

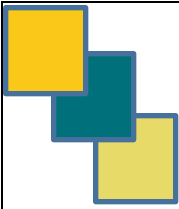


NVCN National Volunteer
Caregiving Network



Volunteer Handbook

National Volunteer Caregiving Network
1765 Goodyear Ave. Suite 204
Ventura, CA 93003
512.582.2197
info@nvcnetwork.org
www.nvcnetwork.org



National Volunteer Caregiving Network Welcomes YOU!

Thank you for attending this orientation session developed by National Volunteer Caregiving Network (NVCN) for use by your local program. We are very excited and grateful that you want to share your time and talents with our affiliate members and their care receivers, the people we exist to serve.

Volunteer Caregivers are dedicated to meeting the needs of seniors, adults with disabilities and their family caregivers all over the nation through a “neighbor helping neighbor” approach to caregiving. The goal is to provide Volunteer services to help our friends and neighbors live as independently as possible for as long as possible, while maintaining their dignity and quality of life.

This Volunteer Handbook has been developed for the benefit of all care receivers, volunteers, and each member organization’s board and staff. Please keep this handbook nearby for reference when you have questions, and please do not hesitate to contact us or your member organization with any additional questions, concerns, or suggestions.

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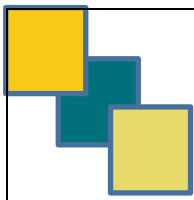


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Section 1:

Basic Information about NVCN

Who We Are

National Volunteer Caregiving Network (NVCN) is a consortium of local community Volunteer Caregiving programs, regional and state networks, and individuals who support the work of Volunteer Caregiving. Communities benefit when the elderly can remain in their homes as an important part of the fabric of the community. Individuals benefit by an increased feeling of things of the heart that comes from the service they provide.

Member benefits include:

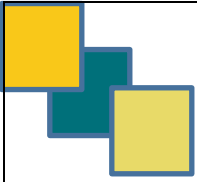
- Consultants, offering tremendous savings;
- Education and training solutions;
- Network of colleagues offering encouragement and inspiration;
- Eligibility to apply for Excellence Awards; and
- Discounts on products.

Our Purpose

The purpose of NVCN is to promote the sharing of knowledge, experience and ideas that can help to strengthen and support hundreds of local Volunteer Caregiving programs currently active throughout the United States, and to foster and support the establishment of new interfaith Volunteer Caregiving programs in all communities. Local Volunteer Caregiving programs vary according to local needs and preferences.

History

Faith in Action was an initiative of The Robert Wood Johnson Foundation that began in 1983, and today there are more than 500 local programs operating in communities across the nation. You may search www.nvcnetwork.org by



state to find a program in your area. If there is not a Volunteer Caregiving program in your area and you are interested in starting one, please contact NVCN by calling 512-582-2197 or by emailing info@nvcnetwork.org.

National Volunteer Caregiving Network, formerly *Faith in Action* National Network, was founded upon the completion of the work of The Robert Wood Johnson Foundation National Program Office in 2005. Volunteer Caregiving has a long and successful history serving communities around the nation.

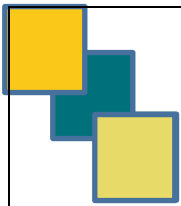
Basic Overview of Volunteer Caregiving Services

Volunteer Caregiving programs bring volunteers of different faiths together to care for their homebound neighbors who may be isolated and living with chronic health conditions or disabilities. These volunteers come from churches, synagogues, and other houses of worship, as well as from the community at large, and provide many forms of non-medical assistance, such as:

- Transportation;
- Shopping/Running Errands for Care Receivers;
- Respite/Family Caregiver Support;
- Light Housekeeping;
- Friendly Visiting and Phoning;
- Light Yard Work;
- Minor Home Repairs; and
- Paperwork Assistance.

NOTE: The services offered by each local program vary based upon the needs of the community. Your local organization, for example, may offer a medical equipment loan closet or another specialized service or may not offer all the services listed above. Additionally, most will welcome office/administrative volunteers.

These simple services provide a safety net that makes it possible for those with disabling health conditions or other limitations to enjoy a better quality of life and to maintain their independence.



Who Is Eligible for Services?

Eligibility for services varies by organization. All NVCN affiliates serve seniors, age eligibility varies by location. Many affiliates serve the disabled.

A list of organizations and their criteria for service may be viewed at:

<https://nvcnetwork.org/wp/index.php/program-map-2/>

Direct services are provided through volunteers; therefore, services are dependent on their availability. As a volunteer you can determine what tasks you are willing to do, where you will go, and when you are available.

There are no fees for services and no income eligibility requirements, although care receivers are given the opportunity to make a contribution to their local caregiving organization. Making a contribution is absolutely voluntary and in no way impacts whether a service is provided, the quality of the service, or the volunteer assignment.

How Are Care Receivers Found/How Do They Find Us?

- Family and friends;
- Referrals from hospitals, home health agencies, social service agencies (both public and private), congregations, and health care providers;
- Referrals from organizations for seniors such as AARP and other agencies which support older adults and adults with disabilities;
- Individuals who refer themselves; and/or
- Health fairs or other community events in which caregiving organizations participate.

How is Volunteer Caregiving Structured?

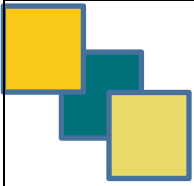
Local organizations include a small core of paid staff that mobilizes volunteers to perform specific services for qualified care receivers.

Section 2:

Basic Information for Volunteers



“Volunteering has changed my life and my values. Serving has been a far bigger blessing to me than I could ever repay. It has fun, it feels good and it’s taught me a lot about life.”



Basic Information for Volunteers

General Volunteer Policies and Guidelines

Who Can Be a Volunteer Caregiver?

Volunteers that provide **direct** services for care receivers must:

- Complete a Volunteer Application
- Attend Volunteer Orientation (this on-line orientation counts)
- Provide two personal, non-family references that support eligibility
- Undergo a criminal background check
- Provide a copy of a valid state driver's license or other valid ID
- Provide proof of automobile liability insurance
- Meet with a local organization for an interview to complete required Volunteer paperwork

What Is the Role of Friends and Family Members?

Only those who attend the Volunteer Orientation and complete the process outlined above are authorized to provide services to care receivers on behalf of your local organization. These responsibilities cannot be transferred to any other person, such as a family member, co-worker, or employee.

What About Volunteer Groups?

NVCN recommends that a trained volunteer accompany and supervise any group providing services as a team. If it is not possible or feasible for any team member to attend orientation, a group may provide team services with the consent of the care receiver and with the understanding of the following:

- Care receivers may or may not have had an in-home assessment.
- Volunteers may or may not have attended orientation.
- Youth groups **MUST** be accompanied and supervised by adults.
- Neither NVCN nor your local organization will be liable for any incidents.

Gifts/Tips/Solicitations

Volunteers are not permitted to accept money or personal gifts of any significant value from care receivers or their families (a few cookies or a hug work wonders). If care receivers or their families want to give a gift, the volunteer should suggest that they make a contribution to your local organization.

As a volunteer, you may not promote or solicit for your own business, charity, religion or political agenda while volunteering.



Complaint/Grievance Policy

As a volunteer you are encouraged to bring any and all questions, concerns and suggestions for improvement to supervising staff at the local level. Every effort will be made to ensure that you have a positive experience of service.

Any concerns about your volunteer assignment should first be discussed with the staff person overseeing volunteers.

If the problem remains unresolved, or if you want to appeal any decision(s) made, you should contact the local **Executive Director or a board member** and he/she will direct you about the next steps that may be taken.

Reasons for Disqualification or Dismissal of Volunteers

You are expected to conduct your duties in full compliance with the law and in an honest, fair, and courteous manner. Although each caregiving organization acknowledges there must be flexibility in dealing with volunteers, occasionally volunteers may be disqualified or dismissed for, but not limited to, the following reasons:

- Persistent disregard for the policies and procedures outlined in this handbook and any supplementary materials provided from the local organization.
- Unreliability with activities concerning the care receiver or his/her family.
- Conduct that brings discredit to your local organization or interferes with service provision.

Procedures for Dismissal

Defined procedures will be followed in the dismissal of a volunteer. However, with the approval of the Program Manager or Executive Director, a volunteer may be released without advance notice or without any opportunity to appeal the decision or be reinstated as a volunteer in the future.

Unacceptable behavior, which does not lead to immediate dismissal, will be dealt with in the following manner:

- Reminder via best method of communication (phone, e-mail, etc.);
- Written warning;
- Telephone counseling session with appropriate Staff; and/or
- Termination.



Volunteer Rights and Responsibilities

Volunteer Rights (What You Can Expect from Your Local Organization):

- To be assigned a job that is meaningful, worthwhile and contributes to the organization's mission.
- To receive an orientation and the training/supervision necessary to do the job.
- To be trusted with confidential information necessary to carry out your assignment.
- To know to whom you are responsible and who will answer your questions.
- To work in situations which are not hazardous to your well-being.
- To have your volunteer role thoroughly explained and to know what is expected of you prior to starting your volunteer assignments.
- To receive feedback on the work that you perform.
- To be treated with respect at all levels of the organization.
- To expect that your time will be used wisely through the organization's best efforts at planning and coordination.
- To determine the number of hours you can work and the services you will offer.
- To refuse any assignment or request a reassignment.


Volunteer Responsibilities (What Your Local Caregiving Expects From You):

- To be punctual and dependable on assignments.
- To notify your coordinator as soon as possible if unable to fulfill an assignment.
- To follow policies and procedures as outlined in this Handbook.
- To honor the confidentiality guidelines.
- To report promptly any unusual or unexpected incidents related to an assignment and to report mistreatment of older and other adults with disabilities.
- To respect people of different backgrounds, family situations, values and spiritual beliefs and understand that the Volunteer role does not include witnessing or proselytizing.
- To honor the importance of communication with your coordinator and staff by promptly returning e-mail messages and phone calls.
- To submit monthly details of service.
- To update your organization by providing updated contact information and with current information each time your driver's license or auto liability insurance is renewed.
- To end well. If you need to end your volunteer assignment for any reason, please notify your care receiver and your coordinator.



General Limits of Volunteer Responsibilities

- Volunteers should perform only assigned duties. Requests for additional services for a care receiver are to be made through your organization's office.
- Your organization will not share the phone number of any volunteer with the care receiver and recommends that volunteers not share their phone numbers. (NOTE: caller ID will need to be de-activated to prevent phone number sharing).
- Volunteers should not take sides in the personal problems of a care receiver, especially those involving the care receiver's family.
- Volunteers are not to give care receivers advice on legal, medical, financial, investment, insurance, banking, or personal issues.
- Volunteers are not permitted to sign checks or legal documents of any kind on behalf of the care receiver.
- Volunteers must not be named on any type of bank account, insurance policy or other document as a co-signer or beneficiary of funds.
- Volunteers may not be given any form of power of attorney or permission to act on behalf of the care receiver.
- Volunteers may decline to lift or transport wheelchairs, although they may push care receivers in wheelchairs.
- Volunteers are not permitted to provide any personal care services for care receivers, including bathing, toileting, and dressing. Your volunteer caregiving organization is not a licensed home health agency.
- Volunteers should not handle hazardous waste.
- Volunteers are not permitted to count out or administer medications, either prescription or over-the-counter, to care receivers. Volunteers may **remind** care receivers to take their medication.
- Volunteers must respect the spiritual and religious practices of the care receiver, the primary caregiver, and the family. Local organizations offer services to care receivers from many faith traditions, as well as those who have no faith tradition. Volunteers must never use their relationships with care receivers to witness or proselytize for a particular religion.
- Volunteers may not promote or solicit care receivers for their own business, charity, or political agenda.
- Volunteers should not expose care receivers, caregivers or other family members living in the household to a contagious disease. If you develop a cold, flu, fever, etc. or become exposed to a contagious disease, notify your coordinator immediately so that other arrangements can be made to cover your assignment until you are well.

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- Volunteers should never loan money to care receivers and should never accept money for services provided. If care receivers or their families want to give a gift, the volunteer should suggest that they make a contribution to your local organization.
 - Volunteers are not permitted to drive a care receivers vehicle, without prior special arrangements.
 - If in doubt about whether to do something a care receivers requests, **don't do it!** Contact your coordinator.

Confidentiality

Confidentiality relates directly to the bond of trust between caregiving organizations and the care receivers who request assistance. Organizations have an obligation to care receivers both to maintain their confidentiality and respect their privacy.

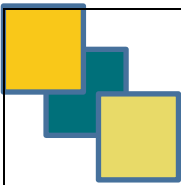
Both during and after their involvement with care receivers, any personal information volunteers learn about their care receivers and their situations should be kept confidential. Volunteers should express concerns about their assignment with their care receivers only with their coordinators.

At times, volunteers may find themselves in situations in which they see and hear things that are meant to be kept confidential but are important not to ignore for the health and safety of the care receivers. ***Please note that it is not a violation of confidentiality to report suspected mistreatment to Adult Protective Services.*** Check with your local organization for procedures to follow.

Volunteers may share information about resources with their care receivers, but they should always discuss the situation with their coordinator and get permission from the care receivers before making referrals to other agencies.

Volunteers must agree that:

- They will not disclose the identity of any care receivers to anyone outside of their local Volunteer Caregiving organization.
- They will not disclose personal information that they are privy to through their Volunteer Caregiving role to anyone outside of their local chapter.
- They **will** disclose to the coordinator, information about situations that may be potentially harmful to their care receivers or that may jeopardize the local organization or its programs.



Setting Boundaries

Boundaries are the healthy limits in adult relationships that allow us to expend energy in our interactions with others while maintaining the energy we need to care for ourselves. Boundaries allow us to say no when the expectations of others go beyond the scope of what we can give.

What Happens When You Cross Your Boundaries

- By crossing boundaries, you “enable” the care receivers. You may cause them to rely on you rather than make decisions for themselves, take action to help themselves, or enlist the help of family members, who could be encouraged to take more responsibility for their care.
- Giving care receivers more time than you previously agreed to can cause them to demand services and time above that of your volunteer service commitment. This may cause burnout and eventually take the joy out of being a volunteer.
- It may confuse the relationship if you cross the boundaries that have been set and then try to return to original boundaries. Care receivers may wonder why you stayed or performed a certain task before and will not do it now. They may feel as though you are rejecting the relationship, rather than the task. ***It is vital to communicate what you are there to do and how long you can commit at the beginning of the relationship.***

Boundary Tips for Volunteers

- DO NOT give care receivers your phone number.
- Inform the care receivers up front what you can do and how long you can stay.
- It’s OK to make statements about what you are willing to do and not do.
- It’s OK to turn down a request from a care receivers. You can offer to refer needs you can’t meet to your local organization.
- It’s OK to say no and even to say it again if it isn’t heard the first time.
- It isn’t necessary to offer excuses or justifications for saying no.
- ***Please*** say no if a care receivers requests you to do something you are not comfortable with doing, if you do not have time to do something you are asked to do, if you feel incapable or inadequate to do something you are asked to do, or if you are being asked to do something outside of the scope of your role as a volunteer.



What to Do in an Emergency

Emergency situations, although rare, can occur whenever volunteers are on assignment with care receivers. It is important to remain calm, focus on the person in need, and immediately notify the proper authorities for emergency assistance.


Volunteers should not try to handle emergency situations on their own and should never take responsibility for transporting ill or injured care receivers.

What do you do if you arrive at the care receiver's home for a pre-arranged visit or appointment and no one comes to the door?

1. If you have your cell phone with you, call the care receivers.
 - When calling the care receivers, please let the phone ring at least 10 times prior to hanging up. If the care receivers does not answer, hang up and try again in a few minutes. Please make 2-3 attempts to telephone the care receivers. There are several non-emergency reasons that may prevent the care receivers from answering the door or phone immediately, such as having lost track of time, walking slowly to the door or telephone, or using the bathroom.
2. **DO NOT ENTER THE HOUSE ON YOUR OWN.**
In most cases the care receiver has accepted a ride with a friend/family member or forgotten their appointment. Call your coordinator if you cannot reach the care receiver.
3. If you see anything suspicious or alarming (broken glass, windows or doors that appear to have been forced open, smell of gas, etc.) you should **GO TO A SAFE PLACE**, and call 911 immediately. Notify your organization.
4. The Volunteer's responsibility for the care receiver ends when the emergency contact or emergency personnel arrive.
5. Always notify your coordinator once the emergency situation has been handled.

What do you do if your care receiver falls or there are other emergencies?

1. Call 911.
2. Keep the care receiver comfortable and be as reassuring as possible. **Do not attempt to help a fallen individual get up.**

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3. If during business hours, call your coordinator so that they can notify the emergency contact.
 4. Stay with the care receiver until the emergency contact or emergency personnel arrive.
 5. The volunteer's responsibility for the Care Receiver ends when the emergency contact or emergency personnel arrive.
 6. Report the emergency situation to your coordinator as soon as possible after emergency personnel have the situation under control.

Senior Abuse

Your Organization should be notified if any of the following signs of mistreatment are noticed:

- **Exploitation** is the illegal or improper use of the adult or his/her resources for another person's profit or advantage. This includes taking advantage of or stealing the person's money or possessions.
- **Abuse** is the willful infliction of physical pain, injury, mental anguish, unreasonable confinement or *willful* deprivation by the caregiver of services that are necessary to maintain mental/physical health.
- **Caretaker Neglect** is failure of the caregiver to provide services to maintain the mental/physical health of the adult.
- **Self-neglect** involves an adult with a disability who lives alone or has no caregiver and is not able to provide necessary services to maintain his/her mental or physical health.

Common Behavioral Indicators of Mistreatment

- Avoidance of eye contact;
- Depression;
- Confusion;
- Suspicious or paranoid behavior;
- Hostile behavior toward a caregiver;
- Radical change in behavior;
- Hesitance to talk openly;
- Withdrawal from friends and activities; and/or
- Anxiety around a caregiver or a certain area of the home.



Section 3:

Transportation Services



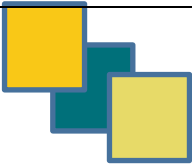
“The people who drive me to my appointments or when I need a ride could not be any nicer. The Caregivers are my friends. Thank you for all your help. Thank you very, very, very much.”



Transportation Services

General Transportation Policies

- Local organizations may have a minimum age for transport drivers, please check with your local coordinator.
- Volunteers who provide transportation services must have a vehicle in proper working condition that is duly licensed and insured. Volunteers who transport care receivers must have a valid driver's license. Copies of the driver's license and proof of automobile liability insurance coverage must be provided to your coordinator.
- Volunteers use their vehicle to transport care receivers.
- Care receivers must be able to get into and out of a car independently or with minimal assistance. Volunteers may assist care receivers, but they are not permitted to lift or carry them. Volunteers may transport canes and walkers, or wheelchairs if they are comfortable doing so. Care receivers who use wheelchairs are advised that volunteers may push them to the car, but they must be able to get out of the chair and into the car seat on their own. Care receivers must make sure that a wheelchair (or scooter or whatever is needed) is available for them at the other end of the ride.
- Volunteers should never take responsibility for transporting an ill or injured care receiver in their own cars.
- In most cases, volunteers are not permitted to drive the care receiver's vehicle, but check with your local coordinator.
- Since the safety of care receivers is the highest priority, volunteers are encouraged to have cell phones in their vehicles for emergency situations, but are asked not to use them while driving.
- Volunteers are to obey all traffic laws, regulations, and speed limits. Volunteers are expected to be safe and courteous drivers.
- Volunteer drivers should be aware of the physical limitations of the care receiver in terms of climbing steps or walking distances. Volunteers should drop the care receiver as close to the door as possible.
- Volunteers should not park in handicap parking unless proper identification is displayed in the car. Some care receivers may have an approved parking pass to display.

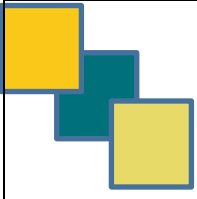
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- If pavement is wet or icy, volunteers should ask care receivers to wait for them to allow them to assist to prevent falls. Volunteers should generally offer their arm in the manner of escorting a person. Volunteers should not cling to or hold anything other than the care receiver's arm—anything more could throw them off balance.
 - If weather is inclement and poses a safety hazard, or if volunteers are uncomfortable providing transportation because of road conditions, they should call their coordinator and the care receiver as soon as possible to let them know about the cancellation of the ride.
 - In the event of an accident, the volunteer's auto insurance policy provides the primary coverage and is at risk up to the coverage limits.

Reviewing Ride Requests

- Local coordinator will provide volunteers the name and address of the care receiver, the appointment time, and the location and phone number for the destination, along with information about any special arrangements.
- Medical and other occasional ride requests are generally for round-trip services, although one-way trips may also be provided. Rides for appointments that will be 2 hours or longer may be split into 2 one-way ride requests: one driver taking someone TO the destination, and a different volunteer picking someone up FROM the destination.
- A volunteer should allow some flexibility to allow for unanticipated delays. Volunteers should allow extra time for traffic, weather or other unforeseen circumstance in transporting care receivers to appointments.

Calling the Care Receiver

- **Volunteers must call the care receiver they are transporting 1 to 2 days before to confirm the pick-up, introduce themselves over the phone, and clarify any other aspects of the ride.** If this is a first-time trip for a Volunteer with a care receiver, the volunteer should describe his/her appearance and the vehicle to the care receiver for recognition purposes.

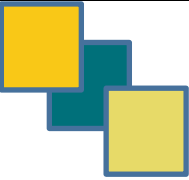


Providing the Ride

- Volunteers most often provide door-to-door transportation for medical appointments. When volunteers arrive at the care receiver's home, they should go to the door and identify themselves by name and as volunteers for your local caregiving organization. Volunteers should be prepared to accompany the care receiver into the office, although some care receivers may choose just to be dropped off at the curb.

At the Destination

- When arriving at an appointment, the volunteer should assist the care receiver with checking in at the reception desk if needed. The volunteer should also inquire about the length of the appointment and make arrangements with the care receiver either to wait during the appointment or to return at a specific time.
- Volunteers may leave their cell phone numbers with the receptionist (not the care receiver) so that they can be called when the care receiver is ready to be picked up.
- If the volunteer leaves during the appointment time, he/she should make clear arrangements to meet the care receiver at a specific place (e.g., inside waiting room, pick-up area, sheltered bench).
- Volunteers should always make sure that medical personnel do not mistake them for family members. Since volunteers are not family members, they should not be informed about personal health information or act as surrogate family members.
- Volunteers should not transport care receivers from the doctor's office to a hospital emergency room. If medical personnel at the doctor's office recommend that the care receiver be immediately taken to the emergency room, an ambulance should be called for that transport.
- Volunteers may not sign out for a care receiver or agree to any kind of obligation other than transporting a care receiver to his/her home.

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- NVCN and its member organizations will not be held liable for a volunteer who takes medical responsibility for a care receiver. It is the care receiver's responsibility to know what type of care will be needed following a medical procedure and to make appropriate arrangements.

The Ride Home

- The volunteer has sole discretion about adding any other stops to a medical or other occasional ride. Sometimes a care receiver will ask to stop to pick up a prescription or shop for groceries on the way home. Volunteers should not hesitate to turn down any request for additional stops and ask the care receiver to call the local office with additional needs.

Standards for Transportation for Grocery Shopping/Essential Errands

- Volunteers should call their care receivers the day or evening before a scheduled trip to confirm plans, as well as again right before leaving for the care receiver's home for the appointment.
- The volunteer and the care receiver should agree ahead of time where they will be shopping. The volunteer should also let the care receiver know the length of time the volunteer has available for the shopping trip.
- The volunteer should suggest that a shopping list be prepared by the care receiver prior to the trip. If assistance is needed in preparing the list, the volunteer can help.
- Before leaving the care receiver's home, the volunteer should ask if the care receiver has everything needed (shopping list, money, checks, credit cards, coupons, prescriptions, ID cards, etc.) for the shopping trip.
- Before each trip with a care receiver, the Volunteer should ask the care receiver how much assistance is needed. Some care receivers need someone to accompany them into the store (to help with reading labels or reaching high or low items on the shelves, for example) while others may prefer to be dropped off in front of the store and picked up at an agreed upon time. Care receivers with mobility issues may need the volunteer to go into the store and bring the store's wheelchair or motorized scooter back out to the car.

- The volunteer should assist with carrying packages to the car and then into the house for the care receiver and assist with unpacking as needed. If assisting, the Volunteer should ensure that refrigerated or frozen items are stored properly.
- Remember that the volunteer is free to decline any last-minute requests for add-on trips.

Section 4:

Shopping/Running Errands *for Care Receivers*



Benefits of Volunteering:

- Volunteering increases self-confidence
- Volunteering combats depression
- Volunteering helps you stay physically healthy



Shopping/Running Errands for Care Receivers

Tips for Shopping/Running Errands for Care Receivers

- Volunteers should call the care receiver the day before their scheduled appointment to confirm plans, as well as again right before leaving for the care receiver's home for the appointment.
- The volunteer and the care receiver should agree ahead of time on where the Volunteer will shop. It is recommended that volunteers offer to shop only at one store, two at the most, if there is also a need for shopping at a pharmacy.
- The volunteer should make sure that the care receiver makes a shopping list which includes brand names, sizes, and quantities of products. The care receiver may or may not need the volunteer's assistance in making the list. Volunteers should review the list carefully, anticipate problems, and ask any questions they may have before leaving the care receiver's home for the store.
- The volunteer should ask the care receiver what he/she prefers if an item on the list is not in stock. Should another brand be purchased, or should the item be omitted?
- The volunteer should ask the care receiver if the cost of the item is important or if the brand is more important. Can a less expensive brand be substituted for the one listed?
- The volunteer should check with the care receiver about the availability of coupons for any items on the list.
- The care receiver should provide the volunteer with the method of payment for the purchases the volunteer will be making. Acceptable methods include:
 - Checks made out to the store and signed by the care receiver
 - EBT cards (Food Stamps) with PIN 's
 - Cash
 - Store gift cardsBank debit cards and credit cards are **not** acceptable.

- In order to make sure that volunteers are not shortchanged, it is recommended that care receivers provide volunteers with payment before the shopping trip rather than have volunteers spend their own money when shopping and then get reimbursed by care receivers upon delivery of goods. It is important for volunteers to understand that your local organization cannot assume any liability if the care receiver's reimbursement falls short of what a volunteer actually spent. Best practice is to have volunteer and care receiver sign a note declaring how much money the care receiver gave to the volunteer. When the goods and change are dropped off, they re-sign the note saying that the correct change was given. (Protects both parties.)
- In some established relationships, the volunteer will get the shopping list from the care receiver over the phone, shop for the care receiver, pay for the items him/herself, and then bring the items and the store receipt to the care receiver. The care receiver will then reimburse the volunteer either by check or in cash.
- Upon return from the store, the volunteer should explain to the care receiver why any items on the list were not purchased.
- The volunteer should offer to assist with unpacking items and be sure that refrigerated or frozen items are stored properly.



Section 5:

Respite/Caregiver Support Services



“Having a volunteer come 2 hours a week gives me 2 hours of free time to keep my sanity. When you’re shut in 24 hours a day, you need an outlet, whether it is to go get ice cream by yourself or visit a friend.”



Respite/Caregiver Support

A respite volunteer acts as a companion for a care receiver so that family caregivers can have respite, or temporary relief from their caregiving responsibilities. Family caregivers often dedicate all their energy to meeting the needs of their relative and jeopardize their own health or emotional well-being in the process. Respite allows a spouse or adult child to take a well-deserved break so that they can tend to their own needs (e.g., go to the doctor), run errands unhurried, or simply do something fun. Thus, respite benefits *two* people at one time--the care receiver **and** the primary family caregiver.

Respite services are coordinated by each local organization's staff and are provided for family caregivers of adults who should not be left alone. For example, care receivers may:

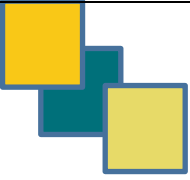
- Have dementia due to Alzheimer's, Parkinson's, stroke or other illness
- Be confined to a wheelchair or bed
- Be too frail to call 911

Respite volunteers typically spend 2 to 3 hours per visit in the home on a weekly, every other week, or monthly basis.

Sometimes family caregivers request volunteers in the hope of providing activities, social stimulation and friendship to a care receiver whose social network and abilities are changing. The family will identify activities that the volunteer and care receiver can enjoy together.

Possible activities may include the following:

- Socializing
- Eating lunch together
- Watching TV, listening to music
- Playing cards or games
- Going on outings, going for a walk

- 
- Accompanying a volunteer as he/she delivers Meals on Wheels, etc.
 - Listening to the volunteer read or watching the volunteer knit, if care receiver is quite frail

Tips for Respite Care

- The volunteer will be informed of the care receiver's abilities and needs and will be provided with some biographical information and emergency contact numbers before the first visit.
- Volunteers and families will decide together the best days and times for respite. Routine scheduled visits are **more** successful than if a volunteer says, "call me if you need me".
- Volunteers should call the day before the scheduled visit to confirm.
- Volunteers should carry with them the emergency contact numbers provided to them by their coordinator and/or the family.
- Volunteers should ask the family to show them where they keep the current list of medications, in case a volunteer needed to show that to emergency personnel.
- Volunteers should contact the family IMMEDIATELY if they are unable to keep a scheduled visit. Please inform your organization of absences when the family may benefit from a substitute respite volunteer.
- Families are told that volunteers do not give out their personal phone numbers. *However*, after 3 to 4 visits, if a respite volunteer feels comfortable sharing his/her phone number that is permissible. If you prefer not to share your phone number, please tell the family that your organization discourages it and do not feel guilty.
- Volunteers provide quality interaction, companionship and safe supervision. The respite volunteer's responsibilities include supervising the care receiver so that he/she does not wander or do anything unsafe.
- While respite volunteers may not provide any assistance with personal care or count out or administer medications, they may **remind** their care receivers when it is time to eat, take self-administered medications, or toilet.
- Respite volunteers who transport care receivers are expected to follow the Transportation Guidelines in the Transportation section.

- If a volunteer ever has a concern, recognizes a need for more care than he/she can render, or feels dissatisfied with the assignment, please contact the coordinator.

Section 6:

Light Housekeeping Services



More important than the hour or two spent cleaning is the presence of a friend, someone to talk with, laugh with, reminisce with; all services include a “friendly visit”.



Light Housekeeping


Housekeeping chores are essential for cleanliness, health and safety can be very difficult and burdensome for some older adults and other adults with disabilities. Volunteers provide light housekeeping services for care receivers in order to help them maintain a clean and safe living environment.

Light housekeeping is defined as:

- Furniture dusting.
- Vacuuming or sweeping floors.
- Kitchen clean-up: Wipe counters, stove top, sink; wash dishes (or put in dishwasher); sweep and lightly damp-mop floor; and take out trash.
- Bathroom clean-up: Wash counters and sink; sweep and lightly damp-mop floor; and clean toilet and tub or shower.
- Laundry: Change bed and bath linens and put in washer/dryer if requested; and wash, dry, and fold laundry.
- Upon request, Volunteers will change light bulbs and batteries in smoke and carbon monoxide detectors, if they can be done safely.

Tips for Light Housekeeping

- After being matched with a care receiver for housekeeping services, the Volunteer should call the care receiver to arrange a day and time for housekeeping. The volunteer and care receiver should also discuss the extent of the work to be done and the care receiver's housekeeping priorities (within the parameters described above) so that the volunteer can schedule adequate time.
- Volunteers typically spend an hour to an hour and a half per light housekeeping visit.
- Volunteers should do **only** light housekeeping. Volunteers are not expected to do heavy cleaning such as moving furniture or washing walls.
- Volunteers should wear protective gloves when cleaning, especially in kitchens and bathrooms, to avoid transmission of disease.

- 
- Volunteers should not be exposed to and are not expected to deal with hazardous waste, including bodily fluids; syringes, lancets and other sharp items; soiled bandages; disposable sheets; adult diapers; or used medical gloves. Volunteers should notify their coordinator if there are any concerns with regard to hazardous waste.
 - Volunteers should use caution when using step ladders. Volunteers should never use a chair or stand on furniture to reach high places.
 - The care receiver should provide all cleaning products and supplies. The volunteer is responsible for reading all instructions for each cleaning product to be used and for using it appropriately.
 - Volunteers **may** choose to bring their own bucket, rags, sponge, paper towels or other items that they prefer to use when cleaning.
 - The volunteer should be sure that trash is properly bagged and in the proper place for trash collection.
 - Volunteers may decline to change cat litter, clean bird cages, dog kennels or aquariums or to do any cleaning related to care for other pets.
 - The Volunteer should let the care receiver know when cleaning supplies are running low so that more can be purchased.
 - Before leaving, the volunteer should schedule a day and time for the next visit.



Section 7: Friendly Visiting



“One visit a week from a (Volunteer Caregiver) can prevent an elderly person from having to move out of their home.”



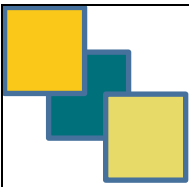
Friendly Visiting

Volunteers provide friendship and companionship for older adults and adults with disabilities who may be lonely and socially isolated. Every effort is made to match volunteers with care receivers according to interests, availability, geographic location, or by similarities between the care receiver and the volunteer.

Volunteers usually commit to one to two hours per visit-- either weekly, every other week or monthly--depending on the volunteer's availability and the care receiver's needs. Friendly visits include activities such as visiting and talking in the care receiver's home, watching TV or a movie together, playing games, or enjoying hobbies together, etc.

Tips for Friendly Visiting

- Within a few days of being assigned, volunteers should contact their care receivers, identify themselves by name and as a volunteer through their local organization, and arrange a time for the first visit.
- When arriving for the first visit, volunteers should introduce themselves again, addressing the care receiver by his/her proper name (e.g., Mrs. Smith, Mr. Jones) until asked to be more informal. If other family members are present at the time of your visit, chat with them enough to make them comfortable with you.
- State the purpose of the visit and the length of time you will be able to stay.
- Talk to the care receiver about their interests and what kinds of activities they might enjoy during your time together.
- Volunteers should be familiar with active listening technique; care receivers prefer to do most of the talking. Active listening is a way of listening and responding that increases mutual understanding:
 1. Look at the care receiver as they speak, avoid distractions, and pay attention to their body language.
 2. Use facial expressions, an open and inviting posture, nod as appropriate, and encourage the speaker with words like “yes” and “uh huh”.
 3. Reflect what you have heard by paraphrasing, asking clarifying questions, and summarizing what the care receiver has said.



- Volunteers should look for signs that their care receiver may be tiring, not feeling well, or ready to end the visit before the allotted time for some other reason.
- Before leaving, volunteers should set the time for the next visit. Always call ahead a day or two before the next visit, and again before you leave for the care receiver's home, to confirm the appointment.
- Volunteers who transport care receivers are expected to follow the Transportation Guidelines in Section 3 of this Volunteer Handbook.



Section 8:

Paperwork/Light Yard Work Services



“Thank you so much for your sharing and caring enough to provide volunteer assistants. They are angels, magnificent, superb and nurturing. I am ever grateful.”



Paperwork


Volunteers provide assistance for care receivers who need help with handling, sorting and organizing their mail and other paperwork. Typically volunteers will offer this service once or twice per month on an ongoing basis, although there are also requests for short-term or occasional assistance.

Volunteers also provide assistance with paperwork by helping care receivers:

- Sort through mail to separate important items from junk.
- Shred or cut up throw-away mail or other documents to prevent identity theft.
- Organize papers, bills, mail, important documents.
- File, or set up a filing system, so that important paperwork and documents can be retrieved easily if needed (e.g., Medicare and Social Security documents, medical bills, bank statements, wills, living wills, powers-of-attorney).
- Write letters or notes or assist with other correspondence.
- Put important dates on the calendar (e.g., medical and other appointments, bill due dates).
- Fill out applications and other forms, **except for** forms related to money management, medical information, or legal issues. The care receiver must provide all responses needed to complete the permitted forms.

Tips for Paperwork

- Volunteers are permitted to assist care receivers with managing their paperwork as described above, but they are not permitted to assist with money management, bill paying, or to provide any other type of financial assistance.
- Volunteers are not permitted to offer advice regarding investments, insurance, choice of banks, or related financial matters.
- Volunteers are not permitted to write checks or balance bank statements for care receivers.

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- Volunteers are not permitted to sign checks or other legal documents of any kind for the care receiver or be named on any bank account, insurance policy or other document as a co-signer or beneficiary of funds.
 - Volunteers may not be given any form of power of attorney or permission to act on behalf of the care receiver.
 - When Volunteers are matched with care receivers for paperwork services, they should call their care receivers to arrange a day and time for the service. The Volunteer and the care receiver should also discuss the extent of the work to be done and the care receiver's priorities for assistance, within the parameters described above.
 - Volunteers typically spend an hour to an hour and a half per visit.
 - Before leaving, the volunteer should schedule a day and time for the next visit.



Light Yard Work

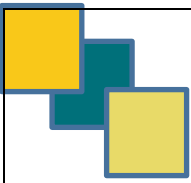
Volunteers provide light yard work services for care receivers who live in their own homes. These services focus on essential yard maintenance and safety. These services are usually seasonal and often provided on an “as needed” basis.

Light yard work services may include:

- Mowing grass and trimming yard.
- Raking leaves in the spring and fall.
- Trimming bushes and shrubs around walkways and beside the house.
- Raking, picking up, and bagging small debris.
- Removing vines.
- Trimming small, low tree branches that present a safety hazard.
- Snow shoveling in situations of medical necessity.

Tips for Light Yard Work

- After being assigned to a care receiver for yard work services, the volunteer should call the care receiver to arrange the day and time for the service. The volunteer and care receiver should also discuss the extent of the work to be done and the care receiver’s priorities for yard work (within the parameters described above) so the volunteer knows how much time to schedule.
- Yard work volunteers may need to provide their own equipment (such as mowers, rakes, hedge clippers, handsaws, etc.), if the care receiver does not have these tools in usable and safe condition or if volunteers prefer to use their own equipment.
- Volunteers should wear appropriate clothing and protective gear for the task to be accomplished.
- Volunteers are responsible for being familiar with the equipment they are using and using it appropriately.



- Volunteers should discuss removal of yard debris with the care receiver. If the materials need to be bagged or bundled for removal by the trash collector, the volunteer should do this and place the materials in the appropriate place for pick-up. If the trash collector does not accept yard waste, the care receiver is responsible for arrangements and fees to remove the debris. Care receivers are responsible for providing the appropriate bags for leaves and other yard debris.
- If work remains to be done after the initial visit, or if there is an ongoing assignment such as regular mowing, the Volunteer should schedule the next appointment with the care receiver before leaving or notify the coordinator about work remaining.



Section 9:

Minor Home Repairs



Volunteer Caregivers make a big difference to those who can afford to live in their own place, but can't afford the maintenance to keep it in livable condition.



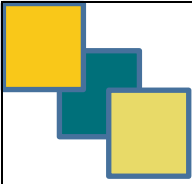
Minor Home Repairs

Skilled volunteers perform various repairs based upon their availability and skills. Volunteers need to be aware of their own limitations and avoid tasks that could cause injuries.

Volunteers around the nation have given an amazing array of services to their senior neighbors.

Tips for Minor Home Repairs

- Assess the job to be completed to determine that you have the necessary skills and equipment, and ensure that the care receiver will be able to provide supplies.
- Dress appropriately for the task to be accomplished, including footwear
- Wear safety glasses when using tools or equipment that cause flying debris.
- Gloves are recommended.
- Never allow children to operate mechanical equipment.
- Know the proper use of equipment.
- Use power equipment only in day light or when there is good artificial light.
- Allow the engine of any power equipment to cool before storing it in any enclosure such as a garage or storage shed. Do not store near any open flame or where gasoline fumes may be ignited by a spark.
- Take precautions when working on hot, sunny days or in extremely cold weather.
- Use extreme caution if repair work calls for climbing a ladder. Make sure the ladder is steady and grounded well. If possible, have another volunteer hold the ladder.
- If the work calls for the use of chemicals, such as paint, make sure the area is properly ventilated.
- If a care receiver asks the volunteer to do additional work, or if the job is more involved than the volunteer was told, the volunteer should contact the coordinator.



It is our hope that this handbook has answered many of your questions about volunteering with your local organization. As stated earlier, each NVCN affiliate is unique, and questions regarding their unique requirements will be answered when you meet with your local coordinator.

Keep in mind that the local organization is part of a national group. Do not hesitate to contact us, if you feel we can be of further service. May your volunteer service be all that you hope! Best of luck, and we would love to learn about your success!

On-Line Final Quiz Page References:

1. p 11; 2. p 38; 3. p 20; 4. p 1; 5. p 24; 6. p 5; 7. p 5; 8. p 39; 9. p 30; 10. p ii; 11. p 6;
12. p 7; 13. p 8; 14. p 8; 15. p 23; 16. p 21; 17. p 15; 18. Varies; 19. p 30; 20. p 28; 21. p 38; 22. p 36; 23. p 27; 24. p 35; 25. Varies; 26. p 33



Credits:

Leap to Success, Austin, Texas: Kelly Kaelin, Cindy Glenn, Pam Caldwell

Richard Segal, Broadcast Meteorologist, Time Warner Cable

The Center for Volunteer Caregiving, Cary, NC

Faith in Action National Office

Volunteer Caregiving Organizations across the nation

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