

ShareCare of Leelanau, Inc.



Volunteer Services Guide

(February 2009)

Table of Contents

Welcome.....	3
Brief History	3
RSVP Registration and General Guidelines	4
Driver of the Day Program.....	5
Friendly Visitor	6
Respite Care	7
Providing Meals.....	8
Household Repair and Gardening	9
Office Assistance	9
Operational Relationships	10

Contact Information

ShareCare of Leelanau, Inc.

- ✦ Location:
 - ✦ Northport Highlands Sales Office
 - ✦ 211 S. High Street
- ✦ PO Box 153
- ✦ Northport, MI 49670-0153

Phone Numbers:

- ✦ 231-386-2273 (CARE)
- ✦ 231-386-0028
- ✦ Fax: 231-386-0016

Email: info@sharecareleelanau.org

Web page: www.sharecareleelanau.org

CONFIDENTIALITY

ShareCare promotes confidentiality in all matters of privacy. Thus, everyone involved with the ShareCare organization is requested to respect all aspects of confidentiality whether they are personal, medical, or financial.

Neighborhood/Regional Co-Captains

Larry Hauser, Volunteer Chair: 231-271-6091

Northport-Omena

Pauline McClure: 386-5825
Sarah Straus: 386-7642

Leland-Lake Leelanau

Sally Booth 256-2504
Ann Nichols 256-9542

Suttons Bay-Elmwood Twp.

Barb Coye: 271-6104
Judy Walter: 271-6843

Southern End of County

Alison Heins: 228-7029
Mary Scott: 256-8839

Welcome Letter

Dear ShareCare Volunteer,

ShareCare's mission is for members to achieve the highest quality of life and independence attainable in their own homes for as long as possible. Accomplishing this mission is in part, dependent on active and enthusiastic volunteers who are the heart and soul of the volunteer program.

Volunteers often say that they set aside time to help their fellow members because of the satisfaction it brings to them and from the knowledge that, by volunteering, they are both helping to build a stronger community and making an important difference in people's lives.

Since it became operational in 1994, ShareCare volunteers have delivered over 17,000 hours of direct member services and transported members more than 76,000 miles. Those numbers don't include the thousands of hours spent by Board and Committee volunteers, nor the incalculable value of delicious hot meals made and delivered from volunteers' homes.

The Volunteer Service Guide reflects the cumulative experiences of ShareCare volunteers over the years. It is designed to provide information that will be useful to you as you select the services for which you would most like to contribute. Service descriptions and listed responsibilities serve as a guide.

Please note that getting to know your area Co-Captains and Volunteer Committee members is a good idea.

You are welcomed as a partner in the ShareCare mission—you won't regret your commitment.

Warm regards and many thanks, ShareCare Board of Directors

A Brief History

Three retired Leelanau county couples conceived the ShareCare idea in 1990. The goal of these couples was to create an organization capable of solving the problems that can force older adults to leave their homes prematurely.

During the course of their discussions they learned of a new member-managed program just beginning in a large retirement community near Annapolis, Maryland, and an unusual publicly supported "Block Nurse" program operating in Minneapolis, Minnesota. Although the Leelanau model is quite different from these programs, each contributed helpful experiences and ideas during the time the ShareCare concept was being developed. In November 1991, the resulting concept was publicly presented for the first time to a group of about 50 people at a meeting held in the Leland High School library. It was well received and a number of attendees agreed to form a Development Committee to carry the concept forward.

Following another year of hard work, which included a number of public meetings and consultations with local professionals, the plan began to take shape. ShareCare of Leelanau, Inc. became a non-profit Michigan corporation on April 12, 1993. Twenty-three Founders contributed \$1,000 each to provide initial funding for this effort. A Charter membership drive was kicked off after the IRS granted 501 (c)(3) status in December of 1993. Although the start-up goal was to enlist 200, the initial four-month membership drive acquired almost 400 Charter and Founder members.

In May of 1994, following the first annual meeting of the corporation and its election of the first Board of Directors, ShareCare became fully operational and began to offer a wide variety of services. Its one room office was provided by Leelanau Memorial Health Center in Northport, but now the office is housed in the Northport Highlands Senior Retirement Village.

During the first year, a grant from the W.K. Kellogg Foundation paid the salary for ShareCare's registered nurse Care Coordinator. Since that time ShareCare has continued to operate as an independent community service

organization funded entirely by membership fees and dues, fundraisers and the generosity of its members. In 1996, one of the Founders made an anonymous gift to establish an Endowment Fund designed to help support future program growth. Today, ShareCare stands as a well-established, financially responsible organization actively supported by an integrated network of dedicated members.

ShareCare's governing Board of Directors is professionally diverse, with representatives from the entire Leelanau County. The ShareCare concept may be unique in the United States because it is independently capable of providing its members with personalized, comprehensive, affordable, and monitored assisted-living services in each member's home and it is independently self-managed by a volunteer Board of Directors.

ShareCare's Care Coordinator is a registered nurse whose home-visit assessments, health monitoring, and family conferences are provided without charge. She and the Office Manager call upon ShareCare's registry of experienced and trusted independent contractors, including caregivers, and over 100 member-volunteers to meet the individual needs of members.

RSVP Registration & General Guidelines

RSVP REGISTRATION IS REQUIRED FOR ALL VOLUNTEERS

ShareCare began its affiliation with the United Way's Retired Senior Volunteer Program in 1994. All ShareCare volunteers must be 55 years or older and registered RSVP by filling out enrollment forms before providing volunteer services. Driver of the Day volunteers must supply their driver's license and automobile insurance information. There is no cost involved. Necessary forms can be obtained by calling the ShareCare office.

Registration with RSVP does not obligate a ShareCare volunteer to take assignments from United Way's RSVP program. United Way uses ShareCare volunteer hours for reporting purposes and in return provides our volunteers with the following supplemental insurance when they are volunteering for ShareCare.

- ✦ **Accident Insurance.** Covers you for a personal injury arising from your volunteer activities. The insurance applies while you are traveling directly to and from, and while you are participating in a volunteer activity.
- ✦ **Personal Liability Insurance.** All RSVP registered volunteers are provided protection for a personal injury or a property damage liability claim arising out of the performance of volunteer duties.
- ✦ **Excess Automobile Liability Insurance.** This coverage offers protection for a bodily injury or property damage automobile liability claim arising out of related volunteer activities, including driving directly between your residence and the volunteer work assignment.

Detailed information regarding the above coverage is available from the ShareCare office and will be provided to you at the time you register. It is important to remember that to remain covered for this extra protection, you are required to have a valid driver's license, carry proper automobile insurance, and regularly report your hours and mileage to the ShareCare Office.

In addition the following applies:

- ✦ All assignments should originate directly from the ShareCare Office, through a Regional Co-Captain, or the Volunteer Committee Chairman.
- ✦ **Please remember that confidentiality is a pledge ShareCare makes to its members. Everyone involved with the ShareCare organization must respect all matters of privacy whether they are personal, medical, or financial.**
- ✦ Report to the ShareCare office any concerns you may have regarding a member's health, safety, or well-being.
- ✦ Volunteers should willingly accept assignments that fall within program guidelines.
- ✦ It is up to the volunteer to find a replacement volunteer to fulfill their scheduled assignment. Please report changes to the office.
- ✦ Report all volunteer hours and mileage to the ShareCare office soon after completing the service. This information is important for continued liability insurance coverage through United Way. Communicate your hours to the office by phone, email or letter (see Contact Information, page 5).

Suggestions for Volunteers To Keep In Mind

It's known that a lot of little, or perhaps not so little, considerations can positively or negatively shape a volunteer experience. The following thoughts are offered in the interest of making volunteer assignments more satisfying for both you and the recipient of your services.

Please DO the following:

- ✦ Be at ease. Smile and introduce yourself. Call the member by their first name only when you are requested to do so.
- ✦ Be courteous and patient. Kind gestures and words make people feel special.
- ✦ Explain why you have come. People are sometimes forgetful or become anxious when they are not sure what is happening. Take your time explaining, making certain they are able to hear you when speaking.
- ✦ Be respectful of a member's wish for privacy.
- ✦ Discuss assignment concerns **ONLY** with the office staff.
- ✦ Be respectful of a member's dignity and their need to feel independent. Allow them to make their own decisions and choices when appropriate.
- ✦ Listen to complaints sympathetically, not defensively. Assure the person to whom you are providing a service that any problems will be dealt with promptly and appropriately. Advise the Office of any complaints or concerns voiced by the member regarding ShareCare services.

Please DO NOT do the following:

- ✦ Express an opinion or give advice regarding a member's condition or situation. Concerns or recommendations should go to the Care Coordinator when you report back to the office.
- ✦ Recommend medical personnel or treatment, or discuss your own personal medical history.
- ✦ Take the initiative in performing unauthorized service for the member, or risk fulfilling a member's request if you have any question of appropriateness or safety.
- ✦ Visit a member while you have a cold, sore throat, rash, etc.
- ✦ Solicit money, or lobby for any political cause while volunteering for ShareCare. It could jeopardize our IRS tax-free status.
- ✦ Accept a tip in exchange for services.
- ✦ Act as a legal witness for a member such as for the signing of documents, deeds, etc.
- ✦ Repeat any information you may have about a member to anyone...even your own family members. As a volunteer you may become a part of the member's life and it is imperative that you respect their confidence.

Driver-of-the-Day Program

ShareCare has a volunteer driver assigned for each day of the week – Monday through Friday. Drivers-of-the-Day are to be available for eight hours whether or not an assignment for that day has been received. Regional Co-Captains schedule drivers ahead in three-month segments and the assignment rosters are sent to each driver in advance.

It is ShareCare's belief that all transports are important to its member's good health and well-being, so while most transporting assignments will be for appointments with doctors, clinics, or business needs, some will be for social or personal needs. Occasionally drivers will be asked to run an errand, pick up and deliver medications, or pick up groceries for someone who is unable to leave home.

The ShareCare office will provide details for each assignment and most will need to be confirmed in a phone call from the driver to the intended recipient.

Driving Guidelines and Responsibilities

- ✦ ShareCare covers all of Leelanau County so drive requests may come from anywhere in our County.
- ✦ To accommodate last minute requests, volunteer drivers agree to be available for a full day. To find a last minute substitute driver requires a number of phone calls and puts a strain on staff time as well as drivers being asked to fill in on short notice.
- ✦ Occasionally more than one transportation request may be assigned to the driver on his/her day. If there is a time conflict with the additional transport, it may be necessary for staff to contact other drivers. These

drivers are not pre-scheduled and are subject to availability.

- ✦ If a driver is unable to keep his/her scheduled day, it is the **driver's** responsibility to find a replacement from the roster of drivers and to then notify the ShareCare office of the switch. Please note that the Office is available to help find a replacement if your search fails.
- ✦ After the driver receives an assignment from the Office, the driver phones the member to introduce him/herself as the ShareCare driver for their appointment and to make final arrangements for pick up time and directions to the member's home.
- ✦ Be sure to clarify details regarding the trip, including whether or not you will need to remain with the member, or does he/she mind if you leave and return for pick-up at a later time.
- ✦ Allow extra time to account for slower moving members. Some may need help or perhaps a walker needs to be stowed.
- ✦ If you drive a van, truck, or SUV, it is a good idea to carry a step stool to help members get into your vehicle.
- ✦ Accompany members from their door, to your car, and into the building for their appointment (and vice versa) regardless of their physical abilities.
- ✦ Be sensitive to those who may experience periods of confusion or memory loss.
- ✦ ShareCare is a non-profit, charitable organization that cannot participate in political activities. When talking with your rider, do not lobby for a political cause or solicit support for any political cause. Do not act as a legal witness for a member (wills, insurance, deeds, etc.).
- ✦ If the member has a problem, listen sympathetically and assure the member that you'll be glad to talk to the Care Coordinator about it, and then report the information fully to the Office as soon as the assignment has been completed.
- ✦ In inclement weather, it is up to the volunteer driver to determine the safety of the planned trip. If you believe it is necessary to cancel the trip, please call the ShareCare Office as soon as you have made that decision.
- ✦ At the end of the assignment, please report hours, miles and any pertinent information to the Office.
- ✦ **Please remember that confidentiality is a pledge ShareCare makes to its members. Everyone involved with the ShareCare organization must respect all matters of privacy whether they are personal, medical, or financial.**

Reimbursement for Services: Area-wide transportation for our members is offered without charge. This service is most appreciated by members and some want to provide a lunch or reimburse a driver for gas, etc. These offers are discouraged. Suggest instead, that if they wish, they should consider sending a donation to the ShareCare Office for the Transportation Fund.

Friendly Visitor

Providing Companionship—The “Friendly Visitor”

ShareCare volunteers are organized in neighborhood teams in order to enhance the quality of life for members around us, especially those who are temporarily, or maybe permanently, unable to get out and about. Some of these members have only distant relatives, some are isolated when their snowbird neighbors leave for the winter, some may have recently lost a lifelong partner, or some may be facing a long and restrictive illness. Isolation, loneliness, and depression are major concerns impacting the well being of more members than realized.

It is for these people that ShareCare may make its most meaningful contribution. By being regular companions, giving special attention on holidays and birthdays, and by demonstrating interest in their well-being, ShareCare friendly visitors play a vital role in helping members maintain social interaction and a positive outlook, important factors to wellness.

Outreach and neighborly interaction with this homebound group of members is to be encouraged at all levels of the organization, with unmatched rewards.

Guidelines and Responsibilities

- ✦ Office staff and Co-Captains are the best source to locate members who need companionship. However, such is the nature of neighborly relationships, that recommendations for companionship status may come from anyone knowing of a member who is lonely, and in need of special and/or ongoing consideration.

- ✦ Companionship assignments are generally made by the Co-Captains most familiar with their volunteer team members and take into consideration existing relationships, proximity of homes, matching of interests and other factors likely to make the most successful/enjoyable match.
- ✦ Older adults in this situation tend to benefit most if they are able to count on a consistent pattern of involvement, the level of which may be best determined by the Care Coordinator, the volunteer companion and the member in need.
- ✦ Friendly visitors should expect to spend at least one hour and sometimes more on their visits.
- ✦ Most of these relationships benefit from occasional phone calls of reassurance between visits.
- ✦ Gifts of eatable treats are often appreciated, but dietary considerations should be cleared with the Care Coordinator.
- ✦ Co-Captains and the Volunteer Committee can help with suggestions for ways to spend time during visits.
- ✦ Hours, mileage, and any pertinent comments should be called into the ShareCare office at the conclusion of each visit. Reporting these contacts is an important and economical way to help our nurse monitor the well being of members whose progress she is tracking.

Reimbursement of Services: Entirely spiritual!

Respite Care

Where family members are acting as caregivers, those caretakers need to occasionally take time away from home. To avoid burnout they must have time to attend to their own needs, to keep appointments, run errands, or just take a temporary time out (respite) from the intensity of their constant care-related duties.

Volunteer-provided respite services are most welcome in cases where special skills or medical knowledge are not necessary. Frequently the family caregiver can arrange for any special needs before leaving for a couple of hours.

The ShareCare Care Coordinator will determine which cases fit this volunteer level of respite care. In more complicated cases, the Office can make arrangements or recommendations for a trained respite worker who may serve either as a volunteer or as a paid hourly employee hired by the family needing assistance.

Guidelines and Responsibilities

- ✦ Some thought should be given to making the visit interesting: looking at family pictures, offering to read aloud, or playing cards, etc. Volunteers should confirm their assignment with the member's caregiver the day before so together they can coordinate the activity and share information on ways to make the visit a pleasant one for all involved.
- ✦ Assignments typically last 2 to 3 hours. When possible, the caregiver should let the volunteer know how he or she can be reached.
- ✦ If medications are to be taken by a member during this respite period, the dosage must be set out in advance with clearly written instructions from the caregiver to the volunteer before the caregiver leaves the home.
- ✦ Other requests from the member should be evaluated and, unless there were instructions from the caregiver, the volunteer's best judgment should guide his/her decisions.
- ✦ In the unlikely event that an emergency should arise, the volunteer should call 911 and then immediately inform the Office.
- ✦ Volunteers should report the number of hours and any pertinent information to the Office after returning home from the assignment.

Reimbursement of Services: Entirely spiritual!

Guidelines and Responsibilities

- ✦ Some thought should be given to making the visit interesting: looking at family pictures, offering to read aloud, or playing cards, etc. Volunteers should confirm their assignment with the member's caregiver the day before so together they can coordinate the activity and share information on ways to make the visit a

pleasant one for all involved.

- ✦ Assignments typically last 2 to 3 hours. When possible, the caregiver should let the volunteer know how he or she can be reached.
- ✦ If medications are to be taken by a member during this respite period, the dosage must be set out in advance with clearly written instructions from the caregiver to the volunteer before the caregiver leaves the home.
- ✦ Other requests from the member should be evaluated and, unless there were instructions from the caregiver, the volunteer's best judgment should guide his/her decisions.
- ✦ In the unlikely event that an emergency should arise, the volunteer should call 911 and then immediately inform the Office.
- ✦ Volunteers should report the number of hours and any pertinent information to the Office after returning home from the assignment.

Reimbursement of Services: Entirely spiritual!

Providing Meals

Occasionally volunteers are requested to provide meals for individuals. Usually the meal is prepared in the volunteer's home and then delivered, while hot, to the member. Sometimes the request may be for pick up and delivery of a meal prepared at a local restaurant and/or institution. Meal assignments are usually on an as needed basis, for short periods of time. Details will be transmitted with each assignment.

The ShareCare office sets up long-term food service, when appropriate, and some meals may be provided by the Meals-on-Wheels program rather than by ShareCare volunteers. The Care Coordinator will make these decisions.

If the volunteer has time, and it seems appropriate, consider spending mealtime with the members providing him/her with some companionship.

As with all services performed by ShareCare volunteers, the hours spent in meal preparation, delivery, and visiting, and mileage should be reported to the office upon completion of the assignment.

Guidelines and Responsibilities

- ✦ All assignments for home-delivered meals must originate from the ShareCare office or Regional Co-Captain.
- ✦ Information given to the volunteer will include special dietary considerations, food types, meal timing, etc. Keep portions small to moderate in size. Too much food can be unappetizing to older adults.
- ✦ Volunteers will usually confirm time of meal delivery with the recipient on the morning of the assigned date. In some cases this will not be possible if the meal requested is to follow hospital discharge or outpatient surgery thus making recipient unavailable for the confirming phone call that day.
- ✦ To the extent possible, use disposable containers/dishes to avoid the need for them to be returned. However, if volunteers prefer using own their dishes, the volunteer should arrange for a convenient pick-up time with the recipient.
- ✦ Label and date items of food being delivered.

Guidelines for Restaurant Prepared Meals

- ✦ Volunteers/drivers may be asked to obtain a menu from a designated restaurant and help the member with a menu selection. The Office will report dietary restrictions. This may be done by phone or in person ahead of time.
- ✦ Volunteers will place the meal order with the source selected and determine time of pick up and delivery of the meal.
- ✦ Volunteers are not expected incur any out-of-pocket expenses. If unknown, the volunteer should ask member what arrangements have been made for payment. Some commercial sources are willing to bill the recipient, and that plan may already be in place. The volunteer is not responsible for this arrangement. It will have been made by the office or by the recipient.

- ✦ Volunteers should be sensitive to requirements assuring the quality of the food being delivered. Your efforts to keep the food warm or cool will be appreciated.

Reimbursement for Services: There can be no reimbursement to volunteers who supply meals from their own kitchens, nor can ShareCare charge or pay for such meals because of Michigan Department of Health regulations. If members insist on payment, they may contribute to ShareCare.

Minor Household Repairs | Garden and Lawn Care

Many older adults decide they must give up living in their homes because they can no longer manage routine chores and upkeep. Many are still relatively healthy but can not lift, push, or bend well enough to accomplish the little things around their home that need doing from time to time. Volunteers can make it possible for them to remain in their homes far longer with this neighborly form of assistance. The variety of minor tasks that might be requested is too long to list, but each request will be outlined to the potential volunteer before an assignment is made.

For larger jobs, skilled services, or repetitive maintenance such as snow removal, house painting, etc., the ShareCare office will be happy to suggest qualified tradesmen and contractors who have been screened for their reliability and quality of service.

Guidelines and Responsibilities

- ✦ Volunteers need to bring their own tools (rakes, gloves, hammer, etc.) unless the member specifically indicates otherwise.
- ✦ On the rare occasion a repair or chore may be assigned, but is later found to be too complicated or may need more skilled help. Volunteers should feel free to decline further assistance if they find they are in doubt about a job's outcome. Working within one's experience level is important and a volunteer should not be asked to go further than he/she is comfortable.
- ✦ During the spring and fall, ShareCare has a Clean Up Day when volunteers sign up to go out in neighborhood teams to accomplish a number of chores. They may do some planting, raking, cleaning porch furniture, taking down screens, etc. At the end of the day the teams of volunteers gather to trade stories of their efforts and share a meal.

Reimbursement for Services: There is no reimbursement for these services. If repairs require the purchase of parts, the recipient member is expected to cover the price of those items.

Office Assistance-Support Services

At times, the ShareCare Office needs volunteers to help with a variety of tasks, such as mailings, special projects, event planning, etc. Because of space constraints, some tasks, such as mailings, can be picked up and done in a volunteer's home. Other tasks are time sensitive or come up on short notice and may require special skills, such as computer capability, composition, and proofreading skills.

Occasionally, the Office Manager is out of the office and relies on volunteers to cover the office.

On average, a time commitment of 3-4 hours (1/2 day) is helpful.

Guidelines and Responsibilities

- ✦ Volunteers willing to be called for these types of services should note that requests might come on short notice when workload peaks or emergencies requiring assistance occur.
- ✦ **ShareCare's confidentiality pledge is important when office service involves information of a private nature.**
- ✦ When arriving for the assignment be certain you fully understand the phone system or tasks involved. Don't hesitate to ask questions about written or verbal instructions when they are not clear enough.
- ✦ Your office experience and knowledge are important resources for ShareCare and your thoughtful suggestions are welcomed.
- ✦ Be sure to record your hours or report them to the staff upon conclusion of the assignment.

Reimbursement for Services: Volunteer office service is not reimbursable, however, minor (\$5 and under) out-of-pocket expenses needed for completion of a job can be reported to the Office Manager for reimbursement.

Large expenses, (for instance, decorations for an event) must be cleared through the responsible committee before the expenditure is made. Once cleared for payment, you can be sure ShareCare will reimburse all business expenses for which a sales receipt is presented.

Operational Relationships

Elected Board Directors



Executive Committee

(Officers and Committee Chairpersons)



Volunteer Committee

(Committee Chairperson, Regional Co-Captains, Appointees)

- ✦ Recommend Policy and Standards
- ✦ Support and Assist Recruiting and Training
- ✦ Manage Recognition Activities
- ✦ Coordinate communications



Neighborhood/Regional Co-Captains

- ✦ Coordinate service needs with Office Staff
- ✦ Meet new members
- ✦ Recruit new volunteers
- ✦ Review Volunteer Service Guide with new volunteers
- ✦ Coordinate scheduling for Drivers of the Day
- ✦ Act as back-up volunteer if the need is urgent
- ✦ Coordinate friendly visitors Office manager/Care Coordinator recommendations



ShareCare Staff

- ✦ Care Coordinator, RN, BSN, is a professional consultant for respite and care services coordination
- ✦ Office Manager acts as assignment coordinator and record keeper



ShareCare Members