responsibilities will face disciplinary action, including termination. Possession of a valid concealed weapons permit authorized by the State of Wisconsin is not an exemption under this policy.

Grievance Procedure

The grievance procedure enables volunteers to formally air complaints and correct problems they may have with Eras. Every effort should be made to resolve an issue before filing a grievance.

Step 1 The volunteer with the grievance should present it in writing to the Volunteer Coordinator.

Step 2 Failing to come to an agreeable solution, the volunteer should forward a copy of the written grievance to the Executive Director who will contact the volunteer within 5 business days to attempt to resolve the grievance.

Step 3 If a resolution cannot be reached in Step 2, the volunteer may forward the grievance to the President of the Board of Directors. The President will contact the volunteer directly within 5 business days. The Board will make a decision and that decision will be final and entered into the minutes as such. The volunteer will be notified of the decision.

IV. Commonly asked questions

My car was damaged in an accident while I was volunteering; will you cover my deductible for the repairs?

No. The coverage is for liability claims only. There is no coverage for damage to your car. I see that the policy provides excess protection if I cause bodily injury or property damage. What if there is an allegation of sexual misconduct or sexual abuse? The policy does not provide protection in the event of a criminal proceeding, but it may provide protection in the event of a civil proceeding. You would be entitled to a defense against an allegation of sexual abuse or sexual misconduct under the personal liability contract. However, the policy would not defend or indemnify you if you admitted wrongdoing, or the allegations against you proved true.

How do I file a claim?

For any type of claim, you first need to see your volunteer coordinator. If you have an accident claim, you will need a "proof of loss" form (available at our Web site www.cimaworld.com.) Both you and the coordinator must complete the form and send it to CIMA. Keep a copy for your records. Submit your bills to any other existing insurance first. Once you have their "explanation of benefits" form(s), have your coordinator send those to CIMA at the address shown on this brochure, along with a copy of your "proof of loss" form. For a claim against you alleging that you caused bodily injury or property damage while volunteering, contact your volunteer coordinator immediately. Provide as much detail as possible about the incident, and obtain any police reports. Your coordinator will then pass this information to CIMA, along with a statement that you were volunteering at the time of the incident.

Further Questions?

Visit our Web site, www.cimaworld.com. We have copies of the policies along with additional information concerning the extent and the limitations of these policies.

About Volunteers Insurance Service:

This insurance program is provided by Volunteers Insurance Service Association, Inc. a risk purchasing group formed and operating pursuant to the Liability Risk Retention Act of 1986 (15 USC 3901 et seq) The program is administered by The CIMA Companies.



2750 Killarney Drive, Suite 202
Woodbridge, VA 22192

Telephone
703.739.9300
800.222.8920

FAX
703.739.0761

E-MAIL
Volunteers@cimaworld.com

Revised 7/2020



Volunteers Insurance Service

www.cimaworld.com

VOLUNTEERS INSURANCE SERVICE (VIS®) INSURANCE PROGRAM

It doesn't happen often, but when it does, the results can be serious...a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering for this organization is that you are provided insurance protection in case these things happen to you. There are three kinds of coverage; check with your volunteer coordinator to see which coverages your organization has chosen to provide to you.

SUMMARY OF COVERAGES I. Excess Accident Medical Coverage

This coverage is in excess of any other insurance that you have. The excess accident medical coverage will pay up to \$50,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in, volunteer-related activities. **Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident.**

Other than X-rays, dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit is \$900 per accident.

This coverage also provides up to \$50 for repair or replacement of eyeglass frames, up to \$50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident, up to \$50 repair or replacement of hearing aids, and up to \$5,000 for air ambulance.

III. Excess Automobile Liability Insurance

This coverage protects you as a registered volunteer driver for bodily injury or property damage claims arising out of the operation of your own vehicle during your volunteer assignment, not going to or from the assignment. This insurance is in excess of the greater of :

- A. An amount equal to the applicable limits of liability of any other collectible Insurance you have; or
- B. An amount equal to the minimum limit of liability required under the Motor Vehicle Responsibility Laws of the state in which the accident occurs, or \$50,000, whichever is less.

It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.

Exclusions to Excess Automobile Liability Insurance

A complete listing of the exclusions is in the policy details at www.cimaworld.com.

The maximum payment under this coverage, including dental, eyeglass, hearing aids, and air ambulance is \$50,000.

This insurance does not duplicate benefits payable under any other valid and collectible insurance coverage.

Accidental Death and Dismemberment Coverage In addition to the accident medical coverage, the underwriter will pay benefits for death or loss of limb or sight, occurring within one year as a result of a covered accident. See coverage details at www.cimaworld.com.

Exclusions to Accident Insurance

A complete listing of the exclusions is in the policy details at www.cimaworld.com.

II. Excess Volunteer Liability Insurance

All registered volunteers (collectively) of an organization are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence (subject to an annual aggregate for each named organization.) This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties. The policy includes defense against allegations of sexual misconduct. **This coverage is in excess of and noncontributing with any other valid and collectible insurance you may have.**

Exclusions to Volunteer Liability Insurance
A complete listing of the exclusions is in the policy details at www.cimaworld.com.



Volunteer Hours Reporting Form

Volunteer Name	Client Name	Service Provided	Address(es) of Where You Drove Them	Hours Reported	Date of Service

Abbreviations for Service:

Data Entry: DE
 Lawn Mowing: LM
 Transportation Other: TO
 Phone Reassurance: PR
 Healthcare Appointments: HC
 Assessment: CA

Clerical: CLER
 Spring Yard Cleanup SYC
 Minor Repairs: MR
 Non-Medical Respite: NMR
 Shopping For: SF
 Reassessment: RA

Yard Work: YW
 Fall Yard Cleanup FYC
 Snow Removal: SR
 In-home Visits: FV
 Shopping With: SW
 Form, Letters, Bills: FLB

POLICIES AND PROCEDURES

to Protect Children and Youth from Abuse and Neglect

DEFINITIONS of CHILD ABUSE and NEGLECT

Child Abuse Defined

Abuse can be physical, sexual, or emotional, or it can be any form of neglect. The Federal Child Abuse Prevention and Treatment Act (CAPTA) defines abuse as “any recent act or failure to act on the part of a parent or caretaker which results in death, serious physical or emotional harm, sexual abuse or exploitation; or an act or failure to act which presents an imminent risk of serious harm.” This applies to any young person under the age of 18.

Physical Abuse Defined

Physical abuse is any physical injury caused by hitting, beating, punching, shaking, kicking, or biting - or any other physical harm to a child. The injury may or may not be intentional. It may result from over-discipline or punishment.

Child Sexual Abuse Defined

Child sexual abuse involves any sexual activity with a child or youth. This includes sexual contact that is accompanied by enticement, force, or threat of force, regardless of the age of the participants, and all sexual contact between an adult and a child, regardless of whether there is deception, or the child understands the sexual nature of the activity. Sexual contact between an older and a younger child can be abusive if there is a significant disparity in age, development, or physical size. The sexually abusive acts may include sexual penetration, sexual touching, or non-contact sexual acts such as exposure or pornography.

Emotional Abuse Defined

Emotional abuse may involve verbal or psychological abuse or mental injury. It includes acts or omissions by parents or other caregivers that have caused, or could cause, serious behavioral, cognitive, emotional, or mental disorders. Emotional abuse may also include extreme or severe acts of punishment. Physically or sexually abused children are usually emotionally abused as well.

Neglect Defined

While there are several forms of neglect, including educational, emotional, environmental, medical, and developmental, child protection agencies usually use the term to mean physical neglect. Physical neglect is the failure to meet a child’s basic physical needs, such as food, shelter, clothing, and hygiene. Neglect is a form of abuse.

NOTE: The definitions above usually pertain to adults and caregivers. Within our Agency, we are also concerned about youth-on-youth abuse, which can range from bullying to other forms of abuse. We are committed to preventing abuse from occurring at all levels.

Is it abuse - or just a different culture?

Just like the larger society, our Agency is becoming more culturally and ethnically diverse. There may be cultures, values, or customs within a community or family that vary greatly. Some practices may just be different; they may seem unusual, but not abusive. For example, there may be family rules about independence, obedience, or eye contact.

However, no matter how different a family’s beliefs are, the definition of abuse is not flexible. If a cultural practice seems to fall within the legal definition of abuse, it may be abuse and should be reported.

Agency Child Abuse Prevention Policy

The Child Abuse Prevention Policy has been established to protect the youth in our care from incidences of abuse. The purpose of this policy is to empower Agency staff members and volunteers to prevent, recognize, and react responsibly about all forms of child abuse. The agency's programs take place in safe, nurturing environments that foster healthy relationship building between adults and youth and between youth and youth. All youth and their parents or caregivers, including Agency staff members and volunteers, must be confident that such a positive environment exists.

The Child Abuse Prevention Policy includes procedures that ensure effective screening and selection of all employees and volunteers. In order to prevent child abuse from taking place, the policy presents guidelines for interactions between individuals at Eras Senior Network at all sponsored activities as well as off-program hours. The policy identifies concrete methods to ensure safe environments and offers training in prevention strategies. A curriculum-based training is required for staff, volunteers, and all others involved in the caretaking of youth served by the Agency. The policy provides instruction on monitoring the behavior of the youth, staff, and volunteers. Additionally, written directives are provided for responding to inappropriate behavior, breaches in policy, and allegations and suspicions of child abuse if they should occur. This policy includes reporting child abuse that may be occurring outside of the Agency environment if it is witnessed or reported by a child.

1. Screening and Selecting Eras Staff and Volunteers

Goal: to select the best possible individuals for staff and volunteer positions and to screen out individuals who have abused youth or are at a risk to abuse.

Written Application (for employment and volunteer positions)

The written application includes the name, address, phone number, and birth date. No individual within five years of age of the youth being served can work or volunteer without ongoing adult supervision. If the applicant does not fulfill this requirement but is 18 years or older, he or she is allowed to work with the youth under direct adult supervision.

Professional Reference Checks

The applicant must sign a liability release that includes permission for the Agency to conduct reference checks. The applicant must sign a confidentiality clause stating that he or she will not have access to any information provided by a referent. Reference information is strictly confidential and Agency staff will take appropriate measures to ensure that the information is not accessible to unauthorized individuals. Eras Senior Network requires that references come from a variety of objective sources, and therefore excludes close friends and family members.

- Professional reference procedures include documentation of information:
 - Obtain verbal or written references for applicants. Conversations often provide more information and allow an opportunity for follow-up questions.
 - Match references with employment and volunteer history. Is anything missing? Make certain that references come from a variety of sources. Always check former states where applicants may have been employed.
 - If a former employer will provide only basic information such as dates of employment, clarify whether the person providing the reference is limiting information because of company policy.

- Suggested reference check questions:
 - How would you describe the personal characteristics of the applicant?
 - How does the applicant interact with youth?
 - Why would this person be a good candidate for working with youth? Is there any reason this person should not work with youth?
 - Have you seen the applicant discipline youth which may include his or her children?
 - Would you want this person to be involved in your organization (again)?

Criminal Background Checks

Permission must be obtained from applicants before completing the criminal background check. The Agency has developed a BACKGROUND INFORMATION DISCLOSURE to be completed by all applicants being considered for employment. Online responses give immediate information to the Executive Director regarding the criminal background of applicants. No applicant or volunteer may be permitted to work with youth until this process has been completed. If an applicant or volunteer has work experience in another state, the HR Coordinator will secure information from the appropriate state entities before the individual may begin to work or volunteer. The Agency maintains professional liability insurance covering the actions of all employees and volunteers.

Criminal background checks typically include name, birthdate, and are conducted at the county and state level unless extra measures are necessary. Internet searches will be carefully conducted due to the possibility of more than one person sharing the same name. The Agency will keep results of criminal background checks confidential. As with all personnel records for staff and volunteers, background checks are securely stored in our database.

CAUTION: Because many cases of abuse, especially sexual abuse, go unreported and offenders are not identified, the criminal background check is not always fully accurate. The initial check may not identify offenders and ultimately give a false sense of security. Extra screening measures may be necessary with ongoing monitoring of all personnel recommended.

In-person Interview

Eras Senior Network staff interviewer is encouraged to ask follow-up questions from previous steps in the screening and selection process including the applicant's written application. Interview questions may address the applicant's experience working with youth, his or her reasons for wanting to work with youth, his or her beliefs about disciplinary techniques, and his or her interpersonal relationships.

Job applicants and volunteers are to be informed about the Agency's abuse prevention policy and procedures. Applicants and volunteers are informed that after the required orientation, they will be required to sign a document verifying that they have received and read the Agency's Employee and Volunteer Handbook (which includes these Policies and Procedures). They also will indicate by signature that they completed the training and agree to abide by the policies and procedures set forth.

Eras Senior Network maintains records of applicants who are disqualified during the screening process or those employees or volunteers who are dismissed because of an offense. This assists in the screening of future applicants.

2. Guidelines on Interactions Between Individuals

Goal: *to ensure the safety of youth in their interactions with Agency staff or volunteers and with each other.*

Agency provides a nurturing environment by supporting positive youth development, helping youth to feel valued, and providing the caring connections that serve as protective factors for youth. Guidelines are provided to ensure positive and appropriate interactions among youth and between staff and volunteers. In promoting and ensuring such positive interactions, the Agency identifies behaviors that fall into the categories of appropriate, inappropriate, and harmful.

- **Verbal Communication**
 - Appropriate: praise; positive reinforcement for good work or behavior.
 - Inappropriate/harmful: sexually provocative or degrading comments or put downs; risqué jokes; or use of obscene language.
- **Physical Behavior**
 - Appropriate: pats on the back or shoulder or high fives. Note that the use of any physical contact should be used with discretion.
 - Inappropriate/harmful: patting the buttocks; intimate/romantic/sexual contact; corporal punishment (involving physical contact or inflicting pain or discomfort); or involving youth in any pornographic activities.
- **Additional Interaction Guidelines**
 - The Agency promotes activities that help youth develop socially, emotionally, and cognitively. These written policies and procedures will assist all staff members and volunteers to respond to actions or allegations of abuse. Staff and volunteers are trained in these directives.
 - The youth must also be clearly instructed on how to promote positive interactions and what constitutes inappropriate or harmful interactions.
 - Eras Senior Network requires that a youth is never alone with an adult who is not the guardian of the youth.
 - In the event that one of the two adults temporarily leaves a room in which there are youth, the door must be fully open and, when possible, an extra floater adult will be made available. Appropriate choices would be an agency employee.
 - Similarly, the Agency requires that two (or more) youth will not be left without adult supervision. This helps to reduce the risk of unsupervised youth emotionally (bullying), physically, or sexually abusing other youth.
 - The Agency incorporates a buddy system to help prevent isolation of youth with staff or volunteers. Additionally, this system is monitored by Agency staff to prevent youth-on-youth abuse.
 - As with all Agency programming, adults (including staff, volunteers, and parents) are encouraged to drop in unannounced. The unscheduled visits are known to help safeguard youth from all types of inappropriate situations.

3. Ensuring Safe Environments

Goal: *to keep youth from situations in which they are at increased risk for abuse.*

Eras Senior Network encourages staff and volunteers to engage in ongoing, active interaction with youth in specific programs. These activities require a higher level of youth supervision and monitoring. The Agency conducts periodic, unscheduled observation of these interactions as a quality control measure. When such warranted, unusual, or questionable behaviors occur, there will be a review which will be recorded in the Agency's personnel files.

- The Agency evaluates the level of risk by considering the location and time of day of each activity. Whenever possible, activities and programs will take place in open, visible, and well-lit buildings and outside areas in which multiple people can view activities. Eras Senior Network employs a no closed doors policy or requires windows in the doors to promote such visibility.
- Eras Senior Network encourages staff and volunteers to engage in ongoing, active interaction with youth in specific programs. These activities require a higher level of youth supervision and monitoring. The Agency conducts periodic, unscheduled observation of these interactions as a quality control measure. When such warranted, unusual, or questionable behaviors occur, there will be a review which will be recorded in the Agency's personnel files and reported as required by this policy.
- Privacy is essential when youth, employees, and volunteers are toileting, showering, and changing clothes, unless youth require special supervision for such activities.
- In the case of an organized athletic activity or fieldtrip, two or more adults will be required for chaperoning youth. Ideally, the ratio of adult to youth will be at least 1:8, based on the activity, ages of youth, and the level of risk.
- If the class or program is in an isolated location, designated solely for the staff, volunteers, and youth of the Agency, ascertain that individuals from outside the program are excluded or monitored.
- When sharing space with individuals from outside the Agency's program, staff will request, when possible, a sign-in/out procedure and ongoing monitoring for outside individuals. The same adult-youth ratios apply when sharing space.
- Transportation policies and procedures requiring one-on-one situations are not allowed, meaning that no individual adult will provide transportation for youth. Specific directives for transporting youth to and from regular activities and special events are provided in Eras Senior Network Employee and Volunteer Handbook.

Critical Strategies for Ensuring Safe Environments

Eras Senior Network ensures safety through enhanced visibility of spaces that are open and visible to multiple people, along with the assurance of privacy, when appropriate. Strategies employed to provide youth a safe environment:

- Agency is landscaped to ensure open, visible spaces with no concealment.
- Areas not used for programming are secured to prevent youth from being isolated.
- All doors in youth program areas have windows.
- Agency has an absolute "no closed doors" policy.
- Bright lighting is available in all areas.
- Privacy is provided for toileting, showering, and changing clothes to reduce risk.
- Off-site adult supervision is enforced with an assigned staff coordinator.
- Staff will establish access control for admitting and releasing youth.

4. Monitoring Behavior

Goal: to prevent, recognize, and respond to inappropriate and harmful behaviors and to reinforce appropriate behaviors.

Eras Senior Network uses formal and informal supervision to observe, monitor, and document staff and volunteer interactions with youth. For such supervision and documentation to take place, staff and volunteers are made aware of their defined roles and responsibilities. Staff and volunteers will follow the Agency's protocol in promptly responding to and reporting of inappropriate or harmful behavior, potential risk situations, and boundary violations. Further directives are provided in the training section.

5. Responding to Inappropriate Behavior, Breaches in Policy, and Allegations and Suspicions of Child Abuse

Goal: to respond quickly and appropriately to inappropriate or harmful behavior, infractions of child abuse prevention policies and procedures, and evidence or allegations of child abuse.

Agency staff and volunteers are required to know the policies and procedures for reporting suspected abuse, including to whom and in what format reports are made. This is covered in the required orientation for new employees and volunteers and is provided annually for ongoing employees and volunteers. A 90-minute Mandated Reporting workshop is offered quarterly or more often when needed.

According to Wisconsin state law, professionals that work with children, including Agency staff and volunteers, are mandated reporters of child abuse and neglect. Refer to:

<http://www.childwelfare.gov/systemwide/law-policies>.

- Agency staff and volunteers must know the inappropriate/harmful behaviors that require internal response. Examples of verbal communication and physical behavior are presented in this document in the ***Guidelines on Interactions Between Individuals*** section.
- Inappropriate/harmful behaviors, regardless of the severity, must be reported on an ***Incident Report*** form by the staff or volunteer who first learn of the abuse. The staff member or volunteer will not investigate allegations or conduct their own investigations. The Incident Report must include the nature and extent of the abuse, the alleged perpetrator, and other relevant information. Eras Senior Network Incident Report typically includes:
 - name, age, and address of the child
 - names and addresses of alleged abuser, parents and other caregivers
 - specific allegations, description of the injuries
 - witnesses and contact information
 - abuser's current access to the child
 - condition of the child (is the child alone or in need of medical treatment?)
 - description of alleged abuse provided by adult and child
 - abuser's current mental, emotional, or physical state
 - location of the child
 - concerns about the child's location (for example, are there weapons or dangerous animals?)
 - actions already taken by you or other professionals
 - your name - while you will generally remain anonymous, it is helpful if the caseworker has a way to contact you for additional information
- Staff or volunteer reporting the initial allegation will submit the Incident Report form to their direct supervisor prior to reporting to authorities. Agency guidelines require the reporting staff or volunteer contact their supervisor within 24 hours. If the situation appears to be an emergency (imminent danger to the child) and a supervisor cannot be reached, immediately contact the appropriate county health and human service department and the police department.
- The Incident Report and related documentation will be kept confidential and maintained in the Agency's locked personnel cabinet with limited access.
- Eras Senior Network recognizes that child abuse is a crime. If an allegation appears justified, a formal report will be completed by the Agency's Executive Director, who is professionally and legally accountable for ensuring that all cases of abuse are reported to the proper authorities.

- Agency staff and volunteers are requested to minimize contaminating the child's memory and have the investigation conducted by a trained professional. Always support the child and reassure that it is not the youth's fault, and that the Agency's job is to protect youth.
- A direct line is required to help expedite the process and minimize the number of times a youth has to repeat allegations. The Program Director will write a summary and submit a copy to Eras Senior Network's Executive Director. This copy will be maintained in the locked personnel file cabinet.
- Specifically, the formal report will be made to authorities of the appropriate outside agency. Eras Senior Network reports:
 - All child abuse cases and sexual assault cases to the: **County Health and Human Services Department**
 - In the case of a child abuse or sexual assault emergency - 911

CONFIDENTIALITY is crucial in cases of child abuse. Eras Senior Network's confidentiality policy is consistent with state legal requirements which includes withholding the names of potential victims, the accused perpetrator, the individual who made the report to authorities, and reporting the case only on a need-to-know basis to the appropriate individuals.

Responses to Cases of Child of Abuse

- An allegation does not equate to guilt. However, Eras Senior Network must take steps to protect the youth in its care. Immediately after the report of the case to external authorities, if the alleged offender is an employee, he/she will be placed on suspension until the case is resolved legally. Eras Senior Network holds an appeal process in which individuals found not guilty of abusive behaviors may apply to return to their former program.
- Eras Senior Network, when appropriate, provides referrals for victims and their families to child abuse organizations, therapists or support groups.
- National resources include:
 - Prevent Child Abuse America, 1-312-663-3520, www.preventchildabuse.org
 - Childhelp USA® National Child Abuse Hotline, 1-800-422-4453, www.childhelpusa.org
 - U.S. Department of Health & Human Services, 1-800-394-3366, <http://nccanch.acf.hhs.gov>

The Agency also offers referrals for agencies that deal with a restorative justice approach. Southeastern Wisconsin Agencies include:

- Wisconsin Community Services, Inc. at 414-290-0400
- Marquette University Law School at 414-288-7090
- Community Conferencing Program at 414-278-4644

6. Training for Child Abuse Prevention

Goal: to provide program staff and volunteers with information and skills to help them prevent and respond to child abuse.

Eras Senior Network's child abuse prevention training includes education on rights and responsibilities of staff, volunteers, and youth. Certified instructors provide specific guidelines and offer opportunities to problem-solve potentially risky situations. The objective is to equip adults and youth with the knowledge and skills to be proactive. The Agency strives to create a safe, healthy, and respectful environment. Accordingly, trainees are required to follow the child abuse prevention policies and procedures in order to safeguard the children and youth in our care.

Training is conducted by a member of the agency's leadership team. Training is conducted in an interactive approach, in which trainees are encouraged to ask questions and request clarifications relevant to the training materials or their experiences. In addition to the initial formal training session, questions or concerns can be raised at the bi-monthly staff meetings or as they occur. Designated staff will participate annually in a 2½ hour *Awareness to Action, Stewards of Children* training session or an equivalent training and conduct an all-staff in-service training to share the information. New employees will receive one-on-one training with the designated staff.

Summary of Training Content for Staff and Volunteers

As caretakers and protectors of youth at Eras Senior Network, staff and volunteers will participate in child abuse prevention training. Training includes:

- Definitions of child abuse and neglect, and a continuum of appropriate, inappropriate, and harmful behaviors
- A description of risk and protective factors
- Rules for personal conduct, dealing with risky or compromising situations, and the responsibility of staff and volunteers to act when they learn about inappropriate or harmful behavior
- Education on the healthy development of youth, and the responsibility of all staff and caregivers to support healthy development
- Developing a balance between providing a nurturing environment and maintaining policies and procedures to prevent child abuse
- Specific information about child sexual abuse, making clear that the majority of cases of sexual abuse involve an abuser with whom the child is familiar, such as a previously well-trusted caregiver
- Handling disclosures of inappropriate/harmful behaviors, reporting child abuse allegations, and dealing with the alleged perpetrator

Training Parents, Guardians, and Caregivers

Eras Senior Network encourages all parents, guardians, and caregivers to participate in a free 2½ hour *Awareness to Action, Stewards of Children* training. For more information on this program contact the Agency's Associate Director. Additionally, the Agency provides parents and guardians a community resource list which encourages outreach for support and education, including a parent hotline, Parent Helpline 414-671-0566, and Milwaukee's IMPACT 211.

SUMMARY

Child abuse is a complex issue that can have long-term consequences. Eras Senior Network is privileged in the role of nurturing and caretaking of youth. In that role we strive for healthy environments for every young person in our care and beyond.

If there is a recommendation or concern that we can further address to ensure the well-being of these youth, please contact the Executive Director at 262-522-2400.

Volunteer Agreement and Receipt of Handbook

As a new volunteer for Eras Senior Network, Inc., I understand that my signature below indicates that I have received, read, and understand the Eras Volunteer Handbook.

* If you are receiving this handbook electronically you may also send an email to the Volunteer Coordinator and indicate that you have read and understand the handbook.

Milwaukee County – VolunteerMilwaukee@Eras.org

Waukesha County - VolunteerWaukesha@Eras.org

Volunteer's Printed Name: _____

Volunteer's Signature: _____ Date: _____

Eras Child Abuse Prevention Policy Agreement and Receipt of Handbook

As a new volunteer for Eras Senior Network, Inc., I understand that my signature below indicates that I have received, read, and understand the Eras Child Abuse Prevention Policy Handbook.

* If you are receiving this handbook electronically you may also send an email to the Volunteer Coordinator and indicate that you have read and understand the handbook.

Milwaukee County – VolunteerMilwaukee@Eras.org

Waukesha County - VolunteerWaukesha@Eras.org

Volunteer's Printed Name: _____

Volunteer's Signature: _____ Date: _____

Office Use Only
Staff Initials: _____ Date Reviewed: _____