**INTERLAKES COMMUNITY CAREGIVERS, INC.**

**SERVICE GUIDELINES**

Interlakes Community Caregivers, Inc. is a 501(c)3 nonprofit volunteer organization that provides rides to local and long distance medical appointments, for groceries, prescriptions, and other personal errands. 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 603-253-9100.

• 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. You must keep your phone number and emergency contact information up to date.

**When requesting a service, call the Service Line at 603-253-9100.**

All services must be requested through a Coordinator at our Service line at 603-253-9100 and require at least 7-10 business days’ notice. The Service Line is a voicemail system and you will need to leave a message. It is checked Monday – Friday 9 am to 3 pm every one or two hours. Please provide the following information when you leave a message:

 • Your name and phone number (Jane Doe, 555-555-5555).

 • The service you are requesting (ride to Dr. Smith at Laconia Clinic).

 • Date and time of the appointment (Tuesday, March 5, at 2 pm).

 • 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 603-253-9100.

**Service Request Notice: 7-10 Business Days.**

 A minimum of seven to ten (7-10) business days’ notice is required when requesting a service. The more notice, the better as we need time to find an available volunteer. Please note, holidays and weekends do not count as business days.

**Ride Request Destinations: We Shop Local.**

 Although we provide rides for both local and long distance medical appointments, we do not provide rides to non-medical 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 in Meredith and E.M. Heath in Center Harbor).

**Weather Policy:**

 Safety is important to us, particularly regarding driving in bad weather conditions. You and your volunteer driver can discuss this the day before when they call to confirm your ride. 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.

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

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

**Pets:**

 We do not provide rides to veterinary appointments and Neighbors are not allowed to have pets in volunteers’ vehicles.