



INTERLAKES COMMUNITY CAREGIVERS

SERVICE GUIDELINES

Interlakes Community Caregivers, Inc. is a 501(c)3 nonprofit volunteer organization that provides rides and other supportive services to assist our neighbors in their daily lives. We serve residents of Center Harbor, Meredith, Moultonborough and Sandwich.

Services include:

- Rides for medical and personal appointments, grocery shopping, and running errands
- Friendly visits and socialization
- Pick-up and delivery of prescriptions
- Information about other community resources.

Services are:

- Scheduled by calling our Service Line at 253-9100
- Available Monday through Friday, generally during regular business hours
- Provided by volunteers driving their own vehicles
- Free of charge, but donations are gratefully accepted
- Not available on certain holidays.

We do not provide professional healthcare, personal homecare or homemaker services. We can provide no more than 2 or occasionally 3 services per week. Every effort is made to fill all service requests, but sometimes we may not be able to, and you will be notified in a timely fashion. If you have changes to your service request, please inform us as soon as possible. Please keep your contact information up to date, such as your phone number and your emergency contact.

When requesting a service, call the Service Line at 253-9100.

All services must be requested through a Coordinator at our Service line at 253-9100 and require at least 5 business days' notice. The Service Line is a voice mail system and you will need to leave a message. It is checked Monday-Friday 9am to 3pm every one or two hours. Please provide the following information when you leave a message:

- Your name and phone number (Jane Doe, 555-5555)
- The service you are requesting (Ride to Dr. Smith at Laconia Clinic)
- Date and Time of the appointment (Tuesday, March 5 at 2:00pm)
- Expected length of time the service will take (About an hour)

This is what happens with your request:

- A Coordinator will call you to verify your requested service.
- When a volunteer has been assigned, a Coordinator will call you and tell you the volunteer's first name.
- The day before your service, the volunteer will call you to confirm the service and the pick-up time.

OPERATIONAL POLICIES

Confidentiality & Privacy: We Keep Things Private!

All volunteers agree to maintain the confidentiality of any personal information shared with them, within the limits of the law, now and even when no longer serving as a volunteer with our organization. To respect our volunteers' privacy, we do not provide you their last names or their personal phone numbers. If you have questions about a service, call the Coordinator at 253-9100.

Service Request Notice: 5 Business Days

A minimum of five (5) business days' notice is required when requesting a service. We need time to find an available volunteer. For example, for a service on a Tuesday, we should receive your request by the previous Monday, allowing us 5 business days to find a volunteer. The more notice the better! Urgent requests will be considered based on the level of need and the current demands on service delivery.

Ride Request Destinations: We Shop Local!

Although we provide rides for medical appointments just about anywhere, we do not provide rides to nonmedical appointments outside our service area when there are similar destinations in the towns we serve.

For example, rides for grocery shopping at the Market Basket in Tilton will not be provided as we have two grocery stores in the towns we serve (Hannaford's in Meredith and Heath's in Center Harbor). However, we may consider it if you're going to a medical appointment nearby and it is pre-arranged with the Coordinator. For example, if you have a medical appointment in Concord and want to stop at Market Basket on the way back home.

Weather Cancellations: No School? No Service

Your safety and that of our volunteers is important to us, particularly regarding driving in bad weather conditions. A scheduled service is cancelled if schools are closed due to bad weather in the Inter-Lakes School District (Center Harbor, Meredith, Sandwich), the Moultonborough School District or the schools at your service destination.

In addition, if the volunteer assigned for any reason feels it is unsafe for him/her to drive, then the service will also be cancelled.

If there is a pending storm, discuss this with your volunteer the day before. If you are scheduled for a medical appointment, you may wish to contact your doctor to reschedule or to notify them that you may not be able to get a ride if they require 24 hours' notice.

Your volunteer will contact you to confirm the service is cancelled in accordance with these guidelines.