

# CASI

Community Action for Seniors' Independence

## Volunteer Handbook

### Contact

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The office hours are Tuesday to Thursday from 9:00 am to 4:30 pm

# Volunteer Handbook

*Please refer to Vol-004 for basic information on CASI, its partners, funders, and objectives.*

Welcome to the CASI Team! The objective of the CASI Project is to assist seniors to live happy, healthy, safe lives in the comfort of their own home by providing services or referral to services.

## **All CASI Volunteers**

The following handbook has been developed to provide volunteers with information on the CASI project, its goals to assist seniors, and the important part volunteers play in achieving that goal.

## **General Volunteer Information**

If you wish to become a CASI Volunteer we will:

- Ask you to fill out an application and a criminal records check
- Invite you to an orientation/training session
- Give you a copy of the Volunteer's Handbook
- Ask you to provide parental/legal guardian consent if you are under 19
- Ask you what sort of assistance you wish to give and what your time constraints are
- Provide you with photo ID and liability insurance coverage
- Encourage you to ask questions and let us know if you encounter any problems or challenges
- Welcome your input and ideas for making CASI succeed

## **Lines of Communication**

Volunteers can call on the CASI Coordinator anytime, and are encouraged to check in regularly, in person or by phone or email, to report any challenges, questions, or to share successes. Although office hours are within Tuesday to Thursday, we check all our messages and emails and respond to them. Your input helps the project succeed.

## **Orientation and Training**

Orientation is offered to Volunteers on a regular basis and all volunteers are encouraged attend and to let us know if there are other areas of training they feel would be helpful. Orientation, training, and other similar activities take place at the CASI office at Unit 7 of the Dawson Coop Mall, 10200 – 8<sup>th</sup> Street, Dawson Creek.

## **Confidentiality**

Volunteers understand confidentiality and never discuss or divulge sensitive or confidential information entrusted to them. They extend this courtesy to seniors, people present in the senior's home, staff, and other volunteers.

Critical incidents that may affect the health or safety of any of the preceding persons should always be reported to the CASI Coordinator who will then alert the appropriate authorities. If it is outside of regular office hours and you feel it is imperative that someone be notified, please call the emergency contact for your senior (this will be provided to you before you start volunteering for that senior). If that fails, please contact the RCMP and give them the particulars so they may alert the appropriate authorities. Identifying what a critical incident is will be covered during orientation.

## **Commitment Requested**

CASI Volunteers are encouraged to commit a minimum of one hour per week to assisting seniors. However, if the volunteer desires to contribute more hours, that would be most welcome. Approximately two hours are needed for the orientation/training session.

Time commitment for yard work and snow removal are often dictated by the weather, volunteers understand that taking on these types of tasks may require visits to be irregular and unplanned, dependent upon the weather. Friendly Visitors visit their senior friend a minimum of one hour a week. Transportation and Accompaniment Volunteers are flexible and try to accommodate seniors' schedules and appointments. Whereas housekeeping tasks may develop into being a regular visit to a specific senior; home maintenance/repair may only require one visit to deal with one issue, so that home maintenance/repair volunteers may find themselves assisting a variety of seniors.

## **Specific Task Information:**

### **Home Maintenance/Repair**

Volunteers who do home maintenance tasks arrange a mutually convenient time to go the senior's home, and, using the senior's supplies and equipment or their own, completes home maintenance tasks that the senior can't do themselves. These are simple tasks that take from one to two hours to complete and that improve the home in a way that contributes to the senior's wellbeing or safety. Volunteers who do home maintenance are 19 or older, are never expected to do repairs that require a certified tradesperson (ie. plumber, electrician etc...), and have their own transportation to and from the senior's home.

## **Housekeeping**

Volunteers who do housekeeping tasks arrange a mutually convenient time to go to the senior's home, and, using their own or the senior's cleaning supplies and equipment, do housekeeping duties that the senior cannot do themselves.

Volunteers who do housekeeping tasks are 19 or older and have their own transportation to and from the senior's home.

## **Yard Work**

Volunteers who do yard work arrange a mutually convenient time to go to the senior's home, and, using the senior's equipment or their own, do yard work tasks (ie. raking leaves, mowing lawns etc...) that the senior cannot do themselves. The senior and the volunteer each keep their own equipment in safe working order.

Volunteers who do yard work are at least 15 years of age, (if under 19, volunteers need parental or guardian consent), and have their own transportation to and from the senior's home.

## **Snow Removal**

Volunteers who do snow removals go to the senior's home and, using the senior's equipment or their own, remove snow from walkways and driveways. The senior and the volunteer are each responsible for keeping their own equipment in safe working order. Volunteers don't go onto roofs to shovel, however they do use a roof rake, from the ground, to remove snow from a roof. Volunteers who do snow removal tasks are at least 15 years of age (if under 19, volunteers need parental or guardian consent), and have their own transportation to and from the senior's home.

## **Transportation/ Accompaniment**

These 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. Then they wait for the senior, arrange for a pick up time, or arrange to have the senior call them when they're ready to leave. Volunteers ensure that the senior gets into and out of the vehicle safely, is seated comfortably, and is properly secured with the vehicle's seat belts.

A volunteer who 'accompanies' the senior will go in to the store, appointment, etc... and assist the senior. Volunteers should be aware that being privy to personal or confidential information may make them liable if information is misunderstood.

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

Volunteers who transport seniors keep their vehicle clean and in safe working condition, they drive safely, and their vehicle is not 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. Volunteers will not be requested to transport physically challenged individuals as these seniors will be referred to Step Up and Ride, who have the equipment and expertise to provide this special service.

## **Friendly Visitor**

The Friendly Visitor provides companionship, is at least 19, and has their own transportation to and from the senior's home. The Friendly Visitor and the senior will arrange mutually convenient times to meet.

Once you have read and understood the Volunteer Handbook, please sign this page, detach it, and return it to your CASI Coordinator. Thank you. Your commitment as a CASI Volunteer is greatly appreciated. Please know that this handbook was developed to protect volunteers as much as our clients. If you have any questions about the handbook, please feel free to ask for clarification before signing below.



I have read and understand the instructions and procedures outlined in the CASI Volunteer Handbook. I understand that I must follow these instructions and procedures whenever I am representing CASI and that failure to do so may make it impossible for us to offer you further volunteer positions.

#### Confidentiality Agreement

*A client's personal information is private and confidential. I understand that I may become aware of private information during the course of performing my duties as a volunteer for CASI and that I am prohibited from divulging or communicating this information both during and after my employment. I agree to respect the rights of the people I come into contact with, during my volunteer experiences, to confidentiality and privacy.*

*I acknowledge that I have read the confidentiality agreement and understand my responsibilities as they pertain to confidentiality of personal information and agree to the principles of this agreement.*

\_\_\_\_\_  
Volunteer Name (please print)

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

