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## In-Home Services: Volunteer Caregiver

**Service Name:** Volunteer Caregiver Services

**Service Definition:** Management, recruitment, and matching of volunteers with older individuals and/or caregivers in need of companionship, assistance, transportation and/or respite. No hands on care (i.e., bathing, toileting), shall be provided by volunteers.

**Unit of Service:** One hour of direct client contact or indirect services provided on behalf of the client.

**Contract Type:** Fee-for-Service

### Minimum Requirements:

1. Program must be governed and supported by representatives from faith-based and community organizations. Programs must be separately incorporated and independent with a 501 (c)(3) status.
2. Program must maintain a policy, which assures that individuals of all religious denominations or affiliation, and those without religious affiliations, can be served.
3. Program must maintain a policy, which requires volunteers to agree in writing, not to solicit nor accept monetary contribution from clients and/or caregivers for their own use; nor attempt the sale of any type of merchandise or service to client and/or caregivers; and agree not to seek, or encourage the acceptance on the part of client and/or caregiver of any particular belief or philosophy.
4. Program must employ a paid coordinator with the overall responsibility for program management, volunteer recruitment, screening, orientation, training, and matching volunteers with older persons and/or older caregivers in need.
5. Program must place a high priority on the provision and expansion of in-home volunteer respite service.
6. Program must have a written plan that guides the ongoing recruitment of volunteers from religious congregations and the general community.
7. Program must develop and document a volunteer orientation that includes at a minimum: a review of interpersonal communication skills and techniques, accessing community based resources, universal precautions, and emergency procedures.
8. Program must conduct an on-site evaluation of the client's situation to ensure that the skills and training of the volunteer are appropriate for the client's needs. The plan must include a record of the individuals requesting service, volunteers recruited to assist, placements made, and hours and type of volunteer service provided. Exceptions are allowed in situations of immediate need, such as for transportation assistance.





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9. Requirements for the provision of in-home volunteer respite shall include:
  - ❖ Employ a professionally qualified individual who directly supervises volunteers providing respite. Supervision must be available to program volunteers at all times (via phone or pager) while in the client's home.
  - ❖ A re-assessment (in person or via telephone) shall be conducted every 180 days or if the volunteer caregiver reports significant changes in a client's condition.
  - ❖ Program shall not assist clients, in any way, in preparing, reminding, or taking prescription or non-prescription medications.
  - ❖ Program must develop an emergency plan for each client, in conjunction with the primary caregiver, which must be available to the volunteer respite caregiver at all times. The plan shall include a minimum of two emergency contact names and phone numbers and information on their hospital of choice
10. Programs must have a written procedure for requesting, encouraging, and accepting donations from clients.
11. Programs must service the Monroe County area.
12. Programs must serve residents age 60 and older.

