



Volunteer Training Scenarios (Case Studies)

- Scenario 1:** You have recently completed your volunteer training with your local program. You have been assigned to provide friendly visiting and light housework to a care receiver with dementia. When you arrive at the care receiver's home, she does not let you in.
- How do you handle this situation?
 - What can you do to establish rapport and familiarity?
- Scenario 2:** You have completed volunteer training for your local program. You provide one hour of friendly visiting a week to a person with HIV/AIDS and each time you volunteer, she asks you to stay a little longer or gives you other projects that she needs assistance with completing (i.e. shopping for groceries or taking her to complete errands).
- How do you apply your volunteer training knowledge to this situation?
 - What is your responsibility?
- Scenario 3:** Mrs. Johnson is a 73 year old frail elderly woman who resides with her 45 year old daughter and her family. When you arrive at the home to provide respite care, Mrs. Johnson confides in you that her daughter and her husband are mean and mistreat her. She explains to you that they abuse her emotionally and physically and that you are the only person she has contact with. Finally, after sharing this information, Mrs. Johnson pleads with you not to report this or tell anyone about her situation.
- What do you do with this information that Mrs. Johnson has shared with you?
 - What is the crisis plan established with your local program?
 - How do you comfort Mrs. Johnson after hearing this information?
- Scenario 4:** Lauren, who is 7 years old, is socially isolated due to her chronic illness and has received friendly visiting from you as her local volunteer for 6 months. You have developed a wonderful relationship with her and her family and she gets your telephone number and calls you during the early morning hours because she feels lonely and isolated.
- How do you address the issue of boundaries?
 - How do you gently discuss the appropriateness of calling you at home?
- Scenario 5:** Mr. Betts lives alone and has little contact with anyone besides you as his *Faith in Action* volunteer. He enjoys spending time with you and has told you that he considers you all the



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family that he has left. He wants to give you a gift of gratitude for your hard work and service.

- a. Do you accept his gift?
- b. What tactful strategies can you use to reject the gift?