

## **CARE RECEIVER PROGRAM POLICIES**

In order to become a care receiver, a Care Receiver Application must be completed. All information asked for in this form is essential to our agency's ability to match you to a volunteer or volunteers who can meet your identified needs. If you are personally unable to complete an application, the document may be completed by a family member, friend, or referring agency. Please read the following program policies carefully.

### **Review of Eligibility and/or Referral**

Once your application is received, you will be contacted to set up an assessment intake. This call or visit will serve as an opportunity for you to meet a representative of Good Shepherd Caregivers, ask any questions you may have, and learn more about the program and how it works.

Not everyone who requests services from Good Shepherd Caregivers is a match for services. During the process if it is determined that your needs are beyond the scope of what we can offer, you will be provided with information on other agencies that may be able to help.

Request for services should be made **at least two weeks prior to the time the service is needed**. To request service, just call (304) 876-3325 Monday through Friday from 10 am – 3 pm and our staff will help you. If you reach our voice mail, please leave your name and number; we will discuss the details of the request when we return your call.

Once a volunteer has signed up to fulfill your request, that volunteer will contact you directly 2-3 days prior to the assignment to introduce him/herself, discuss specifics, and confirm date and time.

There may be times when no volunteer is available to meet your needs. If a volunteer can not be found to fill your request, you will received a call from the Caregivers office 2 or 3 days in advance of your scheduled appointment to let you know so that you will have adequate time to make other arrangements or reschedule the appointment. This doesn't happen often, but because volunteers provide all of the services, there is a risk.

Depending on the situation, an ongoing care receiver/volunteer relationship may develop in which the same volunteer repeatedly provides services for a care receiver. In other cases, different volunteers may provide services to a care receiver at different times.

## **Good Shepherd Interfaith Volunteer Caregivers**

**Please help us keep good records by calling the office to schedule your services and avoid calling the volunteer directly. We are glad that friendships form among care receivers and volunteers yet our data is used to fulfill reporting requirements. The data from your request for service, shows what Good Shepherd accomplishes in the community. Please help us with this important task by calling the office to schedule your service so that we can be around for many years to come.**

### **Confidentiality**

Volunteers assigned to your request will be provided information from your application and intake interview as needed to help them serve you to the best of their ability. This is a critical piece of enabling our volunteers to provide you with the care and attention you deserve based on your needs. Volunteers and staff have been trained on the confidentiality policy and are not permitted to release information without your consent.

### **Identification**

All volunteers are provided with an official identification card and should carry it with them at all times when performing service on behalf of GSIVC. Care receivers are responsible for asking to see this, to ensure your personal safety. If there is ever a doubt about the identity of the volunteer, you should not admit them into your home nor enter their car. A call should be placed immediately to the GSIVC at (304) 876-3325.

### **Volunteer Compensation**

GSIVC volunteers perform services with no anticipation of financial compensation. Care receivers should NOT offer to pay volunteers for services.

GSIVC has a gifts policy wherein a volunteer, under no circumstance(s), is to accept money or personal property from a care receiver for services rendered on behalf of GSIVC. If the care receiver wishes to donate to GSIVC, these can be mailed directly to the organization at GSIVC, P.O. Box 1882, Shepherdstown, WV 25443.

### **Safety and Emergency Procedures**

Safety of the care receiver is of utmost importance. Volunteers are trained to act with good judgment in the event of an emergency. The GSIVC safety and emergency guidelines were developed for the welfare and benefit of all. All volunteers have been trained to follow a detailed Crisis Plan. Any serious accident or emergency must be reported to GSIVC personnel immediately.