

I'On At Home Volunteer Handbook



Mission Statement

The mission of I'On at Home is to provide services and support to enable I'On residents to have a healthy, active, and independent lifestyle and remain in their homes for as long as possible.

Address: P.O. Box 1225, Mount Pleasant, SC 29465

Phone: 843-284-3590

Website: ionathome.org

I'On At Home is an IRS-designated 501(c)(3) charitable nonprofit (EIN #32-0499443) organized to serve the residents of the I'On community in Mount Pleasant, South Carolina. All contributions are tax deductible to the extent allowed by law.



Dear I'On At Home Friends,

Oh behalf of the Board of Directors, members and supporters, I want to thank you for agreeing to be a volunteer for IAH. From the earliest days of our planning, we knew that a capable, committed, and trained corps of volunteers would be essential to making our project a reality.

We've prepared this Volunteer Handbook as a resource to help you understand I'On At Home, our history, purpose, and goals, as well as to share the basic tenets of the IAH volunteer program. In addition, there will be an orientation and training session and ongoing communication to keep you current on IAH developments.

Thank you for your gift of time, energy, and enthusiasm, as well as your talents and skills. We hope you find your volunteer experience life-enriching.

Best regards,

A handwritten signature in blue ink that reads "Becky Van Wie". The signature is fluid and cursive.

Becky Van Wie
President

I'On At Home Board of Directors

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Frequently Asked Questions About I'On At Home

- **What is I'On At Home?**

The mission of I'On At Home (IAH) is to provide services and support to enable I'On residents to have a healthy, active, and independent lifestyle and remain in their homes for as long as possible.

- **What is Aging in Place?**

Aging in Place is the concept that you can (*and are entitled to*) remain in your current residence and in your community for the remainder of your life — or as long as you wish — regardless of changes to your abilities that may occur with age. Aging in Place is a choice. It gives you control over your independence, quality of life and dignity.

Deciding to age in place means you are choosing how you want to spend your retirement years, how you want your home to be set up, what your health care choices will be, which types of assistance are right for you, and what your wishes are regarding finances and major life events. Aging in place does not mean you have to do everything yourself. It means you get to plan how your needs are met, who meets them and when.

These choices, plans, and flexible assistance are at the core of I'On At Home.

- **How does I'On At Home operate? Who does what?**

We are a 501(c)(3) nonprofit organization that is guided by a Board of Directors. There are also several Board committees with I'On community volunteers that advise the Board in developing ideas, programs, policies, and procedures. Those committees include: Membership, Programs, Volunteer Services, Finance, and Marketing and Communications.

The day-to-day operations of I'On At Home are managed by a part-time staff, many volunteers are involved in carrying out organizational activities.

Volunteers from the community are regularly recruited, applications are completed, including background checks, and orientation and training is accomplished to prepare the individuals to provide the services requested by members. By signing up for specific tasks such as driving, providing computer assistance, helping with home maintenance and simple repairs, and providing administrative assistance for I'On At Home itself, volunteers can choose how and when they want to help. Our organization has general liability and accident insurance that protects Board members and other volunteers.

- **Why should I become a member?**

Here are just a few of the reasons to become an IAH member:

- You want to age in place in your own home in the I'On community you love.
- Even if family and friends can help with transportation and chores, they may not always be available or you may prefer not to call on them regularly.
- You want to enjoy a wide range of educational programs and social events. I'On At Home will keep you from feeling isolated in your home as you interact with and enjoy the company of your neighbors.
- You may suddenly find that you need help getting to medical appointments or even shopping, due to illness, surgery, a hospital stay, or other personal circumstance.
- I'On At Home membership can make the difference between your being able to remain safely in your home or having to leave because you need assistance. When you are no longer comfortable climbing up on a ladder to change a lightbulb, our volunteers will gladly take care of that and many other tasks. Companionship visits, daily check-in

contacts, assistance with technology, meals, transportation, and other services can provide critical support.

- You will have access to a list of Preferred Providers, such as plumbers, handymen (and handywomen), home health services companies, landscapers, etc. Some vendors will offer discounts to I'On At Home members. With I'On At Home behind you, you can feel more secure about the trustworthiness of your service providers. These vendors have been recommended by your neighbors.
- I'On At Home allows you to get help and give help.
- **Why should I join if I am in good health and don't believe I will need IAH services in the near future?**

Members join for many reasons. Many like the social and educational occasions - programs, museum tours, cultural events, informal gatherings - and the opportunity to be with friends as well as to meet new people. Others like the convenience of having a place to call for all types of services, such as recommended electricians, rides to medical appointments, or help installing a new printer.

You may be capable of climbing up to change your smoke alarm battery, but that doesn't necessarily mean it's a good idea for you to do it. I'On At Home membership means that you can choose to request this service to protect yourself from the risk of injury.

A few members may need referrals to home health services. Many members (and their families) find it reassuring that I'On At Home can provide access to such resources when needed. Membership is a kind of insurance policy knowing that we are here for you whenever the need arises.

Many join I'On At Home to help their older friends and neighbors continue to live safely and happily in their homes. By becoming a member now, you ensure that our services will continue and be there in the future, when you do need them. In reality, you will be supporting the development and operation of IAH as a valuable community resource which may be important to you personally in the future regardless of your current health and ability to live independently.

- **How does membership in I'On At Home work?**

I'On At Home is a membership organization, and you must be a member to utilize volunteer services, have access to our list of preferred providers and attend most of our programs. We welcome as members any I'On resident ages 55 and up and will consider others as requested. We have both an individual membership and a household membership.

- **Why is there a fee to join?**

Annual membership fees help I'On At Home pay for expenses, such as liability insurance for volunteers, website and software packages, printing, required filing fees, the cost to confirm credentials for service providers and volunteers, legal and accounting services, and compensation for paid staff.

There are two levels of membership:

- Full Memberships are \$350 for an individual or \$500 for a household. Full members may attend most IAH programs at no charge (except for some events that include extensive food and beverages or paid entertainment or off-site events that charge admission), have access to the Preferred Provider Directory, and receive volunteer-provided services. Since the value of these services more than equals the full amount of the membership fee, the fee may not be eligible for a tax deduction.
- Supporting Memberships fees include all social, cultural, and educational events and access to the Preferred Provider Directory. These memberships do not include volunteer services. The fair market value of a Supporting Membership is \$100. Any amount over

\$100 may be tax deductible. A Supporting Membership fee is \$350 for an individual and \$500 for a household.

Full members can more than recoup the cost of membership in the savings from using our services such as transportation, help with electronics, social activities, and assistance with unexpected needs.

- **What types of programs does I'On At Home provide?**

I'On At Home offers a real value to members through a variety of programs and activities. Most are free unless they involve an outside event such as a concert, movie, or meal. For example, we have events for members, guests, and potential members to socialize, share information, and learn more about I'On At Home. We will continue to expand these programs, offering members additional programs and activities as desires and needs become evident. In addition, we will bring members and the community-at-large the latest information and guidance on issues related to aging in place.

- **What services do volunteers provide to I'On At Home members?**

Volunteers can change members' hard-to-reach light bulbs; do basic setup for a new computer or an e-mail account; offer a ride to the store or to a medical appointment; help them organize their files, bills and monthly payments; pull weeds in their garden; or help with pets in emergencies. The I'On At Home office puts out via e-mail regular requests for volunteer assistance. Volunteers are generally expected to participate monthly in at least one or two requests for assistance. Individual members are eligible to receive up to six services per month, household members can receive ten, which can be a combination of rides or other volunteer services. Exceptions will be made and handled on a case-by-case basis.

- **What are Preferred Providers and how does this program work?**

We have a list of Preferred Providers who have been recommended by neighbors and whose credentials have been confirmed by our volunteers. We continue to monitor these service providers on a regular basis and follow-up with any complaints or bad reviews from IAH members. Included in this list are electricians, plumbers, home health-care companies, painters, landscapers, house-washers, etc. We are continually recruiting more.

Some of these preferred providers may offer a discount to I'On At Home members. If you elect to go with a vendor, you will contact them (based on information provided by the IAH office), mention your membership and contract with them individually for payment.

I'On At Home has a unique collaborative partnership with with Franke at Seaside that will offer multiple benefits to IAH members. Located in Mt. Pleasant, Franke at Seaside is a part of the nonprofit Lutheran Homes of South Carolina, which offers a continuum of choices for successful aging. Included is their program to provide fee-based services for those who wish to remain in their homes as they age. Discounts will be available to our members for non-medical assistance such as home safety assessments. In addition, our members will be invited to join the Franke "Be Well" education series presentations.

- **Who can be an I'On At Home Volunteer?**

Our volunteers are a talented group with widely-varied backgrounds. Each person is motivated by a desire to serve others and make a positive difference in our community. A number of I'On At Home members act as volunteers, while non-member volunteers are also recruited from the community. Requirements include screening by I'On At Home and participation in an orientation class.

We're always looking for volunteers to provide new services and recreational activities. Are you a computer whiz or database manager? Perhaps an excellent gardener? Or maybe you're a person with a knack for repairing bicycles or other mechanisms that break. Or one who helps folks get organized. We would love to give you the opportunity to share your skills with your neighbors through I'On At Home!

- **How do I request a volunteer service or Preferred Provider referral?**

We ask you to provide at least three days' notice for every volunteer service request, especially for transportation. Use our website ionathome.org to submit your request. You can also call us at 843-284—3590. We will gather all the relevant information in order to match the volunteer to you, so have addresses, times, and any relevant logistical details ready before you call.

Access to the Preferred Provider Directory will be online or by phone. Members are required to log in to the IAH website to use the list.

- **What if I need something that is not on the list of services?**

Call or e-mail I'On At Home to see what we can do for you! We will work with you to find a solution to meet your needs. Our service list will be growing based on the needs of our members.

- **How are member requests handled?**

Members go to our website, send an e-mail, or call our office with all personal requests and Preferred Provider needs or to sign up to participate in an event. When we receive a member request for service, the information about the request is posted on the website for volunteers to access. In addition, each day at 6:00 a.m., all volunteers trained to manage specific requests will be sent an e-mail with the new postings of service requests.

Evolution of I'On At Home

Beginning with an initial meeting of six friends and I'On residents in January, 2015, the Aging in Place Work Group (now renamed I'On At Home {IAH}) explored the potential of creating an "aging in place" program for the I'On community.

Accomplishments:

January – April, 2015: The original Work Group conducted research about the national movement and similar organizations locally, statewide, and beyond. Members visited with representatives of various groups whose missions focused on services, activities and advocacy for older adults. The group connected with community resources and gathered data, using the resources of the Village to Village Network website. A Work Group member met with the I'On Assembly Board in February to apprise them of the group's activities and received their endorsement. A progress report was included in the April *Living in I'On* newsletter, and an open community meeting was planned to report to I'On residents.

May – August, 2015: The Work Group conducted two open meetings with over 100 individuals attending in May and June. Based on the interest expressed by attendees, the Work Group conducted a survey of all I'On households about their interest in "Aging in Place," with 346 surveys completed and returned. Results of the survey were posted on the I'On Community website. Forty-nine percent of the respondents expressed an interest in aging in place and a willingness to be involved in some capacity.

September – December, 2015: An expanded leadership group, the Steering Committee, began meeting in September. After several weeks of brainstorming on what needed to be accomplished, they selected a name, "I'On at Home," developed a mission statement, and wrote a business plan. They formed four subcommittees, each of which would deal with one of the goals in the plan: Structure, Members, Volunteers, and Programs. They agreed that a fifth subcommittee, Marketing and Communications, would be developed when needed. The Steering Committee chose officers: Brenda Uttaro, Chair; Bill Settlemeyer, Vice Chair; Becky Van Wie, Secretary, and Kay Chitty, Treasurer. Other members were Lori Bate, Barbara Cole, Barbara Fowler, Anne Register, Mary and Don Wilbur, and M.P. Wilkerson. The group set goals for the first quarter of 2016. They committed to hosting a social/informational event early in 2016 that would be open to all I'On residents to update the community on IAH activities. Updates were also included in the I'On community newsletter.

January – May, 2016: The Steering Committee determined that financial donations should be requested to support the work necessary for IAH to become a functioning nonprofit. Every Steering Committee member made a contribution. A meeting was held on February 25 to update neighbors on progress and to ask for their support as donors and/or volunteers. More donations and indications of interest resulted. In March, IAH became a regular member of the Village to Village Network and requested a mentor Village to help guide its development. The mentor assigned was Carolina Villages in Chapel Hill, NC. It was determined that a series of Living Room Chats would be held in April to allow interested neighbors to ask questions and offer input about IAH. Five chats were held at the homes of Steering Committee members, and approximately 40 people attended. The enthusiasm for IAH was still very apparent. On May 4, word was received from the Secretary of State's office that IAH had been

incorporated as a nonprofit in the state of SC. This was a first step in applying to become a tax-exempt charity. The Steering Committee held a retreat in late May with the Executive Director of Carolina Villages and convened the official organizing meeting during the retreat. Bylaws were approved, directors and officers were elected from the Steering Committee group to become the initial Board of Directors of IAH, Inc. A December, 2016 date was set for the first Annual Meeting of the IAH Board.

June – November, 2016:

In June, work was completed on the 501(c)(3) application to the IRS. The Marketing and Communications Committee evolved from the Programs/Services Committee and a Finance Committee was also formed. The Structures Committee evolved into the Executive Committee. Each committee began working on the objectives of its work plan, based on the business plan, to complete the organizing phase of IAH. A launch date was set for March, 2017. Forty neighbors provided generous financial report to cover the costs of putting the IAH structure in place, which also gave evidence to their belief in the value of such a program for the l'On neighborhood. Two social/educational activities were held during the summer months, an exercise/nutrition program in June and a wine tasting in August. A cyber-security workshop was held in September and a Celebrity Chef event in October.

In mid-August, word was received that our IRS application had been approved. l'On At Home became a tax-exempt, charitable organization.

November – December, 2016:

Committees developed detailed policies and procedures to guide their work and give direction to subsequent committee members. A timely workshop to provide management Hints for Visiting Grandchildren was held in early November. A succession plan for the Board and officers was put in place. The first Annual Meeting of l'On At Home was scheduled for December 6, at which time officers and Board members for 2017 were elected. The 2017 Budget was also approved.

As our official “launch” year, 2016 was a significant time for l'On At Home. Our leadership was stable, with a 12 member Board of Directors, including two new additions. Directors included Lori Bate, Kay Chitty, Barbara Cole, Barbara Fowler, Bob Fry, Anne Register, Bill Settlemyer, Brenda Uttaro, Becky Van Wie, Fred White, Don Wilbur, and Mary Wilbur. Officers were Brenda Uttaro, President; Anne Register, Vice President; Becky Van Wie, Secretary; and, Kay Chitty, Treasurer.

January – March, 2017

The Board decided that the IAH “launch” date would be March 1, 2017. The Membership Committee, along with other committees and the entire Board, worked on plans for the formal membership campaign. In January, a special reception was held to thank our 2016 financial donors and tell them about IAH membership. There was also an informational reception for all interested l'On neighbors. Finally, e-mail member recruitment messages were sent to prospective members, and the committee followed up with e-mails, phone calls, and personal visits.

Meanwhile, the Program Committee was busy planning a diverse range of events and activities. At the same time, the Volunteer Services Committee developed plans to recruit, train, and manage the volunteers who would assist our members with tasks such as simple household chores, transportation, technology, etc.

We worked with Helpful Village to develop our website, which included a membership database and event listings where members could register to attend.

March – December, 2017

By our April 4, 2017, Board meeting, we had 60 memberships. Thanks to continuing efforts, memberships slowly came in throughout the rest of the year, resulting in a total of 74 (representing 120 individuals) by the December 5th meeting. We surpassed our goal of 70 memberships for 2017 by nearly 6%.

At the same time as members were being solicited, volunteers were also being recruited to deliver services to those members. By our 3/1/17 launch, we had 24 volunteers trained, vetted, and ready to go. A dedicated corps of volunteer Call Managers monitored the IAH phone and e-mails and responded to members' requests.

In May, we hired Arlyn Stoy as our Member Services Coordinator at 15 hours/week. Her excellent assistance made the jobs of key Board members much more manageable.

One challenge in this period was that there were very few requests for volunteer-provided services. This meant that our volunteers group, which continued to grow in numbers, had very little to do. We tried various ways of encouraging members to use this benefit, without a great deal of success.

While this situation has been frustrating for the Volunteer Services Committee and the volunteers themselves, it was not entirely unexpected. Presently, our members are almost all relatively healthy, active, and independent. We believe this will (unfortunately) change over the next several years, as we all "progress in life." As this change occurs, our members will need more assistance with household simple maintenance and repairs, transportation, meals, friendly visits, etc.

The Programs Committee continued their excellent work of planning and delivering interesting and varied events, almost all of which were well-attended. These activities and other IAH news were communicated to members through a monthly e-newsletter and weekend event reminder e-mails.

We ended the year in good financial shape, thanks to our members and supporters. Income was higher than projected, and expenses were lower.

I'On At Home is Based on the Village Model

What is an “aging in place” Village?

A Village is a group of like-minded people in a geographic area who come together to figure out and develop the resources they will need to age comfortably in their own homes. Villages embrace the strategy of bringing services to people rather than moving people to services. The first Village—Beacon Hill Village in Boston—began over 16 years ago when 12 older adults joined forces to create a way for them to “age at home” and remain independent as long as possible. There are now almost 200 Villages nationwide with an equal number in development in the United States and internationally. There is also a national organization, the Village to Village Network, that creates networking among local Villages and offers resources, training and information (www.vtovnetwork.org).

The purpose of Villages is to enable people to affordably age in place as well as they can for as long as they can. Villages do this by providing the services and support people need to be able to age in their homes. Such services relate to tasks the residents can no longer safely do themselves. Examples include: climbing on ladders to change a light bulb, doing light yard work, driving at night, simple home repairs, transportation to appointments and for routine errands, and assistance with grocery shopping. This kind of Village is not a real estate development or a retirement community. Village members continue to live in their own homes and can be homeowners, renters, or seniors sharing housing or living with relatives. All Village members’ homes are located somewhere within the geographic boundaries/service delivery area of the Village.

Villages are supported by a combination of membership fees, contributions, grants and fundraising efforts. Most Villages are 501(c)(3) charitable nonprofits, and as such, Villages are able to offer donors tax-deductions on their contributions. Villages are governed by a Board of Directors, elected from the membership. Members help determine the programs and services the Village provides.

About Village Services:

- Villages tend to be “volunteer first,” which means that they preferentially use volunteers to deliver services. Volunteers provide most of the transportation, shopping, household chores, gardening, and light home repairs and maintenance for members. They may also offer technology assistance, emergency pet care and friendly visits for those who live alone.
- Villages provide “one call does it all” support and problem solving for their members.
- Villages do not duplicate existing services. They make it their business to know everything being offered by other nonprofits, senior centers, government agencies, how to access and utilize these services as well as where there are service gaps.
- Villages also build relationships and develop community through social activities, including potluck dinners, book clubs, exercise/wellness activities, and educational programs.
- Carefully chosen service providers for professional home maintenance and repairs, often at a discounted rate for members
- Carefully selected institutional and business partners provide home health care services (when/if needed). Villages are neighbor-helping-neighbor entities. They are networks of support that foster interdependent aging in one’s community.

Goals of the I'On At Home Volunteer Program

To support the mission of IAH by providing effective and quality services

To ensure volunteers have a pleasant and rewarding service experience

To nurture and build community by developing connections among members and volunteers

To provide opportunities for new friendships among volunteers and members as they participate in social programs, share experiences, and discover mutual interests

To make use of the individual talents, skills, and experiences of volunteers to enhance the services IAH offers its members

To recognize the gifts offered through the commitment, time and talents shared by volunteers

Benefits for IAH Volunteers

The opportunity to help neighbors to stay in their own homes and their own community can be very meaningful. You will make differences!

The opportunity to be an integral part of a new program that is part of a national and international movement, the Village movement.

The chance to choose what you want to do and when you want to do it. Flexibility will be essential for IAH and its volunteers.

Training and information updates

Appreciation and recognition on an ongoing basis and an annual basis, including special events for volunteers

Provision of general liability and accident insurance for volunteers by IAH

The opportunity to help refine and craft the program through individual experiences and suggestions

Support from the IAH Board, Volunteer Committee and staff – they will have your back when you need it!

I'On At Home's Commitment to Volunteers

Volunteers are the Heart of I'On At Home

The Board and staff of I'On At Home recognize that the involvement of volunteers is essential to having I'On At Home function successfully. Therefore, the Volunteer Program is structured to provide ongoing support and assistance in various ways to our volunteers.

Orientation and Training – After a person has been accepted as an IAH volunteer, he or she will attend an orientation session with other new volunteers. Orientation will include topics that are pertinent to all IAH volunteers, including the history of IAH and the Village movement, volunteer benefits, obligations, expectations, support from IAH, general do's and don'ts. The Handbook will be distributed and reviewed. The session will also include training on how to use the IAH website that will be used for assigning services and reporting back after the service is completed.

The potential volunteer will then complete a simple background check form for approval before the person becomes an active volunteer.

Training will focus on the specifics of the services a volunteer wants to assist with for members. It will include more do's and don'ts, additional handouts, and explanations on how to begin, to complete and end each service request. Ongoing training will continue through website postings, e-mails, and volunteer feedback sessions which will be held periodically. The expectation is that volunteers' experiences and feedback will help improve the overall program.

In addition, IAH volunteers will have a great deal of flexibility as they help provide services. This should allow the individuals to manage other scheduled obligations and still find time to fulfill a service request. Some volunteers may be willing to help with more than one service. Changing services can be done, and it is acceptable to say "no" if a particular request to help does not suit the volunteer. And volunteers, based on their own skills and interests, may offer to provide a new service to IAH members. The program will evolve based on members' requests for different services and volunteers' willingness and ability to assist with them.

Assessment of how things are working will be done on an ongoing basis. The Volunteer Services Committee of the IAH Board of Directors is responsible for the management of the program.

Recognition and appreciation will be ongoing as well. Everyone appreciates being told "job well done," and IAH plans to reinforce that message as often as possible.

Volunteer Policies for I'On At Home

ELIGIBILITY

- All adult residents of the I'On community
- Youth volunteers (10-18 years) are eligible for some service areas with parental permission
- Able to commit to two to four services each month on a flexible time schedule
- Must complete application, background check and, in some cases, interview processes
- Must participate in Orientation and Training for all IAH volunteers
- Must sign Volunteer Agreement and uphold its commitments

VOLUNTEER RIGHTS

- The expectation of a great experience when providing services to IAH members with the understanding that each service can be a learning opportunity
- The opportunity to ask questions. When in doubt, contact IAH. We want to hear from you.
- Assignments are voluntary. Sometimes “no” is the best answer for a volunteer.
- Assignments may be changed when appropriate.
- Provision of general liability insurance that covers volunteers
- Assurance that each volunteer will receive the support and backing of the IAH Board, committee members, and staff
- Assurance that each volunteer will be appreciated and respected

RESPONSIBILITIES

- Attend orientation and training sessions
- Accept guidance from IAH Board and staff
- Adhere to the policies for volunteers of IAH
- Contact the IAH office immediately if you are uncomfortable with a situation
- Check the IAH website regularly for potential assignments
- When an assignment is made, contact the IAH member with a service reminder on the day before the appointment.
- Notify IAH as soon as possible if you are unable to keep a scheduled assignment
- Complete the online Feedback Form after the completion of each service
- Notify IAH staff if you decide to end your volunteer status with IAH

EXPECTATIONS FOR PROVIDING SERVICE

- Be prompt and wear appropriate attire
- Introduce yourself, present your IAH identification (if necessary), and verify the volunteer service you have been asked to provide.
- Establish and respect boundaries for the requested service

- In a medical emergency during service, call 911, and as soon as possible, report the situation to IAH
- Members are responsible for providing supplies and materials for appropriate services
- Respect the confidentiality of each member
- Be sensitive about a member's special circumstances (example, someone really needs you to just listen to what they have to say)
- Exercise good judgment and common sense, especially in unexpected situations
- Report all issues that arise while completing a service to the IAH office as soon as possible
- Examples of top notch services:
 - If assisting a member with payment in a shopping situation, be certain that all transactions are explained as they are happening, making sure that all receipts, etc. are saved for documentation.
 - With the completion of a service request such as home maintenance, explain what you have done and have the member examine the work if that is possible to be sure they are satisfied.

PROHIBITED ACTIONS

DO NOT:

- Offer to perform any services that require personal care
- Offer physical support, except for very gentle assistance (for example, when someone is rising from a chair)
- Attempt to move the IAH member unless their life is in imminent danger (if they fall in the road, for example). **In case of a medical emergency, call 911.**
- Administer medications or medical treatment to a member unless it is a life threatening emergency; call 911 first
- Accept any form of payment at the completion of an IAH assignment
- Accept direct personal requests for service from members. IAH assumes responsibility for arranging all volunteer assignments. Refer members to the IAH website or the office phone for assistance.
- Witness a legal document during your volunteer assignment
- Use alcohol or drugs in a time frame that would influence your performance during a volunteer assignment
- Sign any agreement that involves organizational, contractual, or financial obligations for IAH
- Make public statements representing IAH. Examples would be statements to the press. If situations like this arise, contact IAH staff.

INFORMATION FOR THOSE PROVIDING DRIVING SERVICES

- Drivers will be expected to use their own vehicles
- A copy of the driver's license and proof of automobile liability insurance must be provided to the IAH office
- The vehicle used must be sufficiently maintained with special attention given to the working and use of seat belts
- The volunteer is responsible for payment for gas and any tickets or fines that are given during a

service appointment

- Parking fees are the responsibility of the IAH member
- Mileage incurred during service is tax deductible

REASONS FOR DISMISSAL OF A VOLUNTEER

- Failure to adhere to IAH policies
- Failure to fulfill duties assigned
- Failure to meet appropriate standards of professionalism
- Use of alcohol or drugs that influence the volunteer's ability to complete the service appointment
- Theft or misuse of organizational property or members' property
- Verbal or physical abuse of an IAH member, other volunteer or staff
- Breach of confidentiality

I'On At Home Volunteer Opportunities

Member Services

Friendly Visits:

- Accompany a member to an IAH social, cultural or educational activity
- Daily check-ins (phone call, text or e-mail to ensure all is well, especially for those who live alone)
- Personal reassurance visits (for a short chat, or to accompany a member on a walk, play cards, or read aloud, etc.)
- Planning ahead for hospitalization (guidance from a retired physician who has had hospital stays as a single person)

Household Chores:

- 2 hours of “honey-do” assistance (assorted chores that can be accomplished in 2 hours)
- Help with tasks that require some handyman skills (moving furniture, hanging pictures, fixing a broken latch on a gate, taking boxes to the attic, etc.)
- Light yard work (raking, watering, sweeping a patio, etc.)
- Out-of-town checking – longer-term (checking on home, inside and out, based on homeowner instructions)
- Out-of-town checking – short-term (keeping an eye on a home when owner is away, picking up packages, papers, mail, watering plants, etc.)
- Pet care (keeping a pet in an emergency)
- Practical in-home help (change light bulbs or smoke alarm batteries, take out trash or recycling, etc.)
- Prepare or pick up a meal, and take it to a member in special cases due to health or injury issues

Technology:

- Help with technology needs (basic help with computers or tablets, or a cell phone, etc.)

Transportation:

- Assist with taking a member on routine errands (grocery store, post office, drug store)
- Drive a member to an appointment or event
- Drive a member to the airport or train station
- Pick up items needed by a member (prescriptions, dry cleaning, groceries)

IAH Support

Programs and Events:

1. Lead or assist with a regularly scheduled interest group: book clubs, exercise classes, lecture series, or special events, etc.
2. Plan/coordinate a social event: visit an art gallery or museum, restaurant outing, etc.

Planning and Governance:

1. Serve on a committee or task force
2. Serve as a Membership Liaison to welcome and stay in contact with new members
3. Become a member of the Board of Directors

Administrative Support:

1. Be a Call Manager to handle administrative duties for several hours each week
2. Manage data and communications
3. Help with fundraising and development

Volunteer Task Description

Transportation Assistant

Job Purpose and Objectives:

A Transportation Assistant will provide rides to and/or from an appointment, an event or other destination needed by an IAH member. The purpose is to get the member to his or her destination in a safe, comfortable, and timely manner. Such assistance is intended to prevent additional stress for a member who is not able to drive in such circumstances.

A Transportation Assistant will need to have a valid driver's license and proof of automobile liability insurance. The vehicle to be used needs to be in good working order and should be of sufficient size to ensure a comfortable trip for the passenger.

A Transportation Assistant will be responsible for gas for the drive. Parking fees should be paid by the member.

In some situations, the Transportation Assistant may remain with the member until the appointment is concluded. An example would be a medical appointment.

In other situations, the Transportation Assistant may actually be taking a member to do errands, such as grocery shopping. It may be appropriate for the Assistant to accompany the member into the store to help with the shopping, etc.

Another category of assistance includes running routine errands for a member when the member is not able to take care of these needs. Such errands include picking up a prescription, mailing a package or letter, grocery shopping, going to the dry cleaners, etc.

Time Commitment:

Most requests for transportation should be able to be accomplished in two hours or less. It is anticipated that exceptions to this will be known before the volunteer accepts the transportation assignment.

Volunteer Task Description

Friendly Visitor

Job Purpose and Objectives:

A Friendly Visitor will provide special attention for neighbors, primarily for those IAH members who live alone. Visits include daily check-ins by phone, text, or e-mail to ensure that all is well at the beginning of a new day; reassurance visits to provide some companionship for a short chat, to play a game, to read aloud to the member, or accompany him or her on a walk; and, accompanying a member to an IAH social or educational activity. The purpose of these visits is to make certain the member is safe and well. Such assistance is intended to prevent additional stress for a member who lives alone and possibly has concerns about some circumstances in his or her life.

A Friendly Visitor should be someone who is patient and willing to listen to the member. The Visitor may suggest activities the member would enjoy that could be shared in the member's home or when, appropriate, even involve an outing.

A Visitor will be an important connection between a member and the IAH office and/or the member's family and friends. The Visitor should report any irregularities to the IAH office.

Time Commitment:

Most requests for friendly visits should involve no more than two hours of time once a week. The daily check-in's will involve ten to fifteen minutes on each assigned day. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.

Volunteer Task Description

Household Chore Assistant

Job Purpose and Objectives:

A Household Chore Assistant will provide practical in-home help for members who need assistance with accomplishing routine needs. Examples of such chores include changing light bulbs or smoke alarm batteries, taking out trash and recycling, putting things in storage, helping with laundry, changing linens, etc. Other Assistants might help with tasks that need some handyman skills and strength, such as moving furniture, hanging pictures, fixing a broken latch on a gate, etc. Still others might assist with light yard work, such as raking leaves, watering plants, sweeping a patio, etc., or checking on a home when the owner is out of town.

Another category includes emergency pet assistance, including caring for a pet for a few hours until other arrangements can be made, taking the animal to the vet or the groomer.

Having a volunteer be available to do any of these regular chores will enable the member to continue to live in his or her home without worries about housekeeping needs. This type of assistance is a real priority for an effective I'On At Home organization.

A Household Chore Assistant should be someone who is patient and willing to listen and understand exactly what the member is asking to be done. When the chore is completed, the Assistant should make certain the member is satisfied. The Assistant should be comfortable with managing routine tasks. If any materials or parts are needed, such as picture hangers, the member is responsible for providing these items.

Time Commitment:

Most requests for household chores assistance should involve no more than two hours of time. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.

Volunteer Task Description

Technology Assistant

Job Purpose and Objectives:

A Technology Assistant will assist I'On At Home members with basic needs related to cell phones, tablets, computers and televisions. This assistance will be basic in nature and include helping program a new cell phone, giving instructions on using a tablet or a feature of a computer, helping to set up and program a new television, etc. The Assistants will not be professionals, only volunteers well experienced in managing consumer technology devices. If the member's needs are not able to be accomplished by an Assistant, referrals to professional service providers will be available.

A Technology Assistant will be able to provide back-up instructions on the use of new devices, after a device has been purchased, and will be available to help a member more than once if necessary. An Assistant may not be able to trouble-shoot a situation when something is not working, but depending on the issue, there may be an Assistant who could try to manage this. An Assistant may also be able to offer advice about purchases.

In this electronic age, it is important to have anyone who wishes to use a cell phone or a computer or even a new TV understand how it should be operated and maintained. Electronics can be a source of much frustration, and the intention is for Technology Assistants to help a member avoid that circumstance.

A Technology Assistant should be someone who is patient and willing to listen and understand exactly what the member is having trouble with in using a device. When the task is completed, the Assistant should make certain the member is satisfied. The Assistant should be comfortable with managing routine technology tasks. If any materials or parts are needed, the member is responsible for providing these items.

Time Commitment:

Most requests for technology assistance should involve no more than two hours of time. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.

Volunteer Task Description

IAH Support – Programs and Events Assistant

Job Purpose and Objectives:

A Programs and Events Assistant will be called upon to lead or assist with regularly scheduled interest groups, such as book clubs, exercise classes, lecture series, etc., or special events. Duties to be performed include setting up and cleaning up, greeting guests, helping with handouts and refreshments and other tasks related to the specific event.

A Programs and Events Assistant may also help plan and/or coordinate a social event, such as a visit to an art gallery or museum, a restaurant outing, etc. The Assistant may help with logistics, such as transportation and reservations or tickets, and also accompany members on such activities. A Program and Events Assistant will be supervised by the Chairperson of the Programs Committee.

Time Commitment:

Most Programs and Events needs should involve no more than two hours of time at a time. If serving on a planning committee, the time commitment will be ongoing, either until a specific event has occurred or continuing as events are planned for a period of time.

IAH Support – Planning and Governance

Job Purpose and Objectives:

An IAH volunteer who is interested in planning for the future of the organization and values the concept of sound management, including ensuring that nonprofit best practices are adhered to, may wish to be involved with the Board of Directors or with a Board Committee. Board members are elected annually for a three year term. Elections occur in December at the I'On At Home Annual Meeting.

There is also the opportunity of working on a Board Committee. Currently, the Board functions with these committees: Finance, Marketing and Communication, Membership, Programs , and Volunteer Services. There is also an Executive Committee which is composed of the officers of the Board and one additional at-large Board member.

From time to time, the Board may choose to form an ad hoc committee or a task force for a specific project. These groups would benefit from having volunteers whose skills and experience support the mission of such a committee or task force.

Time Commitment:

Service on the Board or a Board Committee will involve monthly meetings that last about one to two hours, and some preparation work between meetings related to the function of the Board or the committee. Until professional staff can be hired, the IAH Board is a working board.

IAH Support – Administrative Assistant

There are three primary areas in which volunteers may provide administrative assistance to I'On At Home. These are: being a Call Manager, helping with data management and communications, and helping with fundraising and development.

Call Manager

Volunteers commit to working at an assigned time for several hours each week to handle administrative duties. These duties relate to handling the IAH phone and managing website communication. While IAH is not intended to be a 24/7 organization, there will be specific office hours on weekdays. It is vital that someone be on duty to handle communication from members and volunteers as well as work with posting members' service requests and coordinating the assignment of volunteers to fill the requests. This work can be done from the volunteer's home. Time commitment would be three to four hours per shift.

Membership Liaison

Membership Liaisons are an adjunct of the Membership Committee. They will be responsible for welcoming new members to IAH and for staying in touch with these members on an ongoing basis. The time commitment would be 4-6 hours a month. Membership Liaisons will be supervised by the Chairperson of the Membership Committee.

Data Management and Communication Assistant

IAH will need regular maintenance of data on Helpful Village, which is the computer program used to track members, volunteers, vendors, community contacts, a calendar of programs and events, etc. Volunteers who are experienced and comfortable with doing this type of computer work will be very helpful in keeping data up-to-date. This work can be done from the volunteer's home since the computer program is on-line. Time commitment would be three hours at least twice a month and as needed for special help.

Fundraising and Development Assistant

IAH is a business, and as such, it will have expenses in its operation. Membership fees will cover a portion of the annual budget but not all costs. Therefore, a Fundraising Committee will be formed to strategize on other ways to raise money. To be considered are special events, grants, solicitation of area businesses as well as contributions from I'On residents who do not choose to be members of IAH. This responsibility will be extremely important to the future of the organization. Time commitment would be several hours a month, including meetings and follow-up assignments which could usually be done on a flexible schedule.

Basic Contact Information for IAH Volunteers

Address: P.O. Box 1225, Mount Pleasant, SC 29465

Phone: 843-284-3590

E-mail: ion@ionathome.org

Website: ionathome.org

Office Hours: 9 a.m. – 1 p.m., Monday through Friday

In the event of a medical or other emergency, please call 911. I'On At Home is not equipped to provide emergency assistance.

RESOURCES FOR I'ON AT HOME VOLUNTEERS

- 1. Volunteer Applications**
- 2. Volunteer Code of Ethics and Agreement**
- 3. Volunteer Service Report Form**



**I'On At Home
Volunteer Application**

Return completed applications to I'On At Home, P.O. Box 1225, Mt. Pleasant, SC 29465 or drop them in the basket by the front door at 46 Hospitality Street.

Personal Information

Last Name: _____ First Name: _____

What do you prefer to be called? _____

Street Address _____ Zip Code _____

Home Phone _____ Cell Phone _____

E-mail: _____

What is generally the best way to reach you? ___home phone ___cell phone ___e-mail

Birth Date (month and day only) _____

Employment

Are you currently working? _____ Full or part time? _____

Occupation _____

Employer _____

Student Information

Name and location of school _____

Full or part time? _____

References

Please list the names and contact information for two people (other than relatives) who have known you for at least two years:

1. Name _____

Relationship _____

Phone number _____

E-mail _____

2. Name _____

Relationship _____

Phone number _____

E-mail _____

Community Involvement *(Please use the back of the page for additional information if necessary)*

What current volunteer commitments do you have? What have you done in the past that you enjoyed?

Organization(s) and Roles

To what community organizations do you belong or work with (civic clubs, sports groups, church or synagogue, arts groups, etc.)?

What volunteer or community roles do you find particularly enjoyable or meaningful?

Skills/Hobbies/Interests

Please list your special skills or interests. Examples might include gardening, cards and other games, cooking, foreign languages, books, woodworking, etc.

What volunteer time would you be comfortable giving to IAH? Check all that apply.

- a. Ad hoc assignments arranged ahead of time? _____
- b. Regular weekly time slot: an hour or two, half day, all day? _____
- c. Regular monthly time slots: an hour or two, half day, all day? _____
- d. On-call assignments? _____
- e. Mornings? _____
- f. Afternoons? _____
- g. Evenings? _____

Do you have any physical considerations that would affect the kinds of assignments you are comfortable with performing? _____

Can you think of situations that you would rather avoid? _____

Please note that we often take photos at events. We may use those photos in our newsletters or in I'On materials. If you do not wish to have your photo printed somewhere, please talk to the photographer at the time the pictures are taken.

Volunteer Opportunities

Put a checkmark by the opportunities that interest you.

Member Services

Friendly Visits:

- Accompany a member to an IAH social, cultural or educational activity
- Daily check-ins (phone call, text or e-mail to ensure all is well, especially for those who live alone)
- Personal reassurance visits (for a short chat, or to accompany a member on a walk, play cards, or read aloud, etc.)
- Planning ahead for hospitalization (guidance from a retired physician who has had hospital stays as a single person)

Household Chores:

- 2 hours of "honey-do" assistance (assorted chores that can be accomplished in 2 hours)
- Help with tasks that require some handyman skills (moving furniture, hanging pictures, fixing a broken latch on a gate, taking boxes to the attic, etc.)
- Light yard work (raking, watering, sweeping a patio, etc.)
- Out-of-town checking – longer-term (checking on home, inside and out, based on homeowner instructions)
- Out-of-town checking – short-term (keeping an eye on a home when owner is away, picking up packages, papers, mail, watering plants, etc.)
- Pet care (keeping a pet in an emergency)
- Practical in-home help (change light bulbs or smoke alarm batteries, take out trash or recycling, etc.)
- Prepare or pick up a meal, and take it to a member in special cases due to health or injury issues

Technology:

- Help with technology needs (basic help with computers or tablets, or a cell phone, etc.)

Transportation: *(There is an additional form to be completed when applying for this role. Please contact IAH for more information.)*

- Assist with taking a member on routine errands (grocery store, post office, drug store)
- Drive a member to an appointment or event
- Drive a member to the airport or train station
- Pick up items needed by a member (prescriptions, dry cleaning, groceries)

IAH Support

Programs and Events:

- Lead or assist with a regularly scheduled interest group: book club, exercise class, lecture series, etc., or special events
- Plan/coordinate a social event: visit an art gallery or museum, restaurant outing, etc.

Planning and Governance:

- Serve on a committee or task force
- Serve as a Membership Liaison to welcome and stay in contact with new members
- Become a member of the Board of Directors

Administrative Support:

- Be a Call Manager to handle administrative duties for several hours each week
- Manage data and communications
- Help with fundraising and development

Volunteer Background Checks

Due to the sensitive nature of some volunteer work, and the high level of service expected by IAH members, all volunteers working with IAH are required to undergo a criminal background check, conducted by a third party vendor. All results are confidential. There is no charge for this screening, although you may elect to pay for part or all of this cost. By signing below, I agree to a criminal background check.

Signature: _____ Date: _____

Volunteer Agreement

I understand that IAH will check my references and criminal history record as a part of the screening process. To the best of my knowledge, the information I have completed in this application is accurate and correct. I also understand that certain information about me (skills, interests, hobbies, etc.) may be discussed with members with whom I may work.

I agree to maintain the confidentiality of members with whom I work and will respect the privacy rights of all direct and indirect participants with IAH.

I agree to attend an orientation session and other training as needed or recommended.

Signature: _____ Date: _____

If under 18, a signature of a parent or guardian is required.

I give my consent for _____ to serve as a volunteer with IAH according to all applicable policies set forth in this agreement.

Signature: _____ Date: _____

Printed Name: _____ Relationship: _____

Driver's License Information

Proof of a valid South Carolina driver's license and automobile liability insurance is required for volunteers willing and able to transport members to and from appointments. Please complete the following information.

Personal Information

Last Name _____ First Name _____

Address _____ City, State, Zip _____

Home Phone _____ Cell Phone _____

E-mail _____

Please identify your vehicle type: ___ Sports ___ Sedan ___ SUV

Is it properly maintained and equipped with all of the proper safety requirements?

Driver's License

DL # _____

Expiration Date _____

Automobile Insurance

Insurer _____

Member # _____

Effective dates _____

Attach copies of license and insurance card to this application form.

Volunteer Code of Ethics and Volunteer Agreement

Volunteers are expected to protect and maintain the confidentiality of IAH members at all times. Volunteers are to respect members' privacy and exercise discretion when interacting with them. In addition, volunteers should be respectful of IAH as an organization.

IAH assumes responsibility for making all volunteer assignments. Volunteers will receive their assignments directly from IAH and not directly from members.

Only the requested service should be performed at each assignment. If minor requests (for example, mailing a letter, placing an item on a high shelf) are made during the time of service, they may be performed at the volunteer's discretion.

Volunteers agree not to offer professional advice to members.

Volunteers agree not to accept monetary or other forms of payment at the completion of volunteer assignments or anytime thereafter.

Volunteers are expected to submit an online feedback form for each assignment completed.

Volunteers must contact IAH immediately if they have any concerns regarding the safety of a member.

Volunteers agree that they may be providing services that require close physical contact with a member. Volunteers should not physically assist a member when the assistance needed should be provided by a professional. Exceptions are an occasional gentle assist to a member in sitting or rising, or when physical contact is essential to prevent an accident, such as to keep someone from falling. Using good judgment is necessary in these situations.

Volunteers agree to respect cultural, religious and political views of members, and do not attempt to impose their own views on members.

Volunteers are expected to complete their assignments according to IAH standards with their primary focus on each member's best interest and safety.

Signature of Volunteer

Print Name

Date

Signature IAH Representative

Print Name

Date

VOLUNTEER SERVICE FEEDBACK FORM

(available online on the IAH website)

(I'On At Home would greatly appreciate your candid volunteer service feedback. This information is important for continuously improving the services offered and provided by IAH. Thank you.)

Volunteer Name _____

Date of Service _____

Member Name _____

Service _____

Time Spent _____

* Mileage _____

Was the requested assignment satisfactorily completed? yes _____ no _____

If answering no, please explain.

Were there any incidents that required contacting IAH during this visit? yes _____ no _____

If answering yes, please give details.

How would you rate this volunteer experience? positive _____ negative _____ neutral _____

If answering negative, please explain.

Could IAH have done a better job of preparing you for this assignment? yes _____ no _____

If answering yes, please explain.

* for volunteer tax deductible information