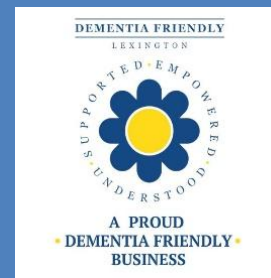


A CARING PLACE

Policy Manual 2025



Building Friendships... One Step at a Time

CONTACT INFORMATION

info@a-caring-place.com

www.supportacaringplace.org

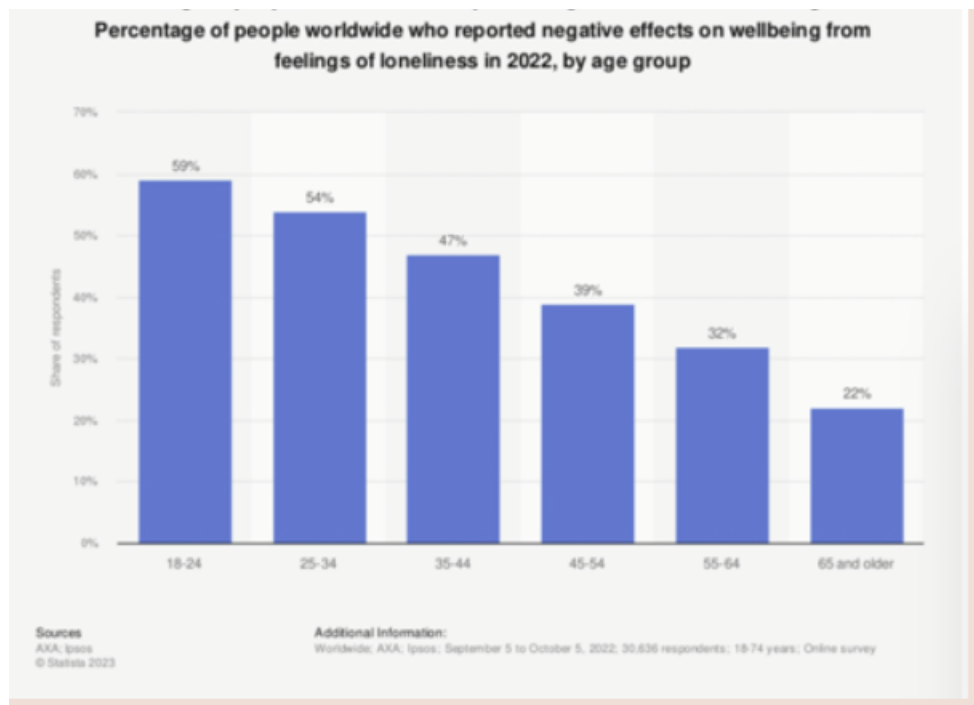
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Date Revised: 2/14/24

8/20/2025

Welcome to A Caring Place

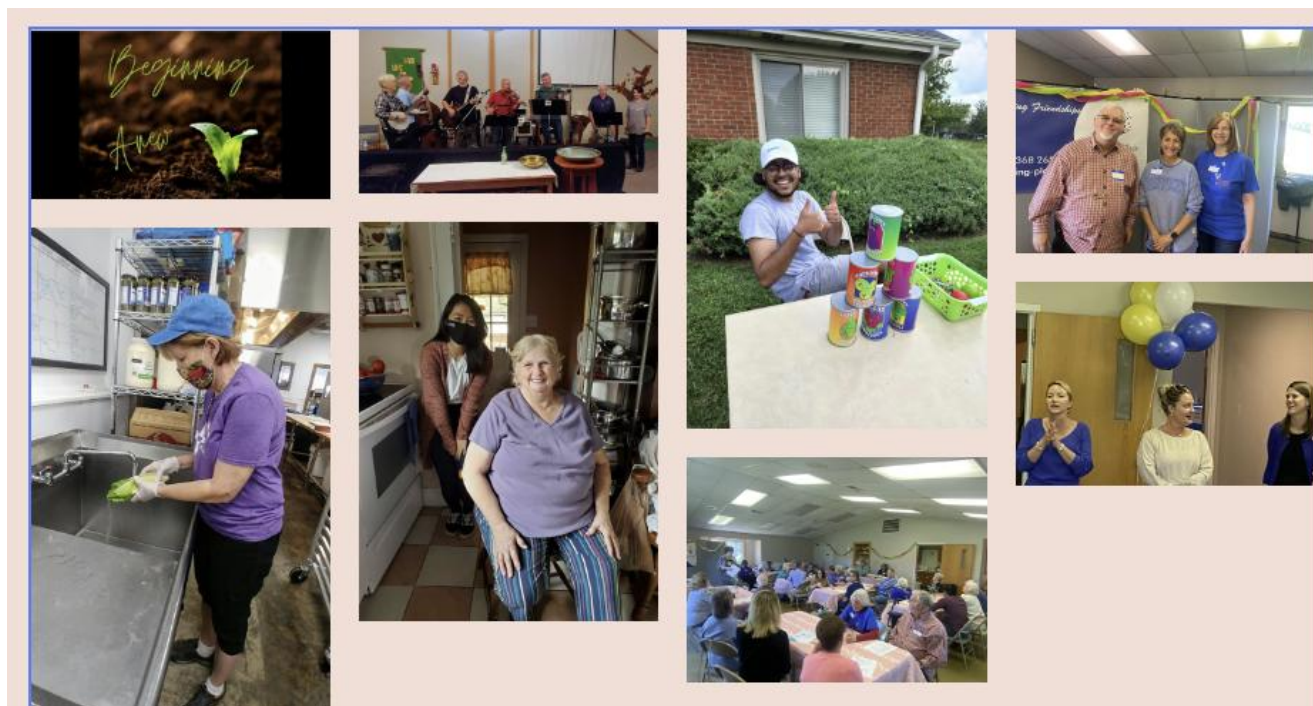
We are an interfaith-based non-profit located in the beautiful Blue Grass area of Kentucky. Our ministry is to reach out to the elderly and disabled who are socially isolated in our community and mitigate or prevent the adverse impact of loneliness. The need to belong is primordial and has been recognized by the World Health Organization and the US Surgeon General, Dr. Murthy, as being in pandemic proportions and impacting not only the individual and their quality of life, but the entire community.



We provide an environment in which the person feels they belong and are appreciated. Our main and most popular program is our Telephone Comfort Care Program. A volunteer is assigned to one participant to call several times per week to provide a welfare check or chat. Over time, these phone conversations have led to lasting friendships and connectivity. We also provide small socialization groups either virtually or in person to help build confidence in relating to others in a safe environment and promote bonding experiences.

Lack of physical independence is a significant characteristic of the population we service. Therefore, to help them maintain independent living, we also evaluate every participant for their need for housing, food, transportation, and housekeeping assistance, and if needed, help

them apply for available community resources. Food is a major need. Twenty to thirty percent of our participants live below the poverty line and have no food resources that are readily available or accessible. As waiting lines at agencies who provide meals are excessively long, we have been morally compelled to provide noon meals delivered to their doorstep. Fundraising is continuously implemented to ensure we have enough money to pay for our catering service, Sequel Inc.



A sense of accomplishment gives one purpose, meaning, and direction in one's life. Loss of physical independence, loss of jobs or avocations et al, can impact our ability to accomplish or give to another. This loss can make us feel spiritually distressed, and exponentially increases the harm of loneliness. A Caring Place (ACP) empowers our participants to recognize and utilize strengths which improves their sense of confidence and security with who they are. We encourage all our participants to engage in the spirit of volunteerism fostered in ACP. They may assume roles of co-presenting a 5-minute topic in our socialization groups, help fold brochures for recruitment fairs, or establish friendship contracts with others who are lonely and need a phone chat. Our Read On! Program, directed by Ann Mendenhall, supports and mentors' participants to read to 3rd graders virtually. We have three different elementary schools we utilize: Christ the King, Rosa Parks, and James Lane Allen. The children and our seniors both have expressed high satisfaction with this program. Finally, for those who require more spiritual support, we have a chaplain on our Advisory Council who is available upon request.

Finally, we recognize that persistent stress of loneliness causes grave physical dangers to our well-being. Addictions, depression, dementia, cardiovascular disease, cancer, and even an earlier death can all be attributed to persistent loneliness. Therefore, to counteract harmful physical effects, we offer classes in coordination, stretching and mindfulness. We also encourage

our participants to engage with the Lexington Senior Center exercise classes offered on TV stations in the community. UNIPER, a newly developed digital platform, can be installed for anyone over 60 who has internet access. UNIPER also offers many types of physical exercises, and other brain stimulating activities. Anyone who is interested may contact us using the forms provided, and we will answer your questions, and if interested, help you get UNIPER as an app on your TV set.

Per the AARP, persistent loneliness strikes one in every four people above the age of 50. This is an epidemic, and a scourge on the soul of our society. We can eliminate loneliness today, by showing solidarity as a society, and connecting with others.

An orientation is provided through the Volunteer Coordinator, a self-learning module, and regular on-going monthly education sessions. All volunteers are expected to sign an agreement related to their time commitment, protecting the participant's privacy, and professional conduct while in their role.

Please feel free to contact us whenever with concerns or joys to share. We look forward to becoming better acquainted and to a rewarding and stimulating "world of experiences."

859 368 2656

info@a-caring-place.com

www.supportacaringplace.com

Background Information and Partnerships

We started from a small church, Word of Hope, in Lexington KY in 2017. At the time, we were an outreach program, but through the leadership of our founder, Pastor Sandy Stone, we became a non-profit, incorporated in the State of Kentucky, August 14, 2019.

Our Ministry was quickly outgrowing the physical structure of Word of Hope, so we transferred our Church primary alliance from Grace United to Beaumont Presbyterian Church (BPC) (1070 Lane Allen Drive, Lexington, 40504) in January 2024, as increased physical space was needed for our Events and Meetings. Our contract with BPC was finalized in November 2024. Pastor Jon Roller, minister, Beth Alexander, outreach coordinator, are our Primary Coordinators at BPC.

One of our first partnerships was with the Youth Movement Against Alzheimer's (presently our UK Chapter of A Caring Place, recognized by UK as an official service organization) at the University of Kentucky. We have had a contractual relationship with this chapter since March 2020. This partnership has offered ACP the ability to offer a co-generational approach in all of our programming.

Villages (Hub and Spoke Business Model):

A Caring Place is a "Village" as it meets all 4 criteria established nationally for having this designation: We are a non-profit 501 c3, we are a grass roots organization, and we are member driven in determining the actions needed to mitigate social isolation and enhance a member's ability to age in place safely. Villages connect members to a wide array of practical support services and social connections that enable older adults to enjoy a rich, independent and healthy quality of life when they choose to age in their homes and communities. Villages build a sense of community and offer resources, services, programs

and activities, including social and educational programs, health and wellness activities and volunteer assistance with transportation, light home maintenance, and technology coaching. The Village Movement originated in Boston with Beacon Hill Village, leading the way for a more economically efficient model for aging.

Village Characteristics: While each Village is different and reflects the needs of its members and community, Villages share many common characteristics:

- Provide a strong, inclusive community that offers members new opportunities to age successfully
- Are membership-driven, self-governing, grassroots, nonprofit organizations
- Are run by volunteers and may have paid staff
- Coordinate access to affordable services, including transportation, health and wellness programs, technology support, home repairs, social and educational activities
- Offer access to vetted service providers (e.g., plumbers, electricians, painters)
- Positively impact isolation, interdependence, health and purpose, reducing their members' overall cost of care
- Serve as one-stop-shopping for the services members need to age safely and successfully in their own homes
- Form linkages with community partners to help address the challenges of aging

Why Are Villages Needed Now?

A 2010 survey by AARP found that nearly 90% of older adults in America want to stay in their homes and communities as they age. The Village model helps older adults to age in a place of their choosing, connected to their communities with the practical supports and tools they need to create successful aging of their own design.

Villages are well positioned to improve the population health of the communities they serve. In Britain and the United States, roughly one in three people older than 65 live alone, and in the United States, half of those older than 85 live alone. Studies in both countries show the prevalence of loneliness among people older than 60 ranging from 10% to 46%. The Village Model works! Village members consistently report a positive impact on their well-being and quality of life as a direct result of their participation in their Village.

“Villages are instrumental in helping people remain in their homes and independent in their communities.” - Ilene Henshaw, AARP, Department of Government Affairs.

In October 2024 we received \$150,000 from the Lexington Fayette Urban County Government to do a community needs assessment to see if it is feasible to extend our reach to the entire city of Lexington in the form of Caring Neighborhoods. This strategy would allow us to extend our reach for those who want to age in place, but no longer have the physical abilities to maintain their homes. Social isolation is a huge need among these people. We would like to extend our success in mitigating or preventing loneliness to these ‘neighborhoods through our present programs, plus address other needs they might have which could be met through additional resources. Although ACP might not be able to meet the need, ACP would maintain a current list of community resources which could be used to either offer free or discounted services to members of our ‘caring neighborhoods’.

Many other community players have helped and continue to support our mission. We are forever grateful to these organizations and look forward to our

continuing relationship, as we work together to stamp out the social isolation that causes loneliness. These organizations include B.U.I.L.D. (a consortium of 26 Lexington Churches seeking social justice), Lexington Fayette Urban County Government, the local Lexington Lions Club, the Christian Church in Versailles KY, Sanders Brown Institute on Aging, the Lexington Senior Center, the local Council on Elder Abuse as well as the Blue Grass Aging and Disability Agency. The Blue Grass Council of the Blind, UK Federal Credit Union and Aging with Grace Home Health and Day Care are our most recent sponsors who help financially and socially to meet our goals. We are grateful for the donations of time, money, or ambassadorships/support to all of our partners and sponsors, as we travel this 'lonely' road together to find 'connectivity and joy'.

GRANTORS: We have received several awards from several sources, some located in our community: i.e. Blue Grass Community Foundation Administrator of Beulah S Mays Endowment Fund, The Episcopal Diocese that has provided a significant grant through their UTO Program, and the ELCA Synod which has guided us in obtaining funds from ELCA: World Hunger. The Local Lexington Lions Club has offered continuous financial support for our meal ministry, and Faith Lutheran Mission Endowment have both been generous. The Junior League of Lexington has provided space and time, as well as grant funding. Grants remain a significant source of financial help, especially with our food ministry. We could not do it without them.

University of Kentucky: We have a campus ministry at the University, which is a chapter of ACP. Several devoted young adults between 18 and 24 have taken leadership roles to recruit, train and retain other students in implementing our Mission of combatting loneliness. These young adults contribute significantly to all of our programs, and have assumed additional roles as the Assistant Education Coordinator for our Community Presentations, attended and promoted all ACP Events, and have assisted with fund raising activities. The College of Communications and Information have been instrumental in helping us analyze our non-profit, constructing a working and attractive web site, and becoming vendors at their recruitment fairs

Leadership Team

Board of Directors:

Roxanne Cheney (Chair)
Steve Katz (Interim Treasurer)
Rose Cheney (Interim Secretary)
Ann Mendenhall (Nursing Home Liaison)
Stacy Federico (Director: Card & Food Ministry)
Patricia Burke (Director: Volunteer Coordinator)
Sharon Turpin (Director: Phone Participants)
Zadie Ryan (Networking)
Beth Alexander (Beaumont Presbyterian Church & Woven Coordinator)

Advisory Council:

Associate Members: (future coordinators of our neighborhood-circles will join this group)

UK Chapter: Walter Kuhmann, President

EKY Chapter: Proposed

Transylvania Chapter: Proposed

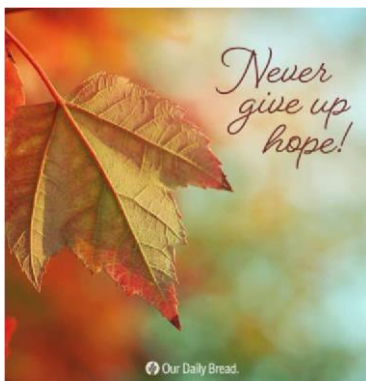
Associate Directors:

Rev Ray Mendenhall (Chaplaincy service)

Carolyn Pullen (Volunteer Hours Analyst)

Laura Dake (Group facilitator)

Janice Lewis (Blue Grass Council of the Blind)



Mission, Vision, and Values Statement

Mission: To reach out to the elderly and disabled in the Bluegrass region who are socially isolated in the community to mitigate or prevent the risk of loneliness and to support safely aging in place.

Vision: We imagine a world where ALL are loved.

Values:

Compassion towards everyone, but especially for the marginalized of our society.

Friendship and giving it to others who have inadequate or no relationships.

Hospitality in opening the doors to anyone who needs our services.

Respect for ourselves and others, as we are all made in God's image.

Inclusion at the decision-making table which reflects the population we serve.

Creating Hope, as without it, all else dies.

Overall Priorities: Objectives

1. **Empowerment of the older adult or disabled**

We aim to create a sustainable network of small neighborhoods or circles, whether virtual or based on shared interests. We have adopted the Village Hub and Spoke Business Model to support our infrastructure. Villages empower members to discover meaning in their lives, access essential resources for a high quality of life, and learn how to maintain a healthy lifestyle across all four domains: physical, emotional, social, and spiritual.

2. **Strengthening community ties:**

We promote a co-generational approach where younger adults benefit from the wisdom of older adults, while older adults gain the energy and creativity of younger peers. This mutually beneficial relationship strengthens community bonds and fosters personal growth.

3. **Advocacy:**

We are committed to sustaining an advocacy role at all levels within the community to ensure that the quality of life for ALL our residents is prioritized and preserved.

Overview of A Caring Place programs

A Consultant from the School of Information University of Kentucky identified groups who have a high risk of social isolation that defines the population ACP serves: Indigent living independently in community who live alone, recovery groups, newcomers to the community, LGBT community, early cognitive impairment, bereaved or grieving whether current or deferred, the sheltered and unsheltered homeless and the low-no vision individuals. All of our programs are built around re-integrating into the community all our participants to the highest level functioning or comfort.

Specific programs: For any of the above groups identified in our SWOT analyses, please see our procedure guide for individual programs.

Intergeneration Approach:

Our UK Chapter of A Caring Place is a young adult driven campus ministry of our non-profit (University of Kentucky in Lexington KY). A Caring Place has contracted with undergrad students to work with us to help the aged and the totally disabled to improve the quality of their lives.

Relationships between the elderly and the younger generation make us feel connected in several ways. They make us feel linked not only to each other, but also to something bigger, to the past and to the future. Thus, this connection leads to many benefits for all generations.

According to Erik Erikson, one of the first psychologists to describe social development across a lifetime, connections between youths and an older generation can give a sense of fulfillment to the elderly. Intergenerational relationships can invigorate and energize older adults as well as help reduce the likelihood of depression and loneliness. These relationships can also aid in cognitive stimulation and provide an opportunity for the older adult to learn new skills. And the younger adult can learn from the experiences and wisdom of the elderly.

Telephone Comfort Care: Each volunteer is assigned a participant to call preferably twice weekly or as the participant requests. This is more than a wellness check, but a time when the volunteer and participant form a bonding relationship. The formation of this relationship is critical, as it is through this relationship that loneliness may be mitigated. This bonding is what makes us different than other programs, or church calls, which are done as wellness checks only. Studies show it takes 50 hours of together time to turn a stranger into a casual friend; 200 hours to convert them into a close friend. (Zacour, April 2019). Therefore, patience is expected from the volunteer in getting to know the participant, and for the participant to get to know the volunteer. Mutual reminiscing helps in this venture.

As friendships take time to develop, we currently assign no more than one participant per volunteer, so there is adequate time to socialize and get to know each other. Volunteers are expected to report the time spent every month to the Chair, A Caring Place. Call times should be scheduled between the volunteer and the participant. If the participant does not respond to a scheduled time the volunteer will leave a message and call one more time. If the participant still does not respond, the volunteer may call the emergency contact.

If the participant is re-located to a higher level of care, the volunteer will continue to follow. If the participant is re-located to another State, they can only participate in our Card Ministry, to be compliant with our Articles of Incorporation with the State of KY 8/14/2019.

Students from our campus ministry will be 'secondary' buddies, not the primary. This will allow students to not worry over who is calling their buddy when they are on summer or winter break, or graduate and are no longer with us.



The Welcome Center: Two small socialization groups are conducted on Weds and Saturday at 10 a.m. These groups are virtual. We also have a one-in person socialization group held on Thursday at 9:30 a.m. at 1870 Armstrong Mill Rd, Lexington. This extremely exciting and unique venture offers participants a chance for structured discussion groups on Zoom conferencing between young adults and senior citizens. Anyone interested in this activity should call 859 368 2656 and will be given a link for participating in Zoom (for those with smart phone, need to download the Zoom application). It is open to all ages, all locations and all who desire social stimulation, laughter, and friendships.

Home Visits: Select participants who live independently, and are a part of the Telephone Comfort Care Program may receive a planned home visit from one of the volunteers. Usually, the volunteer is the one who has been calling them on a regular basis, but not always. Home visits enhance the bonding which is taking place during the phone calls or teleconferences. A person now can use all their senses in reacting, responding, and relating to another. This is also an opportunity for the volunteer to make a quick assessment of the safety of the home environment. All volunteers who are making home visits will first have background checks done (the exception to this will be Undergrads at the University of Kentucky, as criminal backgrounds from underaged people are blocked from view. For those students, a teacher's recommendation is required recommending them for a volunteer position with ACP. A Caring Place will pay \$25 for those who are enduring financial hardship, otherwise, will accept a donation of \$25 for conducting a Criminal background check. A Caring Place has chosen the Kentucky Administrative Office of the Courts located in Frankfort KY for these background checks. Information the volunteer must present for this background check will be provided at the time of the request. We also require two references from non-related people prior to approving home visits, undergrad students being the exception. During the visit, volunteers may assist with correspondence; enjoy a common interest or hobby or pass the time just talking or walking. Most important is the human warmth and companionship that this program fosters between an older person and the volunteer. It may even encourage participants to seek other social opportunities.

Masks may need to be worn by both participant and volunteer at various times.

Volunteers will be notified if this situation occurs. Both the participant and volunteer will need to have vaccinations as prescribed by the Public Health Department. Exceptions will need Board approval.

If a participant is requesting recurrent rides to receive medical care, medications or groceries, is discouraged, as alternative recognized transportation modes are available in the LFUCG, and surrounding counties. Please contact the Volunteer Coordinator or Chair/Vice Chair should this occur. If a member/participant is requesting a one-time ride to a clinical procedure where the driver needs to wait 2-3 hours until the procedure is completed, prior to transporting the member home, we will accommodate if a vetted volunteer is available (NOTE: The vetted volunteer may be their phone buddy). Please see the Procedure for more specifics on this process.

Lunch Delivery: We have volunteer opportunities for drivers. Our primary need is to deliver noon meals. This takes approximately 1 hour for daily runs. Meals will be picked up at our catering service at 428 Southland Dr, where a route will be given to the driver. We need a copy of one's insurance and license prior to assuming this responsibility, along with signing a disclaimer stating liability for any vehicular or personal damage during this assignment will be the responsibility of the driver, not A Caring Place, Inc. Unless notified that a health urgency is occurring in the community, all meal participants will be notified by phone that the volunteer is on their way and will need to see the participant whom they are delivering a meal. If you are interested in this area of volunteerism, there are a few things we will need first:

1. A copy of your driver's license and insurance (must show 100,000/300,000 personal auto liability limits)
2. An application and a signed disclaimer for vehicular and personal liability.
3. No car accidents in the past 5 years.
4. No tickets in the past year.
5. No DUI in the past.



Meals

- a. Participant's income must be below the 130% federal poverty line (God's Pantry establishes our standard).
- b. Must have no other food resources. (Moveable Feasts, and Mom's Meals both deliver food to home). Lexington Sr Center does provide Congregate meals and has no waiting lines. A person must have initial in person discussion with Dietitian. If possible, we encourage all to eat with someone else, as studies indicate appetite and perceived quality of food are improved. We refer to the ARDC program (Federal sites must approve participant to have delivered meals).
- c. We will initiate home delivered meals through Stacy who coordinates with our catering service, Sequel Inc. (owner: Grace Asbury)
- d. We deliver meals twice a week. Volunteer drivers are given a route when they arrive at Sequel (behind Southland Bakery) at 8 a.m...
- e. Welfare checks are done at the time of delivery. Noted problems communicated to Stacy.

Infection Control

We no longer require that all members be fully vaccinated in order to attend our events. We still have a blanket statement on our calendar (both online and printed) that says "AHA no longer requires, but highly recommends, COVID vaccines for members attending in-person events. If you don't feel well, please test prior to attending AHA events." We also have stopped asking volunteers if they are fully vaccinated. We no longer require that volunteers and members mask up when they're in the car together though a few folks still do mask, as a personal preference.

Communication Devices

A Caring Place has a supply of Tablets with a Mouse which can be loaned to selected participants (i.e. must have Wi-Fi access or be able to access a Hot Spot). The participant must be willing to participate in the Virtual Welcome Center, and if attendance is not validated, the tablet will be returned.

A Caring Place will retain a database of the date a tablet is loaned, the serial number, the name and location of the participant, and phone number.

We also help apply for discounted internet services if the participant meets the eligibility requirements.

Lastly, we are developing a program to teach participants how to fully utilize their voice mail services offered through their phone, and the benefits of UNIPER for improved connectivity-socialization, and brain stimulation.

UNIPER

UNIPER is a digital platform that can be installed on one's TV or uploaded as an app on the computer. It allows the person who has UNIPER to communicate with the outside world and offers continuous brain stimulating programs throughout the waking day.

Anyone over 60 years old living in the Blue Grass area can apply for this program through your Volunteer Coordinator or the Regional Uniper Coordinator at

To provide a clearer picture of what UNIPER is, a participant has provided this information:

1. "UNIPER first had me select from a very long list of activities and hobbies what my interests were. Mine were art, history, and exercises (of any type).
2. UNIPER then took my selections and chose the programs which best exemplified them and provided me with an hourly schedule from 9 am to 9 pm, the activities best suited for my interest.
3. I could check those activities which I did not want to miss, and the computer would automatically set an alarm for me. Fifteen minutes prior to the program, I would receive a text or call from UNIPER to remind me.
4. I can also exchange photos, and live videos with anyone I choose, and engage loved ones and friends, to engage with others in my world. I love UNIPER!"

Card Ministry

All our participants receive cards on special holidays (i.e. Christmas, Easter, Valentine's Day) as well as birthdays, get well messages, or condolences.

Handwritten letters or cards are personal. "In a digital world, where it can take five seconds to send an email or WhatsApp, there is something incredibly human and personal about getting a handwritten letter or card," says Robert Van Den Bergh, director at [Scribeless](#). "A hand-addressed envelope with a real stamp and luxury note inside is very tactile. One of the oldest forms of communication, handwriting is innately human." No doubt, cards or letters provide connectivity in an increasingly isolated world!



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Mind-Motion Classes

Loneliness causes altered levels of the stress hormone cortisol, which affects a person's glucose levels, metabolism, inflammatory response, reproductive system, and cardiovascular system.

We offer helpful classes every Tuesday at noon to reduce this cortisol in coordination-balance exercises, stretching, and mindfulness. In addition, we encourage them to watch the TV channel assigned to the Lexington Senior Center to participate in more aerobic classes. Lastly, UNIPER participants can choose from a wide variety of exercise-mindfulness stress relievers.

Home Instead (Step down Acute Care, and Nursing Home Care)

We have partnered with a local home in Lexington to offer services to residents. A 'book group is established that meets on a regular basis (residents & ACP volunteers). Events may also be planned from time to time, as well as visiting individuals.

Special Events

We have several events throughout the year for participants and volunteers.

Our main event for volunteers is recognition day, which is always the 3rd Saturday in April, and for participants, a Blue Christmas ceremony and luncheon offered in December.

Other events are participation in the Pride Festival, Juneteenth, Fall Festival at Beaumont Presbyterian Church and the Alzheimer's Walk. Annually, we provide in-person training and luncheon for our volunteers, held on the 2nd Saturday of September.

We also attend rallies or ceremonies of other groups who reach out to the marginalized and experience social isolation.

These events provide an opportunity for us to see each other in-person, and a healthy managed outlet for those in need of this type of experience.

Christmas season:

Christmas is said to be a time for connecting with friends, family and having fun. But it can also be a time of loneliness. Indeed, the results of a 2018 survey looking at loneliness during Christmas time in the UK revealed that 17% of people felt more lonely over the festive period. Christmas, with its images and expectations of gift-giving, socializing and excess can often be a time when our own relationships or connections are put under the spotlight. This can lead to feelings of inadequacy if the period doesn't match up to perceived ideas of what our lives should look like at Christmas, or we are looking at our past through Rose colored glasses.

Therefore, ACP puts more emphasis on this time of year than any other and our programs intensify:

- a. Blue Christmas: A reflective, nostalgic ceremony followed by a luncheon, gifting and fellowship is held the 1st Saturday in December. Invites are sent to all participants, and followed up by calls to coax and encourage them to participate. Volunteers are sent an invite through their annual letter and also called to invite, and to coax their phone buddies to attend as well.
- b. Gifting: We have partnered with Home Instead and our now on their Santa gifting tree. In December, all meal ministry and others referred by their phone buddies, will receive 3 of their desired gifts at Christmas, which will be delivered by our Leadership volunteers.
- c. Community dinner: All of our meal ministry receive a Christmas dinner as well as any volunteers to participants who sign up. This is our way of saying Thank you for the beauty and love you bring in keeping us all connected with each other.
- d. Christmas Day phone calls. Volunteers sign up to call as many participants as able to wish them a Merry Christmas and let them know they are loved.



General Information for Volunteers

Introduction

Volunteers are an integral and important part of our Program. Their service to our participants is invaluable. We ask they adhere to the following policies and procedures.

Responsibilities

- Participants and other volunteers are always to be treated kindly and with respect.
- Follow-through on all volunteer commitments
- Report monthly hours as requested via email or text.

Remember: Round up time to nearest 15 minutes.

If a phone buddy, and try to call twice, that is equal to 15 mins

VWC is one hour for each session, but if presenting, add one hour
Drivers, Tai Chi, Mindful Classes and Read on! Your Director of
program will report your hours

Count time spent at Events, meetings, or social gatherings.

Hours spent per volunteer and program will be entered into data base by the assigned volunteer. Mid-Month, the assigned volunteer will send a message to all those who have not sent in their hours for the month. The last week of the month, the Volunteer Coordinator will call the Volunteers who have not entered hours, and re-instruct and obtain their hours.

This is also an excellent way for the Volunteer Coordinator to evaluate any issues or concerns the volunteer might be having.

- Attend 4th Weds virtual meetings for Phone Buddies at 6 pm
- Notify Volunteer Coordinator or designee if any problems contacting your phone buddy or their emergency contact.

Professional Attitude

- Volunteers are asked to take their commitment seriously.
- Volunteers are asked to conduct themselves in a professional manner.
- Any disputes, questions and comments regarding policy and procedures should be discussed in private and never in front of the participant.
- Your friendly conduct will leave a very favorable impression on the participants, their family members and the public.

Attendance

- Please be punctual with their visits or scheduled calls.
- Notify Volunteer Coordinator or designee in advance if you are unable to meet a volunteer commitment.

Dress Code

- Dress with your duties in mind. Be neat and clean. (If solely volunteering by phone, then be relaxed and be comfortable).
- Remember, appearance and conduct must represent the organization in a positive manner.

Training

- All volunteers will acknowledge they have read and understood policy on elder abuse
- All volunteers will acknowledge they have watched the video on safe transfer of people in wheelchairs
- All volunteers will acknowledge they have read the disclaimer on confidentiality
- All volunteers will go through a self-guided module during orientation (first 6 weeks) on: Loneliness, Active Listening, Elder Abuse, Discrimination, Handling of money, and Dementia. All volunteers will be given a copy of our training manual as a resource.

Elder Abuse: Social isolation increases the possibility of elder abuse, as it is hidden from view. Some reports indicate that 1 in 10 older adult is abused. Please refer to the Education Manual

you have been given to the section on Elder Abuse. If the volunteer suspects abuse is occurring, they should immediately contact the Volunteer Coordinator or the Chair. If it is a crisis, call 911.

The Volunteer Coordinator or Chair after a review has concluded there is a likelihood of abuse, needs to report it to the 24 hour toll free hotline at 1 877 597 2331. Calls can be made anonymously.

Friendship Contracts

Our participant-members all are encouraged, as they become healthier, and are reaching out, to be a 'friend' to another participant. Below is a contract that two 'friends' agree. This serves as a wonderful stepping stone prior to initiating contact and social exposure with larger groups in the community.

We Agree to show concern for each other Kindred Spirits As humans, we want to connect with others to feel loved and to thrive in life. It is something to do with the strong emotional and psychological need that makes us feel connected or attached to some other like-minded people.

Friends whether they are around the corner or in another part of the country they provide comfort and support. They make you feel connected by giving you a profound sense of identity and belonging.

Therefore, as part of A Caring Place, an integral part of our program is to provide an environment where someone who needs a friend, can be a friend.

The following commitments are integral to a friendship contract:

1. To love each other, as God has loved you.
2. To see each other on a regular basis (this may be by phone or video time; in person not recommended during the Pandemic time)
3. To give advice when it's needed on work, school, love, parenting, baking, drawing, singing, homeownership, basketball, and Ikea furniture when requested.
4. To not give advice when it's a bad time for it (even if the advice is really good).
5. To respect each other's beliefs, life plan, differences, talents, flaws, identities, and quirks.
6. To never take advantage of each other's friendship, faith, and loyalty.
7. To be honest (but not brutally so).
8. To be understanding and supportive of each other's endeavors and goals, even if it means spending time apart.
9. To be kind to each other.

Welcome to A Caring Place.

General Information about our Participants

1. Our participants are wonderful members of A Caring Place, and we value them. To intervene more effectively, we will assess all participants within 72 hours of being referred to our program. The following information will be collected or shared during the assessment phase:

- Demographics: Religion, Ethnicity, Age, Next of kin or emergency contact.
- Income status is obtained to assess need for further exploration of community programs-resources that might help them, such as Medicaid Waivers, SNAP, ARDC (meals), Audiology, Vision, and accessibility issues.
- How the person was referred, and contact information.
- The participant is informed of when we might call 911, and allow them to opt out.
- Photo permissions are obtained

- A Waiver of our liability is requested for any screens we use during the evaluation process; i.e. loneliness, depression, alcohol risk, pain, and Mini-mental screen. We will always tell the participant to discuss further thoughts, etc. with their physician, and, if requested, provide a copy of the screen responses to them.