

General Guidelines:

- ShareCare is an agency driven by volunteers who are screened and trained. Background checks are performed on all volunteers. There are services we may not be able to provide if there is no volunteer available.
- You must qualify for services. This is determined after the assessment is completed and your needs are reviewed by office staff. The office will call you after your assessment has been reviewed.
- Qualification for services also depends on the safety of both you and the volunteer.
- ShareCare may need to re-assess you if there is a change in health or status.
- Mutual caring, trust, and confidentiality will be maintained between you and your volunteers.
- All services are at the discretion of the volunteers.
- If you have any concerns or questions about your volunteers or services provided, please call the ShareCare office. Your concerns will be kept confidential.
- Please remember, our volunteers are not permitted to accept monetary gifts. If you wish, you can show your appreciation by giving a donation to ShareCare or a charity of your choice in your volunteer's name.
- Black-out Dates will be in effect before and after major religious holidays. We are also closed for some major public holidays. Please call the office for the dates as they change from year to year.
- Services will not be provided in cases of infectious and contagious illnesses.

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CLIENT MANUAL

This is being provided to you as a set of guidelines.
These guidelines for services can be modified and approved for each individual.

Business Hours—Monday through Friday
Closed Saturday and Sunday

321 Wyandotte Street • Bethlehem, PA 18015
610-867-2177 • 610-867-2177 (Fax)
www.sharecarefaithinaction.org

Transportation: A volunteer will take you in their car and escort from your door to your appointment's door, shopping, or social event.

- ShareCare needs at least seven (7) business days notice for all ride requests. The longer the notice, the better chance we have of finding you a driver. We take requests a few months ahead. ShareCare cannot guarantee a driver for all requests.
- Please be prepared to give specific details of your trip when requesting rides. (ie. date, appointment time, address)
- Call the ShareCare office or volunteer coordinator immediately about any changes to scheduled transportation requests.
- If you and your volunteer agree upon a future ride, please notify the ShareCare office or your volunteer coordinator.
- All new ride requests must be made through the ShareCare office or volunteer coordinator.
- Please do not ask your volunteer to make additional stops on the day of your service. Volunteers schedule their time with you based on your original request.
- Your ShareCare volunteer can only provide gentle assistance - no lifting. You must be able to get into and out of a vehicle by yourself with only the gentle assistance provided by your volunteer.
- ShareCare cannot transport people in wheelchairs or transport chairs. Light walkers and canes are acceptable.
- ShareCare cannot do emergency rides and/or next day requests.
- ShareCare normally offers 2 to 3 rides per month. Additional rides are only received if a volunteer is available.
- You must wear a seatbelt. If you are unable to use a seatbelt you need a Dr.'s excuse. You must provide your own seatbelt extension if you need one.
- Volunteers do not provide rides to dialysis.
- Ride requests may be cancelled due to inclement weather.

Respite Care: A volunteer would give relief so a caregiver is able to leave the home and attend to other needs.

- Respite care requests typically are for two to three hours per request, a few times a month.
- Volunteers are not allowed to administer medications or provide personal care.

Light Chores:

- All jobs that require materials and equipment must be provided by you. Volunteers provide their time only.
- Volunteers are not allowed to use ladders, heavy equipment, or equipment they are not familiar with.

Shopping: A volunteer does your shopping for you.

- Volunteers will pick up your shopping list from your home along with cash or cash equivalent and return with items, receipt, and change.
- Only items on the shopping list will be purchased. Please give details such as size and brand.
- Your volunteer may not be able to help you with large, heavy items.
- By law, volunteers are not allowed to use your access or credit card for purchases.

Visitation: A volunteer can provide companionship in your home.

- Visits usually last about 1 hour, a few times a month.

Yard Work: Care for home yards for those who are unable to do so themselves.

- All jobs that require materials and equipment must be provided by you. Volunteers provide their time only.
- Volunteers are not allowed to use ladders, heavy equipment, or equipment they are not familiar with.