



SENIOR LINKAGE LINE® VOLUNTEER -- TECHNOLOGY GUIDELINES

Volunteers supporting the work of the Arrowhead Area Agency on Aging’s (AAAA) Senior LinkAge Line® are occasionally provided use of electronic tools such as telephones, computers, facsimile machines and internet access to assist clients. These guidelines govern access to and appropriate use of ARDC provided electronic tools and technology at all times by its volunteers.

Volunteer access to and use of electronic tools such as the Internet is intended for Senior LinkAge Line® related purposes only. The AAAA Volunteer Coordinator is responsible for ensuring that policy is followed regarding the appropriate use of electronic communication and technology. Examples of inappropriate use include, but are not limited to:

- Illegal activities
- Wagering, betting or selling
- Harassment, disparagement of others, stalking and/or illegal discrimination
- Commercial activities, e.g., personal for-profit business activities
- Promotion of political or religious positions or activities
- Receipt, storage, display or transmission of material that is or may be reasonably regarded as violent, harassing, discriminatory, obscene, sexually explicit, or pornographic, including any depiction, photograph, audio recording or written word
- Downloading or installing software (including games and executable files) unless agency-sanctioned
- Access to social media websites for non-work related activities
- Any attempt to access, tamper with or destroy ARDC data

ARDC reserves the right to monitor, read, examine, seize or confiscate any and all telephone, facsimile, email and internet activities that occur on ARDC equipment. Internet usage may create temporary files such as cookies or cache. The placement of temporary files within the ARDC system shall be considered permanent, or the creation of government data.

Violation of these guidelines will result in the termination of the volunteer relationship.

I acknowledge that I have received, read and understand the ARDC Volunteer Technology Guidelines and agree to comply with all stated guidelines. I will maintain the confidentiality of my system password and will not permit access to my network account by any person. If my password is disclosed to any other individual, for whatever reason, I will immediately notify the ARDC Volunteer Coordinator, the Senior LinkAge Line® Contact Center Coordinator, or the Area Agency on Aging Division Director.

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Volunteer name (print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer signature