Neighbors Who Care *(NWC)*

Volunteer Orientation Handbook 2026

Thank you for 32 years of love and support!

Visit

www.neighborswhocare.com

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Welcome from Our Executive Director

Dear Valued Volunteer:

Thank you for helping us fulfill the needs of our community. Our clients depend on your compassion and dedication more than you can imagine. You are a treasured and vital part of our mission of serving homebound seniors in Sun Lakes and South Chandler!

Here are just a few of the many reasons why you matter to us and our clients:

- Your service contributes to the emotional wellbeing, health, and quality of life for our neighbors.
- You are among the volunteers who annually provide services to over 600 clients.
- Our clients are truly in need, and they are so grateful for your help!
- You bring the "spirit of service" to light and truly touch the lives of seniors who may not otherwise have any interaction with a caring person on a given day or week.
- Your satisfaction as a volunteer is important. You will be amazed at how you feel when you know you have helped a client remain at home and get the help they need.

We want your Neighbors Who Care volunteer experience to be one that truly makes you feel valued, full of purpose, and joy. Our staff is here to support you and get you started in your role as part of our team.

Thank you for having the heart to serve and to be a part of our vibrant community of volunteers. Your contributions of time and caring make a difference to those who need just a little extra support while they age in place comfortably in their home. Your kindness is appreciated and so are you!

Thank you,

Terri O'Herron
NWC Executive Director
"Kindness is always Beautiful"

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Neighbors Who Care History

Founded in 1994, Neighbors Who Care has a long, storied history of serving our neighbors in need. First known as *Neighbors Helping Neighbors*, this community outreach was the brainchild of the Greater Sun Lakes Interfaith Council to serve the area's aging population.

Starting with two orientation meetings for 28 volunteers and an initial $25,000 grant, our organization continued to grow. Sun Lakes resident Anne Porter was appointed as our first paid director, and by the fall of 1995, we had 175 volunteers on our team.

Over the years, Neighbors Who Care has evolved into a thriving and impactful nonprofit serving Sun Lakes and South Chandler, Arizona. We continue to meet the needs of homebound aging adults through nonmedical, assistive services provided at no cost by kindhearted volunteers. Neighbors Who Care also strives to elevate its presence as a reliable resource in the area of senior services and support.

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 and the work we do. We strive to build mutually rewarding relationships.
- ★ COLLABORATION. We provide opportunities to serve seniors and their families with valued community partners.
- ★ RESPECT. We treat all clients, volunteers, and partners with dignity and respect.
- ★ INTEGRITY. We owe our clients, volunteers, and partners the highest level of ethical conduct.
- ★ EMPATHY. We work to understand the situations that others find themselves in, so we may interact with them in a helpful and positive manner.

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Neighbors Who Care At a Glance

- 501 (c)(3) nonprofit agency
- Serving Sun Lakes & South Chandler
- Clients are typically homebound older adults who choose to remain in their homes for as long as feasibly possible.
- Clients often deal with chronic or severe illness, physical limitations, or recovery from surgery or hospitalization.
- Volunteers are recruited from the communities we serve and the surrounding area and are trained and matched with clients to assist with requested services.
- Volunteer service is flexible. Assignments are scheduled based on volunteer interests and availability. There are no minimum requirements or commitments.
- Services are available free of charge to registered clients.
- All services are nonmedical and include transportation, dinner delivery, shopping/errands, friendly visiting, reassurance phone calling, minor home repairs, business assistance, respite care, welfare visits, and business advocacy. Along with Van Service and Case Management.

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Service Area

Assistance from NWC is available to residents of Sun Lakes & South Chandler, AZ, within the following boundaries:

- ➔ South: Of Queen Creek Road
- ➔ North: Of Hunt Highway
- ➔ West: Of Val Vista Drive
- ➔ East: Of Price Road

The following agencies and organizations serve residents outside of the NWC service area:		
Benevilla	(623) 584-4999	Avondale, El Mirage, Goodyear, Peoria, Surprise, Sun Cities, Youngstown
AllThrive 365	(602) 285-1800 Allthrive365.org	Fountain Hills, Glendale, Paradise Valley, Peoria, Phoenix, Scottsdale
Aster Aging, Inc.	(480) 966-9704	Apache Junction, Chandler, Gilbert, Mesa, Tempe
Foothills Caring Corps	(480) 488-1105	Carefree, Cave Creek, Phoenix (n. of Jomax), North Scottsdale
Verde Cares	(480) 540-1312	Verde Communities
Y-OPAS	(480) 212-6088	Ahwatukee/Avondale/Goodyear/ Litchfield Park/ Buckeye – Wellness Community Partners with NWC
The following organizations also support our local community:		
Area Agency on Aging	(602) 264-2255	Advocates for Maricopa County residents who are 60 years and older.
Aging with Grace Alliance AZ	(480) 256-2452 Agingwithgraceaz.org	Memory Café & Parkinson's Support
Spotlight	spotlightservices.com	Elder Resource Guide
St. Vincent de Paul: St. Steven's Catholic Church	(480) 895-9266	Serving low income/struggling families in Sun Lakes & Sun Bird
Counseling Services: Sun Lakes United Methodist Church	(480) 895-8766	A ministry of the Sun Lakes Methodist Church

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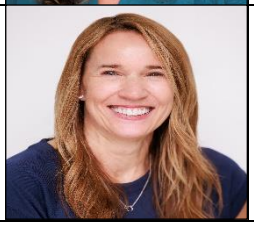
Neighbors Who Care Staff

Staff Member		Responsibilities
Terri O'Herron *Executive Director*		• Provides leadership and continuity between Office Staff and Volunteers • Reports to Board of Directors • Writes proposals for grants and other partnership possibilities • Represents NWC in the community • Oversees day-to-day operations • Manages finance and budgeting initiatives
Laura Zeiner *Office Manager*		• Trains and schedules office volunteers, schedulers, and receptionists • Manages accounting, payroll, and human resource functions • Updates office policies and procedures • Coordinates monthly volunteer and client statistics • Serves as liaison with database coordinator • Maintains office technology operations
Bonnie Kosar *Case Manager*		• Meets with prospective clients • Assesses and determines needs; makes referrals when necessary • Processes and updates client information in database • Provides continuing case management • Leads weekly caregiver support group • Provides education in the community
Robin Wilson *Volunteer Manager*		• Recruits new volunteers • Onboarding and training of volunteers • Evaluates & updates volunteer handbooks, service descriptions • Develops and implements volunteer appreciation programs • Represents NWC in the Community
Christina Jones Dinner Delivery *Program Coordinator*		• Coordinates with vendor providing daily meals for clients • Calls eligible clients with daily menu selections • Coordinates dinner delivery volunteer assignments • Processes daily orders and delivery schedules • Coordinates monthly dinner delivery volunteer and client statistics
Sandi Hullings *Administrative Assistant*		• Provides administrative and clerical support for all departments • Compiles statistical reporting • Schedules volunteers for assignments, as needed • Assists with database management • Answers phones and records client service requests
Jenny Sanderson *Admin Assistant & Events*		• Assistant to executive director • Preparing needs for ED events, appointments, and meetings. • Support board activities • Assist with setting up online and digital tools for events. • Contribute to planning and coordinating all aspects of events. • Event budgets and ensure adherence, oversee on-site event execution.

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Board of Directors

Mike Amato Chair		Ken Owens Treasurer		Jenna Bailey	
Kim Kubsch Secretary		Kirk Deem		Martin de Wet	
Suzie Judge		Kim Akers		Tom Jones	
Sandy Spence		Jodi Sornsin			

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Client Eligibility

Who is Eligible for Assistance?

- Residents within our service area boundaries (see map on page 6).
- Typical clients are elderly (no age restrictions, if disabled) and homebound due to chronic or severe illness, physical challenges, or recovery from surgery/hospitalization.
- The assessment process begins by a call from a prospective client or family caregiver to the NWC office, followed by a call and visit from the NWC Case Manager to ensure that potential client needs can be met and to provide an understanding of available services.
- Potential clients are evaluated with regard to the NWC mission.

What is the Charge for NWC Service?

- All services are provided at no cost to clients. Clients do pay for the costs of meals, groceries, prescriptions, parking, and parts required for minor repairs.

Client Service Request Process

- Clients must call the NWC office a minimum of five business days prior to the date of their service request. If service on Saturday is requested, clients must give eight days' notice (no later than the Monday before).
- Once a request has been submitted, a volunteer/staff will submit request into our data base. Volunteers will sign up in the portal or a scheduler will call to find an available volunteer. Transportation, Shopping/Errands, Tech Support and Minor Repair requests are also posted on the online portal for volunteers to accept. See Volunteer Procedures on the following page for next steps.

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Volunteer Procedures

1. ***Getting Started as a Volunteer***
    - 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, and provide a copy of their driver's license and vehicle insurance coverage. Volunteers must provide updated copy of their driver's license after any change or renewal.
        - 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 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 agreements to maintain these limits **(volunteers are responsible for providing updated copies at the end of every policy date).**
        - 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 coverage is provided ONLY to volunteers who drive the van owned by NWC or for damage in excess of volunteer auto insurance coverage.
    - **Completion of a background check** (yearly), NWC application, confidentiality agreement, photo release, and reference requests are also required.
    - The type and number of required forms and level of background check may change at any time per legal requirements.
    - A one-on-one personal interview/training will also be conducted to learn more about you and your goals as a volunteer.
    - A photo ID will be issued to you to wear each time you are representing NWC as a volunteer.

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2. ***Accepting Assignments***
   - The NWC Office calls the volunteer to ask about availability for a client assignment based on information provided by the volunteer.
   - Volunteers may verify they are available to help the client or they may decline the service.
   - For *Transportation, Shopping/Errands, Tech Support, and Minor Repairs* the volunteer can log into our system portal and self-assign.
   - **A volunteer may also call in** or come into the office at any time to offer to take an assignment.
   - Be prepared to take notes when you accept an assignment to ensure you have the exact details.
3. ***Contacting Clients Upon Assignment Acceptance***
   - Call the client as soon as possible after accepting a service opportunity (ideally, right away).
   - Introduce yourself as an NWC volunteer and describe the service you will be providing.
   - Confirm the following, as applicable: a) appointment time; b) destination address; c) pick up time and address.
   - Call the client again 24 hours before the appointment time to remind/reassure them that you will be providing a service as a volunteer with NWC.
4. ***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.
5. ***Should your Availability Change***
   - If you have accepted an assignment, but you are unable to fulfill it (illness, schedule conflict), contact our office immediately so we may find a replacement.
   - If your availability has changed for any reason, including short-term unavailability (vacation, for example), please let our office know so we will not call you for assignments on days that you are unable to serve.
   - Should you decided that volunteering with NWC is no longer a good fit please reach out to the Volunteer Manager so they can remove you from the data base.
6. ***During Your Assignment***
   - Provide the service with consideration to the guidelines outlined in this Volunteer Handbook.
   - Safety is always a priority.
   - Be courteous and treat clients and others with dignity and respect.
   - Be on time.
   - Wear your NWC ID badge when providing a service. This helps clients know that you are who you say you are.

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- Confidentiality is a must. Please do not share information about your client to others. The NWC office provides limited client information to help you in delivering appropriate assistance to clients.
- It is very important to inform the Case Manager at NWC office if the client; a) has needs beyond what you have agreed to or are able to provide; b) goes to the hospital, a nursing home, or has surgery; c) no longer needs assistance.
- NWC volunteers should also receive the same courtesy and respect that is given to clients. Should you feel that you have not been treated appropriately, you may request information about filing a grievance from the NWC Executive Director.

7. Additional Policies

- **General Don'ts**
  - Do not purchase alcohol or tobacco products for any client. If you are with a client and they are doing the shopping, they may purchase items of their choice.
  - Do not use time with clients to sell products, evangelize, or give financial or legal advice that would be to your benefit.
  - Do not wear fragrances while serving with a client. Some are allergic or sensitive to strong scents.
  - Do not smoke when with clients.
  - Do not go beyond your own physical limits when performing a service for a client. Contact the NWC office if additional assistance is needed.
  - Do not drive a client's vehicle.
- **Fees, Donations, & Gratuities**
  - Each client is made aware of the opportunity to donate to NWC if they are able and motivated to do so.
  - Volunteers may not accept gratuities. If a client offers a tip, the volunteer may suggest it be given to NWC in the form of a donation.
  - If a client offers to buy a meal or snack during your volunteer assignment, this is allowed. You are under no obligation to accept, however, so you may politely decline.

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- **Volunteer Confidentiality**
  - NWC will not give your phone number or last name to clients. However, if you feel comfortable giving out your phone number, that is fine. We just don't want the clients to circumvent the system and go to you directly for services. Call the office and let us know if your client is trying to set up services with you directly.

- **Client Changes**
  - Any noticeable changes in a client's situation, health, or behavior should always be reported to the NWC office.
  - The NWC Case Manager or applicable staff member will follow up to check on the client's condition.

- **Emergencies**
  - While rare, emergencies can happen. Your first priority is to take care of yourself and the client should an emergency occur.
  - Call 911 for assistance. Once the situation has settled, notify the NWC office as soon as possible.

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Client Services

- All client services must be booked through Neighbors Who Care at (480) 895-7133 at least five (5) business days in advance.
- Services are typically provided by volunteers Monday - Friday between 9:00am - 4:00pm. See Flexible Service Options on page 15 for possible exceptions.

Service	Description
Business Assistance	Assist with writing checks/letters, addressing envelopes, checkbook balancing, etc.
Business Advocacy	Counsel and assist clients in dealing with contractors (home repair/financial) or provide ombudsman service in resolving service complaints.
Dinner Delivery	Pick up & deliver pre-ordered meals to clients between 2:30 - 4:30 pm.
Friendly Visiting	Visit with clients (weekly) during a mutually convenient time. May include doing puzzles, looking at photo albums, or simply having a conversation.
Minor Repairs	Assist with minor household chores such as changing light bulbs or furnace filters.
Van Service	Drive clients in our van as a group to a designated store and home again
Reassurance Calling	Call clients on a daily or weekly basis to check in on them. (office hours only)
Respite Care	Stay with a client while the caregiver leaves the home. Volunteer does not perform medical duties.
Shopping/Errands	Provide rides to the bank, grocery store, pharmacy, etc. in volunteer's vehicle. Stops should be determined in advance. Volunteer may shop either for or with the client.
Transportation	Drive clients to and/or from medical or other appointments. Appointments exceeding 2 hours typically require a drop-off and pick-up request.
Tech Support	Support clients with tech related issue for their phones, computers, TV's and other devices.
Welfare Visits	Checking on clients who live alone or have been discharged from a healthcare facility.

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Flexible Service Options

When can I volunteer?

- Neighbors Who Care service opportunities are typically provided on **Monday-Friday from 9:00 am – 4:00 pm** when the NWC office is open and staffed.
- Volunteers who are not able to assist during the week may choose to schedule certain service limited opportunities on Saturdays between 9:00 am – 1:00 pm or other times of the day if coordinated with the client and office Note: There may not be an on-call volunteer or staff member available to answer questions or provide assistance if an issue occurs outside of our regular office hours.
- Examples of services with flexible options

  include the following:

  - Shopping/Errands
  - Minor Repairs
  - Business Assistance
  - Friendly Visits

Dialysis Transportation on Saturdays

- Clients who receive dialysis on Saturdays may request a standing appointment when drivers are available.
- Volunteers are often matched with a client for dialysis transportation as a regular Saturday assignment.

Reporting "Off-Hours" Service Hours

- Volunteer hours may be called into the NWC office voicemail at (480) 895-7133 or logged on the Neighbors Who Care website or through the volunteer portal.

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Additional Volunteer Opportunities

Service	Description
Board of Directors	Volunteers who serve on the Governing Board are recommended and elected by the current Board of Directors to serve a three-year term in good standing, with no more than six years consecutively. Previous Board Members often remain in advisory roles.
Community Outreach Team	Serving in a Public Relations and Recruiting capacity, these volunteers represent Neighbors Who Care at community open houses, health fairs, and senior services fairs. They may also serve as part of our Speakers' Bureau. Their purpose is to educate about Neighbors Who Care services and recruit new volunteers.
Event Planning Committee	Assist staff with planning and executing various events.
Service Coordinators	Serve as a lead volunteer coordinator for a specific service. These volunteers serve long-term and are specifically responsible for scheduling, encouraging other volunteers, and reporting statistics on a regular basis.
Skills-Based Volunteers	Offer services based on your talents, expertise, and previous work experience. Examples include marketing, computer skills, and office maintenance.

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Neighbors Who Care in the Community

Service	Description
Weekly Caregiver Support Group	Facilitated by the NWC staff Case Manager, this support group meets on Mondays from 1:00 - 3:00pm at Risen Savior Lutheran Church. Anyone who is caring for a loved one or who is the spouse, family member, or significant other of someone living with a debilitating illness or age-related life change is welcome to attend.
Monthly Digital Newsletter	The first week of the month, we release our digital interactive newsletter. This newsletter is filled with helpful information about NWC.
Monthly Car/Golf Cart Check	Volunteers check fluid levels and air, and replace them as needed. Offered October - May.
Medicare Basics	Individuals needing to make decisions about Medicare/Medicaid and Benefits Assistance will be referred to knowledgeable, trained volunteers from local agencies.
Monthly Volunteer Newsletter	The second week of the month volunteers will be emailed the volunteers newsletter. This comes in a PDF form and provides details of interest along with reminders and tips to volunteers.
Social Media Updates	Follow and "Like" us on Facebook, Instagram, Twitter, and NextDoor to be updated on the latest news and information from Neighbors Who Care.
Aging Made Easier Conference	This annual conference offers insights and resources to help prepare for aging.
Community Partnerships	In an ongoing effort to elevate our impact, Neighbors Who Care has partnered with other community-based entities such as For Our City: Chandler, Sun Lakes Creative Engagement Partners, and senior services businesses.
Educational Speaker Series	Neighbors Who Care brings interesting and relevant speakers to an informal setting. All in the community are invited.

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How to Report Your Service Hours & Mileage

Please keep track of your service hours and mileage each time you volunteer with Neighbors Who Care. Some volunteers keep a notebook in their cars so they can track this information immediately after providing a service. You can also keep a log on your phone. Whatever works best for you! Hours and mileage are computed based on round-trips made from your home to the location of your service and your return home. Please note that this applies to ANY service you provide for Neighbors Who Care, whether it is directly client-related, working in the office, or any committee/project-based work. We ask that you report your hours within 48 hrs. of providing service. If you are working on an ongoing project, report your hours served by the end of the month in which you completed it. Reporting miles and time is done through the NWC portal, phone, or on our website at **https://neighborswhocare.com/volunteer-log/**. If you phone the office, please call after hours and leave a voicemail. Please leave a detailed message, including your name, date, time & miles, and clients name.

AARP Driver Safety Program

If you plan to drive the **Neighbors Who Care van** you will be required to take this course. The course will be paid for by Neighbors Who Care. The AARP Driver Safety Program is currently only offered online. You will work with the Volunteer Manager and Office Manager to get registered for this prior to driving the van.

Accident Procedure

Although Neighbors Who Care accident rates are extremely low, it is important that all volunteers are aware of the procedures to follow in case of an accident. Please use this procedure for all vehicular services including personal vehicles driven and the Neighbors Who Care van.

1. Stop immediately and stay calm. Comfort passenger(s), and ask if they are ok. If anyone is injured, do not move them unless there is a life-threatening situation.
2. Call 911 to contact local police or State Patrol. Identify yourself and your exact location.
3. Obtain information (driver's license and insurance) from other driver(s) involved in the accident.
4. **Take photos if possible**
5. Call Neighbors Who Care at (480) 895-7133 to report the accident and ask for assistance with clients.
6. Complete Neighbors Who Care Accident Form, give a copy to the police, and return the original to the Neighbors Who Care office within 48 hours of the accident
7. Attach the responding officer's business card with the Police Accident Report number to the Neighbors Who Care Accident Form.

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Neighbors Who Care Accident Form

VOLUNTEER INFORMATION

Name: _____ Phone number: _____

Date & time of accident: _____

Location of accident: _____

Damage to vehicle: _____

Passenger/client name: _____

OTHER VEHICLE INFORMATION

Driver's name: _____ Phone number: _____

Residence street address:

_____

City, State, Zip: _____

Insurance company: _____ Phone number: _____

Insurance policy number: _____

Number of occupants in other car: _____ License plate number & state: _____

Damage to the other vehicle:

_____

WITNESS INFORMATION

Name, Address, & Phone Number

1. _____
2. _____
3. _____

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INVESTIGATING OFFICER(S) INFORMATION

Name of Officer(s): _____

Report number: _____ Phone number of Officer(s): _____

INJURIES

Comments on any injuries to passengers in either vehicle:

_____

_____

ADDITIONAL COMMENTS

_____

ACCIDENT DETAIL

- Draw a diagram of the incident to the best of your ability. Include location, street names, lanes each vehicle was in, direction of movement.
- Take photos of both cars and anything else relevant to the accident.

Volunteer Name: _____ Date: _____

Volunteer Signature: _____

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Do You Have a Story to Tell?

We are often asked by donors, grantors, and others in our community to demonstrate the "value" of our services. As statistics tell only part of the story, we prefer to offer a human touch. If you have any stories about your experiences as a volunteer, we would love to hear them! Our clients are so grateful for what you do for them, and we know that their appreciation impacts you as well!

All kinds of stories are welcome. Think of how your experience serving our clients demonstrates our core values and our community service. Please take a moment to write your memorable moments as a volunteer and forward to us at the Neighbors Who Care office.

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Name: _____ Date: _____

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