

Boundary Family Services Better at Home

Offers the following services

Friendly Visitor

The Friendly Visitor provides a social connection and companionship, is at least 19 years of age, and has their own transportation to and from the senior's home. Friendly Visitors do not perform house-keeping tasks, personal care, or food preparation but can include accompanying the senior to outings in the community.

Transportation/Accompaniment

Transportation volunteers pick the senior up at the senior's home, drive them to appointments, and make sure they find their way to the correct office/ location. They will wait for the senior, arrange for a pick up time, or arrange to have the senior call them when they're ready to leave.

Grocery Shopping

A volunteer who 'accompanies' the senior will go in to the store and assist the senior by reaching for or carrying items or pushing a cart.

General Driving Guidelines

Volunteers who transport seniors must keep their vehicle clean and in safe working condition, must drive safely at all times, and their vehicle must not be modified for the transportation of physically challenged persons (wheelchair lifts etc...) as this would entail different requirements for their driver's license class and their insurance.

Seniors are expected to be able to get into and out of the vehicle on their own. The volunteer is expected to make sure the senior is seated comfortably, and is properly secured with the vehicle's seat belts.

Lines of Communication

Volunteers can call the 'Better at Home' Coordinators anytime and are encouraged to check in regularly, in person or by phone or email, to report any challenges, questions, or to share successes.

Office hours are:

Monday to Friday
9:00 am to 3:30 pm

Messages and emails are checked often and responded to as soon as possible.

Your input helps the program succeed.

Contact:

Program Coordinator:

Rachel Warriner

Email: rwarriner@bfiss.org

Phone: 250-442-2267 ext. 40243

Address:

1200 Central Avenue
PO Box 2498
Grand Forks, BC
V0H 1H0

Volunteer Handbook



**Better
at Home**

United Way helping seniors
remain independent.

Boundary Family Services Better at Home

helps seniors live independently in their own home and stay connected to our community by providing non-medical services

Funded by the Government of BC
Managed by The United Way of the
Lower Mainland

Hosted by Boundary Family Services



Boundary Family Services Better at Home

To Become a Volunteer:

- Complete a volunteer application
- Complete a criminal record check
- Read the volunteer handbook
- Provide parent or legal guardian consent if you are under 19
- Let us know what you want to volunteer for
- Let us know what your time constraints are
- Keep track of your volunteer hours and mileage

Better at Home will:

- Provide you with liability coverage while you are volunteering
- Encourage you to ask questions and let us know if you encounter any problems or challenges
- Reimburse you for local mileage
- Make opportunities available to you to attend workshops on topics pertinent to working with seniors
- Welcome your input and ideas for making “Better at Home” better than ever!

Reporting Hours:

Please keep track of the hours that you spend with your senior on the timesheet provided. If you are volunteering with more than one senior please report the hours volunteered with each individual and not the total hours volunteered. Please submit your timesheet to the coordinator on a monthly basis either by dropping them off at the Glanville Centre or emailing them to rwarriner@bfiss.org by the first week of the month after volunteering .

Reporting Mileage:

Volunteers that provide transportation and wish to be reimbursed will need to submit their mileage by the first week of the month after volunteering. Mileage will only be reimbursed to cover local transportation when the senior is in the vehicle.

Volunteers are not to put themselves in a position where they are privy to confidential information (ie. Financial, medical, legal) or they may not be covered by the volunteer liability insurance, This includes being a witness on legal documents.

Volunteers do not engage in any financial transactions for seniors. No money may change hands. This includes paying for purchases on behalf of the senior or accepting monetary gifts from the senior.

The volunteer is responsible for keeping their vehicle reasonably clean and in safe working condition.

Volunteers who transport or accompany seniors are at least 19 years of age, own their own vehicle and can provide proof of a clean driver's abstract, a valid class 5 driver's license and proof of appropriate vehicle insurance.

The volunteer will commit to following the guidelines outlined in this handbook as well as the policies in the Boundary Family Volunteer Manual.

The volunteer will commit to discussing any concerns with the program coordinator directly or following the concerns and complaints process outlined in the volunteer manual

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Confidentiality:

Volunteers will sign a oath of confidentiality. Volunteers will never discuss or divulge sensitive or confidential information that is entrusted to them. The exception to this is if you feel that a senior is being abused or neglected. Please discuss any concerns with the program coordinator.

Healthy Boundaries:

Volunteers will not provide advice, counselling or any assistance to seniors involving their medications, medical procedures, personal hygiene, financial or legal matters, personal or family problems.

Critical Incidents:

Critical incidents that may affect the health or safety of any seniors should always be reported to the program coordinator who will alert the appropriate authorities. If you feel that the situation is life threatening and happens outside of office hours, please contact the RCMP so that they may alert the appropriate authorities.

Commitment:

Better at Home volunteers are encouraged to commit a minimum of one hour per week to assisting seniors. However, more hours would be most welcome.

- Friendly Visitors generally visit their senior a minimum of one hour per week.
- Transportation and accompaniment volunteers should be flexible and try to accommodate their seniors schedule and appointments.
- Shopping volunteers should allow for enough time for the senior to not feel “rushed” to complete the task.
- If you are unable to fulfill your scheduled commitment due to illness or emergency, please call or email the coordinator as soon as possible.