



*A Neighbor's  
Independence  
Depends On You*

**FAITH**  
IN ACTION

# *Volunteer Training Manual*

Faith in Action: Elder Outreach  
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Lexington, KY 40503  
Office (859) 252-1365  
Program Coordinator (859) 230-4801  
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# *About Faith in Action*

*Mission*

*Staff Bios*

*Our Supporters*

# **Mission**

**Mobilize and coordinate volunteer activity throughout Kentucky communities to older adults needing assistance with independent living. The goal is to help older adults maintain independent living and enhance their quality of life by providing resources and assistance where and when needed.**

# **Faith in Action: Elder Outreach Program**

**Faith in Action is an interfaith network of faith groups, agencies, service organizations and individual volunteers working together to improve the quality of life by providing free services to older people in the community.**

# **Services Provided**

**Services available include:**

- **Transportation**
- **Shopping**
- **Home Repairs**
- **Meal Preparation**
- **Meal Delivery**
- **Telephone Reassurance**
- **Friendly Visits**
- **Companionship**
- **Respite Care**
- **Light Housekeeping**
- **Pet Care**
- **Plant Care**

## **Executive Director**

**Julie Melloan, BSW**

**[executivedirector@fiaky.org](mailto:executivedirector@fiaky.org)**

Julie Melloan joined Faith in Action in May 2008 as the Program Coordinator and in November 2008 was named Executive Director. She is originally from Florence, KY. She received her Bachelor's degree in Social Work from the University of Kentucky. Julie has a passion for older adults and has previously worked at Sayre Christian Village and the Alzheimer's Association. Julie is married to Kevin Melloan and they have two children, Ava Grace and Graham.

## **Development Coordinator**

**Lisa Williams, MSSA, CSW**

**[developmentcoordinator@fiaky.org](mailto:developmentcoordinator@fiaky.org)**

After serving on the Board of Directors for 6 months, Lisa Williams joined the Faith in Action staff in 2009. Lisa holds a Bachelors of Social Work from the University of Kentucky and a Masters of Social Science Administration (MSW degree) from Case Western Reserve University. Lisa, a certified social worker, has experience in non-profit management, including fundraising and program development. Lisa lives in Lexington with her husband, Thomas, and son, Miller.

## **Program Administrator**

**Kristi Durbin**

**[programadministrator@fiaky.org](mailto:programadministrator@fiaky.org)**

Kristi Durbin joined Faith in Action in December 2008 as the Program Administrator. She attended St. John's College in Annapolis, MD and graduated with her Bachelor of Arts in Philosophy and the History of Math and Science. She is married to Trevor Durbin, and they are the proud parents of their dog, Alyosha. Kristi previously worked in Eastern Europe with college students and foster families. She enjoys photography, reading, and speaking Russian.

## **Thank You to Our Supporters**

**The following Faith Groups Support Faith in Action Financially:**

**Calvary Baptist  
Christ Church Episcopal  
Crestwood Christian  
Faith Lutheran  
Good Shepherd  
Maxwell Street Presbyterian  
Pax Christi  
Providence Christian  
Second Presbyterian  
St. Hubert's Episcopal  
St. Michael's Episcopal**

**Thank you to our generous supporters who have donated at \$1000 level or above:**

**Bluegrass Area Agency on Aging  
United Way of the Bluegrass  
AARP  
LFUCG  
Toyota  
Wal-Mart  
Lexmark  
Calvary Baptist Church  
Christ Church  
Faith Lutheran Church  
Second Presbyterian Church  
St. Michael's Episcopal  
The Howe Charities, Inc.  
The Bluegrass Community Foundation  
Comfort Keepers  
Burchfield & Thomas  
Maker's Mark  
Patrice Blanchard  
Leah McCain Settles  
Anna Peterson**



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# *How Can I Serve?*

*Volunteer Opportunities*

*Volunteer Job Descriptions*

*Submitting Volunteer Hours*

*Shopping Receipt*

*Respite Care Checklist*

## **Ways to Serve**

**Clerical Support**

**Event Planning**

**Faith Group Liaison**

**Friendly Visitor**

**Grant Research**

**Home Repair/Yard Work**

**Housekeeping**

**Meal Time Support**

**Respite Care**

**Shopping/Errands**

**Special Events Solicitor**

**Telephone Reassurance**

**Training/Education**

## **Clerical Support**

**Objective:**

To assist with various tasks at the Faith in Action office.

**Duties:**

- Perform a variety of office tasks that may include filing, photocopying and assembly of materials for mailings, meetings, reports or manuals
- Type various materials
- Enter data into program's computer system and prepare output reports as directed
- Answer telephone and assist callers

## **Event Planning**

**Objective:**

Assist in coordination and production of Faith in Action events and fund raisers.

**Duties:**

- Collaborate with Faith in Action staff in event planning



## **Faith Group Liaison**

### **Objective:**

**To educate the faith group about Faith in Action and volunteer opportunities. To be a contact person and representative for Faith in Action within their particular faith group.**

### **Duties:**

- **Serve as liaison between Faith in Action and faith group**
- **Recruit volunteers**
- **Refer potential care recipients**
- **Communicate Faith in Action events, trainings and needs**

## **Friendly Visitor**

### **Objective:**

**To enhance the quality of life of care recipients through concern, support and socialization.**

### **Duties:**

- **Establish relationship with care recipient**
- **Listening/conversation**
- **Reading to care recipient**
- **Awareness of safety issues in care recipient residence**
- **Pet care**
- **Plant care**

## **Grant Research**

**Objective:**

**To assist Faith in Action staff in grant research and writing.**

**Duties:**

- **Research grant qualifications, deadlines and application procedures.**

## **Home Repair/Yard Work**

**Objective:**

**To provide assistance with minor home repairs and yard work.**

**Duties:**

- **Services may include:**
  - Assessment of repairs needed**
  - Determination of needed supplies**
  - Estimation of cost**
  - Repair small appliances**
  - Basic carpentry work**
  - Basic plumbing work**
  - Window and door repair**
  - Yard Work**

# **Housekeeping**

## **Objective:**

**To provide assistance with household duties that may be challenging for a care recipient or primary caregiver.**

## **Duties:**

- **Services may include:**
  - Dusting**
  - General cleaning**
  - Vacuuming**

# **Meal Time Support**

## **Objective:**

**To assist in meal preparation and create a pleasant social eating experience.**

## **Duties:**

- **Services may include any of the following:**
  - Cooking**
  - Dish washing**
  - Grocery Shopping**
  - Assistance with food selection and mealtime routine**
  - Socialization**

# **Respite Care**

## **Objective:**

To provide respite to regular caregivers and to enhance the quality of life of care recipients through concern, support and socialization.

## **Duties:**

- **Services may include:**
  - Listening/conversation**
  - Meal preparation**
  - Companionship**
- **Please also refer to the respite care checklist.**

# **Shopping/Errands**

## **Objective:**

To provide shopping services (groceries, medications and other supplies) for homebound care recipients.

## **Duties:**

- **Services may include any of the following:**
  - Arranging a regular shopping schedule**
  - Creating a list of needed items**
  - Providing care recipients with signed receipts**
  - Assist with unpacking and storing purchases**

## **Special Events Solicitor**

### **Objective:**

**To obtain donations from community businesses for Faith in Action special events.**

### **Duties:**

- **Call local businesses and request donations for Faith in Action fundraising events.**

## **Telephone Reassurance**

**Objective: To provide companionship to care recipients through regular telephone conversations.**

### **Duties:**

- **Set an appointed day and time to call the care recipient**
- **Get to know the care recipient through regular telephone conversations**
- **Be aware of abuse or neglect indicators based on telephone conversations**

## **Submitting Volunteer Hours**

**It is very important that you submit the time that you have volunteered to Faith in Action every month. Keeping track of the time volunteers have helped care recipients allows us to apply for new grants and increase awarded monies from current grants. Tracking the amount of time volunteered will also help evaluate the program and set goals accordingly. Please submit your volunteer time sheets by the 1<sup>st</sup> of every month. You may submit your time sheets one of the following ways:**

**Email: [fiaprogramcoordinator@gmail.com](mailto:fiaprogramcoordinator@gmail.com)**

**Mail: Faith in Action  
1530 Nicholasville Rd.  
Lexington, KY 40503**

**Phone: (859) 230-4801**

# Shopping Receipt

The volunteer caregiver should complete and sign this receipt each time money is received from a care recipient. The volunteer caregiver should keep the top portion and return it to Faith in Action, and give the bottom portion to the care recipient.

Date \_\_\_\_\_  
Received \$ \_\_\_\_\_  
From Care Recipient \_\_\_\_\_  
Total cost of items purchased \$ \_\_\_\_\_  
(Give receipts to the Care Recipient)  
Change returned \$ \_\_\_\_\_  
Name of Volunteer Caregiver \_\_\_\_\_  
I accept this accounting as correct:

\_\_\_\_\_  
Signature of Care Recipient

\_\_\_\_\_  
Date

---

Date \_\_\_\_\_  
Received \$ \_\_\_\_\_  
From Care Recipient \_\_\_\_\_  
Total cost of items purchased \$ \_\_\_\_\_  
(Give receipts to the Care Recipient)  
Change returned \$ \_\_\_\_\_  
Name of Volunteer Caregiver \_\_\_\_\_  
I accept this accounting as correct:

\_\_\_\_\_  
Signature of Care Recipient

\_\_\_\_\_  
Date

## Respite Care Checklist

Name of Care Recipient \_\_\_\_\_

Name of Primary Caregiver \_\_\_\_\_

Location and number where caregiver will be:

\_\_\_\_\_

When will caregiver return: \_\_\_\_\_

Name and Number of Physician: \_\_\_\_\_

Foods allowed/Not allowed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assistance Needed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Special Needs: \_\_\_\_\_

Is anyone expected to visit, who? \_\_\_\_\_

Additional information that may be helpful: \_\_\_\_\_

Please make sure you have this information anytime you provide respite care.





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# *Caring for the Elderly*

*Facts & Figures*

*Do's & Don'ts*

*Boundaries*

*Making the Most of Your Visit*

*Emergency Situations*

*Crisis Plan*

*Reporting Procedures for Suspected Abuse*

*Ageing Resources Guide*

## Facts & Figures

- By 2010, people over 60 will outnumber people under 15 years of age
- By 2030, the U.S. population 65 years or older is expected to grow by about 43.5% to about 70 million, making up more than 20% of the population
- Currently about 1 in 4 households care for someone over the age of 50.
- By 2030 between 5.7 and 6.5 million caregivers will be needed

## The Elderly Population in the Bluegrass

- Number of Family Households with a person over the age of 65 in the Bluegrass: 25,978
- Number of Households with one or more persons 65 years and over in the Bluegrass: 54,659

Bluegrass includes the following counties:

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott & Woodford

U.S. Census Bureau. (2000). American Fact Finder. Retrieved from [www.census.gov](http://www.census.gov) on June 27, 2006

## **Do's and Don'ts**

- **DO limit your assignment to the services you agreed to perform.**
- **DO develop a positive working relationship with the care recipient, primary caregiver and other family members and maintain open communication with them.**
- **DO submit accurate records and reports of your completed tasks, ongoing services, hours completed and mileage used on assignment.**
- **DO know the procedures taken in case of emergencies.**
- **DO maintain trust and confidentiality.**
- **DO wear your Faith in Action nametag while volunteering.**
- **DO respect the spiritual or religious practices of the care recipient. Avoid discussions on religious preferences.**
- **DO maintain an open mind and be accepting of others.**
- **DO report any problem immediately to the Faith in Action staff.**
- **DO report any suspicions of abuse. If you suspect abuse of any kind-physical, emotional, sexual or financial-YOU MUST report it immediately to Faith in Action staff.**

## **Do's & Don'ts**

- **DON'T try to perform a service if you are not sure how to do it, or if that service may endanger the care recipient or yourself.**
- **DON'T give prescription or over the counter medications or medical advice.**
- **DON'T expose the care recipient to contagious illnesses or diseases. If you are ill or have been exposed to a contagious disease, notify Faith in Action staff immediately so that alternative arrangements can be made to cover your assignment.**
- **DON'T offer to take a person to the hospital, unless it has been prearranged. In cases of medical emergency, call 911, family members, the health care provider and/or social service professionals.**
- **DON'T cash checks or sign any legal papers with or for the care recipient.**
- **DON'T accept money or any gift of value. If the care recipient or family wishes to show support or appreciation, suggest a donation to Faith in Action.**

# **Boundaries**

## **Establishing Boundaries:**

- **Do not give the client your phone number**
- **Find out as much about the assignment as you can before you agree to take it**
- **Realize it is okay to say “No” to an assignment you do not want**
- **Inform the client up front what you can do and how long you can stay**
- **Remember that you don’t have to do it all**
- **Do not let yourself get overwhelmed, contact Faith in Action staff for support**

## **Avoiding Burnout:**

- **Limit your activities to what is possible**
- **Take time out when you are tired**
- **Do enjoyable and interesting tasks**
- **Set priorities**
- **Burnout often occurs because boundaries have disappeared**

## **When boundaries are crossed:**

- **When helping, you will inevitably create a personal emotional investment in your clients. If you keep helping in areas where you don't really want to, you may feel like the client is ungrateful for all that you are doing. This can lead to anger and resentment.**
- **You “enable” the client. You may cause them to rely on you rather than make decisions for themselves, take action to help themselves or enlist the help of family members who could be encouraged to take responsibility for their care.**
- **Giving clients more time than you previously agreed to can cause them to demand services and time over and above what you are able to give. This will take the joy out of being a volunteer.**
- **It makes it very difficult to go back to the original boundaries once they have been crossed. It may confuse the relationship if you crossed the boundaries you set and then try to return to original boundaries. Clients may wonder why you stayed or performed a certain task before and won't do it now. They may feel like you are rejecting the relationship, rather than the task. It is vital to communicate what you are there to do and how long you can commit at the beginning of the relationship.**

## **Making the Most of Your Visit**

The following concepts will help you make the most of your visit with the care recipient.

### **Characteristics Valued by Older Adults:**

- **Friendly**
- **Kind**
- **Cheerful**
- **Compassionate**
- **Genuine**
- **Good Listener**
- **Helpful**
- **Honest**
- **Dependable**
- **Good Conversationalist**
- **Respectful**
- **Empathetic**
- **Trustworthy**

## **Active Listening**

Active listening is the process by which a volunteer can gain a clearer understanding of what the client is saying and *why* it is being said.

### **Active Listening Techniques:**

- Use the person's preferred name. A person is more responsive and comfortable when called by name.
- Use a low and respectful tone
- Use direct eye contact
- Give the other person plenty of time to respond
- Try to continue the conversation even when it does not make sense to you. This is important for maintaining the other person's self-esteem.
- Offer help, only if needed, by suggesting a word if they are struggling to find the right word.
- Restate or paraphrase what the other person has said
- Adopt a positive attitude
- Don't anticipate what the other person is going to say
- Be aware of your body language: sit up straight, lean forward, smile, nod and use appropriate facial expressions
- Avoid giving advice
- Resist distractions: don't shuffle papers, look out the window or at your watch

### **Results of Active Listening:**

- The person feels your care and concern
- Self-understanding is promoted
- Feelings can change or be realized during the conversation
- Misunderstanding can be clarified



## **Daily Living**

When working with the elderly, it is important to realize that whatever their problems or disabilities may be, they are not children. Adults must be treated with dignity, trust and respect. Trusting them to handle their own chores or problems is often a greater measure of love and concern than doing it for them.

## **Help Them to Help Themselves**

An important rule thumb is to allow them to handle just as much as they can without interference. The fact that something has become difficult does not make it undesirable. Don't rush to do it for them; everyone needs the feeling of accomplishment. Few things can be more depressing than to give up the tasks you've always managed to do for yourself. It's particularly hard for an older person to reject your loving insistence on doing things for them; their ego suffers a terrible defeat when their responsibilities are snatched away. They may move more slowly now, and perhaps they are not so steady, but any task of which they are capable and which is not physically taxing should remain their responsibility.

## **Indications of Malnutrition:**

- Weakness or trembling
- Excessive sweating
- Weight loss
- Sunken cheeks
- General changes in appearance
- Bouts of diarrhea
- Poor muscle tone
- Lack of energy
- Dry and reddened eyes

# **Emergency Situations**

**If the client does not answer the door:**

- **Check around the house, look through the windows, ring the doorbell and call the care recipient on the phone**
- **Try to contact the neighbor or building manager. If entry is possible, have them enter the home with you.**
- **Call the nearest relative or friend to inform them of the situation**
- **Check with the local hospital if you know they have been ill**
- **Call the Faith in Action office and explain the situation**
- **Call the police (911) if you are unable to reach the persons listed above**

**If the client has an accident:**

**If the care recipient is unconscious:**

- **Do not move the person except in a potentially hazardous situation (ex. Fire...)**
- **Immediately call 911**
- **Notify the nearest relative or friend after an ambulance has been called**
- **Notify the Faith in Action staff**

**If the care recipient is conscious:**

- **Do not move the person except in a potentially hazardous situation (ex. Fire...)**
- **Ask them to describe what is wrong, where it hurts...**
- **Call 911**
- **Notify their nearest relative or friend**
- **Notify the Faith in Action staff**

# **Crisis Plan**

**In the event of any life threatening situation, a fatality or other crisis, the following procedures should be followed:**

- **Priority is given to the protection of the injured person or take action as is necessary to reduce danger, dial 911**
- **Follow guidelines for protective service**
- **Notify the staff member listed below:**

**Executive Director**

**Cell Phone: (859) 230-4801**

**Make no statement (oral or written) that could be interpreted either as an assumption or rejection of responsibility for the occurrence.**

- **Do not give information to any representatives of the news media.**
- **Do not speculate as to the cause, outcome or motive to anyone.**
- **Do obtain names and addresses of witnesses or others involved and document all pertinent details.**

# **Suspected Abuse or Neglect**

**As volunteers, you will be in a position to observe certain indications or possible abuse or neglect of care recipients. Should you suspect any abuse-physical, emotional, sexual or financial-report it to Faith in Action staff immediately.**

## **Policy:**

**Faith in Action will report all suspected cases of abuse/and or neglect in compliance with appropriate state to appropriate protection organizations.**

## **Definitions:**

**Abuse: Any act that constitutes a violation of the prostitution or criminal sexual conduct statutes; the intentional and non-therapeutic infliction of pain or injury or any persistent course of conduct intended to produce mental or emotional distress.**

**Neglect: Failure of a caregiver to supply the care recipient with necessary food, clothing, shelter, health care or supervision; or the absence or likelihood of absence of necessary food, clothing, shelter, health care or supervision.**

**Caregiver: An individual or facility responsible for all or some of the care voluntarily or by agreement, such as relative, friend or volunteer caregiver.**

## **Report:**

- 1. What has happened**
- 2. To whom it has happened**
- 3. When it happened**
- 4. Where it happened**
- 5. Who did the abusing or was responsible for the neglect**
- 6. Any other pertinent details**

## **Aging Resources Guide**

### Elder Care Resources

#### **Local:**

LFUCG Senior Citizens Center (859) 278.6072  
Bluegrass Area Agency on Aging (859) 269.8021

#### **National:**

Administration on Aging [www.aoa.dhhs.gov](http://www.aoa.dhhs.gov)  
Elder Care Locator [www.eldercare.gov](http://www.eldercare.gov)  
AARP [www.aarp.org](http://www.aarp.org)

### Long Distance or Complex Care

Geriatric or Medical Case Manager  
Healthy Aging Solutions (859) 263.3620  
Parent-Care (859) 252.0817

### Limited Mobility

Home Modifications and Universal Design (859) 273.1122  
Susan Bachner, Consultant [www.susanbachnerconsultanting.com](http://www.susanbachnerconsultanting.com)  
Assistive Technology [www.dynamic-living.com](http://www.dynamic-living.com)  
Kentucky Assistive Technology Loans 1.877.675.0195

### In-Home Medical Treatment

Nurse or Medical Practitioner Clinic  
Paragon Family Practice (859) 278.8772

### Respite and Home Care

Family Caregiver Support Program (859) 269.8021 or 1.866.229.0018

### Self-Neglect or Abuse

Adult Protective Services (859) 245.5414 or 1.800.752.6200

### Nursing Home Care

Nursing Home Ombudsman Agency (859) 277.9215 or 1.877.878.0077  
[www.ombuddy.org](http://www.ombuddy.org)

### Geriatric Consultation

UK Geriatric Clinic at Cardinal Hill (859) 257.4888  
Optimed Pharmacist Consultation Services (859) 271.8677

### Disease Specific Support Groups

United Way 211 (859) 313.6571 or dial 211  
[www.uwbg.org/findhelp](http://www.uwbg.org/findhelp)

### Senior Companion Program

Provides meal preparation, transportation,  
respite care throughout the Bluegrass Region 1.800.456.6571  
[www.bluegrasscommunity.org](http://www.bluegrasscommunity.org)