

CARE RECEIVER PROGRAM POLICIES

In order to become a care receiver, a Care Receiver Application must be completed. All information asked for in this form is essential to our agency's ability to match you to a volunteer or volunteers who can meet your identified needs. If you are personally unable to complete an application, the document may be completed by a family member, friend, or referring agency. Please read the following program policies carefully.

Review of Eligibility and/or Referral

Once your application is received, you will be contacted to set up an assessment intake visit. This visit will serve as an opportunity for you to meet a representative of Faith in Action, ask any questions you may have, and learn more about the program and how it works.

Not everyone who requests services from Faith in Action of the Greater Kanawha Valley is a suitable candidate for our services. If at any point in the application process it is determined that your needs are beyond the scope of what we can offer, you will be provided with information on other agencies that may be able to help.

Requests for Service

Requests for services should be made by telephone **at least two weeks prior to the time the service is needed**. To request service, just call (304) 881-7253 Monday through Friday from 9 am – 3 pm and our staff will help you. If you reach our voice mail, please leave only your name and number; we will discuss the details of the request when we return your call.

Once a volunteer has signed up to fulfill your request, that volunteer will contact you directly 2-3 days prior to the assignment to introduce him/herself, discuss specifics, and confirm date and time.

There may be times when no volunteer is available to meet your needs. **If a volunteer cannot be found to fill your request, you will receive a call from the Faith in Action office 2-3 days in advance of your scheduled appointment to let you know so you will have adequate time to make other arrangements or reschedule the appointment.** This does not happen often, but because we are an all-volunteer program, it is always a risk.

Depending on the situation, an ongoing care receiver/volunteer relationship may develop in which the same volunteer repeatedly provides services for a care receiver. In other cases, different volunteers may provide services to a care receiver at different times.

Faith in Action of the Greater Kanawha Valley, Inc.

It is **VERY IMPORTANT TO NOTE** that all requests for service **must** be arranged through the FIAGKV office by calling 304-881-7253. Arrangements should never be made directly between you and a volunteer (other than confirming the arrangements, as described in the previous paragraph).

We protect and respect our volunteers' privacy. Contacting a volunteer directly or attempting to arrange service with a volunteer outside the Faith in Action of the Greater Kanawha Valley policy can be grounds for refusal of future service.

Confidentiality

Volunteers assigned to your request will be provided information from your application and intake interview as needed to help them serve you to the best of their ability. This is a critical piece of enabling our volunteers to provide you with the care and attention you deserve based on your needs. Volunteers and staff have been trained to treat on confidentiality policy and are not permitted to release information without your consent.

Identification

All volunteers are provided with an official identification card and should carry it with them at all times when performing service on behalf of FIAGKV. Care receivers are responsible for asking to see this, to ensure your personal safety. If there is ever a doubt about the identity of the volunteer, you should not admit them into your home nor enter their car. A call should be placed immediately to the FIAGKV at (304) 881-7253.

Volunteer Compensation

FIAGKV volunteers perform services with no anticipation of financial compensation. Care receivers should NOT offer to pay volunteers for services.

FIAGKV has a gifts policy wherein a volunteer, under no circumstance(s), is to accept money or personal property from a care receiver for services rendered on behalf of FIAGKV. If the care receiver wishes to donate to FIAGKV, these can be mailed directly to the organization at P.O. Box 11623, Charleston, WV 25339.

Safety and Emergency Procedures

Safety of the care receiver is of utmost importance. Volunteers are trained to act with good judgment in the event of an emergency. The FIAGKV safety and emergency guidelines were developed for the welfare and benefit of all. All volunteers have been trained to follow a detailed Crisis Plan. Any serious accident or emergency must be reported to FIAGKV personnel immediately.