

## 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 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.



P.O. Box 1143  
West Bend, WI 53095  
(262) 365-0902  
(262) 365-0905 Fax  
[www.interfaithwashco.org](http://www.interfaithwashco.org)



of Washington County



*Guidelines for Seniors*

**(262) 365-0902**

*Revised 07/22*

## General Guidelines:

- Seniors must be over 60 and live in Washington County to qualify for services. Public record checks are conducted on all seniors applying for services.
- "Senior Services 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 in Interfaith vehicles or in the company of a volunteer.
- Certified service animals are allowed, please notify us prior.
- No alcohol/other drug use 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 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 business days prior to apt. 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
- During transport, the volunteer, senior and any other passenger must wear their seat belts.
- A volunteer is 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:

### **A list of services can be found on the *Senior Services Application*.**

- **Priority given to requests from seniors who reside alone or where all members of the household have limited mobility.**
- **All members of the household must be over age 60.**
- Senior must be present when the volunteer arrives.
- In most cases, a senior must provide tools or supplies necessary to complete the work for minor home repair/yard maintenance.
- "In home" tasks may include, vacuuming, dusting, and other tasks that require minimal time and physical commitments. **NO personal care, medications or financial service provided.**
- 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 or vehicle owned, leased or operated or during any activity occurring under authority of Interfaith Caregivers.

## Contact Information:

### **Interfaith Office Hours:**

Monday – Friday ☞ 9:00 AM to 2:00 PM

### **Phone Lines Available:**

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