

Basic Home Maintenance Training 01/18/2017

What are home maintenance services?

Volunteers will offer basic home maintenance services to those not capable of performing simple household repairs and have no other capable person available.

What do maintenance services include?

- Basic home maintenance services will include, but are not limited to, replacing batteries in garage door keypads, smoke alarms and carbon-monoxide detectors, replacing overhead light bulbs, lubricating garage doors, cleaning and replacing air filters.
- Labor is free but members will be charged for the cost of the supplies in the event volunteer purchases for member. Arrangements will be discussed during initial phone contact.

What do these visits NOT include?

- Service Parameter: We do not provide electrical, plumbing or automotive repairs. Nor do we provide holiday home decorating services. Repairs identified by the volunteer as needing more extensive work than allowed within the scope of our program may require handyman services. The Resource Hub can provide a list of available handymen or other needed resources.

How do I accept a Request for Service?

- Volunteer will use instruction handout provided at training to access VicNet and select assignment.
 - Contact Volunteer Coordinator if questions on accessing VicNet
- Based upon the information in descriptive field, if member's maintenance needs and the volunteer's physical limitations (climbing ladders) do not match, volunteer may determine not to select the opening.
- Once a volunteer have accepted the opening, they will contact the member *right away* to discuss a mutual time and day for visit and a general idea of what type of visit the member would like (conversation, cards, etc.).
- Volunteer will call member *evening before or morning of* appointment to confirm the visit and to reduce the chance of member forgetting and not being home.

After accepting assignment, what general questions should I ask during the initial phone contact?

- Is the listed time or day flexible? Would another time work better?
- Describe what kind of repair needed. Are there other repairs as well?
- Do they have the supplies which may be required? If not, explain they will you obtain and they will reimburse volunteer at visit.
- If need ladder, do you need to bring one. If indicate they have ladder, ask what type.
- If they need to contact you, you may give them your phone number as well as Hub (843-705-2258).

Note: as a result of the phone contact, if it is evident that the volunteer cannot provide the service member has requested, they can decline the assignment, tell the member and explain request will be put back in system for some other volunteer to accept. *Be sure to remove yourself from schedule.*

Before the visit, things to consider:

- If during the initial phone contact or during the visit, the volunteer assesses that member may have communication issues and could benefit from having a neighbor present, politely encourage member to invite someone.
- If during the initial discussion or at the time of the home maintenance visit, it appears a second volunteer will be needed, you can make arrangements with the list of the other home maintenance volunteers or contact Home Maintenance Coordinator.

During the visit, things to consider:

- While providing this service, the volunteer may determine that additional services may be appropriate; if so, report this to the Member Coordinator for possible additional assessment.
- If the member requests the volunteer provide service which is clearly beyond the scope of agreed service, remind the member that this is not within the scope of our responsibility and report this difference of expectation to the Member Coordinator. Recommend member call Hub for resources.
- If a member requests the volunteer return another time, volunteer will discuss the process to request the service through the Hub. If volunteer wishes to accept repeated visits, this will be done by accepting openings on VicNet.
- If a volunteer does have repeated visits and detects changes in member's condition, behavior or environment, please contact Member Coordinator, who will follow-up to obtain further information.

Unexpected Situations before the visit

If the situations described below do occur:

- During Hub hours, Volunteer will contact Hub, who will in turn contact appropriate Coordinator or designee until someone is reached. .
- After Hub hours, Volunteer will directly contact Coordinator/designee, as listed on provided 'after hours' contact form until someone is reached.

Non-response when calling to confirm visit:

1. If member does not answer when volunteer calls to remind member of the day's appointment, volunteer leaves message.
2. If no response to message, volunteer will arrive at member home at time of appointment.
3. At member home, if no response to both several attempts at calling on phone and knocking at door, Volunteer will call Hub (843-705-2258), who will report situation to Member Coordinator or designee until someone is reached. *Volunteer or Hub will not call the emergency contact, as that is responsibility of Member Coordinator.*

Non-response at door although appointment confirmed:

1. Volunteer has spoken with member when called to confirm the day's appointment.

2. At member home, if no response to both several attempts at calling on phone and knocking at door, Volunteer will call Hub (843-705-2258), who will report to Member Coordinator or designee until someone is reached. *Volunteer or Hub will not call the emergency contact, as that is responsibility of Member Coordinator.*

Note: when calling Hub, very important for volunteer to clarify whether they had actually spoken with member when called to confirm appointment either evening before or that morning **OR** if having left a message and not receive call back in response. This is important information for Member Coordinator, who will continue to follow procedures as described under Staying Connected's 'No Response' Policy and Procedures.

Unexpected Situations during the visit

- Always notify Hub or Member Coordinator of situation and guidance on how to handle situation. Hub will contact Coordinator or designee until someone is reached.
- If the member becomes ill during the visit, call 911 if appears to be an emergency or if volunteer not certain of situation.
 - Always provide name and address of member. Notify Hub of situation and if need support. Hub will contact Coordinator or designee until someone is reached.
- If member becomes ill but is not an emergency, contact Hub who will notify Member Coordinator or designee until someone is reached.
 - The MC will follow up later in the day to see how member is doing and determine whether additional follow-up necessary.
- If member falls and is not able to get up with a little assistance, call 911 (or Beaufort County Dispatch Number for Lift and Assists at 843-524-2777 for non-emergency assistance).
 - The Coordinator or designee will come to home to be with volunteer if Always notify Hub or Member Coordinator of situation and for guidance on how to handle requested or deemed appropriate.
- If volunteer becomes ill, call Hub and Coordinator will respond. Hub will make contact with coordinator or designee until someone is reached.
- Fill out Incident Report in Hub when appropriate.

Guidelines on Interacting with Members

Be an active listener.

- Show a positive attitude and a lively interest in whatever Members talk about.
- Listen respectfully if members talk about their religious or political beliefs. Never argue with them or engage in debate.
- Let members talk, but do not feel you have to come up with solutions to their complaints or problems.

Maintain boundaries.

- Boundaries are what make volunteers different from best friends or family.
 - o Staying Connected has specific guidelines regarding provision of services and role of volunteer.
- Volunteers are sympathetic, compassionate and concerned, but need to have enough distance to be objective and realistic.

- While volunteers are caring, it is important not to form dependent relationships with Members.
 - If volunteer finds themselves engaging in activities and providing services beyond the accepted scope of Staying Connected, discuss with Volunteer Coordinator.
- Volunteer Coordinator is always available to talk with the volunteer about any questions or concerns you have about your role as a volunteer. Home Maintenance Volunteer is always available to discuss issues related to your role as a Home Maintenance volunteer as well.