



# communityvillage LAWRENCE

*The mission of Community Village Lawrence is to enhance the quality of life for the community by helping neighbors remain in their homes as they age. We aim to do this by creating a network of support following the Village model to make aging at home a long-term, affordable option.*

## Volunteer Handbook

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## Welcome

Community Village Lawrence (CVL) would like to welcome you to our neighbor-to-neighbor volunteer support network. We are pleased that you share our belief in the mission to help older adults age in place, increasing their overall quality of life. We encourage local residents of all ages and backgrounds, whether with specific skills or pure enthusiasm about contributing in their community, to volunteer. You may serve as a volunteer on a regular or occasional basis and you are free to accept or decline opportunities. Your skills, interests, and availability will be matched to fit the needs of our members, prioritizing your personal schedule and abilities. You are also invited to participate as a committee member after meeting one-on-one with a current board and staff person to evaluate where you can offer the best assistance.

## What is a Village?

The Village movement began in 1999 when a group of neighbors sitting on their stoops in Boston decided they wanted to live in their own homes as they aged. Everyone had the same problem: they wanted to age in their own homes and neighborhoods but were concerned that they didn't have the support to do so. They wanted to find alternative solutions to the traditional aging supports such as assisted living and nursing homes so they could take care of themselves rather than being "taken care of". They developed an organization where the members decide what they need and want in their own homes. With a network of vetted service providers, volunteers, and members, residents are able to find trusted and discounted professional services, volunteer services, and desired social and educational interactions. This is the basis for the Village model, a self-sustaining, member-driven network that allows seniors to age in their homes while promoting community growth and volunteerism.

## Who We Are

In 2012, local Lawrence organizations recognized the strong desire of area seniors to be able to live in their homes as long as possible. Community Village Lawrence is the solution that was born from ideas of Lawrence residents and collaboration with organizations such as the Lawrence Douglas County Advocacy Council on Aging.

Community Village Lawrence is made possible by a committed group of volunteers. Current acting board members are: Diane Adamson, Mary Baxter, Judith Bellome, Tamara Cash, Chris Holmer, John Hodge, Mary Johnson, John LaRocca, Brenda Nuñez, Ellen Paulsen, and Steven Jacobs. The "*Why We Believe*" page on our website shares why board members joined the Village group.

## How the Volunteer Network Functions

The volunteer network of a Village is unique. While certain volunteer opportunities follow a regular schedule, volunteers within the network are scheduled according to members' needs. When members request a service, Village staff match a volunteer according to his or her skill, location, and availability, and arrange for the service to be completed. Volunteers often serve members directly, creating a neighbor-to-neighbor service.

## Who are CVL Members?

Members pay an affordable monthly or annual fee to receive assistance through a network of volunteers and pre-approved service providers (PSPs). PSPs provide reduced-rate services to members. Members will also have access to a selection of social, educational, cultural and wellness activities. In many cases, members receiving services will also act as volunteers to provide neighbor-to-neighbor support; however, this is not a requirement.

Village members can be any age, but members are often those 55 or older who wish to remain in their homes as they age. Members are people who would benefit from receiving discounts on goods and services they currently use, or who may need help with certain day-to-day tasks. Members would like to stay connected to an active volunteer within their community.

## **Who are CVL Volunteers?**

CVL volunteers are residents of all ages across the community who wish to share their skills, talents and time to help Community Village Lawrence members. Volunteers help with light home maintenance, yard work, transportation, technology assistance, and other tasks. Volunteers are often also CVL members. Volunteers believe in enriching the lives of the entire community. Volunteers come from all walks of life. Volunteers may or may not have experience working with seniors. Volunteers will be required to follow rules of confidentiality and additional policies and procedures set forth by Community Village Lawrence.

## **Expectations of Members & Volunteers**

The individual expectations of members and volunteers differ but are the same in that all individuals participating in CVL's program will strive to enhance the experience of aging by enriching the lives of others while sharing in community. Aging is a natural process; stages of which can be joyful and others quite challenging. Members need assistance, and volunteers fill in those gaps.

Members expect independence and wish to preserve their right to live in their homes for as long as they see fit. Volunteers expect to improve quality of life for others and themselves.

Community Village Lawrence expects that there is an unspoken agreement between members and volunteers to treat one another with dignity and respect. No one party will take advantage of the other. The Village model is based on the 'goodwill' principle. Neighbors take care of each other and the community as a whole thrives. However, CVL also expects volunteers and members to follow the specific guidelines and policies presented to them.

# Policies

## Personal Closeness with Members

It is quite possible for volunteers to become personally close with Village members while providing assistance. Volunteers should avoid performing personal services that require close physical contact, and should discuss such requests with the Volunteer Coordinator or Executive Director, who may refer the member to a professional provider for personal care. **Volunteers should not offer advice about a member's health, finances, or safety** (e.g., medication, diet). Volunteers should refrain from sharing personal information or experiences with members. Volunteers must be careful not to make promises or offers to act as a caregiver, confidant, or benefactor of any member during their time of service.

**Volunteers should not accept money or gifts of any significance from members or member families.** They should explain that as volunteers, they are not allowed to accept cash, tips or payments of any kind.

## Anti-Discrimination

Community Village Lawrence is an Equal Opportunity Volunteer Program. The organization does not discriminate on the basis of age, gender, race, ethnicity, sexual orientation or expression, religion, or any other federally protected class.

## Privacy and Confidentiality

Volunteers are responsible for maintaining the confidentiality of all private and personal information to which they are exposed while serving. If it is deemed necessary to share information for the safety and wellbeing of a member, please do so **ONLY** with a Community Village staff member. Personal information should *never* be shared outside the organization. Likewise, we value and respect your confidentiality as a volunteer. Community Village will not share, sell or distribute your personal information. Volunteers who are found disclosing any confidential information regarding members will be subject to disciplinary action, up to and including dismissal.

## Representation of the Organization

Volunteers are considered ambassadors for Community Village Lawrence; however, unless given prior authorization by a staff or Board member, volunteers will not make official statements representing Community Village Lawrence, nor act on behalf of the organization. Volunteers will not be authorized to sign any agreement involving contractual or financial obligations of the Village. As a volunteer, you understand that public relation efforts and activities will be initiated and coordinated by staff or Board members only. The organization has a designated person who is responsible for speaking with the media and making written and oral statements for publication. Any request for information or interviews must be referred to the appropriate Community Village staff person or Board member. While officially representing CVL, volunteers should remain neutral regarding political, religious, and other beliefs. Volunteers should also not associate CVL with any specific causes in public or on social media sites. Volunteers are also expected to adhere to CVL expectations when representing themselves as CVL volunteers on social media.

## Harassment and Discrimination

Community Village Lawrence is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer, staff member and board member is personally responsible for maintaining such a work environment. CVL prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual orientation, ethnic background, age, religion, physical condition, or other legally

protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action.

Community Village Lawrence prohibits any form of harassment between volunteers, employees, or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex.

Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to a Supervisor or the Executive Director. A grievance is then filed.

## Grievances

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer.

Volunteer grievances are of great concern to CVL, regardless of whether the problem seems large or small. To provide prompt and efficient evaluation of, and response to grievances, CVL has established a procedure for all volunteers. It is CVL's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

## The grievance procedure:

1. If urgent action is necessary, notify the site supervisor or site host immediately.
2. Attempt to discuss your grievance with your supervisor, CVL staff, or committee chairperson to work out the problem.
3. If you are unsatisfied, submit your complaint in writing to the Coordinator. You should receive a response within 5 business days.

## Resignation and Dismissal

Volunteer assignments are not permanent. Volunteers may terminate their services at any time. Community Village and its members would appreciate as much notice as possible if volunteers decide to leave, or if they will be taking an extended leave. Community Village reserves the right to dismiss volunteers if they fail to adhere to organizational policies, confidentiality guidelines, or do not fulfill the duties assigned to them in an appropriate and timely manner. Volunteers are subject to termination based on behavior considered unacceptable by the organization such as: misconduct or insubordination; being under the influence of alcohol or drugs while on duty; theft of property; misuse of the organization's equipment or materials; verbal, emotional or physical abuse of members and/or staff.

## Communication

Volunteering requires a firm commitment. Volunteers should only accept assignments if they have true interest in and ability to perform, and understand the demands that may be placed on them. Volunteers are expected to be prompt for their assignments, as their support is needed and has been anticipated by paying members. Once volunteers are involved in specific services for members, we ask that they maintain

those commitments. However, if after they have fulfilled that commitment, volunteers decide that they no longer wish to be called on for that specific service, they should let us know. Community Village is a neighbor-to-neighbor network powered by dedicated volunteers such as yourself! We expect that volunteers will honor our time and that of our members, but we will also respect their time and interests as well.

## Recognition

We celebrate all CVL volunteers for their service. Their sense of pride and appreciation may come from a simple note or comment from a CVL member or supervisor or from a volunteer event coordinated by CVL. Remember that no matter what the contribution, volunteers are supporting their neighbors in remaining at home. We hope volunteers feel honored, and receive ongoing appreciation from our members and staff for offering this invaluable service and gift of time and talents.

If volunteers do not wish to be publicly recognized for their contributions, they should let us know. As we move forward, we will regularly complete volunteer highlights in our newsletter and on our website and wish to respect all preferences for recognition appropriately.

## Absences

We request that volunteers not report for duty if they are sick or otherwise unable to carry out assigned tasks. If volunteers must be absent for an assignment or for a day or longer, please call or email ahead to give notice to the Volunteer Coordinator as soon as possible.

## Accidents/Emergencies

If there are accidents of any kind, or if volunteers witness accidents while on duty, we ask that they not attempt to correct the situation. Instead, volunteers should immediately contact a CVL staff member. This is especially crucial if the matter is health-related.

**If the incident is serious, please dial 911.** Tell the operator the location, nature of the emergency, name of both volunteer and member, and explain the incident.

All vehicle accidents are to be reported to the police/emergency department prior to contacting the Volunteer Coordinator.

## Feedback

Communication is very important in a social service/volunteer network organization such as Community Village Lawrence. We welcome ideas and recommendations to increase the effectiveness of this vital program. It is useful to receive feedback to understand ways in which we are performing well and those areas that we could improve. We also see value in evaluating our volunteers periodically and as deemed necessary for the benefit of the program. Volunteers are encouraged to communicate with the Community Village Coordinator.



# Challenges Of Aging

## Physical Changes

The human body experiences many changes over time. The following changes are good for volunteers to be familiar with.

### Muscular-skeletal System Changes

- Loss of bone and muscle mass after age 40.
- Reduced mobility, flexibility and strength.

### Nervous System Changes

- Brain cells begin to die at age 30.
- Production of neurotransmitters slows down.

### Sensory Changes

- Elasticity of eyes decreases and the lens becomes thicker in middle age.
- Typically, the high-pitch hearing and lower frequencies are reduced.
- Number of taste buds and sense of smell decline.
- Sensitivity to changes in temperature occurs.

### Digestive System Changes

- The digestive system becomes slower.
- Drugs and alcohol are metabolized more slowly by the liver and kidneys.
- Production of some enzymes begins to decline.
- Some nutrients are not absorbed as well as in youth.
- The liver shrinks and the gallbladder slows down.

### Cardiovascular System Changes

- The heart enlarges
- Pumping capacity is lost at a rate of 1% per year after age 30.
- Less oxygen is delivered to body tissues.
- Arteries can become clogged and hardened.

### Respiratory System Changes

- Ability to take in oxygen decreases by 40% between ages 20 and 70.
- Muscles in the chest and diaphragm become weaker.

## Working with Older Adults

- Remember that if you have to say “no” to a request, do it with kindness.
- Do not take complaints personally.
- Greet people cheerfully.
- Help the participant to maintain as much independence as possible.
- Focus on the strengths they still have.

- Remember that older adults will not become upset with you for doing your job, even though you may think they will.
- Let people appreciate you.
- Do not try to do more than you have been asked to do.
- It is okay for you not to like everyone.
- Remember to be friendly and cheerful whether or not the participant appreciates that.
- Do not assume that everyone can see as well as you, hear as well as you or read as well as you.
- Take time to listen, especially when you are in a hurry.
- Treat people as if they have something valuable to offer.
- Age is no excuse for rude or mean behavior.
- Make clear to people what your limitations are.
- Give yourself credit for every success.
- Knowing what to do will help you handle emergencies more calmly.
- Take advantage of all the training available to you. Make sure you learn what you need to know.
- Remember that an accusation is not a fact, it is only an opinion.
- You can be kind, firm and courteous all at the same time.

## **Working with Hearing Impaired**

- Face the person directly so your gestures, expressions and lips can easily be seen.
- Speak slowly and clearly, using brief sentences.
- Sometimes changing the pitch of your voice (by lowering it) may help.
- Reduce background noise as much as possible, it can be very distracting. Ask if it would be OK to turn down (or turn off) the TV or radio.
- Ask if they have a hearing aid (it may be in a drawer somewhere).

## **Working with Vision Impaired**

- Identify yourself and anyone with you when you meet.
- When starting a conversation, use the participant's name so they know you are addressing him or her.
- Make sure there is plenty of light in the room and the pathways are clear.

## **Wheelchair Etiquette**

1. Always ask the wheelchair user if he or she would like assistance before you help.
2. Do not put your hand on or lean on the person's wheelchair. The wheelchair is part of the person's personal body space.
3. Speak directly to the person in the wheelchair, not to someone nearby as if the wheelchair user does not exist.
4. When the conversation lasts more than a few minutes, consider sitting down or kneeling to get yourself on the same level as the wheelchair user.

5. Do not demean or patronize the wheelchair user by patting him or her on the head or shoulder.
6. Give distinct directions, including distance, weather conditions and physical obstacles that may hinder the wheelchair user's travel.
7. Don't discourage children from asking questions about the wheelchair. Open communication helps overcome fear and misleading attitudes.
8. When a wheelchair user transfers out of the wheelchair to a chair, toilet, car or bed, do not move the wheelchair out of reaching distance.
9. It is OK to use expressions like "running along" when speaking to the participant if the participant talks the same way.
10. Be aware of the wheelchair user's capabilities. Many can walk with little assistance. They use wheelchairs to conserve energy and to move about.
11. Do not classify people who use wheelchairs as sick. Wheelchairs are used for a variety of disabilities.
12. Don't assume that using a wheelchair is in itself a tragedy. It provides freedom and allows the user to move about independently.
13. When exiting a building, back the wheelchair out of the door.
14. All the wheelchair user wants is a chance to lead a life as normal as circumstances permit. The best way to deal with the situation is to direct our attention away from the wheelchair and focus on the person.

*Excerpted from What Do I Do When I Meet a Person in a Wheelchair? published by the National Easter Seal Society*

## Elder Abuse

Elder abuse can be a cause of health changes in some older adults. Only since 1987 has the federal government attempted to define the problem. There are six major categories that constitute elder abuse. They are:

1. **Physical abuse** - including kicking, punching, slapping and rape.
2. **Neglect** - failing to provide medicine, food or personal care.
3. **Financial exploitation** - stealing, mismanaging money, property, savings or credit cards.
4. **Psychological abuse** - threatening, isolating and intentionally withholding emotional support.
5. **Violation of rights** - strictly controlling behavior, keeping a person essentially as a prisoner, confining a person.
6. Other forms of elder abuse include over-medication of someone for whom a person is caring, not heating the living space adequately or failing to provide items such as reading glasses, which would make a person's life comfortable.

### **IMPORTANT:**

**If you suspect any of these abuses are taking place,  
call the Community Village Lawrence Office:**

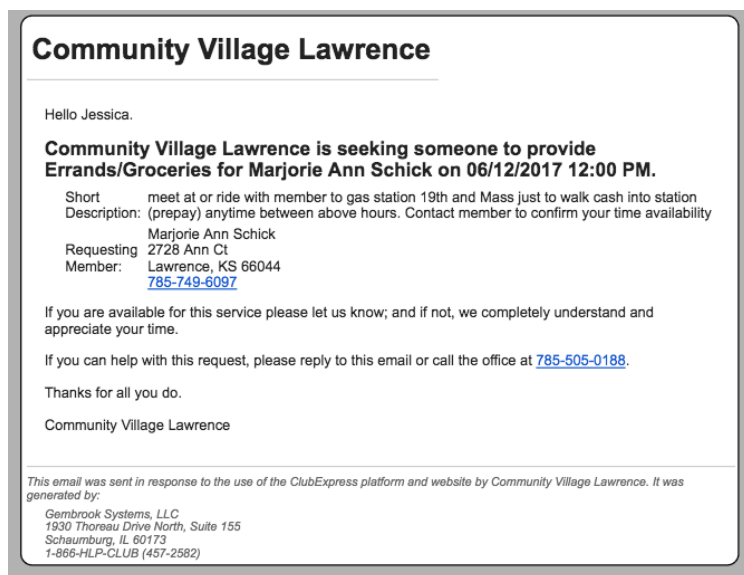
785-505-0187 or 785-505-0188

**IF THERE IS A CRISIS - CALL 911**

# **Service Requests and Volunteer Expectations**

## How Service Requests are Scheduled

1. The member calls the CVL office with their request. The CVL Services Coordinator enters this information into the computer system.
2. Volunteers receive an email about the service. For example:



### 3. The volunteer either accepts or ignores the request.

- a. **Available for service:** If the volunteer is available for the service, he or she should contact the CVL office, either by responding to the email or by phone (785-505-0187).
  - i. Volunteers should NOT contact the member directly. The CVL Service Coordinator contacts the member to let him/her know which volunteer will perform the service.
- b. **Not available for service:** If the volunteer is not available for the service, he or she simply ignores the email.

### 4. When the service is complete, the volunteer should contact the CVL office with their mileage, time spent on the service, and comments. Comments should include:

- a. Any issues with completing the service (e.g., the actual service provided was different from the requested service)
- b. Changes in the member's health or any other concerns

5. The CVL Service Coordinator contacts the member to get his or her comments on the services provided.

## **Transportation Services: Policies and Procedures**

### **Description of Transportation Services**

Volunteer drivers provide transportation for members to doctor's appointments and other errands (e.g., grocery store). Members need varying levels of assistance, for example:

- Some members require light arm support from their home to the car.
- Some members can get to the car themselves but will need the volunteer to put their walker into the car.

Members schedule transportation services by calling the CVL office and describing the itinerary, the level of assistance and the approximate duration (see "Member Responsibilities & Conduct" on Page 18).

Volunteers will operate their own vehicle and provide a door-to-door service. The service begins by picking up the client at their homes or designated meeting place, taking them to their destination, and returning them to their homes.

### **Service Area**

Rides will be provided within the Lawrence city limits.

### **Hours of Service**

The goal is to offer service daily from 7:00 AM to 10:00 PM., including weekends. The service is provided any time that a volunteer is available. However, the service will not be provided if weather conditions make driving unsafe.

### **Scheduling Process** (see "How Service Requests are Scheduled" on Page 16)

Passengers are expected to be ready for their ride at the pre arranged pickup time and place. Whenever feasible, the volunteer driver will contact the member by phone when he/she reaches the pickup location.

### **Cancellation and Support**

A member or volunteer who needs to cancel transportation should contact the Community Village Lawrence staff as soon as possible and at least 24 hours in advance of the scheduled ride.

If, during the ride, an appointment is taking longer than expected and the volunteer driver is concerned about time, please call the CVL office at 785-505-0187 or 785-505-0188. Volunteer drivers are greatly appreciated by CVL and will be supported throughout the process, including the ride itself.

### **Cost/Donations**

Volunteer drivers will not accept payment for auto expenses and reimbursement for time involved. Tips are strictly forbidden. Traffic tickets are the driver's responsibility. Members are expected to pay for parking tolls or access fees encountered during the trip itinerary.



## **Passenger Assistance**

This program is a door-to-door, round trip service. The volunteer will have the complete itinerary with any intermediate stops and additional errands as well as the approximate time commitment.

CVL staff will inform the volunteer of any physical assistance (i.e., light arm support) the client has requested when the appointment is arranged. If the member requires an escort or attendant, it is the member's responsibility to provide such a person. When the member arranges the service, CVL will notify the volunteer about the escort's identity.

The volunteer may enter the member's home when picking up or dropping off if both agree prior to the appointment. The volunteer will be aware of all other persons inside the home prior to entering.

## **Member Responsibilities & Conduct**

1. To request transportation, members must call Community Village Lawrence at 785-505-0187 or 785-505-0188 to speak to the Services Coordinator or to leave a message. Transportation requests should be made at least three days in advance.
2. When requesting transportation, members must provide: their name, date and time of transportation, pick-up location, destination, estimated time at the location, any special concerns (e.g., member has a walker). Additional assistance such as shopping assistance, carrying purchases, handling mobility equipment or unpacking groceries in the member's kitchen must be requested when the member makes the original request.
3. Use seatbelts.
4. Be punctual. Volunteer drivers are not expected to wait if a member is running late. Members who live in apartments or common housing should wait in the front lobby, when possible.
5. Do not request additional stops that have not been scheduled.
6. Do not request volunteers to physically assist you unless requested when the appointment is arranged.
7. Do not eat, drink, or smoke in the volunteer's vehicle.
8. The volunteer is responsible for vehicle safety, so please follow all requested safety rules.

## Volunteer Responsibilities for Transportation Services

1. Vehicles should be clean and MUST be in safe operating condition, including: functional heating and ventilation systems, functional and accessible seat belts, and fully functional lights, turn signals, and windshield wipers.
2. Be sure that insurance papers and car registration are in the car prior to starting the trip.
3. Make sure that car has sufficient fuel before beginning the trip.
4. Make sure that directions to destination are known before beginning the trip.
5. Volunteers have the right to accept or not accept requests for rides made by CVL staff. However, once having accepted a request, the volunteer is responsible for on-time service and follow-through of the assignment.
6. The evening before the appointment, the volunteer will call the client to confirm times and itinerary. Volunteers will also describe their car to the members.
7. If the volunteer arrives for the scheduled ride and cannot find the client (after going to the front door and calling), the volunteer is required to contact the CVL office. Staff will then attempt to reach the client's emergency contact to gain entry into the home.
8. Volunteers will obey all traffic laws. They have the right and responsibility to insist that their passengers also obey laws and use seat belts.
9. Volunteers should report any passenger concerns, trip changes, or unusual occurrence to the CVL office.
10. The confidentiality of members should be honored. Both the volunteer and member are forbidden to proselytize, curse, denigrate gender, racial, ethnic, religious groups or those based on sexual orientation, age, weight or national origin.
11. Volunteers should carry a cell phone during the appointment.
12. Volunteers will not smoke, eat, or talk / text on cell phones while driving.
13. Volunteers will not accept monetary gifts from passengers.
14. In case of inclement weather or any emergency preventing a volunteer from driving, the office and member should be notified ASAP by the volunteer.
15. Bring paper and pen or other means such as digital notepad to make records of any important event.
16. **When the transportation service is complete, volunteers should report back to the office with:**
  - o **mileage**
  - o **total time**
  - o **any problems regarding assignment (e.g., discrepancy between service request and actual service performed)**
  - o **any observations/concerns the volunteer has about member's well-being**
  - o **any other feedback or questions to CVL.**

## Accidents

The driver should immediately attend to the safety and well-being of the passenger and all other people involved. In the event of a serious accident, call an ambulance and wait for it to arrive. Do not attempt to move your passengers unless failure to do so would be life-threatening. Do not attempt to administer first aid unless you are specifically qualified to do so.

If there is no issue of damage other than to property, then follow normal procedures for establishing the degree of damage. Obtain the names and insurance information of other drivers, if involved. Take photographs, if relevant. A full report should be immediately reported to CVL staff or volunteer coordinator.

**Never leave the scene of an accident** until the situation is completely resolved and all parties are safe.

**Every accident**, no matter how minor, must be reported immediately to CVL staff or volunteer coordinator. Document names of all parties involved, time, location, etc.

Drivers will be responsible for the cost of any moving violation (e.g., speeding ticket). Such violations may be the basis for removal from the program.

## Unexpected illness

Emergencies may arise. Stay calm and call 911.

## Non-discrimination

It is the policy of Community Village Lawrence to provide transportation regardless of race, color, national origin, or handicap, within our means.

## Criminal Background Check

All volunteers are screened for past history of criminal behavior including listing on the National Sex Offender Registry and the Terrorist Database. Verification of motor vehicle reports and social security identification also are included.

## Volunteer Support

### Support from Community Village Lawrence

Your first point of contact for support regarding your volunteer assignment is CVL staff. You are free to discuss any concern regarding a participant with us as the participant will have signed a release. You are also free to express concern regarding the volunteer assignment. We would much rather you contact us with concerns and let us address the issues than have you determine you can no longer volunteer. Should you determine you can no longer volunteer despite contacting us regarding the issue, always let us know. We will take appropriate steps to continue supporting the participant.

## Volunteer-to-Member Services

Please note that volunteer-to-member services are occasional services and are not meant to replace, for example, a regular lawn service or cleaning service. Members can receive a maximum of six requests per month (per membership).

### Transportation To and From

- Medical appointments
- Friends' homes
- Library
- Supermarket
- Social and cultural events
- Hair salon, barber
- Meetings, book clubs, classes
- Houses of worship
- Local malls

### Repairs & Upkeep (interior & exterior)

- Accessibility
- Doors & windows
- Change light bulbs
- Sewing
- Car (wash, vacuum)
- Fences & decks
- Gutters
- Lawn and landscape
- Salting, sweeping walkways

### **Light Housekeeping**

- Bathroom—wipe counters, mirrors, tub or shower (no scrubbing)
- Dishes—unload/load dishwasher
- Dishes—wash by hand
- Dust surfaces and knickknacks
- Laundry
- Sweep or mop (no floor scrubbing)
- Tidy living areas
- Vacuum

### **Convenience Services**

- Volunteer will wait for delivery or service person when member cannot be home
- Home check when member is away
- Short-term pet care when member is away
- Stock refrigerator with staples day before member returns home from vacation
- Transportation to and from auto repair shop when car needs to be left for service

### **Gardening Help**

- Assist with light yard chores
- Planting, weeding, seasonal cleanup

### **General Support**

- Daily phone check-in
- Friendly visits / social visits
- Read to members with impaired vision

- Caregiver relief for short periods of time

### **Personal Assistance**

- Organizing home, office
- Keeping up a calendar, reminders
- Clearing clutter, organizing
- Pick-up dry cleaning, mailing packages
- Dog walking

### **Technology Assistance**

- Help using electronic devices such as DVD players, VCR, phones
- Volunteer help members learn computer skills such as installation/upgrade, email, Internet usage, digitizing photos

### **Social and Cultural Events**

- Enjoy local social and community activities such as theater groups, museum trips, restaurant outings
- Participate in or lead activities such as exercise classes, memoir writing groups, board games, card games.

**Other—Let us know of anything else that you would like to see!**

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## **Organizational Opportunities**

### **Office Support**

- Assist with phone calls from/to members, volunteers and vendors
- Help with mailing and filing
- Enter data into CVL databases
- Help produce the CVL newsletter
- Assist with editing and updating the CVL website and social media accounts
- Act as a consultant in marketing, legal matters, community outreach, technical support, and more

### **Serve on a Committee**

- Activities Committee
- Finance Committee
- Fund Development (Grants) Committee
- Fundraising Committee
- Outreach Committee
- Organizational Planning—Strategic Planning

- Volunteer Engagement Committee
- Program Development Committee
- Services Committee

### **Task Support**

- Mailings
- Community outreach
- Event organizing and set-up
- Publicity
- Serve as a consultant

## Volunteer Release and Waiver Form

I have chosen to serve as a volunteer for Community Village Lawrence; the relationship is neither bound nor permanent. I acknowledge that there is no specified length of time that I will volunteer with the organization: I am free to leave at any time. Accordingly, Community Village Lawrence can terminate the relationship at will, with or without cause.

I have certain liability protections and responsibilities as a Community Village Lawrence (CVL) volunteer. The State of Kansas and CVL combine to provide coverage while performing volunteer duties. Kansas law K.S.A. 60-3601 minimizes liability for negligent acts or omissions, unless the acts are willful or wanton. Community Village Lawrence supplements this qualified coverage with its own liability insurance for conduct related to performance of specifically assigned volunteer duties. I understand that I will be held responsible for willful and wanton behavior or damages and suffering as a result of acts performed outside volunteer duties. I agree to release, discharge, indemnify and hold harmless Community Village Lawrence and its officers, Board of Directors, employees, members and volunteers for any and all damages to me or my personal property while participating as a CVL volunteer. Further, I agree to take personal responsibility for any liability, loss or expense arising from claims, litigation, statements or actions, or material furnished by me which violate or infringe the rights of third parties.

I acknowledge that the Volunteer Program Manual Release and Waiver Form is neither a contract of employment nor a legal document. Although some or all of the policies and procedures may have been explained to me, verbally, I understand that I am expected to fully read and comply with the guidelines contained in this handbook and any revisions made to it. If information is unclear, it is my responsibility to consult with Community Village Lawrence's Volunteer Coordinator regarding any questions or concerns I might have pertaining to policies or procedures contained therein.

Lastly, I authorize the use of my name, voice, photograph, likeness, performance and/or biography by Community Village Lawrence, the Board of Directors, partnering affiliates and their officers, employees and agents in connection with any use of a product arising out of my participation in the above-described Program.

I have carefully read the foregoing release and indemnification and understand the contents thereof and sign this release as my own, free act.

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Volunteer's Signature

Date Signed

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Volunteer Coordinator Signature

Date Signed

### **Parent or Legal Guardian (if under 18 years of age)**

As a parent or legal guardian of the above named volunteer, I hereby give my consent to allow my child (ward) to volunteer services for Community Village Lawrence as described within this volunteer handbook. I have read this volunteer handbook and fully understand its terms and conditions, paying special attention to the release section herein.

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Signature of Parent or legal guardian

Date Signed

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Volunteer Coordinator Signature

Date Signed