Other Assistance Service Guidelines

A list of services is found on the Senior Services Application.

- Priority given to requests from seniors who reside alone or where all members of a household have limited mobility.
- Seniors 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.
- 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:
  - Within any building or vehicle owned, leased, or operated.
  - Or during any activity occurring under authority of Interfaith Caregivers.

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.

Interfaith Caregivers
of Washington County

Guidelines for Seniors

Interfaith Caregivers
of Washington County
P.O. Box 1143
West Bend, WI 53095

Office Hours:
Monday–Friday | 9:00am–2:00pm

Phone: 262-365-0902 | Fax: 262-365-0905
Phone Lines Available Monday–Friday
9:00am–2:00pm

When calling after hours, please leave a message and we will return your call.

interfaithwashco.org

General Guidelines

- Seniors must be 60 + and live in Washington Co.
- Public record checks are conducted on all applications.
- "Senior Services Application" can be downloaded and submitted from the Interfaith website ~ interfaithwashco.org/services
- Interfaith volunteers are not trained to provide emergency medical services. In an emergency, volunteers will call 911 for help.

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 communication 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.
- Certified service animals are allowed, please notify us prior.
- No alcohol/other drug use allowed while receiving Interfaith services. No smoking in any vehicle or with a volunteer.
- Interfaith reserves the right to decline any service request
- Appointment start times must be between 8am and 3pm.
- Transportation provided approx. 50-mile radius outside of Washington County.
- We cannot transport to inpatient/outpatient procedures without a set start time given 10 business days in advance.
- We do not transport home from a hospital or rehab stay.
- A senior must be accompanied by a caregiver for outpatient procedures that require:
  - Signature for release on the patient's behalf
  - Supervision during the actual procedure
  - 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.
- Senior must be able to transfer independently in/out of a vehicle. An alternative option is using Interfaith wheelchair accessible transportation. We are unable to transport a senior's power chair or scooter.

Transportation Guidelines

Transportation is available to healthcare, wellness, pharmacy, grocery store ONLY. Priority given to healthcare appointments.

Transportation Breakdown

Monday through Friday - (Life-Sustaining Recurring Appointments):
Rides are available Monday through Friday for life-sustaining medical appointments, including but not limited to: Dialysis Treatment, Wound-Care Treatment, In-County Cancer Care Treatment (Froedtert Kraemer Cancer Center & Aurora Vince Lombardi Cancer Clinic)

Monday, Wednesday, & Friday Rides (In-County Transportation):
Transportation is available to destinations within Washington County, up to capacity, for both wheelchair and non-wheelchair clients. Priority is given to individuals living independently or in non-facility settings to support their independence.

Tuesday & Thursday Rides (Out-Of-County Transportation):
Transportation is available for destinations outside Washington County (pickups must be within Washington County borders), up to capacity, for both wheelchair and non-wheelchair clients. Priority is given to individuals living independently or in non-facility settings to support their independence.