

Good Shepherd Interfaith Volunteer Caregivers



JOB-SPECIFIC STANDARDS FOR VOLUNTEER CAREGIVERS

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I. STANDARD ONE

GENERAL GUIDELINES

1. You are expected to perform assigned duties as they have been requested by Good Shepherd for the care receiver. If you wish to do more, or if you are asked to do more by the care receiver, please discuss this with the Volunteer Coordinator or Good Shepherd office staff.
2. Call the care receiver within a day or two of receiving the assignment. Make arrangements for completing the task and make a call, a day or two before, to confirm the appointment.
3. We recommend that you not give your phone number to the care receiver. This will reduce the risk of the care receiver becoming dependent on you for all assistance.
4. If a personal problem arises and you are unable to perform your assigned duties, contact the Volunteer Coordinator or Good Shepherd office staff.
5. Never enter a home when no one answers the door. You should follow emergency procedures if such an incident occurs.
6. As a volunteer caregiver, you are expected to be dependable.
7. Be an active listener - you can learn a lot from a care receiver!
8. PLEASE DO NOT offer advice on legal, medical, financial, or personal issues.
9. The volunteer caregiver should never give or loan money to the care receiver and should never accept money for services provided. You may, however, suggest that the care receiver make a voluntary donation to Good Shepherd.
10. Find out how much assistance is needed and be alert to any changing needs of your care receiver. Good Shepherd may have incomplete or inaccurate information on your care receiver's mobility, health problems, etc., so be sure to inform the Volunteer Coordinator or Good Shepherd office staff of any situation that you were unaware of or find has changed.
11. Always identify yourself to the care receiver by using your identification card provided by Good Shepherd.
12. Do not smoke in the presence of a care receiver.
13. Be sure to be familiar with the job-specific standards for particular tasks you perform. If any questions or comments arise, we encourage you to remain in close contact with the Volunteer Coordinator or Good Shepherd office staff. Your input is important!

GENERAL GUIDELINES, CONTINUED

14. Under no circumstances should the volunteer handle medical waste, including, but not limited to needles, sharps, and soiled or disposable materials.
15. All caregiving services must be arranged through the Good Shepherd office. If a care receiver wishes to schedule further services, the care receiver should contact the Volunteer Coordinator.

II. STANDARD TWO

GENERAL EMERGENCY PROCEDURES

I Definition of Emergency

An emergency is defined as an immediate threat to life, property, personal safety, or the safety of others.

1. In an emergency, call 911.
2. If you are not sure whether an incident is classified as an emergency, call 911 and let a trained professional assist you. The volunteer caregiver should never take responsibility for transporting an ill or injured care receiver or caregiver in his/her own car.
3. Notify the Good Shepherd Caregivers office staff that an emergency has occurred. If unable to contact the office, call the contacts listed on the Crisis Plan.

II General Emergency Procedures: The following procedures are to be used when the volunteer is unable to make contact with the care receiver:

1. If visiting or transporting, check the outside of the home, and doors and windows. Never enter the house alone. Check with neighbors regarding the last time the care receiver was seen. Inquire about recent visitors or family with whom the care receiver may be visiting.
2. Telephone the care receiver from the nearest telephone.
3. If, at any time, for any service, the volunteer does not get a response from a care receiver at an agreed upon time (for example, when arriving for a visit, when scheduled for transportation, reassurance calls, or any kind of assistance or other scheduled situation), notify the Volunteer Coordinator and/or the Good Shepherd office staff. Utilize the telephone numbers on the Crisis Plan if unable to contact the office staff.
4. Good Shepherd will notify emergency contacts/friends. Good Shepherd will also determine who might have a key to the house. Good Shepherd will work with the contact(s) to determine if someone should go to the home.
5. Unless the emergency contact knows of a reason why the care receiver is not available, a call may be placed to the local non-emergency police telephone number by the Volunteer Coordinator or the Good Shepherd office staff member.
6. The volunteer caregiver should remain at the care receiver's home until the situation under control.
7. The volunteer caregiver will inform the Volunteer Coordinator or Good Shepherd office staff, or contacts listed on the Crisis Plan, as soon as possible.

III. STANDARD THREE

TRANSPORTATION

1. Seat belts must be worn at all times by both the driver and passengers. Assist your care receiver as necessary to fasten the seat belt.
2. Call your care receiver a day or two prior to the scheduled appointment and also on the morning of the appointment to confirm your arrangements and get directions. Call the Volunteer Coordinator or Good Shepherd office staff if help is needed in confirming arrangements.
3. Remember to ask the care receiver about any special needs or assistance that will be required.
4. Always allow extra time for traffic, weather, or other unforeseen problems in transporting your care receiver.
5. Arrange to park as close to a door as possible. **DO NOT PARK IN HANDICAP PARKING** unless official and proper identification is displayed in the car. You may want to ask the care receiver if he or she has a handicap parking hang-tag you can use. In lieu of this option, you may inquire about the availability of handicap parking hang-tags; one may be available.
6. Be aware of the physical limitations of your care receiver, especially in regard to walking distances or climbing steps. The volunteer caregiver should ask the care receiver if assistance is needed when walking on wet, snowy or icy sidewalks. If so, the volunteer caregiver should offer his/her arm in the manner of escorting a person. If any special mobility aids are required for the care receiver, for example wheelchairs or walkers, it may be helpful to call the appointment site to inquire if these items can be provided upon arrival.
7. When you arrive at an appointment, assist the care receiver at the reception desk and inquire about the length of the appointment. You can then make arrangements to wait during the appointment or return at a certain time to pick up the care receiver.
8. Be sure to be prompt in returning to pick up the care receiver at the time agreed upon.
9. It is important that you obey all traffic laws, regulations and speed limits, and please be a safe and courteous driver.
10. Under no circumstances should you operate a vehicle owned by the care receiver.
11. In addition to your primary vehicle insurance, Good Shepherd carries secondary supplemental vehicle liability insurance should an accident occur.

IV. STANDARD FOUR

VISITING

1. The day before a visit, give the care receiver a call to confirm when you will arrive.
2. When you arrive at a home, knock loudly or ring the doorbell. Remember to be patient because the care receiver may be hearing impaired or have mobility problems and may take a bit more time to answer the door.
3. Respect the privacy of the care receiver while in their home.
4. Be aware of signs that a care receiver is ready to end a visit.
5. If a person is confined to a bed, stand or sit near the bed where you can be seen and heard. Never sit on a care receiver's bed.
6. Be pleasant during your visit - be friendly and cheerful, and always remember to smile!
7. Try to avoid controversial topics, even if they are initiated by a care receiver. Controversy and heated discussions can be a source of tension and can detract from the pleasant atmosphere of a visit.
8. Remember not to give advice on medical, legal or personal/family matters.
9. If you are unable to keep your appointment for a visit, contact the Volunteer Coordinator or Good Shepherd office staff to reschedule a visit at another time.
10. Be sure not to take sides in the personal problems of a care receiver, especially in issues involving the care receiver's family.
11. Avoid discussing your own personal problems with a care receiver.
12. If you are able and would like to, feel free to bring an expression of friendship to your care receiver, such as flowers or a magazine.
13. If you wish to bring children along with you for a visit, first consult the Volunteer Coordinator.
14. If the care receiver would like to have you visit again, please contact the Volunteer Coordinator or Good Shepherd office staff to arrange you next visit.

V. STANDARD FIVE

SHOPPING FOR A CARE RECEIVER

1. After consulting with the Volunteer Coordinator or Good Shepherd office staff, place a call to your care receiver to arrange a day and time for the shopping trip.
2. Arrange with the care receiver the exact stores where you will be shopping.
3. Be sure that the care receiver puts together a shopping list that includes brand names and sizes of products. Feel free to assist the care receiver in compiling this list, if needed.
4. Ask the care receiver about preferences should the item he/she needs be out of stock. Should you purchase another brand or omit the item?
5. Ask the care receiver if the cost of the item is more important than the brand name of the product, i.e., should you substitute a less expensive brand for the brand name listed?
6. Find out if the care receiver has any coupons for the items.
7. If you wish to do so, give a receipt to the care receiver for the money he or she gives you for the items.
8. When you return, give the care receiver all store receipts and change. If you wish, you can get a receipt signed.
9. Offer assistance in unpacking and storing items
10. If any items could not be purchased, be sure to explain to the care receiver why.

VI. STANDARD SIX

SHOPPING WITH A CARE RECEIVER

1. After consulting with the Volunteer Coordinator or Good Shepherd office, give a call to your care receiver to make arrangements for the shopping trip.
2. Suggest to your care receiver that he/she make up a shopping list prior to the trip. If needed, you can assist the care receiver in preparing such a list. If he or she is unable to do so without help and you are unable to help, call the Good Shepherd office staff to refer the request.
3. Make arrangements with the care receiver beforehand regarding how many/which stores you will shop at and approximately how much time you will have to shop with him/her.
4. Remember to do a quick check before you leave to make sure that the care receiver has everything that is needed for the trip, i.e. list, money, credit cards, coupons, prescriptions, etc.
5. Ask the care receiver how much assistance is needed.
6. Determine whether you will be accompanying him/her in the stores or whether you will be returning at a specified time for pick-up.
7. Be of assistance by helping to carry packages to the car and into the house.
8. Offer your assistance in unpacking and storing items.

VII. STANDARD SEVEN

ASSISTING CARE RECEIVER WITH FINANCIAL MATTERS

1. Be sure to stress to the care receiver that any financial matters will be kept in strict confidence and will not be discussed with anyone.
2. Make arrangements for a day and a time to work on bills, make bank withdrawals/deposits etc. Let the care receiver know how long you can stay and assure him/her that unfinished work will be completed during subsequent visits. Explain that the first few visits will be a time to organize financial records in order to set up a system for record keeping. After this is done the Volunteer Coordinator can arrange for regular visits to assist with financial matters.
3. Find out exactly what kind of assistance will be needed to work on financial matters.
4. Explain the type of assistance you are willing and able to offer the care receiver; do not commit to more than is feasible.
5. Do not offer advice regarding investments, insurance, choice of banks, or related financial matters.
6. Never sign checks or other documents for the care receiver, be named on any bank account (checking, savings, etc.) held by the care receiver, nor agree to be a Power of Attorney.
7. It is a good idea to organize bills that need to be paid by the due date.
8. The signature on checks must be that of the care receiver. However, you may complete the information on the checks.
9. It is important to make copies of all medical bills submitted to Medicare or supplementary insurance companies and to indicate the date the bill was submitted, to whom payment will be made, and to whom it was submitted. When statements are received indicating payment, they should be attached to the bill.
10. Please use a calculator for all mathematical calculations in order to ensure accuracy.

VIII. STANDARD EIGHT

TELEPHONE REASSURANCE

1. You should call the care receiver, as soon as possible after receiving the assignment, to introduce yourself and to establish a time for a daily phone call. You may want to set a different time for weekends and/or holidays.
2. You may also call the care receiver's emergency contact, introduce yourself and explain the purpose of the telephone reassurance program. This will simply remind the contact that the care receiver is involved in the program and will set the foundation for future cooperation should the need arise.
3. You should always call your care receiver each day at the agreed upon time.
4. If you are unable to make a scheduled call for any reason, notify the Volunteer Coordinator or Good Shepherd office staff and request a substitute caller. Give as much notice as possible when informing the care receiver that another person will be calling.
5. Try to learn as much as possible about the care receiver during the regular calls so that you have a better feel for any unusual situation that may arise.
6. Ask about upcoming appointments, visits, vacations, etc. to know when the care receiver will be absent for the regularly scheduled call.
7. Try to control the length of the call unless the care receiver doesn't mind a lengthy conversation. The length of the call will probably vary from day to day.
8. If the care receiver does not answer a scheduled call, contact the Volunteer Coordinator or the Good Shepherd office staff to discuss the situation.
9. If the health of the care receiver has deteriorated recently, you may conclude that an emergency response should not be delayed. Follow emergency procedures.
10. You may choose to delay response and continue calling every five minutes for the next half hour. Contact the Volunteer Coordinator or Good Shepherd office staff.

IX. STANDARD NINE

LIGHT HOUSEKEEPING

1. The volunteer caregiver should telephone the care receiver to arrange a day and time for the housekeeping services. During this call the extent of the work to be done should be discussed so that the volunteer caregiver can schedule adequate time.
2. The care receiver is to provide all cleaning products. Caution is recommended when using cleaning products that require the area to be well ventilated. Remember that the care receiver may be more sensitive than others to the scent of cleaning products. The volunteer caregiver is responsible for his/her own safety and the safety of the care receiver when using household cleaners. The volunteer caregiver is not to use household cleaners in a manner not recommended by the manufacturer. The caregiver may wear gloves during cleaning procedures if desired.
3. The volunteer caregiver should be sensitive to the fact that everyone cleans in a different manner. If the care receiver gives specific instructions for the way tasks are to be done, the volunteer caregiver should follow these instructions, if it is a safe procedure.
4. The volunteer caregiver should be certain that trash is in the proper place for trash collection.
5. The volunteer caregiver should use extra caution when handling possessions of the care receiver.
6. If the volunteer caregiver is unable to finish the task in the time allowed, or would like to schedule the next visit, call the Volunteer Coordinator or Good Shepherd office staff to arrange the appointment.
7. The volunteer caregiver should do only light housekeeping. A volunteer caregiver is not expected to do heavy cleaning such as moving furniture and washing walls.
8. The volunteer caregiver should use caution when using a stepladder. The ladder should be properly opened and of appropriate height for the work to be done.

X. STANDARD TEN

YARD WORK and OTHER OUTDOOR CHORES

1. Volunteer caregivers who perform yard work may need to provide their own equipment such as shovels, mowers, rakes, etc. if the care receiver does not have these tools in usable, safe condition.
2. Volunteer caregivers should dress appropriately for the task to be accomplished. The following are recommended:
 - A. Do not wear loose clothing or jewelry. They can be caught in moving parts of machinery.
 - B. Wear substantial shoes. Sandals are never to be worn when mowing grass, trimming hedges or trimming weeds. Socks should be worn to protect feet and ankles from insects.
 - C. It is recommended that long sleeve shirts and long pants be worn to lessen the risk of scratches and cuts.
 - D. Some type of eye protection to prevent injury to the eyes should be worn when using tools or equipment that cause flying debris.
 - E. It is recommended that gloves be worn to protect hands from cuts, scratches, and blisters.
 - F. A hat is recommended for outside work to prevent insects from getting in one's hair and to protect from the sun.
3. Never allow children to operate mowers, trimmers, or other yard care machines.
4. The volunteer caregiver should remove sticks, stones, wire, and any other debris from the area so that it is not picked up by the machine and thrown into the air.
5. When using gasoline-powered equipment, remember that gasoline is highly flammable. Handle it carefully. Follow these guidelines:
 - A. Use an approved gasoline container.
 - B. Do not fill the fuel tank when the engine is hot or running.
 - C. Do not smoke while handling gasoline.

YARD WORK, CONTINUED

- D. Do not overfill the fuel tank.
 - E. Wipe up any spilled gasoline.
6. When using any power equipment do not put face, hands, or feet near or under rotating parts. Keep clear at all times. Remain in the operating position until the engine and all moving parts have stopped.
 7. When using electrical powered equipment, follow these guidelines:
 - A. Become familiar with the controls on the machine to be used and know how to stop the engine quickly.
 - B. Never use electrical equipment in damp or wet conditions.
 - C. Never use electrical equipment in the rain.
 - D. To reduce the risk of electrical shock, use only an extension cord suitable for outdoor use that is in good condition.
 - E. To prevent disconnection of the power supply cord from the extension cord during operation, properly connect the extension cord prior to operating.
 - F. Avoid unintentional starting. Be sure switch is off when plugged in. Do not carry plugged-in equipment with finger on the switch.
 - G. Never pull cord to disconnect from receptacle. Keep cord away from heat, oil and sharp edges.
 - H. Unplug the supply cord whenever you leave the equipment, before cleaning, and when making repairs or inspections.
 8. Use power equipment only in daylight or when there is good artificial light.
 9. Always be sure of your footing. Maintain balance and control. Keep a firm hold on the equipment and never run with it. Avoid working on slopes when grass is wet.
 10. Do not touch any part of the engine when it is running or shortly after it has been stopped because the engine will be hot and may cause a burn.
 11. If a gravel driveway, road, or sidewalk must be crossed with a mower, stop the blade so loose sand and rocks are not thrown.

YARD WORK, CONTINUED

12. Allow the engine of any power equipment to cool before storing it in any enclosure such as a garage or storage shed. Do not store near any open flame or where gasoline fumes may be ignited by a spark.
13. Volunteer caregivers are responsible for taking precautions when working on hot, sunny days or in extremely cold weather; appropriate dress, liquid intake, etc. should always apply.
14. The volunteer caregiver should discuss removal of yard debris with the care receiver. If the materials need to be bagged or bundled for removal by the trash collector, the volunteer caregiver should do this and place materials in the appropriate place for pick-up.
15. Volunteer caregivers who shovel snow should exercise caution when lifting to avoid back injury. Information on proper lifting will be provided to volunteer caregivers upon request.
16. Volunteer caregivers with health problems (history of heart disease, severe allergies to grass and pollen, etc.) should not be involved in this type of caregiving. It is the responsibility of the volunteer caregiver to be aware of his/her own limitations and to avoid tasks that could cause injury or illness to the caregiver.

XI. STANDARD ELEVEN

MEAL PREPARATION

1. The volunteer caregiver should call the care receiver and discuss special food requests, food allergies, and dietary needs.
2. The volunteer caregiver has the option of assisting the care receiver in preparing a meal or bringing a pre-cooked meal to the care receiver.
3. The volunteer caregiver may need to assist with making the kitchen area accessible to a care receiver with mobility problems.
4. The volunteer caregiver should assist the care receiver with cleanup of the kitchen after the meal is prepared and with proper storage of leftover food.