



VOLUNTEER HANDBOOK Guidelines and Procedures

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Welcome

Welcome to Faith in Action! Thank you for considering the Faith in Action volunteer opportunity. Our volunteer opportunities are flexible and can fit into anyone's schedule. We offer a rewarding and easy way to help your community. If you ever have questions, please feel free to contact the Faith in Action office at (309) 827-7780. Welcome and thank you!

Mission Statement

Faith in Action of Bloomington-Normal (FIA) provides spiritual, physical, and emotional support to seniors (over 60 years in age) and their caregivers to maintain independence, dignity and improved quality of life. We accomplish this through an interfaith network of volunteers, congregations, and community organizations.

Purpose

To be helping hands and caring hearts to older adults who need assistance to enhance their quality of life. Faith in Action (FIA) also allows volunteers of all faiths to use their skills, talents, and abilities to serve others.

Office and Staff

The office is located at 600 E. Willow St., Ste. 201 and is open **Monday through Thursday from 9 a.m. to 4 p.m.** and **Friday from 9 a.m. to 12:30 p.m.**

The office is staffed by an Executive Director and additional part-time employees. In addition, dedicated volunteers help with volunteer and care receiver matches, handle transportation calls, and keep drivers on the road. Assessment team volunteers conduct home visits to determine care receiver eligibility. A Board of Directors, comprised of representatives from community agencies, partner congregations, and community leaders provides governance, expertise, and general oversight.

Services Offered

1. **Transportation for medical treatment** is the busiest FIA service. Transportation for medical treatment is treated as a priority.
2. **Non-Medical Transportation** When volunteer resources are available, FIA will also provide trips for quality-of-life purposes, such as hair appointments. Currently, this is not available.
3. **Grocery Shopping** represents the second most frequently provided service by FIA, whether shopping with or for a care receiver. Trips to food pantries are also provided.
4. **Friendly Visits and Phone Calls** are also available as requested by care receivers.
5. **Light Home Maintenance**, including light-bulb changes and leaf-raking, is the final service offered by Faith in Action.

Volunteers also serve in the office, assist with fundraisers and other special events, and serve as liaisons between FIA and their congregations. Volunteers with special skill sets, including nursing and social work, may conduct intake/review care receiver assessments.

Care Receiver Eligibility

1. Age 60 years or over.
2. Care receivers must have Bloomington or Normal address or other approved area.
3. Must have a level of mobility that allows them to walk from their home to volunteer's car. Care receivers may use a walker or cane, but not a wheelchair.
4. Care receivers must have a phone to receive calls.
5. There are no income guidelines as services are free.

General Service Guidelines

1. Volunteers are only expected to perform assigned duties. If care receivers have additional requests, volunteers should use their discretion as to whether to accept them. Refer care receivers to the FIA office to make additional appointments.
2. Faith in Action uses RideScheduler, an online scheduling tool. RideScheduler offers volunteers the flexibility to assign themselves to services that suit their schedules and preferences.
3. Volunteers should make telephone contact with care receivers within 24 hours of accepting assignments, then call again to confirm the day before the scheduled appointment.
4. If a volunteer is unable to carry out any assignment, the volunteer may go online and "unaccept" the ride through RideScheduler. If the cancellation is less than 48 hours before the scheduled assignment, the volunteer needs to call the FIA office to alert the staff.
5. We recommend that volunteers do not give their telephone numbers to care receivers. Instruct care receivers to contact the office for any other need, concern, or appointment scheduling. If volunteers choose to give out their phone numbers, FIA is not responsible for the results from that action. Some volunteers may be able to block their number showing up on caller ID by dialing *67 prior to dialing the recipient's phone number.
6. Volunteers should strive to be active listeners and share personal experiences and interests when appropriate. The volunteer should never **offer advice on legal, medical, or financial matters**. Refer care receivers to the FIA office for assistance.
7. Each volunteer is responsible for reporting injuries or unsafe conditions to the Executive Director. Report any accident, injury, or other emergency to the FIA office, **after** notification to the appropriate authorities, within 48 hours of the event.
8. Volunteers are the "eyes and ears" to care receivers and should contact the FIA office of any notable changes exhibited by care receivers. Examples would be: fall risk, increased dementia and frailness.

Volunteer Guidelines

Introduction

Volunteers who agree to carry out the mission of Faith in Action of Bloomington-Normal are subject to the volunteer guidelines and procedures contained in this document. The guidelines contained herein do not constitute a contract of any kind and are subject to change at the discretion of the Faith in Action of Bloomington-Normal Board of Directors.

Each volunteer will have a written position description, contained in this document, and will have periodic opportunities for feedback, support, and supervision.

Faith in Action desires that each volunteer find fulfillment and satisfaction in serving and will make every effort to match volunteers with suitable opportunities for fruitful and rewarding service.

Alcohol/Drugs/Smoking

The use, abuse, or possession of illegal or mind-altering drugs; the abuse of over-the-counter drugs; or the use of alcoholic beverages while performing volunteer work with the FIA is prohibited. Volunteers are also prohibited from serving under the influence of any type of controlled substance. Volunteers are also asked to refrain from smoking while serving.

Likewise, if a volunteer arrives to provide service for a care receiver who is under the influence of a mind-altering substance, the volunteer should leave the care receiver's home and report the incident to the staff. Office staff will contact the care receiver's emergency contact to request assistance. Volunteers may not purchase alcohol for care receivers.

Note: Alcohol may be served at FIA functions such as volunteer socials and fundraising events. In this case, if a volunteer is transporting a care receiver as part of the event, they shall not consume alcohol before driving. Volunteers who are helping with the event in other capacities are not restricted from drinking.

Application

Each volunteer must complete a Volunteer Application. The application will reflect the individual's qualifications and skills in relation to the specific volunteer opportunities available. The FIA administrative staff can perform periodic background checks on volunteers. Acceptability of background check will be determined by the FIA office and will be partially dependent upon the type of volunteer service to be performed.

Appropriate Conduct

FIA is committed to providing an environment in which relationships are characterized by dignity, courtesy, respect, and fair treatment. FIA also provides volunteers and care receivers an environment free from all forms of discrimination, including sexual harassment and other forms of abuse.

In accordance with this policy, FIA will not condone or tolerate the following:

- Emotional mistreatment of employees, volunteers or care receivers, including verbal abuse and/or verbal attacks
- Use of inappropriate, offensive, or threatening language
- Infliction of physically abusive behavior or bodily injury
- Infliction of sexually abusive behavior, including sexual touching and unwanted bodily contact, exhibitionism, and/or involvement in pornography
- Endangerment of care receivers, volunteers, employees, or others

Any volunteer who believes that he/she has been subjected to abuse is required to report the incident to the Executive Director.

Any volunteer who believes that a care receiver has been a victim of abuse, neglect, or endangerment by another volunteer, by an employed staff member, or by any other person, is required to report the incident to the Executive Director. The Executive Director will assist the volunteer in determining whether there is any reporting required by law.

If the abuse poses an immediate threat to the safety of a volunteer or care receiver, call 9-1-1 and then the FIA office. Reports of abuse will be documented and referred to CHELP for investigation. The Executive Director will take appropriate action and reports will remain confidential, to the extent possible.

Confidentiality

All information related to those who receive care is to be treated as confidential, including the names of those receiving services. This means that any information seen or heard regarding a care receiver or his or her family is not discussed or shared in any manner (other than the FIA office, if necessary) without the consent of the individual. Volunteers must sign an Agreement of Confidentiality before serving.

Donations

Although donations are not required, they are certainly welcome and are used to defray operating costs. If a care receiver asks about a suggested donation amount, you may say, "Any amount is welcome" or "Whatever you are comfortable donating."

Volunteers may pick up pre-addressed donation envelopes from the office for care receivers who request them.

Dress and Personal Appearance

Volunteers are expected to maintain an appropriate appearance that is neat, clean, and appropriate for the volunteer role and function. Dress and appearance should not be offensive to the care receivers or others with whom you have contact. Volunteers should also practice good personal hygiene.

Gifts and Tipping

No sizeable gifts should be exchanged between volunteers and care receivers. Sometimes a care receiver may wish to give a volunteer a token gift or buy a meal to show appreciation. If the volunteer believes that the care receiver can do this without financial hardship, this is acceptable occasionally. A volunteer should not accept gifts that would be a financial burden on the giver or gifts from the care receiver's home that may be valued by their family, whether due to monetary or sentimental value. A \$10 limit is suggested. Use your judgment in each situation. If in doubt, acknowledge your appreciation, but decline the gift. No tipping of drivers is allowed.

Inclement Weather

Volunteers are not expected to transport during inclement weather. Volunteers and care receivers are to use their own discretion. Volunteers may wish to call care receivers to alert them to a possible cancellation of their ride due to weather. Volunteers are free to offer an alternate date and time, if appropriate, and to make the arrangements directly with the care receiver. Please call FIA about any changes for our records.

Insurance

FIA maintains a general liability insurance policy. This policy covers situations where a volunteer is injured while volunteering, if they injure another person, or damage property. We also carry excess auto liability. Details of this coverage can be found in the Volunteer Orientation packet or by contacting the office. These coverages are provided at no cost to the volunteer.

Volunteers who provide transportation services are required to maintain their own full coverage automobile insurance that provides adequate medical coverage for the driver and any passengers. Verification of this must be provided to FIA and a copy of the volunteer's auto insurance card will be kept on file. When volunteers receive an updated card for a new insurance term, they should provide a copy to the FIA office.

Under no circumstances should a volunteer administer any type of medication to a care receiver. The volunteer may bring a glass of water to the care receiver when it is time to take medication. However, volunteers should not handle a care receiver's medication.

Non-discrimination

There shall be no discrimination against an otherwise qualified volunteer or care receiver because of disability or age. Furthermore, discrimination based on race, color, ethnicity, gender, creed, national origin, sexual orientation, or socioeconomic status is not allowed. Additionally, FIA does not discriminate in the provision of service to those in need based on physical disability or health-related concerns unless the disability requires training and resources beyond the scope of a typical volunteer.

Faith in Action respects the privacy and personal beliefs of all volunteers and care receivers. The open practice or advocacy of racism by any volunteer is not permitted and may result in termination.

Orientation and Training

Volunteers, regardless of previous experiences or position, must complete a Volunteer Orientation prior to the start of the volunteer assignment. This orientation provides the volunteer with information on the history, mission, and philosophy of the organization, reviews position descriptions and expectations, reviews guidelines and procedures, discusses emergency procedures, and discusses expectations.

FIA may offer additional, no-cost training programs designed to help volunteers acquire new skills, knowledge, and attitudes. Volunteers are encouraged to attend these sessions. Volunteers are encouraged to request training on specific topics that they think would help them provide better service for the care receivers or for self-development. Volunteers will not be asked to provide services for which they have not been properly trained.

Position Qualifications

Individuals serving FIA do not need to meet any special qualifications for most volunteer assignments. All volunteers should have a desire to serve others using their talents and gifts; the ability to work with people in the community whose circumstances leave them with social, physical, or spiritual need; and a sincere respect for people of different faith backgrounds. Interfaith caregiving allows volunteers to put their faith into action.

Reports/Timesheets

One part of the financial stability of FIA is based on service hours provided by volunteers. All hours spent driving are automatically calculated and tracked in RideScheduler. Volunteers are responsible for modifying those hours, if necessary, and recording their mileage.

Volunteers are expected to report their volunteering on a monthly basis by editing RideScheduler for hours/mileage. Shopping and Visiting hours should be reported to the respective Volunteer Coordinators. Volunteers should be accurate and timely with these reports and understand that they ensure the continuity of care for those receiving assistance.

Safety

FIA is committed to maintaining a healthy and safe environment for employees, volunteers, and care receivers. It is expected that all will share in this commitment. Volunteers should not put themselves in dangerous situations to provide service.

Each person is responsible for reporting injuries or unsafe conditions to the Executive Director. Anyone associated with FIA must use protective equipment (such as seat belts) appropriate for the tasks to be performed.

An assessment volunteer will visit a care receiver's home prior to intake to determine what services a volunteer could safely perform at their residence. Volunteers will not be asked to provide service at the care receiver's home if the Executive Director deems the situation unsafe.

Changes to the care receiver's condition should be reported to the FIA office. The volunteer should inform FIA immediately of any situation that has developed which he/she feels is unsafe. A volunteer may continue to visit the care receiver either by phone or at a safe location that is convenient and agreeable to both.

Transportation

Volunteers who provide transportation services must be at least 21 years of age, have a licensed and insured vehicle in proper working condition, and have a valid driver's license. A photocopy of the volunteer's valid driver's license and current insurance card will be placed on file at the office upon orientation. FIA requires updates of these documents as they become available.

Volunteer Expenses

Volunteers should not incur expenses other than those involved with the use of a personal vehicle while performing volunteer work.

Care receivers must provide funds for groceries, bills, or other expenses incurred. If a care receiver can't provide funds for necessary items, the Executive Director should be notified. If a volunteer is shopping for a care receiver and the amount of money that the care receiver provides appears insufficient to cover the cost of the items, the volunteer should ask the care receiver to prioritize the items on the list. We keep a listing of local food pantries.

Volunteer Records

FIA maintains all volunteer records in a confidential manner. Volunteer names, addresses, or other personal information will not be released to any outside organization or group for any reason without permission of the volunteer, unless such release is required by law.

Youth Volunteers

Volunteers must be 21 years of age or older to volunteer independently, run errands, transport a care receiver, work in home repair and maintenance, or drive in any capacity for FIA. Those under 21 may volunteer as part of a team with others from their congregation, organization, or school and may need a permission form signed by a parent or guardian and on file with the FIA office or supervising organization.

Accident & Emergency Procedures

If the care receiver does not answer the door or is not at the pickup location, please do the following:

- 1) Call care receiver to see if they had forgotten the appointment.
- 2) If the care receiver lives in senior housing, check with a neighbor or the building manager. Do not enter the home without permission.
- 3) Call the FIA office to let them know of the situation. Office staff will call the emergency contact listed for the care receiver. If the office is closed, you should leave a message.

If you are with a care receiver and they experience a sudden accident or illness, determine if 9-1-1 should be called or if a family member, neighbor, or their physician should be contacted.

Do not move someone who has fallen, offer medical advice in a medical emergency, or transport the care receiver to the hospital.

Report any accident, injury, or other emergency to the FIA office **after notifying the authorities**, within 48 hours of the event. We will keep a detailed report for our files and for the insurance carrier.

Concerns and Grievances

When problems or grievances arise in the performance of volunteer duties, the following steps are to be taken:

- All parties involved shall maintain strict confidentiality of information throughout the process.
- The volunteer should discuss the problem with the Volunteer Coordinator or, if unavailable, the Executive Director.
- If needed, the Volunteer Coordinator or Executive Director will take necessary steps to resolve the problem.
- If they are unable to resolve the situation, the problem may be reviewed by the Faith in Action Board of Directors.

Volunteer Position Description

Position Title: Faith in Action Volunteer

Position Summary: Provide support and non-professional assistance to Faith in Action care receivers and their families.

Position Responsibilities:

Specific responsibilities may include the following:

1. Contact the care receiver, confirm the type and extent of assistance needed, and plan accordingly.
2. Provide volunteer services such as:
 - a. Transportation to and from medical/therapy appointments
 - b. Shopping assistance
 - c. Friendly Visits/Friendly Phone Calls
 - d. Transportation Desk
 - e. Assist with mailings and packet assembly
 - f. Perform light home repair and/or maintenance or seasonal outdoor jobs
 - g. Volunteer Committee member - prepare décor and food for various events
 - h. Congregational liaison - communicate FIA information to congregation
 - i. Assessment Team
3. Notify the FIA office of any changes in the care receiver's physical or mental condition and/or the need for additional services from other community agencies.
4. Hold in highest confidence the relationship(s) you share with the care receiver. Do not discuss with anyone any specifics of your contact or personal and family information of the care receiver. The only exception is to inform the FIA office of any emergency.
5. Follow program procedures when responding to emergency situations.

Position Requirements:

To effectively fulfill the responsibilities of this position, the following are necessary:

1. Sincere interest in working with FIA Care Receivers
2. Patience, flexibility, and reliability
3. Openness and respect for people from diverse backgrounds
4. Commitment to confidentiality
5. Completed Volunteer Application including two non-familial references. A personal interview may also be requested.
6. Copy of valid driver's license and current auto insurance card for anyone who will provide transportation of care receivers
7. Attendance at volunteer orientation training sessions to improve knowledge and/or skills to enhance your volunteer experiences
8. Monthly submission of a volunteer time report for any non-driving events

9. Adherence to all guidelines and procedures of the Faith in Action program

Position Benefits:

Volunteers will receive the following benefits by being involved in this program:

- Making a difference in the lives of neighbors in need
- Working with other dedicated community volunteers
- Experiencing the unique joy that comes from providing invaluable service to others
- Growing personally and professionally
- Serving your God by putting your faith into action

Transportation Volunteer

Position Summary: This individual safely transports Faith in Action care receivers to medical appointments, grocery shopping trips, and other locations approved by the Faith in Action office.

Position Responsibilities: Volunteers will use RideScheduler to select rides they can provide and will contact the care receiver two times prior to the ride.

1. Call the care receiver and identify yourself and the transportation you plan to provide. Make a call soon after accepting the trip to provide peace of mind to the care receiver and make a second call the day prior to the trip to discuss details, such as the type and color car you drive.
2. Call for the care receiver at their door, if convenient, and identify yourself. Please wear your FIA name badge. The care receiver should only require minimal assistance from the volunteer. We do not transport wheelchairs.
3. Allow enough time to not be hurried and for locating the destination if it is unfamiliar.
4. Once with a care receiver, confirm the appointment length for coordination of pick up. Drivers are not required to stay on-site during an appointment. Volunteers may choose to wait at the destination site or return at a mutually agreed time for the return trip.
Some considerations:
 - a. If the appointment is 20 minutes or less, waiting may be prudent.
 - b. Remember to have FIA displayed on your dashboard.
5. Encourage care receivers to call the FIA office to schedule all appointments. However, if you arrange directly with a care receiver to provide another trip, please notify the FIA office so that we can record it.
6. Always use seatbelts, both passenger and driver. Drivers should drive safely, obeying traffic and speed limit rules. To aid social distancing for health, care receivers sit in the backseat passenger-side (when possible.) An extended seatbelt is available for loan to Care Receivers as needed.
7. FIA volunteers cannot act as the “responsible party” for a care receiver having procedures requiring anesthesia, such as a colonoscopy. A volunteer cannot sign discharge or release papers. FIA does not knowingly book appointments which would require a responsible party unless both the care receiver and their responsible party are part of the return trip home.

Shopping Volunteer

Position Summary: Transport a care receiver to a store/food pantry, based on an agreed-upon schedule.

Position Responsibilities:

1. Shopping may be provided every two weeks. Please determine a specific day for shopping if this will be a regular assignment. Advise the care receiver that you can only shop at one or two stores and that they need to be reasonably close to each other.
2. If you shop for the care receiver, be certain the care receiver makes a shopping list that includes brand names and sizes. Review this list thoroughly, anticipate problems, and ask any questions you have before you leave for the store. Sample lists are available on our website or by asking the Volunteer Coordinator.
3. Ask your care receiver what to do if the preferred item is not in stock. Expect to make an occasional mistake, and don't worry about it if you have done your best.
4. Find out whether economy is important. If you notice a less expensive brand than the one specified, does your person want you to buy it instead? Are there coupons for you to use?
5. If you can determine that the care receiver is not eating well, diplomatically suggest ideas and menus that incorporate tasty, nutritious food and recipes. You may suggest home-delivered meals or congregate meal sites as an alternative. Contact the FIA office if a referral is needed.
6. For your protection, write and sign a receipt for cash or checks received prior to shopping. A *Shopping List/Shopping Receipt form* is available on our website or by asking the Volunteer Coordinator. Please send or return the form to FIA after completion.
7. If the person indicates that help would be appreciated, you may assist with unpacking and storing purchases.
8. Your visit is as important to the care receiver's well-being as the groceries. If time permits, plan to spend a brief time chatting.
9. Verify the next shopping date before leaving the care receiver's home.

Friendly Home Visiting

Position Summary: Visit a care receiver, based on an agreed-upon schedule, to engage them in conversation. These visits are usually one hour long and occur twice monthly.

Position Responsibilities:

1. The Friendly Visit coordinator will give you the name of a care receiver who wants a personal visit and a few details about that person.
2. Be dependable, visit when you are expected, and call if you will be late. If you must reschedule, be sure to let your care receiver know when you will come.
2. Friendships take time to develop. Be patient and build a trusting relationship and only make promises you can keep.
3. Knock loudly and announce yourself when you arrive. Wait patiently since the person may move slowly and/or hear poorly.
4. Offer support, but be careful not to give medical, financial, legal, or business advice.
5. Do not administer physical care or any medications.
6. Learn the interests of your friend. Bring in the outside world, especially to a homebound person. Examples include flowers, books, and magazines of a nominal value.
7. Encourage your friend to talk and practice active listening. Have patience if stories are repeated. Listen with interest and responsiveness.
8. Make eye contact and be empathetic; do not be overly sympathetic or critical.
9. Whenever possible, do **with** the care receiver rather than **for** the care receiver. This may prevent the development of a dependent relationship.
10. Always be aware of health limitations when planning activities. Be observant of changes in physical or mental health which may need professional attention. Call the FIA office if you observe concerning changes.
11. Try not to show negative reactions to unpleasant sights, sounds, or odors such as loose dentures or a dirty house. However, if a care receiver's living environment appears unsafe or unhealthy, please report it to the FIA office.
12. Respect confidentiality. If you plan to report a problem to the FIA office, let your friend know why you are going to do so.
13. Do not take sides in family arguments. Remain neutral.

14. Be alert to your friend's attention span and complete your visit before your friend becomes tired.

Friendly Phone Calls

Position Summary: Call a care receiver, based on an agreed-upon schedule, to engage them in conversation.

Position Responsibilities:

1. The Friendly Phone Call coordinator will give you the name of a care receiver who wishes to receive a friendly phone visit and a few details about that person.
2. When you call, identify yourself as a Faith in Action friend and explain why you have their name and why you are calling. Be sure to ask if this is a convenient time to talk.
3. Ask about family, hobbies, interests, former occupations, favorite TV shows as conversation starters. Tell them something about yourself - family, background, interests, church activities, pet, etc.
4. Once you begin the conversation, be sure to listen. Actively listen to the older adult - be attentive and avoid other activities and distractions during the phone visit. Devote this time to your new friendship.
5. At the end of the conversation, ask for permission to call again. If the answer is yes, be sure to call at the agreed time. Establish with your care receiver how long the calls will be and how often.
6. If you have questions or problems, call the FIA office so they can be resolved quickly.

Transportation Desk Volunteer

Position Summary: This volunteer schedules ride requests through RideScheduler software, calling volunteers to take available rides, and assists with general office duties.

Position Responsibilities:

1. The shifts available to work the transportation desk are 9:00 a.m. – 12:30 p.m. and 12:30 p.m. to 4:00 p.m., Monday through Thursday, and 9:00 a.m. – 12:30 p.m. on Friday.
2. Training includes shadowing multiple other transportation desk volunteers.
3. This volunteer will answer calls from care receivers to make appointments for ride requests and make calls to volunteers to check their availability to accept rides.
4. General office duties may include entering time sheets into the computer, making copies, and some filing. Basic computer skills are needed.
5. Six Transportation Desk volunteer meetings are held annually, and attendance is encouraged.
6. A pleasant attitude, love of older adults, and a willingness to help care receivers is needed.

Light Home Maintenance Volunteer

Position Summary: This volunteer assists care receivers with small home projects.

Position Responsibilities: Requests may include changing light bulbs, changing furnace filters, installing raised toilet seats, etc.

1. When the FIA office receives a request, we will contact you to see if you can assist.
2. Track your hours when completing light home maintenance tasks and report them, and your mileage, to the FIA office manager.

Volunteer Committee Member

The Volunteer Committee helps to plan, organize, and execute several Faith in Action events.

1. This team meets as needed, and attendance is encouraged.
2. Members are encouraged to brainstorm for FIA events.
3. This team's primary annual responsibility is the planning and execution of socials, such as the November Christmas card-signing event and the Volunteer Blessing event.

Congregational Liaison

Position Summary: This individual is the contact person between a congregation and Faith in Action. The liaison will oversee communication and information sharing between Faith in Action and the congregation.

Position Responsibilities: Liaison responsibilities will depend on the structure agreed upon with Faith in Action, the congregation's leadership, and the needs and capabilities of the congregation.

1. Provide leadership for Faith in Action within Liaison's congregation.
2. Serve as the contact between the congregation and the Faith in Action office.
3. Inform congregational leadership of those persons who volunteer with FIA.
4. Attend liaison meetings and appropriate training.
5. Promote Faith in Action to the congregation by communicating with groups within the congregation through announcements in bulletins and/or newsletters, speaking to groups within the congregation, and/or arranging for Faith in Action staff to speak at events or meetings.
6. Assist in recruiting volunteers from the congregation.
7. Provide support and recognition for volunteers, either informally or formally.
8. Notify Faith in Action of any pertinent changes in the congregation, such as change of address or clergy.
9. Develop FIA fundraising events at the church, if possible. For example, host a car wash or craft sale.

Assessment Team Member

Assessment team members complete the initial evaluation of potential FIA care receivers in their home environment. Part of the purpose of the intake visit is to determine what services a volunteer could safely perform at the residence. The assessment volunteer is encouraged to be attentive and to use their personal skills to determine the suitability of the potential care receiver.

Assessors can notify the office upon arrival and again at departure to verify all went well. Be aware that some houses/apartments may look differently on the inside than the outside. If an assessment volunteer encounters a situation that makes them uncomfortable, they can provide an excuse and let the potential care receiver know we will reschedule; then leave. Assessment volunteers should only be accompanied by other FIA volunteers or staff members. The office may assign a pair of volunteers for the future visit.

During the assessment, the team member will:

1. Introduce FIA services and gather general health history. Some assessors have found it helpful to complete as much of the intake form over the phone as possible prior to the home visit.
2. Review Faith in Action guidelines with the care receiver.
3. Assess the individual's general orientation, mobility, and ability to use the phone and answer the door.
4. Take note of any safety or health hazards in the residence and make necessary referrals.
5. Report back to the FIA office findings and recommendations regarding the suitability of the potential care receiver.