

Interfaith Caregivers will:

- Respect your privacy
- Treat you with dignity, courtesy, and compassion at every encounter
- Keep your information confidential except to ensure your safety
- Provide volunteers that are that are thoroughly screened and recognizable by an Interfaith photo ID.
- Use vehicles that are properly insured and maintained.
- Ensure our volunteer drivers are properly licensed and trained.



of Washington County



Guidelines for Seniors

(262) 365-0902

General Guidelines:

- Seniors must be over the age of 60 and living in Washington County to qualify for any services. Public record checks are conducted on all seniors applying for services.
- Client application can be downloaded from the Interfaith website ~ <http://interfaithwashco.org/services/>
- Interfaith volunteers are not trained to provide emergency medical services. In the event of an emergency, all volunteers will immediately call 911 for assistance.
- Interfaith works hard to find volunteers to fill requests. There are times, however, when volunteers cannot be found, and a request cannot be filled.
- While there is not a cost for services, expenses incurred are the responsibility of the senior, not the volunteer.
- A volunteer may not be contacted directly – all communications must be directed through the Interfaith office.
- Volunteers are not allowed to accept money for themselves but may accept donations for Interfaith. All donations given to Interfaith, are tax deductible.
- Please report any problems or concerns immediately to the Interfaith office.
- No smoking is allowed in Interfaith vehicles or in the company of an Interfaith volunteer.
- No alcohol/other drug use is allowed while receiving Interfaith services.
- Interfaith reserves the right to decline any of their services.

Transportation Guidelines:

- Transportation is available to healthcare, wellness/exercise, pharmacy, grocery store/food pantry and senior centers ONLY. Healthcare appointments are given priority scheduling.
- Transportation is provided inside & outside of Washington County; within an approximate 50-mile radius.
- **Please call in ride requests at least 10 days prior to appointment scheduling** to allow Interfaith time to schedule volunteers.
- Please call the Interfaith office with any changes to your personal information or emergency contact.

- Interfaith requires a senior be accompanied by a caregiver for inpatient or outpatient surgeries or procedures that require:
 - a. Signature for release on the patient's behalf
 - b. Supervision during the actual procedure
 - c. Any form of sedation
- When being transported by an Interfaith volunteer, senior and volunteer must wear their seat belts.
- Interfaith volunteers are NOT permitted to drive a senior's personal vehicle.
- All seniors must be able to transfer independently into and out of the vehicle. A volunteer is not allowed to lift or carry a senior; an alternative option would be using Interfaith's wheelchair accessible transportation. We are unable to transport a senior's power chair or scooter.

Other Services Guidelines:

- For any in-home services, please be present when the volunteer arrives.
- If a volunteer will need tools or supplies for a home repair or yard maintenance, in most cases the senior must provide the tools or supplies necessary to complete the work. Please confirm when making the request.
- Light housekeeping tasks may include, vacuuming, dusting, and other tasks that require minimal time and physical commitments.
- Interfaith volunteers are unable to provide services that require a licensed professional or deemed unsafe or excessive.
- Firearms and weapons are prohibited by Interfaith Caregivers:
 - a. within any building owned, leased or operated
 - b. within any vehicle owned, leased, or operated
 - c. during the conduct of any activity occurring under the authority of Interfaith Caregivers.

Contact Information:

Interfaith Caregivers Offices:

Monday – Friday ☞ 9:00 AM to 3:00 PM

Phone Lines Available:

Monday – Friday ☞ 9:00 AM to 1:00 PM ☞ (262) 365-0902