



CARE LINKS

A program of CAPTAIN Community Human Services

Care Links of Southern Saratoga County A CAREGIVERS PROGRAM

VOLUNTEER ORIENTATION MANUAL

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OUR HISTORY

Shenendehowa Senior Citizens Inc. established the Care Links Interfaith Community Caregiver program in 1996 with the help of both a Robert Wood Johnson Foundation and a Charitable Venture Foundation grant. The program's goal is "to link those in need with those who care," thereby enabling persons 60 and older in need to continue to live independently in their own homes for as long as possible without duplicating other, well-established services. The program was born out of a growing concern about the number of older residents and their caregiving family members seeking respite and other support needed to remain in the community. Trained volunteers are the core of Care Links in the provision of no-cost, non-medical supportive services, including transportation, respite, shopping and errands, housekeeping/chores, handyperson services, friendly visiting, telephone reassurance and support groups as well as information and referral.

In addition to the direct benefit to the older care receiver being served, primary caregivers, including spouses, adult children and siblings, receive support. Volunteers provide respite, which is vitally important to caregivers. One caregiver declared, "It gives me life!" Volunteers help by serving as extra hands for the caregiver. They shop for food, run errands, make phone calls, provide reassurance by telephone when not on a visit, and relieve the caregiver of other routine tasks. If transportation is needed to a doctor's office, volunteers will drive. Sometimes just being there to talk or even more importantly, to listen to the caregiver, is invaluable in reducing stress.

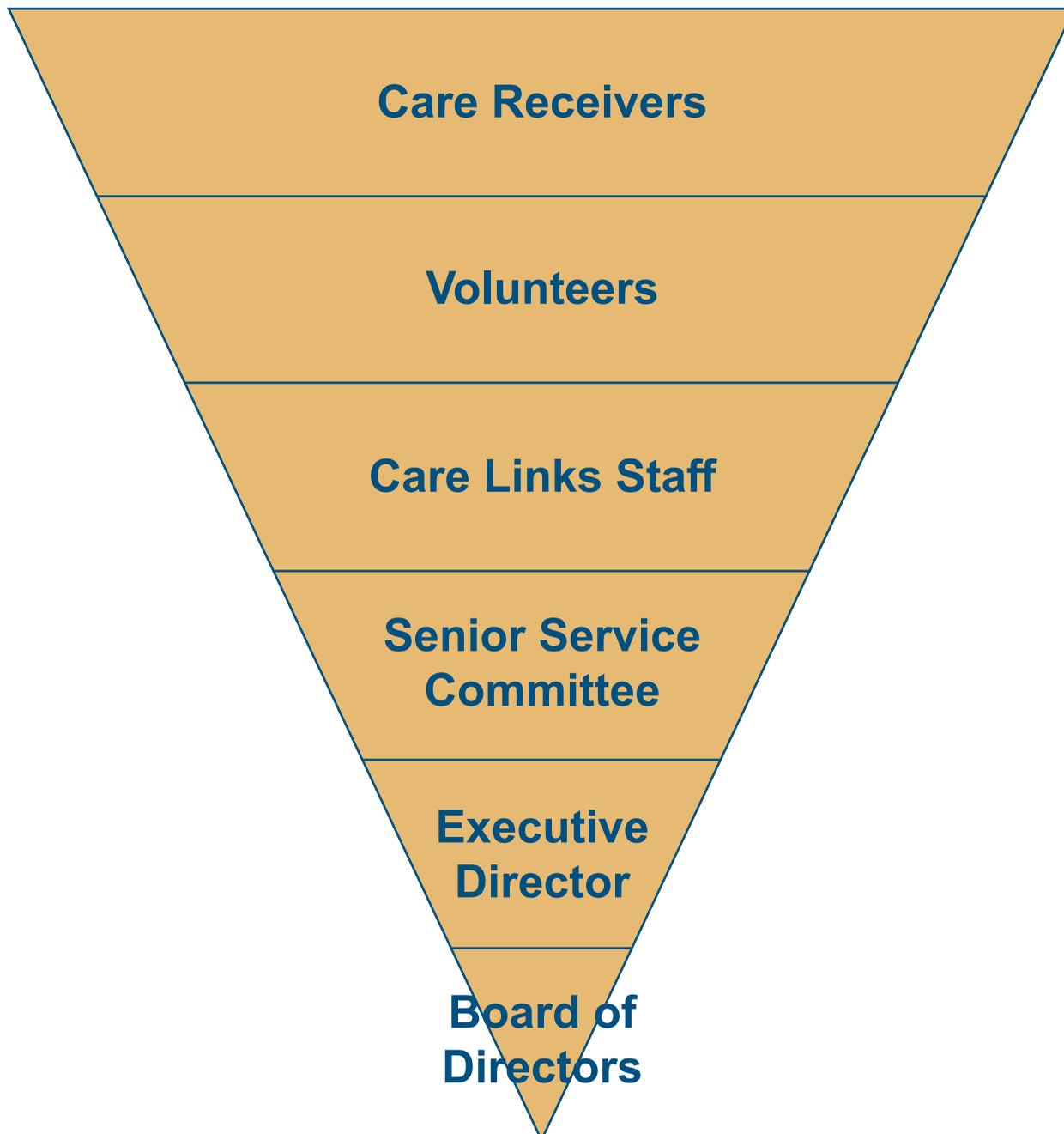
The Shenendehowa Adult Community Center closed the Care Links program on June 30, 2010. In September 2010, it became a program of Burnt Hills-Ballston Lake Community Human Services Corporation (CHS) and was re-named "CARE LINKS of Southern Saratoga County," serving the towns of Clifton Park, Halfmoon and Malta, and the city of Mechanicville. During 2013, the program expanded into the Towns of Ballston and Charlton. In December 2017, Community Human Services, Inc., and all its programs, including Care Links, merged with CAPTAIN Youth and Family Services, Inc., to become CAPTAIN Community Human Services, Inc. (CCHS).

WHAT WE DO MAKES A DIFFERENCE!

OUR MISSION

Care Links' mission is to recruit and train volunteers to provide non-medical support services to community residents 60 years and over to help them to age in place. Older persons prefer to stay in their own home for as long as they possibly can.

OUR ORGANIZATION



VOLUNTEERS

Volunteers are the core of Care Links without whom there would be no program. Care Links volunteers are very special people giving their time and commitment to improve the quality of life for our most vulnerable citizens and their families.

What you can expect as a Volunteer:

- Make New Relationships
- Develop New Experiences and Skills
- Fulfill A Call to Service
- Create A Better Community
- Receive Personal Satisfaction

Volunteer Application Process:

1. Application
2. Interview with CAPTAIN CHS Staff
3. Reference check
4. DMV check and submit Proof of \$100,000/\$300,000 Automobile Insurance
5. Background check

Once approved, volunteers attend an Orientation Session and are provided with a manual with a wide range of helpful information on each service, the scheduling process, their responsibilities, and emergency response procedures.

Volunteer Matching Process for In Home Services:

When a Care Receiver seeking service in the home is identified, Care Links Staff will contact a volunteer to provide information to see if it would be a potential match. If a match is made for in-home services, an introductory meeting between the volunteer, a caregiver (if any), and the Care Receiver will be arranged by staff. Once this meeting has taken place, it is up to the volunteer to arrange the times and dates of the services with the Care Receiver. Once services commence, the volunteer is responsible to report monthly on the support service, the number of hours provided, and the number of miles driven.

CARE RECEIVERS

Eligibility:

- Age: Care Recipients must be 60 years or older
- Residency: Persons receiving services through Care Links must be a resident of one of the following; Towns of Clifton Park, Halfmoon, Malta, Ballston, and Charlton, and the City of Mechanicville

Assessment:

- An Initial Telephone Intake is completed for those requesting any service. This intake includes information on special needs (e.g., mobility limitations and devices) for those requesting transportation service only which will be provided to volunteer drivers.
- An In-Home Assessment is completed by Care Links Staff for a Care Receiver requesting services provided in their home. Information gathered at this assessment on the home environment, any caregivers, and special needs will be provided to the Care Links Volunteer during the matching process.

SERVICES PROVIDED

1. FRIENDLY VISITING

Purpose: To provide socialization through conversation and companionship to combat loneliness.

Scope of Work: Before your visit, remind yourself of your goal in visiting. It is simply to be with the Care Receiver. Don't worry about what to say or using the right words, simply sit back and listen. Trying to cheer someone up is not our primary goal. The Care Receiver may need someone to be with them, hear them and understand them, more than someone to cheer them up. To help in understanding them, encourage reminiscence- use open ended questions about their family, birthplace, hobbies, former occupations, groups belonged to, music, card games, books, etc.

Responsibilities:

- a. Respect the confidentiality of the Care Receivers and their families. It is critical that their information is not discussed outside the situation. Please bring any concerns regarding the Care Receiver to the Program Manager.

- b. Remember that you come to visit and serve both the Care Receiver and the primary caregiver.
- c. It is important that visitors are positive and wear a pleasant, smiling countenance. Thoughtful expressions of concern such as bringing flowers or reading material are always appreciated and help to cheer up those that may need encouragement.
- d. Enter the house slowly, with respect for the resident's privacy. If the door is closed, or partially so, knock and announce who you are. Wait for a response. If the door is open and there is no response, enter slowly to be sure not to alarm the Care Receiver if he/she is sleeping or hard of hearing.
- e. Respect the Care Receiver's wishes regarding the length of the visit. Smoking in a Care Receiver's home is not acceptable.

Friendly visits can have a DUAL PURPOSE. They can meet the needs of the Care Receiver for socialization while at the same time provide some relief, i.e., respite, for the primary caregiver such as a spouse, adult child, etc. When the caregiver can do some other task, either inside or outside the home, during your visit, RESPITE is also provided. The dual nature of such visits should be noted on your monthly time sheet.

2. RESPITE

Purpose: To provide a caring presence, to "people-sit", allowing the primary caregiver a period of rest/relief and/or time to be away from the home. Respite gives the primary family caregiver a needed break from the stress of caregiving.

Scope of Work: To provide a caring attitude toward the person to be cared for. To talk, read, sit, and be available for that person while the caregiver is away or elsewhere in the home. The function is not unlike friendly visiting.

Responsibilities:

- a. Be dependable and on-time.
- b. Be attentive to the person needing care.
- c. Receive and follow instructions regarding person's habits and needs.
- d. Inform caregiver upon return of any information regarding person's activity.

3. SHOPPING ASSISTANCE

Purpose: To assist a Care Receiver by shopping for them or taking them to the store to shop.

Scope of Work: Shopping Assistance is two-fold; either transporting the Care Receiver to the store and assisting with purchases or going to do their shopping for them. Volunteers assist with purchases of food, small household and personal items, and/or basic clothing needs as well as picking up prescriptions.

Responsibilities:

- a. Take a list and money from the Care Receiver, return items with change and receipts, or
- b. Potentially, you may transport the Care Receiver to the store and Assist with purchases. If you do both Shopping Assistance and Transportation, each should be noted on your monthly time sheet.
- c. Be responsive to the needs of the Care Receiver regarding personal preferences in item selection.
- d. Read ingredients on labels if requested to do so.
- e. Assist with loading and unloading of items.

4. TELEPHONE REASSURANCE

Purpose: To provide social contact with community residents for friendly support; can also serve to ensure a person is up and about each day. To provide a regular presence in the Care Receiver's life.

Scope of Work: Contact is made by telephone for 15 minutes to 1 hour once or twice per week. If the contact call is to ensure a person is up and about, it could be as brief as 5 minutes per day.

Responsibilities:

- a. Be timely and consistent in making the contacts
- b. Provide support, offer encouragement
- c. Listen

5. TRANSPORTATION

Purpose: To drive Care Receivers to and from various medically-related and other community support destinations.

Scope of Work: Select trips to provide, notify the Care Receiver that you've booked the trip, confirm/remind the Care Receiver before the trip, complete the transportation of the Care Receiver to the appointment (round trip if needed).

Responsibilities:

a. For Volunteer Drivers using the Assisted Rides software system:

- Driver logs in and reviews the Pending Rides Report, including Client/Trip Notes on mobility status/special needs such as uses oxygen, walker, cane, etc., indicates potential interest in driving a specific Care Receiver, reviews and completes Request Details form.
- Care Links sends driver Assigned Trip Notification form. Driver confirms ability to provide the ride. (Note Care Links does NOT routinely notify the Care Receiver with the driver's name.)
- Upon receipt of the Assigned Trip Notification the Driver immediately contacts the Care Receiver to identify self, confirm trip/appointment time and describes their vehicle. Dependent upon the time between the confirmation call and the trip, the Driver should also call the Care Receiver again the day/evening before the trip as a reminder.
- At the end of a trip the driver completes and submits the Notification Form.

b. For Volunteer Drivers NOT using Assisted Rides software system:

- Care Links contacts driver by phone with list of possible transportation trips; driver determines which to accept; Care Links provides driver with the name, address and telephone of the Care Receiver (CR), destination, appointment time and Client/Trip Notes on mobility status/special needs such as uses oxygen, walker, cane, etc.
- Driver telephones the Care Receiver immediately after agreeing to drive. Identify self and vehicle and confirm the appointment. It is best to call again the day of the appointment or the evening before, just as a reminder.
- These trips must be noted in your Monthly Time Sheet.

c. Information Applicable to ALL Drivers:

- When escorting the Care Receiver to their destination, accompany the Care Receiver into the building and to the appointed reception area. You are not required to assist the Care Receiver in preparing for medical examinations or procedures.

- Identify yourself to the receptionist when entering as the “Care Links Volunteer Driver.” Verify how long the appointment will take.
- If the appointment is 30 minutes or less, please wait there.
- If the appointment is longer, you may decide with your Care Receiver to come back at an agreed upon time for the return trip.
- Return the Care Receiver as agreed. If they request an additional stop and you are unable to fulfill it, let them know that they may call the office to arrange another trip.
- If you agree to drive a person for their next appointment, please notify the office so that we can mark that visit on our calendar and records.
- You are not allowed to transport someone home from surgery or dialysis if the hospital or center does not advise that they be released at the time of your scheduled pickup. If the medical advice is that the patient waits to be released later that day, you can wait for a short time; the decision is up to you. If you cannot wait, you are not obligated to do so. The dialysis patients will always be advised in advance of our policy on this type of transporting.
- Occasionally, a client may be sent to the hospital as a result of a medical visit. If a client refuses to go to the hospital, Care Links is NOT to provide a ride home, as it represents a medical risk.

d. Accident Insurance Coverage

The Volunteer Driver’s personal auto insurance policy is primary up to their policy limits of \$100,000/\$300,000 as required for all CCHS volunteers and employees.

Any excess damages would fall under CCHS’ “Hired and Non-Owned” Auto Coverage which is included in CCHS’ Commercial Auto Policy.

6. HOUSEKEEPING AND CHORES

Purpose: To assist a Care Receiver with light household tasks such as cleaning, vacuuming, dusting, mopping, laundry, etc. May also include yard work/clean-up.

Scope of Work: Determined through discussion with the Care Receiver.

Responsibilities:

- Discuss with the Care Receiver the type of chores requested
- Establish a timeframe for completion and complete the chores
- Confirm with Care Receiver that the chore is complete

7. HANDYPERSON SERVICE

Purpose: To assist a Care Receiver with a wide range of repairs, typically around the home such as minor plumbing work, minor electrical work, household carpentry, change light bulb, etc.

Scope of Work: Determined through discussion with Care Receiver.

Responsibilities:

- Discuss with Care Receiver the type of repair/maintenance requested
- Determine if the request is within your capabilities, do not take on a repair that you are uncomfortable with or is out of your scope of experience
- Establish a time frame for completion and complete the repair
- Confirm with the Care Receiver that the repair is complete

COMMUNICATION

1. VOLUNTEERS ARE THE EYES AND EARS OF THE PROGRAM

- You may be the only person who sees the Care Receiver on a regular basis who can act as an intermediary between the Care Receiver and the Care Links Program Manager.
- If you identify through your observations, what you are told, or by “reading between the lines” any problems, potential problems or issues that might need to be addressed, call the Care Links office to discuss the issue. The Program Manager will be responsible for following up and determining if there may be a solution that can be worked out to improve the quality of life of the Care Receiver.

2. CANCELING APPOINTMENTS

- a. **Be Reliable:** Keep all appointments or notify the Care Link’s office and your Care Receiver in advance. Call Care Receivers to let them know when you are visiting or giving them rides.
- b. **Inclement Weather:** If you are scheduled to provide service to a Care Receiver and a weather advisory has been issued, contact the receiver to cancel and inform the Care Links office. You may reschedule with your Care Receiver or contact us the next day.
- c. **Personal Emergency:** As soon as possible, inform both the Care Receiver and the Care Links Office. If the service is transportation, we will attempt to schedule another volunteer.

3. HANDLING COMMUNICATION DIFFICULTY WITH THE CARE RECEIVER OR THE FAMILY OF THE CARE RECEIVER

- Refer the Care Receiver or their family to the Care Links Program Manager for family problems or exchange of information.

4. REFERRALS TO ADDITIONAL SERVICES

- If the Care Receiver needs additional services, you can refer them to the Care Links office to find another solution to help with their need. The Program Manager is responsible for coordinating any additional service delivery and you do not need to feel any obligation to provide more service. Please report any concerns or suggestions about additional services to the Program Manager.

5. SHARING OF VOLUNTEER'S PERSONAL INFORMATION

- It is your decision whether to share your personal information with your Care Receiver. You may decide if you wish to share your phone number. You may want to wait until you develop a relationship and have established a comfortable level of trust before giving out your phone number.

6. CONFIDENTIALITY/SHARING OF CARE RECEIVER'S PERSONAL INFORMATION

- Volunteers serving a Care Receiver in their home must possess a Care Receiver Information Sheet which contains Emergency Contact numbers and vital information you will need should an incident occur.
- All information about the Care Receiver and their family is confidential. It is important to respect the confidentiality of Care Receivers and their families by keeping all information to yourself. Do not discuss or mention the name of the Care Receiver without their permission.

CONFLICT OF INTEREST

A conflict of interest arises when an activity limits a Care Links volunteer's ability to act in an ethical or responsible manner. The following examples provide a better idea of what constitutes a conflict:

- Accepting gifts or entertainment of any kind from persons receiving care or their caregivers;
- Engaging in a practice that violates any federal, state, or local law, or that violates any regulation of which Care Links is subject;
- Revealing or misusing any confidential information that is proprietary to Care Links.

INCIDENTS, EMERGENCIES, & LIABILITY

1. INCIDENTS An incident within the Care Links program is defined as any situation or potential situation that has or could endanger the welfare of a volunteer or Care Receiver, staff or the program. Examples: observation of falls, stumbles, cuts, injury or risk of injury, breakage (of anything belonging to the Care Receiver), angry altercation, taking notice of a broken window/lock, motor vehicle accidents, abuse of any person, theft, etc.

Volunteers are responsible to report all incidents to the Care Links staff as soon as possible. An incident report should be filled out and turned into Care Links Staff within 24 hours.

2. EMERGENCIES An emergency is defined as a sickness, injury or situation requiring the Care Receiver or volunteer to be transported to a medical facility (hospital or urgent care) for assessment. It may be that the assistance of police, fire, or another emergency agency is required.

A volunteer is not responsible for assessing the medical condition of the Care Receiver. You are responsible for deciding whether to call for help if the person is not capable. You are not responsible for following an ambulance to a medical facility.

If you arrive and the Care Receiver is not answering the door or their phone, call Care Links first if possible. Then try to reach the Care Receiver's emergency contact or family. If appropriate, call the sheriff/police number.

- Sheriff-Clifton Park, Halfmoon, Malta, Charlton or Ballston:
(518) 885-6761
- Mechanicville Police: (518) 664-7383

Assessment of Situation

If the Care Receiver is:

- Competent, Conscious and Alert: Ask if they prefer you to call their emergency contact person or 911, Lifeline, or Hospice.
- Incompetent and Conscious: Call the Emergency Contact person and inform them of the situation.
- Incompetent and Unconscious: Call 911 or use Lifeline if available.

Recommendations of the Red Cross

If the victim is unconscious, call 911. Sometimes a conscious victim will tell you not to call 911, and you may not be sure what to do. Call 911 anyway if the victim

1. Is or becomes unconscious
2. Has trouble breathing or is breathing in a strange way
3. Has chest pain or pressure
4. Is bleeding severely
5. Has pressure or pain in the abdomen that does not go away
6. Is vomiting or passing blood
7. Is having a seizure, a severe headache, or slurred speech
8. Appears to have been poisoned
9. Has an injury to the head, neck or back
10. Has a possible broken bone

3. GENERAL LIABILITY COVERAGE Volunteers are provided coverage under CCHS's General Insurance should a claim arise due to an unforeseen and/or unintentional loss while performing duties related to the conduct of CCHS' Care Links Business. An example of an unforeseen/unintentional loss could be when a volunteer physically assists a Care Receiver, e.g., provides an arm to steady a person up or down a step/curb or lifts a leg to assist entry into a vehicle, and an injury occurs.

MONTHLY REPORTING

Volunteers provide extraordinary support to the Care Receivers and their families. They know it and value it highly. At the same time, these efforts need to be noted to the public and the organizations that assist in funding the program. In fact, the government funders of Care Links require monthly service data. Without the data that your monthly reports provide we would not have the ability to justify continuation of this vital program.

1. **TIMESHEETS** (provided during orientation)

- a. Volunteers must submit a Monthly Care Links Time Sheet for each month that services are provided. (The exception would be a volunteer that provides Transportation only and already reports all Transportation through the Assisted Rides Software.)
- b. Timesheets are due in the office by the fifth of the month for the previous month.
- c. Information from Timesheets is necessary for statistical tabulation that the staff must provide to the County Office of the Aging every month.
- d. There are several ways to submit your Timesheet:
 - FAX: (518) 399-8663
 - E-mail: carelinks@captaincares.org
 - Call in: (518) 399-3262
 - Mail: 543 Saratoga Road, Glenville, NY 12302

FORMS & DOCUMENTS

As a volunteer, you will be provided with the following forms and documents during your orientation:

- Intake Form
- In Home Assessment Form
- Monthly Care Links Timesheet
- Incident Report Form

