



2020 Buddy Program Procedures

Faith in Action Georgetown has created the Buddy Program Procedures ("Procedures") to honor the NO contact, NO transport to keep individuals safe during COVID-19. Please read, sign and submit to participate as a Volunteer in this opportunity to keep our Georgetown seniors connected to the community.

Waiver & Release

Thank you for your interest in the Buddy Program! To participate, you will first need to read and digitally sign a waiver and release. This document will be sent as a separate email with "*Subject: michelle.wilkerson@faithinactiongt.org team Needs Your Signature*". We are using an online service of SignNow that provides a document link to view, sign and submit. SignNow sends a copy to you as well as Michelle Wilkerson, Community Engagement Coordinator. A copy of this release will be kept in your Volunteer profile.

Assignment & Reaching Out

You will be partnered with a homebound senior client (Buddy) in Georgetown that is in need of someone to check in on them twice a week. The Buddy that has been assigned to you is aware you will be calling.



The first time you call your Buddy, it is recommended to discuss if a preferred call time works best. Whether you choose a specific time or go with the minimum request of reaching out twice a week, will be up to you and your Buddy.

To help make this a more enjoyable Volunteer experience, we have included a list of conversation starters (this can be found at www.FaithInActionGT.org; scroll to the bottom of the homepage and click on Buddy Program).

Tracking Your Time

The purpose of tracking enables FIAG to report volunteer statistics and to collect data to assist with grant reporting.

Report all volunteer hours for activities associated with client, i.e. Buddy Calls or Shopping Assistance (use 15-minute increments). A tracking form can be found at

www.FaithInActionGT.org scroll to the bottom of the homepage and click on Buddy Program or a form can be emailed to you. Submit your report each week by Monday of the following week.

Buddy Calls: Report dates of attempted calls as well as completed calls and any follow ups needed.

Grocery Assistance: Include time to set up an initial online account, for picking up items, include travel time, destination points and delivery time.

In the coming weeks, watch for an on-line training that allows for you to enter your time for Buddy Calls directly into www.AssistedRides.com.

On-Line Shopping Assistance

Phone volunteer only - If you are not comfortable with assisting in on-line ordering, have your Buddy contact the FIAG office (512-868-9544) for additional assistance.

Curbside Delivery

- When curbside is available, the Volunteer is to help client order via computer, pick up and deliver to client's residence.
- During any transaction when credit or debit card information is used, Volunteer will delete the information immediately upon completion of the transaction.
- After pick-up and drop-off of the purchased items, contact the client by telephone from your vehicle that you have delivered the groceries. **Wait in the car** to confirm the client has received their items.
- **No face to face contact.**

If you are assisting with online shopping, delivery options are available on the Resources sheet. The Resources sheet can be found at www.FaithInActionGT.org; scroll to the bottom of the homepage and click on Buddy Program.

If an **urgent need** arises that cannot be handled through curbside or delivery, please contact the FIAG office.

Safety First!

- Remember to wash your hands frequently and try to limit touching your face.
- Do not transport the client.
- Maintain the No Contact, No Transport requirement.
- Volunteers who are sick or have any symptoms will not pick up/deliver groceries or prescriptions.
- Volunteers are to contact the office (512-868-9544) for any problems or for alternate arrangements if needed.

Information & Referrals

As you visit with your Buddy, you may discover other needs outside of phone reassurance and online grocery assistance. If that is the case, please contact the FIAG office and share these concerns or ask the Buddy to contact the FIAG office. We have various resources such as General Services and Aging Services (including telehealth options) that are available during this time.

Volunteer Responsibilities

- Respect confidentiality. Please do not discuss the private lives or personal information about the clients with others.
- Refrain from giving advice related to business or legal matters or providing medical advice or care.
- Report any concerns to FIAG staff. Note that some instances involve reporting of the situation to Adult Protective Services if it is believed that the Client is a harm to themselves or others or subject to abuse, neglect or exploitation.

Medical Necessity Rides

If a medical necessity or urgent ride is required, have your Buddy contact the FIAG office (512-868-9544) as we have secured special transportation arrangements during the COVID-19 pandemic.

Faith in Action Georgetown is NOT authorizing any drives by volunteers at this time and maintains the requirement of No Contact, No Transport.

Contact Info

If you have any questions, we are here to assist.

Michelle Wilkerson, Community Engagement Coordinator
Direct 512-827-2640
Main 512-868-9544
michelle.wilkerson@faithinactiongt.org

Acknowledgement & Signature

This Procedure contains important information about FIAG Buddy Program, and I understand that I should consult the Community Engagement Coordinator or Executive Director regarding any questions not answered within.

The Procedure herein supersedes any and all prior practices, oral or written representations, or statements regarding this program.

I understand that, any and all policies and practices may be changed at any time by FIAG. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

By signing I agree that, I have received the Buddy Program Procedures, and I understand that it is my responsibility to read and comply with the policies contained in this procedure and any revisions made to it.