



Supporting Cheverly seniors to stay in community and age in motion...

Volunteer Handbook

July 2017

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July 2017

Welcome, Cheverly Village volunteer!

Thank you for stepping forward to “be the Village.” Your help makes it possible for seniors and others needing Village services to remain actively engaged as valued members of the Cheverly community. Through you, Cheverly Village offers more than specific services, such as a ride, a shoveled path, or help finding reliable contractors. Through you, seniors and their loved ones find peace of mind. You embody the neighborly spirit that they love about Cheverly—the very reason they want to continue to live here as long as possible.

Along with the other members of Cheverly Village’s board, I am committed that you find volunteering to be deeply rewarding. Your sound training and skilled coordination will help ensure that you’re able to assist Village members safely and effectively and that you’ll know when and how to request guidance or report a problem. Equally important, we believe you’ll find that serving your neighbors in concrete ways will enrich your own life and possibly those of your family members as well.

The content of this Volunteer Handbook will reinforce and supplement what you learn in the Cheverly Village training sessions. Please let us know how we can improve it for future volunteers. Together, we are continually creating Cheverly Village!

Best,

A handwritten signature in cursive script that reads "Diane".

Diane La Voy, President of the Board

CHEVERLY VILLAGE: WHO WE ARE

HISTORY OF VILLAGES AND THE CHEVERLY VILLAGE

As people grow older, they often face an increasing number of physical and social challenges. Cumulatively, these challenges may overwhelm them and force them to give up their independence and leave their homes for safer living arrangements. The neighborhood “village” is a community response to this growing phenomenon (with the increasing number of aging “baby boomers”), as well as to the needs of people of all ages and disabilities. Villages represent an emerging consumer-driven social support model that aims to enhance the social engagement, independence and well-being of seniors in the community through a combination of social activities, volunteer opportunities, services referral and direct assistance.

The number of villages is already large and growing. As of 2017, the national Village-to-Village Network reported “over 200” functioning villages and “more than 150” in development in 45 states and the District of Columbia. The Washington Area Villages Exchange reports 58 villages in various stages of development in Washington D.C., Maryland, Virginia and West Virginia.

The experiences of nearby villages inspired several Cheverly residents to consider how the village model might apply in our town. For one of us, the inspiration came from learning that some of her older friends on Capitol Hill were receiving welcome assistance as they aged, which increased her peace of mind about their wellbeing. For another, the village model offered an opportunity to retain the contributions that seniors bring to Cheverly’s vibrant community and to address a troubling question: why should citizens who had contributed so much to Cheverly—and who continued to be actively engaged in countless local efforts—be obliged to leave their community simply because they could no longer drive or manage some household chores?

CHEVERLY VILLAGE VISION

Through Cheverly Village, Cheverly residents of all ages help make it possible for seniors to remain in their homes, actively engaged as valued members of the community.

For the seniors and their loved ones, Cheverly Village offers peace of mind.

- With simply a phone call to the Coordinator, a fee-paying member of the Village can arrange for needed help by trained volunteers, such as rides to medical appointments, help with occasional chores, and social engagement ranging from regular “hello” calls to game nights and potlucks.
- Members can obtain information about local public services and qualified contractors, and can participate in Village-organized educational activities and trips to cultural attractions.

For volunteers, Cheverly Village is a community.

- It offers rewarding ways to provide concrete help to neighbors and to build cross-generational relationships that enrich the lives of old and young.
- Training and professional coordination enable volunteers to help seniors safely and effectively, and to know when they should request guidance or report a problem.

For its board, committee members, staff, and supporters, Cheverly Village inspires creativity and commitment.

- While Cheverly Village is learning from the experience of other villages that have arisen over the past few years, it is a pioneer in many ways. As the first entirely freestanding village in a county with limited social service resources, it must continually meet new challenges through creative partnerships and approaches.

For Cheverly as a whole, Cheverly Village strengthens our community.

- Expanding and deepening bonds of collaboration among Cheverly’s many organizations, including its churches, town government, and other nearby agencies and individuals, is profoundly satisfying to Cheverly’s many community-oriented residents.

For our county and our nation, Cheverly Village helps show the way.

- This small, local effort is developing innovative approaches to a challenge that faces communities across the nation: meeting the needs of America’s fast-growing numbers of seniors and their caregivers.

OUR VALUES

Service: We are dedicated to supporting Cheverly residents as they grow older, thus enabling Cheverly to be a strong intergenerational community.

Respect: We treat all individuals with a sense of dignity, respect, and worth.

Community: We value the central role of community in keeping us and those we serve supported and connected.

Personal Responsibility: We embrace the commitment and responsibility we have made to members, their families, and the wider Cheverly community.

Safety: We value the importance of maintaining safe spaces and situations for Cheverly residents as they age in motion and the volunteers who serve them.

ORGANIZATIONAL STRUCTURE

Cheverly Village is governed by the following structure:

- A *Board of Directors* that is ultimately responsible for all aspects of the organization.
- The *Services Committee*, a board committee with three teams that are responsible for the services provided by the Village:
 - Membership Services
 - Volunteer Management and
 - Program & Events.
- The *Operations Committee*, a board committee responsible for providing a sound underpinning to the Village through the following:
 - Financial management and compliance
 - Resource development
 - Communications and outreach within Cheverly and
 - Engagement with other villages and organizations.
- An *Executive Committee*, consisting of the officers of the Board of Directors, which can when necessary act on behalf of the whole Board.
- The *Governance Committee*, a board committee responsible for ensuring the continued development of the Board of Directors by nominating members to fill vacancies and addressing potential conflicts of interest and ethical issues as they arise.

VOLUNTEER OPPORTUNITIES

Cheverly Village offers assistance to Cheverly seniors who wish to remain in their homes as engaged members of our Cheverly community. As such, services will generally fall into one of the following categories:

- **Transportation**
 - Transportation to medical appointments
 - Transportation to shopping or other errands
 - Transportation to religious services, community events, etc.
- **Errands**
 - Shopping for the member
 - Picking up groceries, prescriptions, etc.
- **Warm Weather Outdoor Chores**
 - Occasional assistance with gardening
 - Leaf removal, etc.
- **Cold Weather Outdoor Chores**
 - Snow removal, etc.
- **Indoor Light Chores**
 - Changing light bulbs or smoke detector batteries
 - Watering plants, etc.
 - Limited food preparation
- **Small House-Sitting Tasks**
 - Watering plants
 - Collecting mail, picking up newspapers, etc.
 - Pet care
- **Personal Contacts & Friendly Visits**
 - Social visits to members
 - Telephone check-in or visiting by phone
 - Help with exercise, going for walks, etc.
- **Technology Assistance**
 - Help with computer or internet use
 - Help with household electronics (TV, DVD player, remote, etc.)
- **Respite Help for Caregivers**
 - Sitting with a loved one for a few hours while the caregiver runs an errand, goes to a meeting, etc.

- **Social/Educational**
 - Social activities (clubs, dinners, teas, excursions)
 - Educational programs (lectures, seminars, movies, exhibits)
 - Facilitated access to fitness and wellness programs
- **Information about Service Providers***
 - ***Referrals to agencies that evaluate***
 - *care providers*
 - *care facilities*
 - *therapists*
 - *hospice*
 - ***Information about household services***, (plumbers, electricians)
 - ***Information about professional services*** (legal, tax preparation)
 - ***Referrals to county/state services***
 - ***Informal recommendations*** from neighbors.

**Referrals and recommendations are done through the Village Coordinator, not individual volunteers. Please refer to the section of this Handbook on Volunteer Responsibilities for more information.*

Village services are not designed to replace ongoing services (e.g., weekly lawn maintenance or housekeeping services), but instead to provide assistance if and when needed by members. All services are provided contingent on the availability of volunteers. Because of the high demand for transportation services, rides are generally limited to three round-trips per week. Exceptions will be made for short-term situations (e.g., going to physical therapy for six weeks) at the discretion of Village Coordinators.

To protect both our members and our volunteers, volunteers may not perform the following types of services:

- Transportation in the event of a medical emergency
- Any service for which a license is required (e.g., hair cutting, physical therapy, nursing, etc.)
- Personal care (e.g., dressing or bathing)
- Handling or dispensing prescription and over-the-counter medication and supplements

- Providing medical, financial, or legal advice
- Lifting a member and
- Tasks requiring more than four hours of the volunteer's time, unless explicitly agreed upon ahead of time by the Coordinator and the volunteer.

BECOMING A VOLUNTEER

ELIGIBILITY

Anyone over 14 from Cheverly or the surrounding areas with a passion for supporting Cheverly's seniors is welcome to volunteer. There is no upper age limit—and members of the Village are welcome to volunteer! Volunteer drivers must be over the age of 25 although the Board of Directors may make an exception.

Teens between 14 and 18 are welcome to volunteer with Cheverly Village, but must provide an additional reference from a teacher or neighbor. The volunteer application form must be signed by the young adult, as well as by a parent or guardian.

Children under the age of 14 may volunteer with the presence of a parent or other adult who is a registered volunteer.

APPLICATION AND BACKGROUND CHECKS

All volunteers are asked to complete an application form that outlines their availability, interests, and skills. Volunteers are asked to provide the email address of one character reference, who may be contacted at the discretion of the Village. While the Village does not formally interview each volunteer, we may call a volunteer to clarify information or follow up on information provided in the application. For the safety of our members, background checks are conducted on all volunteers; for volunteer drivers, a motor vehicle records check is also required.

Volunteers may be declined based on the results of their background checks.

VOLUNTEER TRAINING

All volunteers who will have contact with members are required to attend a training session prior to their first assignment. We also strongly encourage volunteers to obtain CPR certification, although this is not required. For the health and safety of members, volunteers are also strongly encouraged to receive annual flu shots.

In addition, Cheverly Village will offer training opportunities for volunteers to explore specific topics in greater depth, such as working with members with dementia.

After completing orientation, all volunteers will be given an identification card with the Cheverly Village logo and their name in large font, which should be worn/presented when going to an assignment, particularly when meeting a member for the first time.

VOLUNTEER PLACEMENT

Following is the general process for how volunteers are matched with member requests. This process may be revised in light of new technologies and/or feedback from members and volunteers. Access to a volunteer's email account greatly facilitates the volunteer matching process. Volunteers are strongly encouraged to check their email or text messages daily so they can respond to requests for service from the Village Coordinator on duty.

Volunteers are encouraged to carry a mobile phone during volunteer assignments for use in case of emergency or to connect with the Coordinator with questions or for assistance.

While on assignment as a Village volunteer, your first point of contact and support will be a fellow volunteer serving as the on-duty Village Coordinator. You can readily reach the Coordinator for information and support by dialing 240.770.1033. If the Coordinator is unable immediately to answer your call, please leave non-emergency messages at this number for a later response.

1. A member requests a service through the Village Coordinator on duty. The "Welcome letter" that the member receives upon joining the Village explains that "a Service Coordinator will be on duty Monday through Friday from 10 a.m. to 4 p.m., will let you know promptly that your request has been received, and will make every effort to match your request with an available Cheverly Village volunteer....Requesting Village services five days or more in advance will help us meet your needs on time." In practice, the Coordinator may respond to member requests outside of those hours, and often Village volunteers are able to provide services with less advance notice.
2. The Coordinator makes a judgment as to whether a requested service can be handled by a volunteer or whether it requires the expertise of a professional.
3. The Coordinator on duty contacts volunteers who have indicated they are

generally available for the type of service, day and time of the request. Volunteers are contacted principally by email. The Coordinator may also send them a text or phone message to alert them to the email, if they request.

4. ***Please respond promptly--usually within 24 hours--to a request from the Coordinator.*** A simple response of “Yes,” “No,” or “Maybe” is all that is needed. We definitely understand that you may not be available. When several volunteers respond that they are available, the Coordinator aims to assign the task to the volunteer who has not served recently; we want to avoid over-taxing any volunteer. If a member makes a request with little advance notice, the Coordinator reaches out to potentially available volunteers and requests an “earliest possible” response.
5. You are not committed to provide the service until you receive an emailed confirmation from the Village Coordinator on duty.
6. The Coordinator sends you a “face sheet” providing the member’s contact information and other background. ***As soon as possible after you are assigned, please call the member to introduce yourself and review any needed details.*** It is often advisable to call them again immediately before providing the ride or other service.
7. If you find that you are unable to do your assigned service, please contact the Coordinator at 240.770.1033 as soon as possible so she/he can try to find another volunteer or help the member make alternate arrangements. Please always leave a message if the Coordinator does not pick up.
8. From time to time, members may spontaneously make additional requests of a volunteer. You may accept these additional requests if you are able, but must report the request to the Coordinator so that it can be documented. If the member requests to be driven anywhere other than to the assigned destination, ***you must contact the Coordinator before doing the additional driving.*** (The Village’s insurance covers volunteers and members for *authorized* activities.) If a member asks you to do something that you are not comfortable doing, you should decline and refer the member to the Village Coordinator. If providing the

service entails any cash expenses on your part, it is the member's responsibility to give you money in advance or reimburse you upon completion. The only exception here is the cost of gas expenses for drivers and errand runners. (Please see the next section for details.)

9. After your assignment is completed, please briefly report to the Village Coordinator by email, phone, or text. Tell the amount of your time the task required, and please describe anything you found noteworthy about the experience, or any concern you might have. Volunteers are required to share with the Village their concerns about any changes in the health or environment of the member.
10. On occasion, we will request feedback from both the volunteer and the member after a service is provided—particularly for new members and/or new volunteers. Members are also welcome to provide feedback at any time.

VOLUNTEER DRIVERS

In order to become a volunteer driver, volunteers must go through a motor vehicle records background check and affirm they have and will continue to have vehicle insurance.

If you are in an accident while performing a volunteer assignment, your own personal auto policy will respond first. The Village's insurance will respond if a claim exceeds your personal policy limits.

Volunteers are expected to pay for their own gas. Auto expenses—set at \$0.535 per mile for 2017—is a tax-deductible expense. (Please keep a record of your car's mileage before and after each Village ride to consult when you prepare your income taxes. As the IRS may change the mileage rate from year to year, you are encouraged to consult www.gsa.gov for the current rate.)

Parking fees and tolls incurred while transporting a member are the responsibility of the member. Fines for moving violations and parking tickets are the responsibility of the volunteer.

Cheverly Village will pay for your background checks. However, in light of the

considerable expense that the Village must incur for these and other administrative costs, we invite you to make a tax-deductible contribution in any amount. You may make a contribution online when you authorize your background check, or provide your check, payable to “Cheverly Village”, to any member of the Board—and thank you!

LIABILITY INFORMATION

Both Federal and Maryland law provide volunteers with limited immunity from legal liability for their actions. The Volunteer Protection Act of 1997 (VPA) is intended to promote volunteer activity by providing certain protections related to volunteers serving nonprofits. VPA is intended to cover the individual volunteer and does not necessarily protect the nonprofit organizations. Conversely, VPA does not prohibit actions brought against the volunteer by the nonprofit itself.

A Volunteer will not be liable for harm caused by act or omission if:

1. The volunteer was acting within the scope of his/her responsibilities.
2. The volunteer was properly licensed/certified if appropriate.
3. Harm was not caused by willful or criminal misconduct, gross negligence or conscious indifference to the rights or safety of the person harmed.
4. Harm was not caused by the volunteer operating a vehicle for which the State requires the operator or owner to possess a license or maintain insurance.

Maryland law (Maryland Volunteer Service Act, MVSA) extends immunity to a volunteer as long as the volunteer’s action meets the first three criteria above.

In the case of harm caused by a vehicle, insurance carried by the Village will cover damages that exceed those covered by the volunteer’s own insurance. However, no insurance can provide absolute assurance against being named in a suit. For your own protection and that of others, we strongly recommend that your insurance coverage exceed the minimum level required by the State of Maryland, and that you consult your insurance company to ensure that your coverage is sufficient.

You will not be protected in every situation as a volunteer. For example, you will be personally liable if you commit a violent crime, hate crime, or sexual offense; violate state or federal civil rights laws; are under the influence of drugs or alcohol at the time of the injury; knew about the harmful act or believed a harmful act was likely to occur and you approved, authorized or participated in the act or approved it after the fact.

The Village carries limited liability insurance for the conduct of the volunteer, so long as he/she is performing authorized services for the Village. Therefore, accurate and prompt communication between the volunteer and the Village Coordinator about the service to be performed is essential.

RESIGNATION & TERMINATION

If you decide to stop volunteering with Cheverly Village, please give as much notice as possible to the Cheverly Village Coordinator on duty. You can also inform the Village of a break from volunteer service for a brief or extended time.

Grounds for dismissal include, but are not limited, to the following:

- Repeated failures to complete assignments
- Failures to adhere to the rules and procedures in this Handbook, including any future amendments or direction by Village staff or board members.
- Theft of property or misuse of the organization's equipment or materials
- Verbal or physical abuse of members and
- Breach of confidentiality.

VOLUNTEER PROGRAM POLICIES

Volunteering with Cheverly Village can be a rich, rewarding, and fun experience. The guidelines and policies below are designed to ensure that the experience for both you and the member is a positive one. We welcome your feedback on your experiences so that we can best serve our community.

VOLUNTEER RESPONSIBILITIES (DO'S AND DON'TS)

Respect: Treat all individuals with a sense of dignity, respect, and worth.

- In *all* your communications with the member—from initial contact to final conversation, err on the side of being overly respectful. For example, address the person by “Mrs., Ms. or Mr. So-and-So”; use a first name only if invited by the member to do so. When initially contacting the member to set a date or clarify details for the service you will be performing, first try to speak with him or her on the *telephone*. While email might seem more efficient to you, note that many members, particularly seniors, do not check their emails regularly or in a timely manner. As well, some members are likely to view email as less polite and personal than a phone call.
- Make a personal commitment to be nonjudgmental about cultural differences, living conditions and the lifestyle of each person with whom you work. Do not try to persuade anyone to accept your political, cultural, or religious beliefs.
- Respect the choices the member makes about his or her life, care, and financial matters, even when you believe their choices are not in their best interest. Avoid arguing or debating these issues. If you have concerns about the member’s well-being, contact the Village Coordinator on duty.
- Avoid profane or abusive language with members, volunteers, or Village staff.
- Respect all confidential information (see full Privacy and Confidentiality policy on p. 18). Volunteers are responsible for maintaining the confidentiality of all health or personal information to which they are exposed.

- If your assignment involves performing a task in the member's home, be very careful not to disturb any belongings more than necessary; and, by all means, when you leave, take special care not to take anything with you—be it intentionally or absentmindedly—without the member's knowledge and express permission to do so.
- Do not remove anything of value from a member's home without express written permission from the member.
- While many members enjoy the presence of children, other members may be overwhelmed by a child's energy. Please do not bring your children when fulfilling a service request without first discussing it with the Coordinator.

Personal Responsibility: We recognize the commitment and responsibility we have made to members, their families, and the wider Cheverly community.

- Be dependable: follow through on assignments or notify the Village Coordinator on duty immediately at 240.770.1033 if you cannot complete an assignment.
- Be prompt for all assignments. The member is looking forward to your arrival.
- Accept assignments consistent with your interests, abilities, and available time. Decline assignments that you are not comfortable performing.
- Accept feedback from others in order to do the best job possible.
- Avoid conflict of interest situations (see full Conflict of Interest policy on p. 18).
- Do not accept any cash tips/gratuities. Cash should never be accepted, except for pre-payment or reimbursement for items you will purchase on the member's behalf. Politely resist accepting any non-cash gifts from the

member, but if he or she insists, do not accept any non-cash gifts worth over \$10. (A polite response to offers of gifts might be as follows: “I appreciate your kind offer but, as a Cheverly Village volunteer, I am not allowed to accept.”) Do not ask for or accept any loans or compensation for any volunteer work. Please make note of any gifts received on a volunteer service report.

- Contact the Village Coordinator on duty immediately at 240.770.1033 whenever you are in doubt about a request for a service or are uncomfortable with any situation.
- Do not refer members to other services or vendors. Do not offer health, legal, financial, or other professional advice. Instead, refer the member to the Village Coordinator on duty who can direct him or her to information about vendors or service providers.

Safety: We place high importance on maintaining safe spaces and situations for Cheverly residents as they age in motion.

- Report immediately to the Village Coordinator on duty any suspected cases of abuse or neglect by calling 240.770.1033. (See section below, “Elder Abuse.”)
- Never use, possess, or be under the influence of alcohol or illegal drugs at any time while volunteering.
- Attend all required safety training events.
- Immediately report accidents, injuries, and unsafe situations to the Village Coordinator on duty.
- Never administer medications or medical treatment.
- Do not visit a member when you feel sick, including having a fever, a runny nose (other than allergies), or a cough. If you are not well, please notify the

Village Coordinator on duty immediately so that another volunteer can take over your assignment.

- Do not attempt to lift a member who has fallen and cannot get up without assistance. Call 911 and then the Village Coordinator on duty (see Emergency Guidelines on p. 21).
- Volunteers should not perform personal care services that require close personal contact and/or a license, such as bathing, manicures, hairstyling, etc. The member should be referred to the Village Coordinator on duty who can provide the member information about vendors or service providers.
- Beyond light touch for minimal balance support, refrain from physically assisting members up and down stairs, in and out of a car, or to rise from sitting, unless you have been trained in safe practices.

ELDER ABUSE

Cheverly Village is founded on the principles of neighbors helping neighbors. Part of this helping role includes keeping both our members and our volunteers safe from harm or abuse. Elder abuse is an unfortunate reality and can take many forms, including physical, emotional, sexual, and financial abuse.

- If you suspect that a Village member may be the victim of abuse in any form, please notify the Village Coordinator on duty immediately by calling 240.770.1033.
- If there is an emergency, CALL 911 and contact the Coordinator as soon as possible.

The Coordinator on duty will promptly notify the Membership Services Team of your concerns. Members of the Board and the Membership Services Team will evaluate the situation and, if indicated, will notify the appropriate authorities.

If a volunteer is accused of abuse in any form, the volunteer will be suspended and not permitted to participate in any Village activities pending an investigation by the Board and other authorities as appropriate. The Board reserves the right to bar the volunteer from participation in Village activities if/when the Board deems such action necessary.

PRIVACY AND CONFIDENTIALITY

Respecting the privacy and dignity of Cheverly Village members is not just a courtesy; it is a strict policy to which all of us must adhere. In consideration of members' privacy, please do not share the specifics of where they live, medical information, personal issues, or any other identifying information with other people. For example, when telling anecdotes about interactions with members and/or their families, volunteers should not share any information that would identify a member.

However, do not promise a member that you "will not tell anyone." Please tell the member that you will treat his or her information and situation with sensitivity but cannot promise confidentiality at the risk of the member's safety or the safety of others. Explain that, as a Village volunteer, you may have to tell the Village Coordinator on duty of information presenting a potential danger or risk to the member or anyone else (e.g., abuse, significant decline in health). Members are also made aware of this "duty to report" when they join the Village. You are part of the Village team and must work to ensure safety first.

If you have questions regarding whether or not personal information should be shared, please consult with the Cheverly Village Coordinator on duty.

CONFLICT OF INTEREST

Volunteers should not discuss, offer, or attempt to involve the member in any form in their personal or company businesses. As outlined in the Village Volunteer Agreement, Volunteers may not benefit from any business or personal transaction. Any attempt to do so is cause for immediate termination.

Do not witness legal documents or cash checks for members. Volunteers should not become health care or financial powers of attorney for the members they assist.

If a member is in need of a particular service or vendor, please direct him or her to the Coordinator to provide them with information about vendors or service providers.

REPRESENTATION OF THE ORGANIZATION

Volunteers are not authorized to sign any agreement that involves organizational,

contractual or financial obligations.

Volunteers are not authorized to act on behalf of, or make statements representing the official position of the organization unless they have been asked to do so by Cheverly Village staff or a Board member. For example, volunteers should not make statements to the press or broadcast media without prior authorization from the Board of Directors.

EMERGENCY GUIDELINES

If an emergency situation occurs when you are on an assignment, it is important for you to remain calm and focused on helping the person who is in need. Notify the proper authorities immediately for needed assistance.

When a member does not answer the door:

- Check the premises, look through the windows, ring the doorbell, or try to call on the phone to get a response.
- If there is still no response, call the Village Coordinator on duty at 201-770-1033 to report the situation.
- If you feel there is something wrong and the Village Coordinator on duty is unavailable, CALL 911.

If a member has an accident or a fall, do NOT move the member, CALL 911 and call the Village Coordinator on duty.

Signs of a Heart Attack

- Chest discomfort. Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- Discomfort in other areas of the upper body. Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- Shortness of breath. May occur with or without chest discomfort.
- Other signs: These may include breaking out in a cold sweat, nausea, or lightheadedness.
- Men's most common heart attack symptom is chest pain or discomfort. Women are more likely also to have symptoms such as shortness of breath, nausea/vomiting, and back or jaw pain.

Signs of a Stroke

- SUDDEN numbness/weakness of face, arms or legs, especially on one side
- SUDDEN confusion, trouble understanding and speaking
- SUDDEN trouble seeing out of one or both eyes
- SUDDEN trouble walking, dizziness, loss of balance or coordination
- SUDDEN severe headache with no known cause
- Ask the possible stroke victim to: smile, speak a simple sentence coherently, raise both arms.

If you think a member may be suffering a heart attack or stroke, call 911. Note the time symptoms began because medication must begin within 3 hours for the best result.

A special thanks to Iona Senior Services and Palisades Village for sharing this information with us.

VISITING MEMBERS

Getting started. If you feel anxious or nervous about visiting, one way to handle this is to be open about it. You might say, “You know, the truth is, I feel a little nervous coming to see you. It is hard to know what to say.” You might be surprised how often this kind of openness will ease the tensions of a first visit that you and the member might be feeling. The visiting goal should be simply to be present and attentive. Don’t worry about what to say. Relax and listen.

Don’t overstay your visit. The member you are helping might not have the energy for visits beyond an hour or so.

Be cheerful and friendly. Remember that friendliness is infectious and wholesome but only remembered and appreciated if it is genuine.

Don’t show negative reactions to anything unpleasant. There may be odors, poor personal grooming, or poor housekeeping. You have come to bring cheer, not to be critical.

Whenever possible, **do WITH the member rather than FOR the member.** This is important to avoid the development of a dependent relationship.

Be a good listener. Many members assigned to visiting volunteers are isolated and will enjoy the opportunity to talk to someone and want a good listener. In listening, be patient and encourage the member you are helping to converse.

Avoid debate. Controversial subjects lead to disagreement and hard feelings.

Learn the interests and sources of satisfaction of the member. You might find that you share a hobby.

Be careful. Don’t take sides in personal problems. Let the member discuss and vent personal issues, but make no issue of them by taking a position for or against the member or others involved in the dispute the member is discussing. Keep relations friendly and cheerful. Don’t show pity if the member discusses physical or social

problems. Be emotionally neutral but intensely interested.

Don't give advice. Don't permit the member to lean on you as a crutch. Encourage self-help. A person making an independent decision is practicing self-help and will be a stronger person.

Be regular. This visit is probably an event to look forward to. If you are unable to make the promised visit, be sure to notify the Village Coordinator on duty and the member. If you agree to do something for the member, be sure to **follow through**.

Maintain interest and enthusiasm. Realize that you have an opportunity to bring something fresh and unique to the member. Discuss current events and things that the member is personally interested in.

Don't disappoint someone by not showing up. You may never know how much your visit might have meant. If you can't come be sure to tell the member why; otherwise, he or she might feel personally responsible for your absence and believe that he or she might have done something to offend you.

Be observant of changes in physical or mental health that may need professional attention and report these to the Village Coordinator on duty.

BOUNDARIES

It is essential that you not become too attached or emotionally involved with the members you are helping. Being genuine and showing compassion are important, but it is also necessary to set boundaries.

- Avoid thinking you can solve other peoples' problems.
- Be on the lookout for the member's dependency on you.
- Perform just the assigned task. Members are to make service requests through the Village Coordinator, not directly with the volunteer. If a member makes a request for an additional or expanded task (such as picking up a prescription on the way home from an appointment), and the volunteer is willing to do the additional task, the volunteer may do so, but must call the Coordinator on duty at 240.770.1033 to add it as an approved activity.

- Learn to say “no.”
- Observe difficult situations while remaining compassionate, but don’t immerse yourself.
 - Avoid becoming the member’s or his/her family’s therapist. Are you drawn, in ways that feel uncomfortable? If so, you must tactfully tell the member how you feel.

Signs that you are exceeding your boundaries include the following:

- You lose objectivity. For instance, you become resentful toward the member or someone in the member’s family (even if you don’t openly express it).
- You begin to feel stressed about volunteering.
- You feel emotionally on edge with your own family and friends.
- You find yourself thinking about the member too frequently.
- You feel like you want to take over. You feel like the member is your responsibility.
- If you notice any of these signals, be sure to discuss them with the Village Coordinator on duty.

REMINISCENCE AND ACTIVE LISTENING

Actively listening to the member encourages reminiscence and can lead to mutually rewarding conversations. Reminiscence is a way of re-living or savoring events of the past that are personally significant.

People of all ages find reminiscence to be enjoyable and even therapeutic because it reinforces our sense of identity and helps us to maintain self-esteem. Many people find that “trips down memory lane” give them a sense of achievement or status. Others find that looking at both the positive and negative aspects of their lives in perspective allows them to build a bridge between past and present experiences. Ask the member open-ended questions about family, birthplace, hobbies, former occupations, groups they’ve belonged to, music, travel, card games or books that they enjoy. Actively listen to their responses and enjoy your time with them.

Techniques to Achieve Active Listening

- Accept what the person is saying and feeling. Look for the feelings underneath the actual words.
- Clarify what you think the person is saying and feeling by restating or

paraphrasing what the person has said, and checking your perceptions of the situation with the person.

- Probe for the person's own clarification of the situation.

As a result of active listening, the person feels your care and concern. Feelings could change during the conversation and misunderstandings could be clarified. Barriers may be broken and the opportunity for growth may be made possible.

WORKING WITH THE HEARING IMPAIRED

Difficulty hearing in various degrees is a common part of the aging process for many members. According to the report "Healthy People 2010 Hearing Health Progress Review," the loss of hearing associated with aging affects about 30 percent of adults who are age 65 years or older and about half of those over age 75. These statistics are challenged as underestimates by some researchers. There is a good chance that as you interact with seniors in the Cheverly Village, you'll meet someone who has difficulty hearing. Here are some suggestions for working with the hearing impaired:

- Be sure that you have the hearing-impaired individual's attention before speaking.
- Politely ask the individual if there's something you can do which will help them to hear and understand you.
- Speak slowly, clearly and more loudly than you usually do. Allow the person enough time to understand your message and to respond. If the member does not understand what you are saying, try expressing the same idea in different words.
- Avoid chewing gum, or speaking with your mouth full.
- Be sure your face and lips can be seen clearly. Keep your hands away from your face while speaking, but use body language and hand gestures. Individuals with hearing impairments will rely on your facial expressions, your tone of voice, and simple lip reading to understand what you're saying.
- Face the person you are speaking to, and be within five feet and on the same level. Most people with hearing impairments will have an ear with which they can hear better. Direct your voice to this ear.
- If there is a great deal of background noise making it difficult for the member to understand you, move to another location, or turn off the source of distracting

sounds, such as the television or radio.

WORKING WITH THE VISUALLY IMPAIRED

The number of people who experience loss of vision is increasing with the proportion of aging individuals in our population. The reasons for vision loss and the degree of visual impairment are diverse. Following are some general guidelines to review before visiting with a visually impaired member:

- The member is the first expert you should consult to guide you in understanding what aid she or he might require. Don't be afraid to talk to a member with low vision or vision impairment about what they are able to perceive and distinguish.
- Pay attention to light sources in the area. Avoid standing between a light source and the member you are visiting. Make sure that there is adequate lighting. The average 80-year-old person needs three times more light than a 29-year-old person does to see well enough to read.
- Always make your presence known and identify yourself and others around the visually impaired person. Politely inform the member when others enter the room.
- Just as you make your presence known, make sure that the member knows when you are stepping away from the room or departing from your visit.
- Being visually impaired does not usually lead to an individual being hearing impaired as well but many unconsciously raise their voices when speaking to the visually impaired. Try to avoid this.
- Speak directly to the member with whom you are volunteering in your usual manner. Don't omit words like "see" and "look." The visually impaired person understands that these words are parts of a normal conversation.
- When walking indoors or out, be sure to describe where you are going and any changes in ground level such as steps, or texture such as movement from a tile floor to a carpeted one.
- When walking with a visually impaired person in an unfamiliar place, it is best to have that person lightly hold/touch your arm as you walk beside him or her and keeping a slight distance ahead. This will cue the impaired person as to what to expect with each step as he or she follows you. Never guide someone by pulling or holding, as it can interfere with the individual's sense of balance and ability to

plan his or her next move.

- Never pull or grab at someone in order to guide him or her or gain his or her attention.
- Suggest visual aides to foster independence such as large print books and magazines, recorded books, magnifying glasses, large push-button telephones, etc.

WORKING WITH MEMBERS WHO USE WHEELCHAIRS OR HAVE DIFFICULTY WALKING

- Always ask a member to tell you exactly what you need to do and how to do it in order to offer the best assistance.
- Many physically impaired persons need the assistance of canes, crutches, a walker, or a wheelchair. Make sure that these are within easy reach of the member.
- When escorting someone, ask the individual if he or she would like to take your arm, then stand slightly ahead of the individual, and proceed at his or her pace. Never have the person you are assisting walk in front of you. The exception would be when walking up stairs. In that case, walk behind the individual to guard him or her against a fall. When walking down stairs, position yourself in front of the person you are assisting so as to guard him or her against a fall.
- If you are assisting a member who uses a walker, make sure the individual does not try to use the walker to pull her or himself up. When a member using a walker rises from a chair, ask the member to slide forward to sit on the edge of the chair and tuck his or her feet back under the knees. Then remind the person to lean forward (think nose over toes) and stand up. Offer your arm for assistance if the member needs a bit of help to get started. It is best to find a chair with armrests whenever possible so that one can push up into standing using the armrests.
- Members who use canes and walkers often need assistance carrying handbags, coats or any other objects that may complicate the person's ability to use the walker or cane. Politely offer to carry these items.
- If you are escorting someone who uses a wheelchair, be familiar with the features of the wheelchair as well as the user's capabilities. If the member does not need you to push the wheelchair, encourage his or her independence.

- It is very important to remember to engage the wheelchair brakes before having a person transfer to and from the chair. For general safety, it is a good idea to keep the brakes locked whenever the chair is stationary. When pushing the wheelchair around curbs or other changes in ground level, use the tipping levers at the bottom rear of the chair.
- If your conversation with the person lasts more than a few minutes, consider sitting down or kneeling to get yourself on the same eye level as the wheelchair user. It will make each of you more socially comfortable.
- Don't lean on a person's wheelchair. It is part of the wheelchair user's personal space.
- If there is an alternative to climbing up or down stairs, utilize it. Experts suggest that members with mobility difficulties use their "stronger" leg or side to lead them up-stairs and their weaker side or leg to lead them down stairs.

THANK YOU

We hope this Handbook has provided you with useful guidelines and information as you embark on providing services to Village members—and we trust that you will refer to it as a handy reference when needed during your time as a volunteer. We welcome your comments and questions now and at any time during your service as a Cheverly Village volunteer. This handbook is a dynamic document. We expect that, with experience and your help, we will occasionally make revisions. When we do, we will keep you abreast of any changes in policy and procedures.

The Village Board of Directors and the working teams stand ready to support you with whatever you need in order to make your completion of volunteer assignments safe, effective, and rewarding for both yourself and the Village members you serve. We wish you the best and...

Thank you!

CHEVERLY VILLAGE POINTS OF CONTACT AND CONNECTION

Cheverly Village Coordinator (on duty)	240.770.1033 (non-emergency messages)
For volunteer–specific questions/needs	Volunteers@CheverlyVillage.org
For information about Cheverly Village	Village@CheverlyVillage.org
Cheverly Village Website	www.CheverlyVillage.org
Cheverly Village Facebook Group	www.facebook.com/groups/ChevVillage/