

SERVING SENIORS IN PINELLAS COUNTY SINCE 1966

2025 Neighborly Volunteer General Retraining



Neighborly

SENIOR CARE NETWORK



**Thank you for choosing to share your
time and talents with Neighborly and
those we serve!**



This Retraining Includes:

- HIPAA
- Elder Abuse
- Fall Prevention and Safety
- Disaster Preparedness
- Food Safety for volunteers who handle food, including Meals on Wheels, dining site, and pantry volunteers. All other volunteers may skip this section and go to the end to the attestation.



HIPAA

(Health Insurance Portability and Accountability Act)



HIPAA is Federal legislation which provides security provisions and data privacy in order to keep patients' medical information safe.



Fundamental Rights

- All Neighborly clients and their identifying information (name, address, services being received) are protected under Federal HIPAA law
- This information is private and confidential and is not to be disclosed to anyone but NCN staff.



HIPAA Best Practices for Volunteers

- Keep your device used to deliver meals or transport clients with you at all times
- Always lock your vehicle, even if you're a few steps away
- Never leave your vehicle running and keys in your car, especially with your phone/tablet/device inside
- **Do not share client information with others**
- Do ***not*** have friends/family members join you in your service until they have attended orientation, met funder requirements, and have been properly background screened



Elder Abuse



Elder Abuse Awareness and Prevention

Content has been edited for this retraining

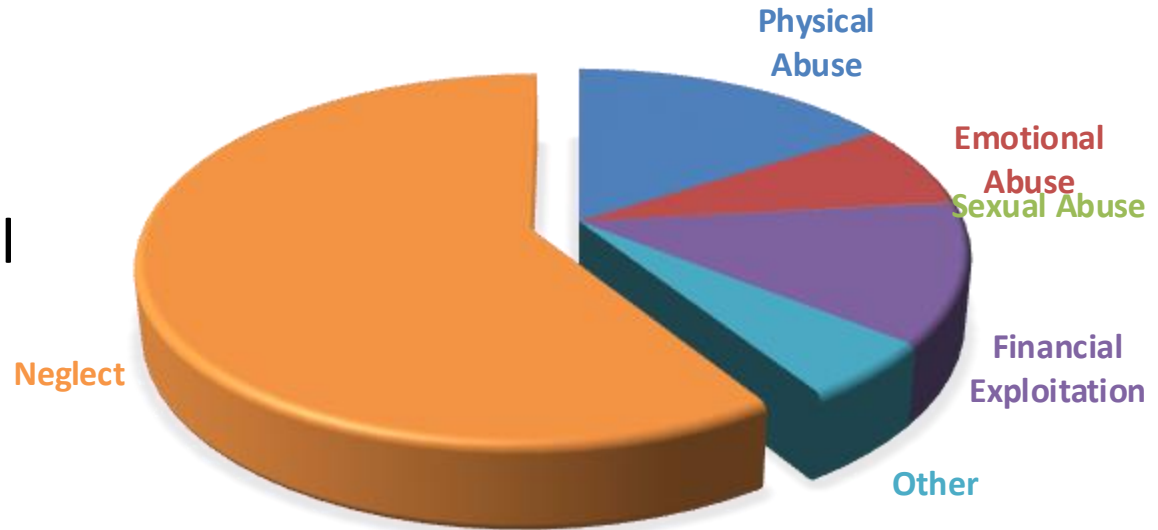
Presented by:

The Florida Association of Area Agencies on Aging and
Area Agency on Aging of Pasco-Pinellas, Inc.



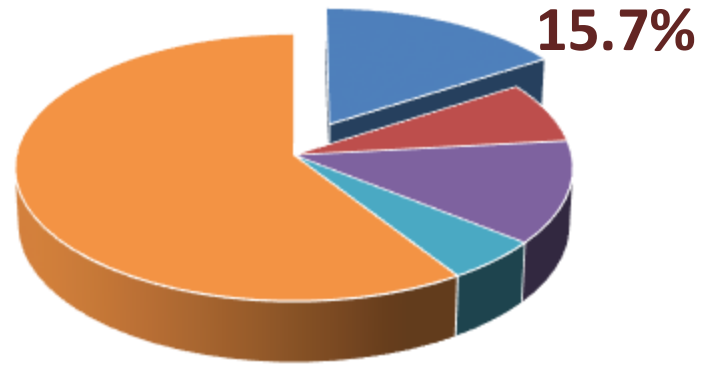
Types of Abuse

- Physical
- Emotional
- Psychological
- Sexual
- Neglect
- Financial



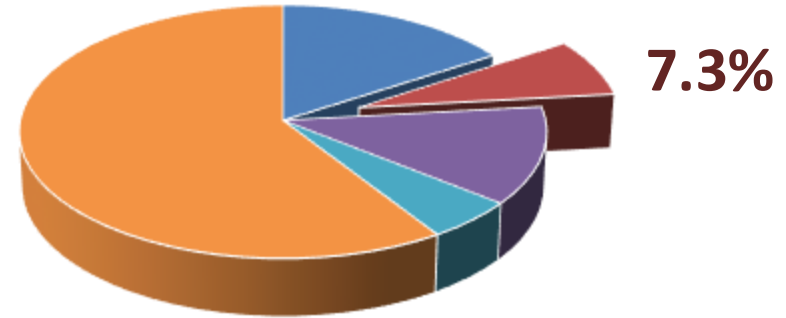
Physical Abuse

- Intentional use of physical force which results in illness, physical pain, functional impairment or bodily injury.
- Includes: hitting, kicking, pushing, slapping, choking, pinching, burning and restraint
- Red flags could include bruises, pressure marks, broken bones, open wounds, cuts, abrasions, burns, and overdose



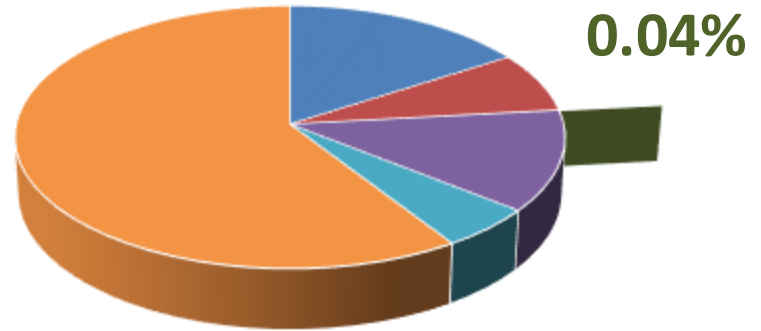
Emotional or Psychological Abuse

- Verbal or non-verbal behaviors that inflict anguish, mental pain, fear or distress on an older adult.
- Includes: calling names or insults, threatening, isolation, giving the “silent treatment”, destroying property and control.
- Red flags could include sudden or extreme withdrawal, non-communicative, non-responsive, unusual depression, sudden change in alertness, strained/tense relationships, frequent arguments between caregiver and older adult, disappearing from contact with neighbors, friends or family



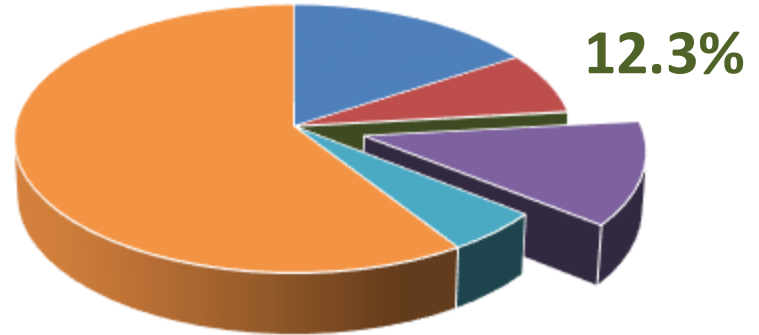
Sexual Abuse

- Forced or unwanted sexual interaction of any kind with an older adult.
- Includes: sexual contact either directly or through/above clothing, penetration or non-contact acts such as sexual harassment, coerced nudity and sexually explicit images.
- Red flags could include bruises around the breasts or genital area, unexplained STDs or infections, torn, stained, bloody under clothing, unexplained vaginal or anal bleeding



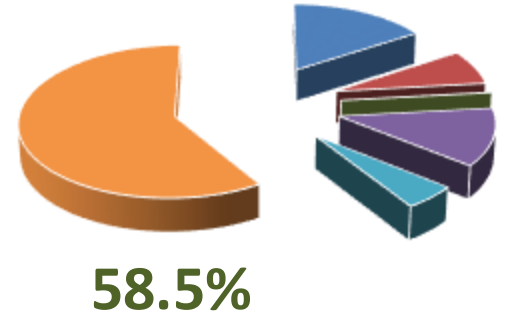
Financial Abuse/Exploitation

- Illegally or improperly using an older adult's money, benefits, belongings, property or assets for the benefit of someone other than the older adult.
- Includes: Unauthorized withdrawals of money from an older adult's account, unauthorized credit card use, changing a will without permission, provision of unnecessary services, disappearance of valuable possessions and forged signatures.
- Red flags could include sudden change in financial situation, sudden large withdrawal of money, sudden change of bank



Neglect

- The refusal or failure to fulfill any part of a person's obligation or duties to an older adult's basic needs.
- Includes deprivation of food, water, shelter, clothing, hygiene, and essential medical care or medical aids.
- Red flags could include dehydration, malnourishment/hunger/unusual weight loss, untreated bedsores, poor personal hygiene, untreated health issues, inappropriate living conditions, lack of medical aids



Self-Neglect

- The behavior of an older adult that threatens their own health or safety.
- Red flags could include dehydration, malnourishment/hunger/unusual weight loss, poor personal hygiene, untreated health issues, inappropriate or inadequate living conditions, inadequate or inappropriate clothing or medical aids

Mandated Reporters

Who are mandated reporters in the state of Florida?

Everyone.

- It is not the responsibility of a volunteer to ***prove*** abuse. The mandate is to report it when it is ***suspected***.
- See Florida Statute Chapter 415: “Adult Protective Services”

What Should Volunteers Do?

3 Requirements:

1. Report **any** suspected abuse to manager/site coordinator, **and**
2. Complete, along with manager/site coordinator, an internal **incident report, and**
3. Complete the **Adult Protective Services Report** by: calling 1-800-96-ABUSE, option 2 **or** complete the APS form using this link:

<https://www.myflfamilies.com/services/abuse/adult-protective-services/how-report-adult-abuse>

Volunteers are urged to enlist the assistance of their supervisor when completing these steps.

Fall Prevention and Safety



Slips, Trips, and Falls

Slips, trips, and falls are three separate things:

- **Slips** consist of situations in which you lose your footing and balance.
- **Trips** happen when you lose your balance because your foot, leg or body hits a fixed object.
- Both can cause a **fall**. But falls can also happen because a support, such as a guardrail or handhold, fails or is missing.



What Trips up Neighborly Volunteers Most?

- Parking curbs
- Uneven walkways and driveways



Lifting Safely DOs and DON'Ts

DON'T:

- Bend forward at the waist with legs straight
- Use fast, jerky motions to lift or move when carrying anything
- Bend or twist when lifting
- Handle the load away from the body...keep it close!
- Fail to plan the lift and keep your pathway clear
- Lift a heavy object above shoulder level



Driver Safety Tips

- Check vehicle before driving, including tires
- Know your route and anticipate hazardous travel areas. Be mindful of intersections!
- Give yourself time and space to maneuver around tight spaces/corners
- For those transporting clients, ensure passengers are secure and the weight is evenly distributed
- Ensure all seatbelts are fastened
- Keep your distance and allow time to react
- Eliminate distractions like cell phones, and use only when parked



Emergency Preparedness



Plan Ahead for Hurricanes/Tropical Storms

- Know when hurricane season is
- Have a PLAN!
 - Get the [Ready Pinellas](#) app



Neighborly's Plan

- We close when sustained winds are over 35 mph
- We notify volunteers by email, phone, or text
- Call **727-892-5781** to get operational status





Workplace Violence

- Always report suspicious people and know your exit plan (see supervisor)
- Supervisors will lockdown the building, if possible

Workplace Violence

- **Run** and call 911
- **Hide** in the safety location, barricade the door, stay silent
- **Fight** only as a last resort
 - Be committed to do harm, recruit others to attack, use objects around you as weapons
 - Site supervisors ensure everyone is notified



Fire

- Ask your supervisor for the building's exit plan
- Call 911 if there's a fire
- If you're in a building with a fire:
 - Crouch low if there's smoke
 - Open doors carefully when exiting
- Stop, drop, and roll
- Supervisors ensure everyone is out of the building

2025 Neighborly Volunteer Food Safety Retraining

This retraining is for Meals on Wheels, Dining Site and Pantry volunteers only. If you do not serve in one of these assignments, you may skip this section and go to the attestation at the end.



What is Food Safety?

Food safety refers to the handling, preparing, and storing food in a way to best reduce the risk of individuals becoming sick from food-borne illness.



Temperature Checks

- The site coordinator is responsible for checking the temperature of the food upon arrival to the site and before starting delivery.
- Site coordinators occasionally conduct temperature checks along routes to ensure food remains within food-safe temperature requirements.



Safe and Healthy Clients

To ensure the health and safety of our clients, please:

- Deliver meals within two hours of leaving the site
- Keep insulated tote bags zipped **at all times** between client deliveries
- No smoking in the vehicle while delivering



Correct



Incorrect

Safe and Healthy Clients

- No pets in the vehicle while delivering
- Use hand sanitizer after each delivery
- Wear clean, appropriate clothing in keeping with our dress code policy (see handbook)



Safe and Healthy Clients

The elderly are at a greater risk of food-borne illness which can lead to:

- Diarrhea
- Vomiting
- Dehydration
- Dizziness
- Falls

Volunteers must follow these safety procedures when handling and delivering meals



Types of Meals

Each client who receives a “**hot**” meal gets two packages:

- A hot item
- A cold portion

Weekend meals (frozen). Some clients receive these, generally delivered on Wednesdays and Thursdays

Frozen, Hurricane, and Holiday Meals:

- Frozen contain a 5-pack of frozen entrees packed together in a plastic shopping bag/box.
- Hurricane and holiday meals are shelf stable

Shelf Stable may be used if there is a vendor issue





Attestation

Thank you!

Please click [here](#)

or copy and paste this link:

<https://forms.office.com/r/kgZt95Kk6g>

to complete the electronic attestation which serves as proof of your 2025 retraining in HIPAA, Elder Abuse, Fall Prevention & Safety, Emergency Preparedness, and for Food Safety (for whom this retraining applies).