

# Volunteer Handbook

"Senior Independence through Volunteer Services"

480-895-7133

10450 E. Riggs Road #113

Sun Lakes, AZ 85248

[www.neighborswhocare.com](http://www.neighborswhocare.com)

# Summary of Presentation & Handbook

## PRESENTATION AGENDA

- Welcome - Eric R Ehst, Executive Director
- Review Presentation/Answer Questions
- Next Steps & Badge Photo

## HANDBOOK TABLE OF CONTENTS

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- Service Areas & Partners Page 6
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### **Please review the following pages as we will not review during orientation**

- Client Related Services Summary Page 13 / Details Pages 14-31
- Non Client Related Services Pages 32-34
- Driver Safety Program (If Driving NWC Van) Page 35
- Accident Procedure & Form Pages 36-37
- Non Client Master Summary Report Page 38
- Stories About Your Volunteer Experience Page 39
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# Volunteer Welcome from Executive Director

- We depend on your dedication – our treasured and vital volunteer- to help us fulfill our mission
- Volunteerism contributes to growth and health of our nation and quality of life for our community
- Our volunteers provide services valued over \$700,000 in any given year
- We value those who freely give of themselves in terms of time, commitment, and energy to serve others in need
- Our clients need volunteers like you
- Your efforts will greatly be appreciated
- You will be amazed at the difference you can make in a client's life and possibly, in your own
- Each volunteer brings the "spirit of service" to our cause and the community
- Our goal is for your experience with us to be gratifying, rewarding, and worthwhile
- We not only THANK YOU – WE APPLAUD YOU for helping us with fulfill the needs of our community!

We know you are eager, as we are, to begin your volunteer service with NWC. Our Board of Directors, Office Staff, and Volunteer Service Leaders are available to help you. We want your experience with us to be gratifying, rewarding, and worthwhile.

Yours Truly,

Eric R Ehst

Executive Director



# Neighbors Who Care (NWC), Inc. History

## 1993 Overview:

- Search to find a service model was started
- Search included programs already providing assistance to the elderly in Central Phoenix and other large communities across the country
- Model adopted was known as Duet, in Central Phoenix
- Original board of directors was made up of the clergy and representatives of the Interfaith Council
- First volunteer training was in September 1994 with 26 people

2019 NWC STATISTICS	
Volunteers	374
Clients	657
Hours	20,303
Miles	159,617
Occasions	20,023

## 1994 Overview:

- Founded in 1994
- First known as Neighbors Helping Neighbors (NHN)
- Began with the Greater Sun Lakes Interfaith Council
- The clergy/members of the community identified and provided services to those who were aging...they saw a need & found a way to fill it
- Greater Sun Lakes Interfaith Council:
  - **President:** Rev. Hal Teuscher of Sun Lakes Lutheran Church



1994 OTHER KEY MEMBERS	CHURCH	1994 OTHER KEY MEMBERS	CHURCH
Rev. David McDaniel	All Faiths	Rev. Don Steedly	United Church
Rev. James Rentz	First Baptist Church	Milton Gross	Jewish Congregation
Rev. Jack Hamilton	Episcopal Church	Shirley Greber	Jewish Congregation
Rev. Marshal Lindsay	Methodist Church		

## 1995 Overview:

- Two orientation meetings training 28 volunteers
- Awarded a \$25,000 grant
- Anne Porter appointed as first paid director
  - Resident of Sun Lakes, graduate of Univ. of Wisconsin with BS and working at Volunteer Center in Phoenix
- First community activity: Afternoon at the movies, in Arizona Room at what is now know as Sun Lakes Country Club
- Fall 1995 volunteers had grown to 175
- Office space was donated and second recognition luncheon was held

# Neighbors Who Care, Inc. Founded in 1995

## Our Mission

Neighbors Who Care inspires a robust network of volunteers who respond to the ever-changing needs of our aging community, helping them live with pride, dignity and independence.

## Our Vision

An interdependent community of neighbors supporting those in need

## Our Values

- **Caring:** We care about the people we serve, the work we do, and we strive to build mutually rewarding relationships
- **Collaboration:** We provide opportunities to serve the community through collaboration with volunteers and partners.
- **Respect:** We treat all clients, volunteers, and partners with dignity and respect
- **Empathy:** We work to understand the situations that others find themselves in, so we may interact with them in a helpful manner
- **Integrity:** We owe our clients, volunteers, and partners the highest level of ethical conduct

## Neighbors Who Care (NWC) is a 501 c(3) non-profit agency

- Mission fulfilled by providing array of non-medical assistive services to residents of the Sun Lakes and south Chandler area
- Clients typically homebound, due to chronic or severe illness, physical limitations or recovering from hospitalization
- Services are free to enrolled clients

## Volunteer Summary:

- Recruited from the communities we serve
- Trained and matched with clients to assist with requested NWC services

## NWC Services Summary:

- Transportation, shopping/errands, grocery van, visitation, reassurance calling, minor home repairs, business assistance, dinner delivery, business advocacy, welfare visits and caregiver relief/respite

# Service Area & Partners

Assistance from NWC is available to residents of Sun Lakes and south Chandler within the following boundaries:

**North** = Queen Creek RD / **South** = Hunt Highway / **East** = Val Vista Rd / **West** = Price Rd

**Reference Map on page 40**



## Out of Area Service Partners

Who	Phone	Service Area
About Care	480-802-2331	Gilbert, North Chandler Wellness Community Partners with NWC
Benevilla	623-584-4999	Avondale, El Mirage, Goodyear, Peoria, Surprise, Sun Cities, Youngtown
Duet	602-274-5022	Fountain Hills, Glendale, Paradise Valley, Peoria, Phoenix, Scottsdale
East Valley Adult Resources	480-966-9704	Apache Junction, Chandler, Gilbert, Mesa, Tempe
Foothills Caring Corps	480-488-1105	Carefree, Cave Creek, Phoenix (North of Jomax), North Scottsdale
Verde Cares	480-540-1312	Verde communities
Y-OPAS	480-212-6088	Ahwatukee – Wellness Community Partners with NWC

REFERENCES		
Area Agency on Aging	602-264-2255	Elder Resource Guide
Spotlight	Senior Services and Living Options	<a href="http://www.spotlightseniorservices.com">www.spotlightseniorservices.com</a>
St. Vincent de Paul: St Steven’s Catholic Church	480-895-9266	Low income and struggling families in Sun Lakes and Sun Bird
Counseling Services	480-895-8766	Sun Lakes United Methodist Church

# Staff and Responsibilities

STAFF	RESPONSIBILITIES
<p><b>Eric Ehst, Executive Director</b></p> 	<ul style="list-style-type: none"> <li>• Provide leadership and continuity between the Office Staff and volunteers</li> <li>• Report to Board of Directors</li> <li>• Write proposals for Grants and other partnership possibilities</li> <li>• Represent NWC in the community</li> <li>• Oversee day-to-day operations</li> <li>• Oversee finance and budgeting</li> </ul>
<p><b>Elizabeth Vaughan, Community Outreach Manager &amp; Newsletter Editor</b></p> 	<ul style="list-style-type: none"> <li>• Recruit new volunteers and manage orientation procedures</li> <li>• PR, marketing, advertising, online presence, video production and social media</li> <li>• Coordinate special events, sponsorships and volunteer recognition efforts</li> <li>• Community outreach</li> <li>• Edit, write content and sell advertising for quarterly newsletter - 10K circulation</li> </ul>
<p><b>Bonnie Kosar, Case Manager</b></p> 	<ul style="list-style-type: none"> <li>• Meet with those who request services from NWC</li> <li>• Determine needs and make referrals when necessary</li> <li>• Process, update NWC Client information in Data Base</li> <li>• Provide continuing case management</li> <li>• Lead weekly family support group</li> <li>• Provide education in community</li> </ul>
<p><b>Joan Byrnes, Dinner Delivery Coordinator</b></p> 	<ul style="list-style-type: none"> <li>• Coordinate with restaurants providing daily meals for NWC clients</li> <li>• Call eligible NWC clients daily with menu selections</li> <li>• Coordinate dinner delivery (DD) volunteer assignments</li> <li>• Manage prepaid accounts</li> <li>• Process daily orders and delivery schedules</li> <li>• Coordinate monthly DD volunteer and client statistics for compilation</li> </ul>
<p><b>Verna Mahnke, Administrative Director</b></p> 	<ul style="list-style-type: none"> <li>• Train and schedule office volunteer schedulers and receptionists</li> <li>• Process applicants, ID special talents of NWC volunteers</li> <li>• Coordinate van drivers and van schedule</li> <li>• Create and update policy and procedures for office</li> <li>• Coordinate all monthly volunteer and client statistics for compilation</li> <li>• Assist with scheduling and receptionist duties as needed</li> <li>• Liaison with data base coordinator</li> </ul>
<p><b>Cathy Franks, Office Assistant</b></p> 	<ul style="list-style-type: none"> <li>• Administrative and clerical support for all departments.</li> <li>• Monthly calendar for scheduling dialysis transportation</li> <li>• Statistical reporting</li> <li>• Answering phones, recording service requests &amp; talking with clients</li> <li>• Scheduling volunteers for assignments as needed</li> <li>• Assist with Data Base management</li> </ul>

# Board of Directors



**Barbara Carr – Chair**



**Jennifer Lindley – Vice Chair**



**Ramon Omar Rubio – Secretary**



**William C. Wilhelm, M.D. – Treasurer**



**Joel Goldman**



**Philip Hotchkiss**



**Madeleine Lutz, Ph.D.**



**Grace Wilson-Woods**



**Cherie Dankas**



# Client Eligibility

## Who is Eligible for Assistance:

- Assistance from a NWC volunteer is available to residents of Sun Lakes and south Chandler with the following boundaries:
  - **North** = Queen Creek RD / **South** = Hunt Highway / **East** = Val Vista Rd / **West** = Price Rd
- Typical clients are elderly (no age restrictions if disabled) and homebound due to chronic or severe illness, physical challenges, or recovery from a hospitalization
- The assessment process begins by a call from a perspective client or family caregiver to the NWC office, followed by a call and visit from the NWC Case Manager to ensure potential client needs can be met and provide an understanding of services NWC offers
- Potential clients are evaluated with regard to our mission

## What is the Charge For This Service:

- All services are provided at no cost to the client with the following exceptions: clients pay for their dinners, parts required for minor repairs and any parking fees

## Other Services Provided by NWC:

- A Caregiver Support Group is sponsored by NWC
  - Open to all caregivers – all interested can call NWC @ 480-895-7133 for additional information
  - Meetings facilitated by NWC Case Manager at Risen Savior Lutheran Church every Monday from 1:00-3:00PM
- Referral information and resources about other agencies are given when a client or their family request help in an area not provided by NWC
- Resource information regarding publications and literature relating to issues in the areas of health and social services is available for individuals and caregivers
- Networking with other agencies by NWC staff provides a way to disseminate information to the community

# Client & Volunteer Policies

- 1) All potential clients requesting help from NWC will be assessed by the NWC Case Manager (completed prior to volunteer be assigned to provide service)
- 2) NWC fully complies with laws governing the utilization of volunteer service to a vulnerable population.
  - All potential volunteers are required to attend an orientation, have a photo taken, provide a copy of their driver's license and vehicle insurance.
  - Completion of background check, an internal NWC Registration Form, a Confidentiality Agreement, and reference requests are also required and a person interview conducted
  - The type and number of required forms and level of background check may change at any time to align with legal requirements
- 3) For NWC to learn about you and your volunteer goals and objectives, each volunteer who registers to perform services for NWC and its' client will be asked to visit the office for an interview with the Volunteer/Office Coordinator prior to performing services
- 4) A photo ID identifying you as a NWC volunteer will be made for each volunteer to wear when representing NWC
- 5) Insurance Coverage (prior to volunteering):
  - Volunteers must carry minimum liability limits of \$100,000 per person / \$300,000 per accident bodily injury / \$50,000 property damage **OR** \$300,000 combined single limit bodily injury/property damage on their personal auto policy
  - NWC off maintains a copy of the following for each volunteer a) driver's license b) proof of auto insurance (declaration page and current auto insurance card c) signed agreement to maintain these limits – volunteer are responsible to provide updated copies
  - General liability is provided for NWC volunteers through a major insurance carrier. Provided limited protection for personal injury or property damage liability claim arising from the performance of a volunteer's duties when **NOT** driving a vehicle
  - NWC vehicle liability coverage is provided **ONLY** to volunteers who drive the van owned by NWC or damage in excess of volunteer auto insurance coverage
- 6) Fees, donation and gratuities:
  - Each client is made aware of the opportunity to donate to NWC if they are able and motivated to do so
  - If a client wishes to give a volunteer a gratuity, the volunteer should suggest it be given to NWC in the form of a donation
  - If a client should offer to buy a meal or snack for a volunteer in appreciation, this is acceptable if the volunteer so chooses to accept
- 7) Volunteer information:
  - NWC will not give a volunteer's phone number or last name to clients
  - NWC strongly urges volunteer's NOT to give clients their phone number (caller ID will reveal if not number is not blocked)
  - Friendly Visiting and Reassurance Calling are exceptions if the volunteer is comfortable sharing this information with the client
- 8) Volunteers must **NOT**:
  - Purchase tobacco or alcoholic products for any client – If the client does the shopping with the volunteer, they may purchase items of their choice
  - Use time with a client to sell products, evangelize, or give advice in financial or legal matters or anything that may further a volunteer's gain
  - Wear fragrances as many are very sensitive or even allergic to strong fragrances
  - Smoking is not permitted when with clients
  - Not attempt to go beyond their physical limits when performing a service to a client, contact NWC if additional assistance<sup>4</sup> is needed
  - Must not drive a client's vehicle
- 9) Volunteers should:
  - Refer clients o the NWC Case Manager to obtain further information on NWC services and/or working in the NWC office
  - Required to wear NWC photo identification badge when performing services(s) for clients – NWC shirts, hats and visors are available for purchase at office
- 10) Confidentiality: All information, activities and conversations shared with volunteers, by the clients, are confidential. Any notable changes in a client's situation and/or health status should always be reported to NWC office as soon as possible.
- 11) **If an emergency situation arises, call 911**

# Volunteer Procedures

- 1) Availability/Acceptance:
  - NWC office calls volunteer to ask about availability
  - Volunteer may verify they are available to help the client requesting service or decline the service
  - A volunteer may also call or come into the NWC office and offer to take an assignment
  - Assignment Acceptance: Be prepared to take notes if you accept an assignment
- 2) Call Client as soon as possible after accepting a service opportunity
  - Introduce yourself as being a NWC volunteer and describe what service you will be providing
  - Confirm the following as applicable a) appointment time b) pick up and destination addresses c) prearranged time you will pick the client up d) obtain directions or refer to map – Contact NWC receptionist if you need additional info
  - Call your client again 24 hours prior to the appointment time to remind them that you will indeed be providing their requested services as a volunteer with NWC
- 3) Discrepancies: if there are any discrepancies between the assignment given to you by the NWC office and the client's request, contact the NWC office immediately for clarification
- 4) Service:
  - 1) Provide the service with considerations to the guidelines outlined in this NWC Volunteer Handbook
  - 2) Upon completion of service contact the NWC office or go to [NWC Volunteer Log website \(http://neighborswhocare.com/log-time/\)](http://neighborswhocare.com/log-time/) and report the total hours, round-trip mileage and any other pertinent information. This information is important for our statistical records
- 5) Unable to fulfill: If you are unable to fulfill your commitment due to illness or an emergency, please call the NWC office immediately so a replacement can be found
- 6) Reassurance Calling and Friendly Visiting will be arranged through the Volunteer Lead and Case Manager – time and mileage will be reported monthly as noted in #4
- 7) Remember that at all times the client has the right to courtesy, respect and dignity. Please do not share information about your client. The office provides limited client information to assist you in delivering appropriate assistance to them.
- 8) It is very important to inform the Case Manager at NWC Office if the client:
  - Has needs beyond what you have agreed to or are able to provide
  - Goes to a hospital/nursing home , has surgery, etc.
  - No longer needs assistance
- 9) NWC Volunteers should get the same courtesy and respect that is given to clients. A grievance procedure exists at NWC. You may request this information and the formal grievance form from the NWC Volunteer /Office Coordinator or Executive Director at any time.

# Saturday Services

**Volunteers** who have not been able to assist because of work and school schedules, now have an opportunity to give back to the Neighbors Who Care communities. If you would like to volunteer on Saturdays, call 480-895-7133 or email Verna, at [Verna@neighborswhocare.com](mailto:Verna@neighborswhocare.com) to update your volunteer status.

## **Clients:**

- We continue to provide the usual services, Monday through Friday from 9:00 am - 4:00 pm, and add three hours of additional volunteer opportunities and client services for transportation to and from dialysis; respite; shopping and errands; minor repair; welfare visits; business help; friendly visiting; and reassurance calling. We will make services available between 9:00 am and 1:00 pm Saturdays.
- If clients would like to request services on a Saturday, they must call the NWC office at 480-895-7133. Four days in advance; no later than the Tuesday before
- Reminder calls are made on Friday afternoon. The schedule will be available Friday for the on-call volunteer or staff member
- Clients who receive dialysis on Saturday may request a standing appointment for Saturday when drivers are available
- There may not always be an on-call volunteer or staff member will be available to answer questions or provide assistance if problems occur

## **To recap: You may volunteer on Saturday, 9:00 am – 1:00 pm to:**

- Provide respite to a caregiver
- Shop & Errands for a NWC client within our service area
- Provide minor repairs
- Provide business help
- Make welfare visits
- Make friendly visits
- Make reassurance phone calls
- Provide transportation to and/or from dialysis appointments
- Volunteer hours are called in to voice mail or registered on the NWC website
- These opportunities will be open to those who have completed the Volunteer Orientation, interview, and a background check
- Student volunteer are required to have a recommendation by at least two references, a high school counselor, and have their own transportation and all other requirements of Adult volunteers
- Adult volunteer must complete Volunteer Orientation, interview and a Verified Volunteer background check; have two references, and their own transportation

# Client Related Services

All services are must be booked through Neighbors Who Care at 480-895-7133

Office Hours Monday-Friday 8:30 AM—4:30 PM ~ Client services are available to registered clients only

Need to schedule at least three business days in advance of your appointment

Services are available Monday-Friday between 9:00 AM—4:00 PM AND Saturday between 9:00 AM—1:00 PM

**Quickly review the following to determine your preference/interest – It is important to reference the detailed description/forms**

SERVICE	DESCRIPTION	PAGE #
<b>Business Service Advocacy (BU)</b>	we provide counsel and assistance in dealing with contractors [home repair and financial] and ombudsman service in resolving service complaints	14
<b>Business Assistance/Business Help (BA)</b>	writing checks and letters; addressing envelopes; checkbook balancing; voter registration	15
<b>Dinner Delivery (DD)</b>	orders are taken by phone between 9 am and 12:00 pm and delivered by volunteers between 3:30 – 5:00 pm Monday – Friday. Details are available by calling NWC at 480 895-7133	16
<b>Transportation (TR)</b>	to/from medical appointments. Service is available twice each week, up to 2 hours per appointment. Appointments longer than 2 hours require a drop-off and pick-up request	17 & 18
<b>Shopping/Errands</b>	a ride to the bank or for groceries or we will shop for you. [the number of stops must be planned in advance; no more than three stops –per outing] and not exceed 2 hours service time	19 & 20
<b>Minor Repairs</b>	such assistance as changing a light - bulb or furnace filter, etc.	21 & 22
<b>Reassurance Calling</b>	daily or weekly check-in calls	23 & 24
<b>Respite Care</b>	a volunteer will stay with your loved one while you are out [this service is available once a week for 4 hours or twice a week for 2 hours	25 & 26
<b>Friendly Visiting</b>	regular social visits from a NWC volunteer	27 & 28
<b>Welfare Visits</b>	a brief welfare visit to check on client while caregiver is away or discharged from healthcare facility	29
<b>Van Service</b>	the Neighbors Who Care van provides transportation to select locations weekly [client must be approved by NWC Case Manager for this service}	30 & 31

# Business Service Advocacy (BU)

*Assist the client in managing personal business and financial concerns and personal correspondence through one-on-one help*

**QUALIFICATIONS:** Volunteer should possess a basic knowledge of various services, communication skills, and good decision-making abilities to assist the client in making informed business decisions especially when dealing with contractors or sales representatives

**BUSINESS ADVOCATE:** Requires meeting(s) with client and business representative as an ombudsman for the client

**BENEFITS HELP:** Contact NWC office for additional information.

**TIME REQUIRED:** As arranged with client.

## **DUTIES:**

- 1) Follow defined Neighbors Who Care procedures
- 2) Discuss all matters with the client and keep careful records of business transactions
- 3) Notify the NWC Office of any significant changes in the physical or mental condition of client and the need for more or less service

## **BUSINESS ADVOCATE GUIDELINES:**

- We provide counsel and assistance in dealing with contractors [home repair and financial] and ombudsman service in resolving service complaints
- The volunteer must contact the client and introduce him/herself. Explain that all contact information regarding the client's records is confidential.
- Volunteers must not enter into any written or verbal contractual agreement with the client or the service provider on the client's behalf
- Do not give financial or legal advice.
- Volunteer must report client's behavior that appears confused, unable to make decisions or manage decision-making. Notify the Case Manager, Executive Director, or Volunteer/Office Coordinator. Notify the NWC Case Manager at the NWC office if you have reason to suspect the client is a victim of any type of fraud.

# Business Assistance/Business Help (BA)

*Assist the client in managing personal business and financial concerns and personal correspondence through one-on-one help*

**QUALIFICATIONS:** Volunteer should possess a basic knowledge of accounting; banking; organizational; communication skills and good decision-making abilities

**BUSINESS ASSISTANCE:** Requires meeting(s) with client one-on-one to complete requested tasks

**MEDICARE BASICS BENEFITS HELP:** Requires completion of Benefits Assistance training sponsored by the Area Agency on Aging (24 hours of coursework). Contact NWC Office for additional information.

**TIME REQUIRED:** As arranged with client

## **DUTIES:**

- 1) Follow defined Neighbors Who Care procedures
- 2) Assignment may include:
  - Reconcile bank statements
  - Assist with organizing and paying bills
  - Gather information for tax reports
  - Open and sort mail
  - Assist with correspondence
- 3) Discuss all matters with the client and keep careful records of business transactions.
- 4) Notify the NWC Office of any significant changes in the physical or mental condition of client and the need for more or less service

## **GUIDELINES:**

- The volunteer must contact the client and introduce him/herself. Explain that all contact information regarding the client's records is confidential
- Ask the clients how his/her business has been handled in the past. Allow the client to do as much as possible to encourage independence.
- Explain what you will be doing, discuss possible options, allow clients to make decisions and get verbal permission for any actions you administer to the client. Talk it through as you are working.
- Client is to sign all checks - under no circumstance shall a NWC volunteer sign client's checks, contracts or any legally binding document
- Mark bills paid with date and check number. Assist client in organizing, storing receipts and other documents.
- Volunteers must not enter into any written or verbal contractual agreements with the client i.e. Power of Attorney, Promissory Notes, borrowing or lending money
- Do not give financial or legal advice to the client
- Volunteers must report client's behavior that appears confused, unable to make decisions or manage his/her finances. Notify the NWC Case Manager, Executive Director or Volunteer/Office Coordinator. Please notify the Case Manager at the NWC Office if you have reason to suspect the client is a victim of any type of fraud or scam.

# Dinner Delivery (DD)

*Deliver an evening meal, Monday-Friday to Neighbors Who Care clients as scheduled through the NWC Dinner Delivery Coordinator*

**QUALIFICATIONS:** Volunteer must have a valid driver's license, vehicle insurance and a reliable car. Must be willing to self-familiarize with streets and locations in communities served.

**TIME:** Monday through Friday, pick up meals at 3:30 pm. Routes are assigned by the NWC Dinner Delivery Coordinator one month in advance for a specific day(s). Evening meal deliveries generally take two hours.

**DUTIES:**

- 1) Pick-up prepared dinners at assigned food vendor(s) at 3:30 pm.
- 2) Deliver dinners on your scheduled date to clients on your list/route, as assigned by the NWC Office
- 3) If you are unavailable or unable to deliver dinners on a day when you are scheduled, find a substitute and then notify the NWC Dinner Delivery Coordinator
- 4) The NWC office will be closed at the completion of dinner delivery. Any necessary information that you wish to convey to the office may be left after hours on NWC's voice mail or contact the office during regular office hours on the following business day.
- 5) If the client is not home or not answering the door, please follow the "Client Not Home" Procedures that are provided to all drivers on the back of the monthly delivery calendar that will be mailed to you if you are on the schedule for the current month.

**GUIDELINES:**

- On the day, of an evening meal delivery, the NWC Dinner Delivery Coordinator will call the scheduled volunteer in the morning. All necessary information for their delivery service will be provided at that time, i.e. route, clients and their orders, pick-up, etc.
- If the volunteer is not home to receive the morning call from the NWC Dinner Delivery Coordinator, a message will be left. The volunteer must then call the NWC office prior to 2:00 pm to confirm receipt of the message and their ability to deliver meals that day.
- Volunteer should become familiar with their specific delivery area prior to receiving the food. A paper map of the area is a good source, as well as, "Google" or "MapQuest." Volunteer should contact NWC office for any other assistance needed.
- Volunteer should carry a cell phone during meal deliveries if possible
- Be aware of any "special instructions" that appear with the client's name on the client list
- Please take the dinner inside the client's home if requested by the client
- Check to see if there are any other special instructions provided by the NWC Dinner Delivery Coordinator, such as bringing in the mail



# Transportation (TR)

## *Transport and assist client(s) to and from medical appointments*

**QUALIFICATIONS:** Volunteer must desire to drive others to medical appointments.

**TIME:** Varies depending upon the distance to and from the appointment and the length of time for the medical (or related) appointments.

### **DUTIES:**

- 1) When you agree to provide transportation, please call the client as soon as you receive the assignment, than again 24 hours prior to pick-up:
- 2) Introduce yourself, using only your first name and that you are a NWC volunteer.
- 3) Confirm appointment date, time, pick-up and destination addresses, and business phone numbers with client. Get directions, if needed, from NWC Office or from the medical provider. A Transportation Trip form follows this section (page 39).
- 4) Agree upon an appropriate time to pick up client and ask them to write down the agreed upon time. Do not give your phone number to the client. Refer to page 20 of this manual for call blocking information.
- 5) Volunteer should escort client, guiding him/her into and from the vehicle, as needed.
- 6) Use of seatbelts is mandatory. If necessary, please assist the client with their seatbelt, as many who do not drive are not familiar with how different models work.
- 7) *If client should become ill, stop in a safe location and have the client call **911** immediately!*

### **GUIDELINES:**

- Allow ample time when taking client to an appointment. Identify any physical limitations of client. If the client has a Handicapped placard, ask them to bring the placard for parking assistance.
- No smoking is allowed in the vehicle as many people are allergic.
- Service may require handling a wheelchair or a walker. Volunteers should not accept the assignment if they cannot accommodate this requirement.
- Time permitting, if the client must get prescriptions filled, please offer to stop at the pharmacy.
- Please carry a cell phone, if possible, in the event of emergency or the need to call for directions.
- Keep a map of Phoenix (including Chandler, Mesa and Tempe) in your car. Plan the route to client's destination before picking up a client. If more directions are needed, please call the NWC Office or the client's medical provider's office.

## Transportation Services Scheduled Form

Volunteer Name: \_\_\_\_\_

Date of call: \_\_\_\_\_ Scheduler: \_\_\_\_\_

Client's Name: \_\_\_\_\_

Client's Address: \_\_\_\_\_

Client's Phone #: \_\_\_\_\_

**DATE AND TIME OF APPOINTMENT:** \_\_\_\_\_

Medical Provider's (MP) Name: \_\_\_\_\_

MP's Address: \_\_\_\_\_

MP's Phone #: \_\_\_\_\_

Date and time Client called: \_\_\_\_\_

Client's Special Needs: \_\_\_\_\_

Agreed-upon pick-up time: \_\_\_\_\_

**Upon completion of trip, please call the NWC Office at 480-895-7133 with the following information:**

**Miles Driven:** \_\_\_\_\_ **Length of Trip (Time):** \_\_\_\_\_

# Shopping & Errands (SE)

*Assist client in purchasing food; household items; personal care items; medications and in doing other necessary errands (banking, post office, etc.). Shopping/Errands Service request location must occur within NWC service boundary. Exception: NWC will take clients to visit loved ones in hospitals etc. outside of NWC service boundaries.*

**QUALIFICATIONS:** Volunteer should be comfortable with shopping, be resourceful and patient, able to follow a shopping list and handle cash or signed blank checks and making change as necessary.

**TIME REQUIRED:** Approximately two hours per assignment

## **DUTIES:**

- 1) Follow usual NWC procedures for initial contact and ongoing service
- 2) Shopping may be provided in one of two ways:
- 3) TRANSPORT/SHOP WITH client to store and assist with purchases (please refer to Transportation Guidelines for safety and procedural policies). Encourage client to have shopping list prepared in advance. May also include errands to post office, bank and pharmacy.
- 4) SHOP FOR client after carefully reviewing his/her list. Receive signed blank check & ID from client, store gift card or cash for payment of items. Write the client's phone number at the top of their list, in the event you must call them from the store with a question.
- 5) Shopping and Errands are to be limited to a maximum number of three stops the client has pre-scheduled. Anything beyond the prearranged stops is up to the discretion of the volunteer. If you are asked to make unexpected stops, we encourage you to decline and call the NWC Office to discuss.
- 6) Please assist client into their home with packages and offer assistance in unpacking and storing items purchased.
- 7) Do **NOT** purchase tobacco or alcoholic products when shopping **FOR** a client. When shopping **WITH** a client, clients may, of course, purchase whatever they wish.
- 8) Notify the NWC Office of any changes in physical or mental condition of client and the potential need for more/less assistance.

## **GUIDELINES:**

- Clients may be reluctant to ask for help. NWC shoppers need to help the client feel comfortable. The following guidelines may ease any awkward moments that may occur:
- Call your client the day before, as a reminder, to have a list ready and arrange for a pick-up time.
- Do not give your client your home telephone number. The client must book service(s) through the NWC Office.
- Be sure that your client makes a shopping list for you, including brand names and size. Review list thoroughly, anticipate problems and ask any questions you have before you leave for the store. If you have a cell phone, it may be helpful to carry it with you to call the client for clarification when a question arises.
- You can use the Shopping Form on following page. It will help you organize your shopping trip for the client. Feel free to make copies, or the NWC Office will furnish copies as needed.
- Review procedure with client if item is out of stock; i.e. should you buy another brand; omit that item; should you purchase a less expensive brand other than the one specified? Expect to make an occasional mistake and don't worry about it. Just perform your best.
- For your mutual protection, have client sign top right side of the "Shopping Form" indicating amount of cash given to volunteer. A blank check (no credit or debit cards) may also be signed by client and completed at the store by volunteer for amount of purchase.
- Your time with the client is very important to them. If you desire, you may also visit with the client during the shopping trip or while unloading the items upon return to their home.

# Shopping Form (THIS FORM DOES NOT NEED TO BE TURNED IN TO NWC)

Client's Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Date: \_\_\_\_\_

## Shopping List

Item and Brand	Size	Sub
_____		
_____		
_____		
_____		
_____		
_____		
_____		
_____		
_____		
_____		
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_____		
_____		
_____		

## Shopping Receipt

Complete and sign a form for each trip.

Receiver: Cash \$ \_\_\_\_\_

-OR- Check # \_\_\_\_\_

-OR- Store gift card \_\_\_\_\_

Volunteer Name: \_\_\_\_\_

**NO BANK CREDIT OR DEBIT CARDS!**

\*\*\*\*\*

Total Cost \$ \_\_\_\_\_

Change Returned \$ \_\_\_\_\_

Volunteer: \_\_\_\_\_

I accept this accounting as correct.

Client Signature: \_\_\_\_\_

\*\*\*\*\*

- NO PURCHASE OF TOBACCO
- NO PURCHASE OF ALCOHOL
- STORE RECEIPT ENCLOSED

# Minor Repairs (MR)

*Provide assistance with small repairs and minor installations. Yard work and housework are not defined as a Minor Repair service and are not currently offered by NWC.*

**QUALIFICATIONS:** Volunteer should possess a working knowledge and experience in making minor repairs of routine home maintenance. The volunteer should have the necessary tools, the ability to identify needed supplies, be able to make wise and careful judgments when a repair requires the use of a ladder or other potentially hazardous equipment.

**TIME COMMITMENT:** This depends on the nature of repair. It is usually not more than one to two hours. If parts/supplies need to be purchased, more time may be required.

## **DUTIES:**

- 1) Volunteers should only accept minor repair assignments that are within their comfort zone and their area of expertise. If a ladder is involved, volunteer will be advised so they can accept or decline.
- 2) Once service is accepted, contact the client and arrange a mutually convenient time to do the repair(s).
- 3) Volunteer should visit client, assess repair required and determine if supplies are needed. Discuss shopping list and estimate costs with client. The client is required to reimburse the volunteer if parts/supplies are purchased to complete a repair. Provide a receipt to the client for any purchases to be reimbursed.
- 4) Once the job has been evaluated, it is reasonable to decline the assignment or to advise the client and the NWC Office the client needs a professional referral (i.e. plumber, electrician, etc.).
- 5) Volunteers should call the NWC Office if the client requests additional repairs that have not been assigned to them.

## **GUIDELINES:**

- Explain any options for repair to the client and let them choose the solution they wish. Use procedures for shopping as outlined in the "Shopping Guidelines".
- Discuss the completed task with the client before you leave and request they call the NWC if they need additional services
- Examples of tasks a Minor Repair volunteer may be asked to do include:
  - Replace air filters, fluorescent or other light bulbs
  - Change batteries in smoke alarms
  - Minor electrical - appliance and cords
  - Minor plumbing repairs (leaks, drips, washers, toilet flush mechanisms etc.)
  - Attach towel bars, curtain rods, hooks etc.
  - Window, screen and door repairs
  - Repair of locks, if qualified to do so
  - Other miscellaneous tasks as requested
- **Volunteers may not perform non-routine requests such as:** picking fruit, installing appliances or putting up outside holiday lights
- **Volunteers may not use ladders outdoors. They may use ladders indoors at their own discretion.**
- **Volunteers may NOT solicit, nor accept paid work of any kind from NWC clients.** Volunteers who own/operate their own business are NOT permitted to offer their personal business information/services to any NWC client. Volunteers are NOT permitted to offer their personal business information/services to the general public while representing NWC.

# Minor Repairs (MR) cont.

## Carpentry

- Install lock boxes.
- Install garden hose caddies

## Electrical

- Replace burnt out light bulbs inside or outside
- Replace hard to reach light bulbs

## General Maintenance & Repair

- Replace air conditioning/heating filters
- Tighten loose towel racks/fixtures
- Replace vacuum cleaner belts
- Correct minor garage door opener problems
- Repair gate latches
- Fix door locks
- Correct sticking doors
- Re-hang fallen pictures, blinds, etc.

## Plumbing

- Fix leaking faucets
- Fix/replace washer less faucet inserts
- Fix leaking garden hoses
- Unplug clogged under sink disposals
- Checkout/reset automatic drip systems
- Replace line filters
- Replace washing machine hoses

## Security

- Door locks and Lock Boxes
- Setup automatic light turn-on timers

## Electronics & Computers

- Connect printers, connect WIFI issues
- Fix minor electronic problems
- Program answering machines & phones

## Specialties/Limitation

- **Uses ladder. Outside work. Install Lock Boxes. Limitations with climbing/lifting**
- See Minor Repair Services Skills Form of Volunteer Application Packet

# Reassurance Calls (RC)

*Provide reassurance telephone calls to evaluate the welfare of a client and initiate an emergency call, if necessary*

**QUALIFICATIONS:** Volunteer should be available on the day(s) and times s/he is assigned to make calls

**TIME REQUIRED:** Five (5) to thirty (30) minutes on day's calls are scheduled

**DUTIES:**

- 1) Receive information about client from the NWC Reassurance Calling Service Coordinator
- 2) Accept assignment to call a client on specific days of the week and time of the day. Assignment can be an on-going commitment or for a short-term specific time period.
- 3) Make initial introductory call to client confirming assignment and specific calling time. Adjust time of call to the needs of the client and availability of the volunteer.
- 4) Make call promptly at mutually agreed time. If you are unable to make call(s), please advise the NWC Reassurance Calling Service Coordinator.
- 5) Let phone ring at least 15 times. If answering machine picks up the call, leave a detailed message. Ask client to return your call immediately. In this instance, you may leave your phone number if you are comfortable doing so.
- 6) If call is not answered or returned, call again in 15 minutes
- 7) After three attempts, if there is still no answer, follow **Emergency Procedures** shown on the next page
- 8) Document each time you make a call
- 9) At the end of each month, please report the number of contacts you have made to the NWC Office by calling: 480-895-7133
- 10) Report to the NWC Reassurance Calling Service Coordinator or the NWC Office any significant change or problem you note in your conversations with the client. Report any significant changes in mental or emotional demeanor or other signs that the client may be subject to victimization.

# Reassurance Calls (RC) cont.

## **EMERGENCY PROCEDURES for Reassurance Calls**

Contact the NWC office (480-895-7133) if you are unable to reach your client at the normal calling time

### **GUIDELINES:**

- Keep the conversations with your client confidential, as they may share personal information with you.
- Do not offer medical, financial, or legal advice.
- If you detect any significant change in mental or emotional demeanor of your client, please contact the NWC Office.
- Do not promise anything to your client that you may not be able to provide.
- Remind your client you are their "telephone friend" if they request anything else from you, such as a visit.
- You may suggest to the client that NWC Friendly Visiting services are provided, if it seems appropriate to do so.



# Respite (RE) / Caregiver Relief

*Provide respite (time away) to the primary, full-time caregiver while providing companionship and safe environment for the care recipient (client)*

**QUALIFICATIONS:** Volunteer should be comfortable around individuals with illness; mental or physical disabilities; able to remain flexible in interacting and visiting with the care recipient (client) and able to respond to emergency situations by calling emergency contact or 911.

**TIME REQUIRED:** Two hours per session

## **DUTIES:**

Follow Neighbors Who Care procedures for initial contact with the client and for each future service

- 1) Review: "Caregiver Emergency Information FORM" with caregiver. Please see the sample form in this section. Ask the caregiver for emergency information; where caregiver is going; establish the time they will return and how they can be reached.
- 2) If directed by the caregiver, serve pre-prepared meals and liquids. Volunteer should not do any cooking or actual food preparation.
- 3) Be a sitter/companion to the care recipient (client) – listening; reading; corresponding; watching TV and playing games if the receiver is able. Please refer to the "Friendly Visiting Guidelines" related to visiting clients in this section.
- 4) Volunteer may **NOT** administer any medications or provide any physical care to the client
- 5) Be alert to any changes in the care recipient (client) and follow emergency information as outlined above and noted in "Qualifications"

## **GUIDELINES:**

- Arrive early for your appointment, especially if it is the first time you will be meeting the family. This allows you and the care recipient to become acquainted, clarify expectations and begin to feel at ease.
- Medicines may be prepared by primary caregiver and left for client to self-administer. Volunteer may remind the care recipient to take his/her medications at the time appointed by the caregiver.
- The primary caregiver has already been advised by NWC staff that our volunteers are **NOT** allowed to perform any of the following functions:
  - Bathing
  - Food preparation
  - Toileting
  - Administering medication
  - Lifting of care recipient
- If the client falls, volunteers should not attempt to move or lift the client. Call the caregiver and then 911.

# Respite (RE) / Caregiver Relief

## Caregiver Emergency Information Form

Client's name: \_\_\_\_\_ Age: \_\_\_\_\_

Medical conditions: \_\_\_\_\_

Suggested activities: \_\_\_\_\_

Caregiver's name and contact information: \_\_\_\_\_

Phone# \_\_\_\_\_

Time caregiver will be home: \_\_\_\_\_

Second emergency contact: \_\_\_\_\_

Notes or cautions: \_\_\_\_\_

Prescription information: \_\_\_\_\_

\_\_\_\_\_

Physician information: \_\_\_\_\_

# Friendly Visiting (VI)

*Enhance the quality of life and relieve loneliness of NWC clients through on-going and regular visits from a friendly and concerned volunteer*

**QUALIFICATIONS:** Willingness to establish a one-on-one relationship with client. Be at ease with visiting and conversation in a client's home

**TIME REQUIRED:** Weekly visit of about one – two hours with a "matched" client

**DUTIES:**

- 1) Receive information about client from the NWC Friendly Visiting Service Coordinator
- 2) The client and the NWC volunteer arrange a mutually convenient time for the Friendly Visitation schedule.
- 3) Notify the NWC Friendly Visiting Service Coordinator or the NWC Office of any significant change or problem you note in your visits with the client. Report any significant changes in physical, mental, emotional demeanor or any signs the client may be subject to victimization in some way.
- 4) After each visit, please report the date, length of visit and miles driven to visit the client. Call the NWC Office by calling: 480-895-7133. You may also leave a voice mail message on the NWC automated system after hours.

**GUIDELINES:**

- Strive to develop a relationship with your client that is caring and empathetic
- Observe tact and consideration with your client.
- Respect client's living space.
- The length of each visit should be appropriate to your client's capabilities and desire.
- Let your client lead the conversation unless s/he is shy and needs assistance where you would ask leading questions. Talk about current events to discover interests. Personal history can be a good place to begin conversation – where are they originally from; places they have resided; traveling destinations; their family and pets; career prior to retirement; hobbies and interests.
- Be accepting of moods, opinions, and interests. Listen to and accept negative feelings, such as anger and depression. Your client may be experiencing negative events in their life. Statements such as "cheer up" or "things will get better" are not helpful. Your most helpful attitude will be one of empathy, caring and acceptance. Avoid showing pity, but do not be falsely cheerful. When you listen to a client's troubles in silent empathy, restraining the impulse to offer advice or moral counsel, you show that you care for and accept him/her.
- Avoid controversy or being judgmental. Do not impose your religious or political beliefs.
- Volunteers must refrain from: making a promise you may not be able to keep; advising a client in business; financial or legal matters; giving physical care and giving medical advice or dispensing medication.

# Friendly Visiting (VI) cont.

## GUIDELINES (cont.):

- Encourage new interests or help revive former interests. Send a card for special occasions. A client might be interested in playing simple card games or doing puzzles. Sight impaired clients may like you to read to them.
- Be genuinely interested in your client. Use eye contact. Ask questions. Be interested and responsive, even to a story told repeatedly.
- Respect confidences. Clients are not subjects for dinner table, pool side or casual conversation. Information given by NWC Friendly Visiting Service Coordinator or by the client is to be kept confidential.
- Do not be concerned about silences.
- Enjoy your visit. A visitation can be uplifting and meaningful to the client.
- A visit doesn't need to be confined to the house. Other activities may be considered if desired or appropriate. Activities may include listening; companionship; friendship; support; walks; social outings; playing games or reading. Most activities are fine as long as it is mutually agreeable to the client and the volunteer. If in doubt, please call the NWC Friendly Visiting Service Coordinator to discuss.
- Be aware that you may become the most important person in your client's life. Do not feel guilty about not visiting more than your original commitment with the client. Be sure to inform your client if you are unavailable to visit and inform the NWC Friendly Visiting Service Coordinator so a substitute can be arranged. Inform the NWC Office of client's special needs as they arise.
- Please keep the Friendly Visiting Service Coordinator informed if you are going to miss a significant number of visits. A substitute may be arranged if the client is agreeable.

# Welfare Visits

*Provide short visits to clients who are living at home independently, while their primary caregiver is away or upon being discharged from a healthcare facility*

**QUALIFICATIONS:** Volunteer must be comfortable meeting new people in their home for short periods of time on a daily basis to establish the welfare of a care recipient.

**TIME REQUIRED:** Daily visit of about 10 to 20 minutes with the same client for a few days or a week.

**DUTIES:**

- 1) Receive information about the client from the NWC scheduler.
- 2) Be available to assist client with bringing in mail, trash cans or newspaper.
- 3) Volunteer may be asked to remind client about medications or eating.
- 4) Notify the NWC office of any significant change or problem you note in your visits with the client. Report any significant changes in physical, mental, emotional demeanor or any signs the client may be subject to victimization in some way.
- 5) After each visit, please report the date, length of visit and miles driven to visit the client. Call the NWC by calling 480-895-7133. You may also leave a voice mail message on the NWC automated system after hours. Or record your information on the NWC website.

# Van Services

*Utilize the NWC van providing transportation for client's personal shopping according to the monthly van schedule*

**QUALIFICATIONS:** Requires completion of AARP's "55 Alive" course. Volunteer driver must have a valid driver's license and required vehicle insurance.

**TIME:** Approximately three - four hours per trip

**DUTIES:**

- 1) Call the office the day before the assignment date to get client's names and their destinations. Pick up keys and list of clients at the NWC Office no later than 8:30 AM.
- 2) Please ensure the clients use the seat belts, providing assistance when necessary. Driver must always wear a seat belt.
- 3) The Trip Log, located in the van, must be completed after each trip. When you finish your assignment, if the gas gauge is below  $\frac{1}{2}$ , please notify the NWC Executive Director.
- 4) Report the mileage driven in volunteer's personal vehicle and the total time spent from the time leaving home to the time returned to the NWC Office

**GUIDELINES:**

- **REMEMBER:** For safety, please always stop the van for loading and unloading with the passenger-side doors on the CURB side, NOT on the traffic side. Help clients, as necessary to enter and leave the van, using the ramp.
- When parking for an extended time, lock the van steering wheel
- Label clients' items/bags so they may be easily identified and located. Help clients' with their purchases into their home(s)
- Hand wash van only. Call Service Coordinator or the Executive Director if it needs washing

# Van Services (cont.) – Driving Tips

- **"ALL VAN DRIVERS ARE REQUIRED TO TAKE THE AARP DRIVER SAFETY PROGRAM COURSE"**
- Upon course completion, please provide a copy of the Certificate to the NWC Volunteer Office Coordinator or Executive Director so you can begin training as an approved van drivers
- Since the van is longer, wider, heavier and driver will be sitting higher than in a car, please observe the following information as essential to having a safe, uneventful trip when driving the van
- Prior to starting the engine, adjust driver's seat to a comfortable driving position and then set the outside mirrors to be able to observe traffic on both sides of the van. Using the outside mirrors is a necessity for making safe lane changes and when backing up.
- Be aware that braking (stopping) distances are longer than in a car
- Making turns will require a technique of delaying the start of a turn for about a second longer than when driving a car so that the "rear wheels" can clear curbs, parked vehicles and other objects during the turn

## **\*\*\* EMERGENCY PROCEDURES \*\*\***

- Whenever possible, volunteer drivers should carry a cell phone when driving the van. Remember to leave the cell phone number with the NWC Office.
- In the event of any mechanical problems with the NWC van call the NWC Office at 480-895-7133. Make sure that the clients are in a secure, temperature-controlled building. NWC will arrange to pick up the clients and driver, as well as, arrangement to tow the van and/or have repaired.
- **If a client requires medical assistance, call 911**

# Non-Client Services

## **Board of Directors (BD)**

- Volunteers who serve on the Governing Board, individuals who have the Neighbors Who Care vision and mission at heart, are recommended and elected by the current board of directors to serve a three-year terms in good standing and no more than six years consecutively. Previous board members often remain as advisory members and continue as active volunteers.

## **Resources & Referrals (PR)**

- Volunteers who serve on ad hoc committees concerned with outreach and public relations. Also, able to make contacts with partners in the community and encourage volunteerism and support.
- Outreach and Marketing Team
  - Speakers Bureau
  - Media Team
- Sun Lakes Creative Engagement Partners

## **Other Support (OS)**

- Volunteers who regularly serve as community volunteers and associates to promote the mission of Neighbors Who Care and providing services that otherwise would be financially prohibitive.
- Advocates' Circle
- Lock Box Installation

## **Committee Services (CS)**

- Volunteers who serve on long term committees for the planning and follow up on special events and projects or who serve short term, as needed, to complete and assist with specialized tasks that assist the staff.
  - Active & Engagement Team
  - Event Team
  - Wellness Team
  - Data Base Research and IT Team
  - Planned Giving & Special Gifts
  - Community Outreach

## **Service Coordinators (SC)**

- Lead volunteers for a specific service. These serve long-term and are specifically responsible for scheduling, encouraging other volunteers, and reporting their statistics on a regular basis.



# Office & Computer Support (OC)

*Work with the NWC Office staff in accomplishing the day-to-day agency work necessary to provide client services through volunteers*

**QUALIFICATIONS:** Volunteer should be comfortable in an office/business setting, possess good phone skills and attention to detail. Must have the ability to deal with a variety of individuals including other volunteers, clients, employees and the general public. This position requires additional orientation and training by a designated NWC staff member.

The NWC Office is fully computerized using customized database. A multi-line phone system is utilized. Volunteers must possess basic computer skills and competency.

**TIME REQUIREMENT:** Approximately four (4) hours per week once or twice a month, depending on current tasks to be accomplished

## **DUTIES:**

### **1) Schedulers:**

- Match client requests with volunteers to provide the necessary service. Computer access database and data entry skills are required
- Back-up for Receptionist position

### **2) Receptionists:**

- 1) Greet incoming visitors to the NWC Office
- Answering incoming telephone calls, directing to appropriate staff member and when necessary, providing referrals
  - Take initial appointments from clients using the NWC database
  - Provide prospective clients with information about NWC services and complete initial intake information form
  - Making outgoing calls to clients and volunteers on various tasks
  - Perform other business tasks as assigned

### **3) Other Office Support:**

- Assisting with flyers, newsletters, banners, graphics, etc.
- Photocopy projects
- Assembling manuals & other written materials
- Typing correspondence, thank you letters and complete mail merge projects
- Assisting a NWC staff member with special projects

# Community Services

## 1) Monthly Car and Golf Cart Check

- Volunteers check fluid levels and air, and replace them as needed.

## 2) Lock Box Installation

- A volunteer will install a pre-purchased lock box for clients and non-clients who call the NWC office to arrange the service.

## 3) Weekly Caregiver Support Group

- Facilitated by the Neighbors Who Care, staff Case Manager, for those who care for a loved one and those who are the spouse, family member, or significant other of someone living with a debilitating illness or age related change in life. Monday 1:00 – 3:00 pm at Risen Savior Lutheran Church

## 4) Medicare Basics

- Individuals needing to make decisions about Medicare and Medicaid and Benefits Assistance will be referred to trained volunteers who provide information and changes in Medicare law.

## MEDIA

- 5) **Quarterly Newsletter:** NWC signature publication designed to address topics of interest, upcoming events, schedules of services and other important announcements. The newsletter mailed to volunteers, clients, donors, and others who request it. Extra copies are available at the NWC office, other locations around the community, and on the NWC website.

- 6) **Website:** [www.neighborswhocare.com](http://www.neighborswhocare.com)

- 7) **Social Media :** Follow and 'like' us on Facebook, YouTube, NextDoor and Twitter

- 8) **Other:** NWC contributes monthly articles to the *Sun Lakes Splash* and the *Sunbird News* and partners with the City of Chandler and [www.fourcitychandler.com](http://www.fourcitychandler.com)

# AARP Driver Safety Program

**You must complete if you are going to be driving the NWC van (reference page 15 of NWC Application Package)**

**Where:** Neighbors Who Care Office  
10450 E. Riggs Rd Suite #113  
Sun Lakes, AZ 85248  
480-895-7133

**When:** 12:30 2<sup>nd</sup> Thursday

Applications must be filled out and paid for ahead of time [make checks Payable to AARP]

**Cost:** \$20 Non AARP members & \$15 – AARP members

There is no cost to Neighbors Who Care Volunteers

URL: <https://secure.aarp.org/applications/VMISLocator/searchDspLocations.action?intcmp=ATT-DSP-Locator>

# Accident Procedure

**Please use this procedure for all vehicular services including personal vehicles driven and the NWC Van**

- Although NWC accident rates are extremely low, it is important that all volunteers are aware of procedures to follow in case of an accident:
  - 1) Stop immediately and stay calm
  - 2) Comfort injured, but do not move them unless there is a life-threatening situation
  - 3) Call local police or State Patrol; identify yourself and your exact location by calling 911
  - 4) Call Neighbors Who Care (480-895-7133), report the accident, and ask for assistance with clients if necessary
  - 5) Obtain information from other driver(s) involved in the accident
  - 6) Complete NWC Accident Form, give a copy to the police, and return the original to NWC Office within forty-eight hours of the accident
  - 7) Attach the responding officer's business card with the Police Accident Report number to the NWC Accident Form

# Accident Report Form

## (I) VOLUNTEER INFORMATION

Name: \_\_\_\_\_

Date and time of accident: \_\_\_\_\_

Location of accident: \_\_\_\_\_

Damage to the vehicle: \_\_\_\_\_

Name(s) of client(s) in the vehicle with you: \_\_\_\_\_

## (II) OTHER VEHICLE INFORMATION

Driver's name: \_\_\_\_\_

Street address: \_\_\_\_\_

City, State: \_\_\_\_\_

Insurance company, policy number and phone number: \_\_\_\_\_

Work phone number: \_\_\_\_\_ Home number: \_\_\_\_\_

Number of occupants in the car: \_\_\_\_\_

License plate number and state: \_\_\_\_\_

Damage to other vehicle(s) \_\_\_\_\_

## - (III) NAMES, ADDRESSES and PHONE NUMBERS OF WITNESSES

\_\_\_\_\_

## (IV) INVESTIGATING OFFICER(S) INFORMATION:

NAME OF OFFICER(S): \_\_\_\_\_

Report Number: \_\_\_\_\_

PHONE NUMBER OF OFFICER(S): \_\_\_\_\_

Comments on any injuries to passengers in either vehicle: \_\_\_\_\_

Other Comments: \_\_\_\_\_

## (V) ACCIDENT DETAIL

Draw a diagram of the accident to the best of your ability. Include photos, location, street names, lanes you were in, direction of movement, etc.

Volunteer Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# NON-CLIENT MONTHLY SERVICE REPORT

Complete non-client monthly service report for services provided that were non client related [office help, board, committees etc.] and contact the NWC Office at the end of the month so statistical information can be tracked for volunteer and NWC daily operations. This form may be completed on-line at [www.neighborswhocare.com](http://www.neighborswhocare.com)

Neighbors Who Care, Inc.

## Non-Client Monthly Service Report

Volunteer : \_\_\_\_\_ Month : \_\_\_\_\_

Date	Hours	Miles	Service/Comments



# NWC Service Area Map





# NWC Volunteer Information Concerning Coronavirus

## Neighbors Who Care

### Volunteer Information Concerning Coronavirus

The clients we serve are at the highest risk of suffering a serious illness if exposed to Coronavirus. We must take every precaution to prevent exposing them to the virus.

Because our clients are mostly homebound and have limited contact with outsiders, they are unlikely to be infected or be carriers of the disease. With your vigilance, we can keep it that way.

Here are the recommended steps you can take to protect yourself and others (from the Maricopa County Department of Health).

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol based sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick
- Stay home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Neighbors Who Care is continuing essential services for our homebound and disabled clients during this emergency and we appreciate the support our caring volunteers are providing to people in need.

\*When serving our clients, volunteers should heed the above recommendations. In addition:

- Do not touch clients unless it is absolutely necessary (such as to provide balance support or assist in entering/exiting a vehicle).
- Give clients as much personal space as possible.
- Call our office immediately at 480-895-7133 if you are sick and need to cancel an assignment.

Thank you for your service, and for your vigilance when it comes to caring for our neighbors safely.