

INTERFAITH

SENIOR PROGRAMS

Faith In Action Volunteer Handbook

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INTERFAITH

SENIOR PROGRAMS

Dear Volunteer:

Thank you for your commitment to the community, and the needs of seniors and adults with disabilities through your interest in our programs.

The enclosed handbook will outline policies, procedures, and other helpful types of information that you may refer to at any time. We encourage you to contact any of the staff at Interfaith Senior Programs if you have questions, or experience challenges in your volunteer assignments.

The trusting, caring relationships developed between volunteers and clients are the heart of our programs. We hope that you will have positive interactions and see first-hand that the clients who rely on Interfaith to remain independent, really have faith in *you*. Not only is your volunteer commitment providing savings to our community by helping individuals avoid nursing home placement, but you are assisting in creating a link to the community for individuals who are sometimes isolated and without other social contacts. Everyone benefits from your giving spirit!

At any time, please feel free to contact Executive Director, Kathy Gale, directly at (262) 549-3348 x234 or kathyg@interfaithwaukesha.org with questions or concerns.

Thank you!

Ron Retzke
President, Board of Directors

Kathleen Gale
Executive Director

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Purpose of volunteer handbook:

The purpose of the Volunteer Manual is to help make the volunteer aware of the liabilities, policies, and procedures of volunteering for the Faith In Action programs at Interfaith Senior Programs (ISP). It is also to be used as a reference tool throughout the volunteer experience at ISP.

Interfaith Senior Program's Mission:

Responding to community needs through volunteerism.

What is Faith In Action?

Faith in Action (FIA) is a national program that includes 642 separate programs or agencies that coordinate community volunteers from faith communities to provide in-home services to help neighbors live independently.

Faith in Action volunteers are part of this impressive national movement, and affiliated with the Wisconsin InterFaith In Action Network. To learn about the National Faith In Action program, visit www.fianationalnetwork.org or to learn more information on the Wisconsin InterFaith In Action Network, visit <http://www.wifian.org>.

Who is a client?

A FIA client is an individual 60 years and older or an adult (18+) with a disability residing in Waukesha County.

All FIA clients undergo the following:

- pre-screen for need during initial call to ISP
- background check
- in-home assessment
- reassessment as needed to identify changes

Who is a volunteer?

A volunteer is defined as an individual who offers service without pay or at his/her own freewill. FIA accepts applications from potential volunteers, including interns, from all:

- Religions
- Ethnic Backgrounds
- Age (youth volunteers must supervised by an adult)

It is the practice of FIA to provide volunteer opportunities and employment, training, compensation levels, promotion opportunities without regard to sex, race, color, religion, national origin, marital status, political belief, age or disability.

Risk management:

ISP strives to provide a safe, quality volunteer experience for all applicants. In order to do so, ISP screens each potential volunteer.

1.) Volunteer Application:

All individuals who want to become a volunteer for the FIA program must complete a volunteer application. The volunteer application must be signed by the individual in order for it to be accepted by ISP.

2.) Screening:

The proper screening of volunteers is important to ensure the safety of clients, volunteers, and ISP.

a.) Criminal / Driver background check:

ISP has the right to conduct a criminal and driver background check on all individuals who complete a volunteer application. ISP will contact individuals with any questions regarding their background information.

b.) References:

ISP will contact two non-family members for a character reference. References' names and contact information is provided by the potential volunteer.

3.) Welcome Packet:

After the application has been screened and approved by ISP staff for the FIA program, a welcome packet will be mailed to the volunteer's home. The welcome packet includes:

- Welcome letter explaining packet and orientation information
- Volunteer Manual
- Name Tag
- Cards for reporting hours

4.) Training

a.) Orientation

Volunteer orientation for the FIA program is provided twice per month on the 4th Thursday at 10 am and 7 pm. All volunteers are strongly encouraged to attend orientation and are asked to register one week prior to the orientation date. Orientation is provided to:

- review the Volunteer Handbook
- communicate expectations of agency and the volunteers
- review mileage reimbursement
- give volunteers the opportunity to ask questions of ISP staff

b.) Training:

Additional training is required for volunteers in the following select volunteer services:

- Non medical respite care
- Assessments
- Office projects

Liability:

ISP maintains liability insurance that may be applicable in certain situations or circumstances for registered FIA volunteers with 2 references on file. FIA volunteers are also encouraged to consult with the volunteer's insurance advisor as to the appropriateness and desirability of acquiring or maintaining personal liability insurance to cover the volunteer when serving as an FIA volunteer. ISP requires that volunteers report all activities with clients to ensure that the office has accurate record. In addition, FIA volunteers are required to only perform services as directed by ISP staff.

Confidentiality:

Volunteers are required to respect the privacy of all FIA clients and to follow the guidelines:

- Situations that would cause another person to know the client are not to be discussed with anyone except the ISP staff
- Names of clients and any personal information are not to be mentioned in social settings or outside of normal day-to-day business operations of ISP
- Signs of elder abuse that is either suspected or observed must be reported to the ISP staff

Performance monitoring:

ISP staff has the right to monitor the performance of a volunteer during their volunteer time. If performance does not match expectations, ISP and volunteer will work together to find another opportunity that would best match expectations and skills.

Recognition:

ISP recognizes and appreciates the dedication and hard work of all of the volunteers. Every year ISP has a Volunteer Recognition event to show appreciation to volunteers. Invitations will be mailed one month prior to event.

Resignation:

In the event that a volunteer is no longer able or willing to volunteer, volunteers are asked to notify ISP to ensure continuity of service to clients.

Personal possessions:

ISP cannot assume responsibility for personal effects. Care should be taken to safeguard personal belongings. Losses should be reported immediately, and any article found should be turned over to ISP staff.

Mileage reimbursement:

In order to receive mileage reimbursement, the volunteer's driver's license number, auto insurance company and policy number must be on file with the office. Mileage will be reimbursed on a first come, first served basis until the allocated funds have been depleted. Reimbursement for mileage is paid at a rate of \$0.31 per mile up to a maximum of 100 miles or \$31.00 per calendar month. The FIA mileage reimbursement form must be completed, signed, and returned to the ISP office by the 15th of the following month of reimbursement. Any mileage submitted after this date will not be reimbursed until the following month, depending on available funds. Volunteer mileage requests will accumulate until the sum is at least \$10.00. Any requests for miles driven in the previous year must be submitted by January 31st of the New Year otherwise requests will not be reimbursed. Reimbursement forms can be requested through ISP office or on the website.

Disabled parking permits:

ISP has disabled parking permits available for FIA volunteers that transport clients to appointments or the grocery store. Permits can be requested through the ISP office and will be checked out to the volunteer throughout their service with ISP. According to the Department of Transportation the permits are only to be used when the client is in the volunteer's car, not if the volunteer is performing a service on a client's behalf. Fines, tickets, and towing resulting from improper use of permit will be the responsibility of the volunteer. Any violation of this or misuse of the permit may lead to ISP not being able to issue future permits.

Money or gifts:

FIA volunteers are not to accept any money or gifts of value from clients (Cards, gifts of flowers from a client's garden, for example, are acceptable gestures). Volunteers are to explain to the client that money or gifts cannot be accepted, but encourage the client to make a donation to Interfaith Senior Programs so that more people may be helped. Offer them a donation envelope addressed to the Interfaith office (envelopes can be requested through ISP office).

Harassment:

ISP is committed to providing a work environment free from all forms of harassment or intimidation based on age, race, religion, creed, color, handicap, marital status, sex, national origin, ancestry, sexual orientation, or any other prohibited factors. Retaliating or discriminating against someone for complaining about harassment, or for participating in a harassment investigation, is also prohibited. Anyone who violates this policy may be subject to dismissal of volunteering for ISP. Harassment by client should be reported to Program Manager and harassment by ISP staff should be reported to Executive Director or Board President.

Drug/Alcohol abuse:

ISP is committed to the safety and well being of its clients, volunteers, and overall agency. It is ISP's intent to attract and maintain a work force and work environment that are free of alcohol and drugs. While volunteering, volunteers must be free from the effects of alcohol and drugs that impair judgment and may result in accident or injury to themselves, clients, or the community which ISP serves.

Reporting incidents/accidents:

All incidents/accidents must be documented on the Volunteer Report of Injury or Accident form and reported to the staff of ISP (form can be requested through the ISP office or on the website). Incidents/accidents include automobile accident, slip or fall of client or volunteer, property damage, assault on client or volunteer, etc.

Reporting client behavior changes:

There may be times where the client may "act out" or have a behavior change due to an infection, change in medication, anxiety, etc. If there are any incidents or behavior changes that you have noticed and would like ISP staff to know of, complete the Incident / Behavior Change form and return it to ISP staff (form can be requested through ISP office or on the website). The ISP staff will follow up with the client and take the necessary steps to ensure the client's safety needs are being met.

Matching services:

Volunteers are matched with clients according to geographical and scheduling criteria. Volunteers are able to commit or not commit to any request that they are called upon to do. If a volunteer commits to an opportunity, ISP will provide the volunteer with the client and request information and ask the volunteer to contact the client one day before the scheduled request to confirm request and arrange a time of pick up.

Important Reminders:

- If the client requests additional services (extra errand, additional repair work, etc), the volunteer is not obligated to provide these services. The client should be instructed to call ISP to request the additional services.
- If the volunteer is unable to keep the scheduled appointment, the volunteer should immediately notify the ISP office so that a substitute volunteer may be located to perform the service.
- If the client cancels the service, ISP will immediately notify the volunteer.

- If the volunteer will be unavailable for volunteer service for reasons such as vacation, business trips, etc., the volunteer should inform ISP as soon as possible so Interfaith does not call for requests.

Reporting service hours:

Information about the number of client requests for service and volunteer service hours is critical for maintaining ISP's current funding and for obtaining new funding. Hours not reported can result in lost funding and ultimately lost services for people in need.

There are four ways to report your volunteer service hours:



By Mail: Mail your completed hours reporting card to the ISP office.
Interfaith Senior Programs
210 NW Barstow Street, Suite 101
Waukesha, WI 53188



By Phone: Phone your volunteer service hours to the ISP office at:
(262) 549-3348



By Fax: Fax your volunteer service hours to ISP office at:
(262) 549-0436



By Email: Email your volunteer service hours to:
carriellea@interfaithwaukesha.org



By Website: Submit your volunteer service hours by visiting:
www.interfaithwaukesha.org. Click on the Faith In Action tab at the top and then For Faith In Action volunteers on the toolbar on the left hand side

When reporting your volunteer service hours, remember to include:

- Date(s) of service
- Client's first and last name
- Type of service provided
- Total time spent per client (estimate to the nearest quarter hour)

****Please note that hours reported should be the time you spent with the client, at the client's home, and/or completing service on behalf of the client.****

Overview of Services / Volunteer Position Descriptions:

Listed on the following pages is an overview of volunteer opportunities at ISP and their position description

SERVICE	POSITION TITLE	FREQUENCY OPTIONS	DESCRIPTION OF SERVICE
Transportation	Driver	Weekly or Bi-Weekly As Needed Time Commitment: 1-3 hours	Drive client to scheduled healthcare appointments and other professional services. Run errands required to maintain client independence (pick up prescriptions, etc.). ~ Volunteer must have adequate auto insurance & valid driver's license ~
In-Home Visits Telephone Reassurance	Visitor Caller	Weekly or Bi-Weekly Time Commitment: 1-2 hours	Be a friend to a client who is confined to their home and needs social interaction.
Grocery Shopping	Shopper	Weekly or Bi-Weekly As Needed Time Commitment: 1-2 hours	Drive clients to store and <i>shop with</i> those who are able to go. <i>Shop for</i> clients when they are unable to go themselves. ~ Volunteer must have adequate auto insurance & valid driver's license ~
Seasonal Outdoor Chores	Seasonal Helper	Weekly or Bi-Weekly As Needed Time Commitment: 1-3 hours	Lawn mowing Snow removal Yard Work Spring Yard Clean-Up Fall Yard Clean-Up
Minor Repairs	Minor Repair Assistant	As Needed Time Commitment: Varies	Painting Carpentry Minor, non-technical home repairs
Help With Forms & Bills	Home Document Assistant	As Needed Time Commitment: 1-4 hours	Pay bills Prepare tax return (simple) Fill out forms (medical, insurance, etc) Reconcile checkbook
In-Home Respite Care	Respite Provider	Weekly or Bi-Weekly As Needed Time Commitment: 2-4 hours	Provide non-medical relief for a primary caregiver by visiting with a person requiring 24 hour caregiving so the caregiver can have a break.
Office Projects	Program Assistant	As Needed Time Commitment: 1-8 hours	Data Entry Volunteer/Client Matching Assessor Special events

Driver

Job Function: Drive client to scheduled healthcare appointments and other professional services

Requirements: All drivers must provide proof of auto insurance and driver's license to Interfaith

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, and good driving record

Duties and Responsibilities include:

- Review Volunteer Manual
 - Call clients a day before scheduled appointment to confirm pick up time
 - Pick client up, transport to destination, and return client to their home
 - Report volunteer service hours to Interfaith
 - Communicate any accidents, incidents with clients, or concerns to Interfaith
 - HAVE FUN
-

Visitor

Job Function: Be a friend to a client who is confined to their home and needs social interaction

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, friendly and good communication skills

Duties and Responsibilities include:

- Review Volunteer Manual
 - Contact client to arrange a schedule to visit
 - Visit with the client
 - Report volunteer service hours to Interfaith
 - Communicate any accidents, incidents with clients, or concerns to Interfaith
 - HAVE FUN
-

Caller

Job Function: Call client at regularly scheduled times to check in on client and/or provide reminders to take medication

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, friendly and good communication skills

Duties and Responsibilities include:

- Review Volunteer Manual
- Contact client
- Report volunteer service hours to Interfaith
- Communicate any incidents with clients, or concerns to Interfaith
- HAVE FUN

Shopper

Job Function: Drive clients to store and shop with those who are able to or shop for clients when they are unable to go themselves

Requirements: All drivers must provide proof of auto insurance and driver's license to Interfaith

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, and good driving record

Duties and Responsibilities include:

- Review Volunteer Manual packet
- Contact client to arrange a shopping date and time

Shopping For:

- Pick up envelope with list/money, go to the grocery store to shop for items, and drop off items, receipt, and envelope to client (Client may need assistance with putting groceries away).

Shopping With:

- Take client to the grocery store, assist the client with shopping, and return client to their home (Client may need assistance with putting groceries away).
 - Report volunteer service hours to Interfaith
 - Communicate any accidents, incidents with clients, or concerns to Interfaith
 - HAVE FUN
-

Seasonal Helper

Job Function: Help clients with outdoor chores

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, friendly, and physically able to do work

Duties and Responsibilities include:

- Review Volunteer Manual

Lawn Mowing:

- Contact client to arrange details for the summer season
- Mow the client's lawn

Snow Removal:

- Contact client to arrange details for the winter season
- Remove snow from sidewalks and driveways

Spring Yard Clean-Up/Fall Yard Clean-Up:

- Sign up to volunteer a month in advance for event
- Contact assigned client prior to service date to confirm a time
- Provide the requested yard work service for client

Yard Work:

- Contact client to arrange date and time
- Provide the requested yard work service for client
- Report volunteer service hours to Interfaith

Minor Repair Assistant

Job Function: Help clients with minor, non-technical repairs

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, friendly and home repair skills

Duties and Responsibilities include:

- Review Volunteer Manual
 - Contact client to schedule a time and date for repair
 - Meet with client and review repair
 - Complete the repair (if professional assistance is needed, please report to Interfaith)
 - Report volunteer service hours to Interfaith
 - Communicate any accidents, incidents with clients, or concerns to Interfaith
 - HAVE FUN
-

Home Document Assistant

Job Function: Assist client with documentation

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, friendly and good communication skills

Duties and Responsibilities include:

- Review Volunteer Manual
 - Contact client to schedule a time and date
 - Meet with client to review documentation, either one-time or on an on-going basis
 - Report volunteer service hours to Interfaith
 - Communicate any accidents, incidents with clients, or concerns to Interfaith
 - HAVE FUN
-

Respite Provider

Job Function: Provide non-medical relief for a primary caregiver by visiting a client who requires 24 hour care so the caregiver can receive a break

Requirements: Attend one hour respite training

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, friendly, reliable and good communication skills

Duties and Responsibilities include:

- Review Volunteer Manual
- Contact caregiver to arrange a schedule
- Visit with the client
- Report volunteer service hours to Interfaith

Respite Provider (continued)

- Communicate any accidents, incidents with clients, or concerns to Interfaith
 - HAVE FUN
-

Program Assistant

Job Function: Assist Interfaith staff with office projects and programs

Requirement: Additional training is required for all program assistant positions

Qualities Needed: Understanding of ISP's mission and those receiving services, patience, compassion, friendly, intermediate computer skills, team player, and attention to detail

Duties and Responsibilities include:

- Review Volunteer Manual

Data Entry:

- Report to Program Coordinator for data entry project
- Complete data entry project

Volunteer/Client Matching:

- Review client service requests
- Contact volunteers to get their availability for the requested date and time
- Retrieve request from database and enter committed volunteer
- Contact client with first name of volunteer who is committed to their request
- File paper request

Assessor (This position is performed out of the office):

- Review client pre-screen
- Call potential client to arrange time and date for in-home assessment
- Visit potential client and complete assessment form
- Return all assessment forms to Program Coordinator

- Log in volunteer service hours in binder
- Communicate questions and/ or concerns to Program Coordinator
- HAVE FUN

Referral/Resource information for clients:

ISP strives to assist clients with additional needs by providing referrals to community resources and paid services. FIA volunteers may refer clients to 211/First Call for Help (211) for general information or Aging and Disability Resource Center (262-548-7848) for County resources. FIA volunteers or clients can contact ISP staff for resource information and appropriate referrals will be made to meet the specific need.

Tips for working with Faith In Action clients:

ISP strives to communicate with volunteers any special considerations that the volunteer should be aware of while volunteering. Listed below are helpful tips for working with ISP clients.

Due Care and Prudent Actions

- ✓ **Don't** provide "hands-on" or personal care such as bathing, hygiene, or massage.
- ✓ **Don't** do something if you're not sure how to do it, or if that action may endanger the client or yourself.
- ✓ **Don't** give medications (prescription or over-the-counter) or offer medical advice.
- ✓ **Don't** expose the client to contagious disease (flu, chicken pox, etc.)

Appropriate Touch

- ✓ Be sensitive to the comfort level of the client regarding hugs or putting a friendly arm around their shoulder. Pay close attention to non-verbal signals.
- ✓ Ask the client if it is okay to take their arm to help steady them when walking or getting out of a car.
- ✓ If a client makes you uncomfortable with inappropriate touch, be clear but polite about your feelings. If this does not work, or if you are uncomfortable confronting the client, notify the Interfaith office to intervene in the situation.

Working with hearing impaired clients

- ✓ Be sure you are visible to the person before speaking. Avoid tapping the person to get their attention.
- ✓ Face the person so they can see what you are saying. Having a light on your face creates greater visibility of lip movements, facial expression, and gestures which aids in understanding. The optimal distance between you and the person with a hearing impairment is between 3 and 6 feet.
- ✓ Speak slightly louder than normal, without shouting. Shouting will distort your message. Lower your pitch. Try to determine if the person hears better with one ear than the other and direct your voice accordingly.
- ✓ Speak at your normal rate of speed with more pauses. Do not change the topic abruptly. Ask the client what you can do to make hearing easier.
- ✓ Eliminate low-level background noises such as TV, radio, etc.
- ✓ Use commonly known words. Avoid using long, multi-syllable words. If the person with a hearing impairment does not appear to understand what is being said, re-phrase the statement in short, simple sentences rather than repeating it exactly.

Working with visually impaired clients

- ✓ Be aware that newly blind persons may be quite frightened, while those who have been blind for some time may be quite independent.
- ✓ Use the person's name when starting a conversation, especially when there are others present. A light touch of the arm is also acceptable.
- ✓ Speak directly to the person and let the person know when you move away from them or need to end a conversation. Identify all persons present and be sure the person with the visual impairment knows when you or others leave the room. Also identify seating arrangements.
- ✓ Always introduce yourself when calling on the phone. Let the person know who you are and why you are calling. Never make a home visit without first having made an appointment. It is important that the person with a visual impairment knows who is coming to their home.
- ✓ Offer your arm rather than taking theirs. Stop before stairs, curbs, etc. Describe what you are doing and let them know their position in relation to surroundings.

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Receipt and Acknowledgement of Volunteer Handbook

The Volunteer Handbook is an important tool for you as a volunteer. It will serve as a guide for you during your time at Interfaith to help answer your questions and help you through varying situations. Please read the statement below and sign indicating your receipt and acknowledgement of the Faith In Action Volunteer Handbook.

I understand that my signature below indicates that I have received this copy of the handbook and that I have read the Volunteer Handbook in its entirety.

Volunteer's Name: _____

Volunteer's Signature: _____ Date: _____

Photo Consent Agreement

- I, _____, hereby give Interfaith Senior Programs specific permission to: publish copyright, distribute and/or display photographic images of me taken throughout my volunteering. I release and discharge Interfaith Senior Programs from any and all liability by virtue of distortion, blurring, alteration, optical illusion and/or use in composite form, whether the same is intentional, or otherwise.
- I do not give permission to Interfaith Senior Programs to use any photographic images of me taken throughout my volunteering.

Volunteer's Signature: _____ Date: _____

Date received in office: _____ Staff Initials: _____

Please detach form from handbook and return to Interfaith.