

## NEIGHBOR SERVICE GUIDELINES

*Interlakes Community Caregivers, Inc. is a 501(c)3 nonprofit volunteer organization that serves 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 and groceries.
- Information about other community resources.

### Services are:

- Scheduled by calling our Service Line at 603-253-9100.
- Available daily Monday through Friday, 9 am to 3 pm.
- Provided by volunteers who drive their own vehicles.
- Free of charge, but donations to ICCI are gratefully accepted.
- Not available on weekends and certain holidays.

### Service limitations:

- 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.
- Anyone who uses a supportive device must be able to self-transfer into and out of a vehicle. Our drivers are volunteers and are not formally trained to provide safe transfer assistance.

### To request a service:

- All services must be requested through a Coordinator at 603-253-9100.
- Requests must be made at least 7-10 business days' ahead of time.
- 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 keep your contact information up to date, including your phone number and your emergency contact information.
- You must have a working phone and voicemail to be eligible for services.

### Please provide the following information when you leave a message on the Service Line:

1. Your name and phone number.
2. The service you are requesting.
3. Date and time of the appointment.
4. Expected length of time the appointment will take.

### Once you have left your request on the Service Line:

- 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.

## NEIGHBOR OPERATIONAL POLICIES

### **Confidentiality & Privacy:**

- 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 directly at 603-253-9100.

### **Service Request Notice:**

- A minimum of 7-10 business days' notice is required when requesting a service. The more notice the better.
- Urgent requests will be considered based on the level of need and the current demands on service delivery. In an emergency, please call 911 for an ambulance.
- If you have any changes to your service request or you need to cancel it, please call the Service Line at 603-253-9100 as soon as possible.

### **Ride Request Destinations:**

Although we provide rides for medical appointments just about anywhere, we do not regularly provide rides for non-medical appointments or errands outside our service area when there are similar destinations in the towns we serve. This is out of respect for our volunteers' time as well as to support our local business partners.

### **Weather Cancellations:**

Your safety and that of our volunteers is important to us, particularly regarding driving in bad weather conditions. A scheduled service may be cancelled if schools are closed due to bad weather. 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. Your volunteer will contact you to confirm the service is cancelled in accordance with these guidelines.

If there is a pending storm, discuss this with your volunteer when s/he contacts you the day before the 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.

### **Pets:**

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

### **Declination of Services:**

Services provided to Neighbors may be suspended or declined by ICCI at any time if, in the sole opinion of the Executive Director, (1) the Neighbor's conduct is unsatisfactory, mean-spirited or detrimental to ICCI volunteers, other Neighbors, staff, or the reputation of ICCI; or (2) the Neighbor fails to abide by the organization's policies and guidelines or otherwise interferes with the fulfillment of ICCI's mission.