

I'On At Home Volunteer Handbook



Mission Statement

I'On At Home offers its members services, social connection and information regarding lifestyle choices that enable them to lead safe, healthy, active lives and live independently.

Address: P.O. Box 1225, Mount Pleasant, SC 29465

Phone: 843-284-3590

Website: www.ionathome.org

Email: ion@ionathome.org

I'On At Home is an IRS-designated 501(c)(3) charitable nonprofit (EIN #32-0499443) organized to serve the residents of the I'On community in Mount Pleasant, South Carolina. All contributions are tax deductible to the extent allowed by law.

Revised July, 2021



Dear I'On At Home Friends,

On behalf of the Board of Directors, members and supporters, we want to thank you for agreeing to be a volunteer for IAH. From the earliest days of our planning, we knew that a capable, committed, and trained group of volunteers would be essential to making our project a reality.

We have prepared this Volunteer Handbook as a resource to help you understand our purpose and goals, as well as to share the basic tenets of the IAH volunteer program.

There will be a training session and ongoing communication to keep you current on IAH developments.

Thank you for your gift of time and enthusiasm, as well as your talents and skills. We hope you find your volunteer experience life-enriching.

Best Regards,

Your I'On At Home Board of Directors

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I'On At Home's Commitment to Volunteers

Volunteers are essential to the success of IAH. The Volunteer Services Committee, comprised of a chair/board member along with a selection of IAH members, is responsible for the management of the volunteer program. The program will evolve over time based on members' requests for services and the volunteers' willingness and skill sets to assist.

All adult residents of the I'On community are eligible to become volunteers. Youth volunteers (10-18 years of age) are eligible with parental permission.

Goals of the Volunteer Program

- To support the mission of IAH by providing effective and quality services to its members
- To ensure volunteers have a pleasant and rewarding service experience
- To nurture and build community by developing connections among members and volunteers
- To utilize the individual talents, skills and experiences of volunteers to enhance services
- To recognize the gifts of time, talent and commitment offered by volunteers

Benefits for Volunteers

- All assignments are voluntary and timing is often flexible
- Opportunities to help neighbors can be a very meaningful experience
- Training and information updates are provided on an ongoing basis
- General liability and accident insurance are provided
- Website support provided as needed

To become a volunteer, complete the application provided in this handbook (page 7) or on the IAH website. Upon completion of the application process, a member of the Volunteer Services Committee will call you to arrange for a training session. Training will include a variety of topics including instruction for using the website for service requests.

As part of the application process, a background check is required now and every four years. In addition, for volunteer drivers, a complete a Motor Vehicle Record check will be conducted annually.

Volunteer Service Opportunities

All services are expected to be completed in two hours or less.

TRANSPORTATION

A driver provides rides to and/or from an appointment, event or other destination requested by an IAH member.

A valid driver's license and proof of automobile liability insurance is required on an annual basis. The vehicle to be used needs to be in good working order and be of a sufficient size and height for a comfortable ride. For passengers with compromised movement, consideration should be given to accessibility of the passenger seat.

A driver is responsible for gas, but parking fees are paid for by the passenger. Mileage incurred during a service may be tax deductible.

A driver may be requested to take a member grocery shopping or to a medical appointment. Or, a driver may run errands on behalf of a member such as picking up a prescription, mailing a package or letter, going to the dry cleaners, etc.

COMFORT AND SUPPORT

A comforter/supporter role provides special attention for neighbors, primarily for those IAH members who live alone. The role may include daily or weekly visit or a morning check-in by phone, text, or e-mail to ensure that all is well. A companionship visit might include a short chat, a game, reading aloud, taking a walk, or accompanying a member to an IAH social or educational activity.

This volunteer role is often an important communication link between members who live alone and their family and friends.

HOUSEHOLD ASSISTANCE

In this role, a volunteer provides practical in-home help for members who need assistance with accomplishing routine needs such as changing light bulbs or smoke alarm batteries, taking out trash and recycling, putting things in storage, helping with laundry, etc.

Other tasks might require some additional skills and strength, such as moving furniture, hanging pictures or fixing a broken latch on a gate. Additional requests for service might include light yard work, such as raking leaves, watering plants, sweeping a patio, or checking on a home when the owner is out of town.

Another category of help is temporary pet assistance. This assistance may include feeding or walking a dog when the owner has short-term mobility issues, or taking an animal to the vet in an emergency.

Members are responsible for providing any materials or parts that are needed, such as picture hangers, lumber, batteries, or plumbing and electrical supplies.

TECHNOLOGY ASSISTANCE

Electronics can be a source of much frustration! Technology volunteers assist members with basic needs related to cell phones, tablets, computers and televisions. This assistance may include helping program a new cell phone, giving instructions on using a tablet or a feature of a computer, helping to set up and program a new television, etc. The technology volunteers are not expected to be professionals, but rather volunteers who are well-versed in personal and household devices.

PLANNING AND GOVERNANCE

IAH is an organization which is managed and run by volunteers. The future of IAH is dependent on sound management practices and the talent of those willing and able to share their time and energy. There are a variety of volunteer opportunities available to those interested in working with other members, developing new relationships and sharing their skills.

A great way to learn more about IAH is to volunteer for any one of several committees: Finance, Marketing and Communication, Membership, Programs and Volunteer Services. The time commitment usually involves a monthly committee meeting of one to two hours and variable additional time for assigned tasks.

The Board is comprised of a President, a Vice President, a Treasurer/Secretary, a Marketing and Communications Chair, a Membership Chair, a Programs Chair and a Volunteer Services Chair. The term of office is two years. The Board is always looking for members who are interested and willing to share their managerial, financial, marketing, communications and/or technology skill. The time commitment usually involves a monthly Board meeting of two hours plus additional time based on the goals and objectives of IAH for that particular year.

FAQs

What is I'On at Home?

IAH is a community of friends enjoying enriched, vibrant and independent lives together.

What will my time commitment be?

In most cases, two hours or less per task are required.

Can I turn down a request?

Yes, if you do not feel comfortable or qualified, you can certainly say no.

To whom do I report?

You would report to a Volunteer Committee Co-Chair or the Administrative Manager

Do I use my own equipment?

You would use your own car and specialized tools. Homeowners often provide a ladder, step stool, garden tools, etc.

Who supplies materials?

The member requesting a service would pay for all materials.

How are volunteer requests handled?

Members can enter requests on our website or contact our office number. Volunteers can see requests on our website and will receive an email for each related task requested.

How long does the volunteer orientation session last?

It typically lasts ninety minutes.

Who can be a volunteer?

Anyone who is 18 or older may apply. Younger students may apply with their parents' permission and ongoing supervision.

Why should I be a volunteer?

IAH volunteers have the opportunity to meet their neighbors, share their skills and interests, and enhance the quality of life of our fellow members.

What type of services does IAH offer?

A variety of services are offered including friendly visits, household tasks, technology assistance, transportation, etc. For more detail, see page 4.



I'On At Home Volunteer Application

This application is also available on the IAH website. Completed application forms should be sent to: I'On At Home, PO Box 1225, Mt. Pleasant, SC 29465

PERSONAL INFORMATION

Last Name: _____ First Name: _____

What do you prefer to be called? _____

Street Address _____ Zip Code _____

Home Phone _____ Cell Phone _____

E-mail: _____

What is generally the best way to reach you? ___home phone ___cell phone ___e-mail

Birth Date (month and day only) _____

EMPLOYMENT

Are you currently working? _____ Full or part time? _____

Occupation _____

Employer _____

STUDENT INFORMATION

Name and location of school _____

Full or part time? _____

References

Please list the names and contact information for two people (other than relatives) who have known you for at least two years:

Name _____

Relationship _____

Phone number _____

E-mail _____

Name _____

Relationship _____

Phone number _____

E-mail _____

COMMUNITY/VOLUNTEER INVOLVEMENT

Please list your current involvement in community organizations and the role that you play.

Organization(s) and Roles

Please list any past community/volunteer involvement and the role that you played.

SKILLS, HOBBIES, INTERESTS

Please list your special skills or interests. Examples might include gardening, cards and other games, cooking, foreign languages, books, woodworking, etc.

Do you have any physical considerations that would affect the kinds of assignments you are comfortable with performing? _____

Please note that we often take photos at events. We may use those photos in our newsletters or in I'On materials. If you do not wish to have your photo printed somewhere, please talk to the photographer at the time the pictures are taken.

VOLUNTEER OPPORTUNITIES

Put a checkmark by the opportunities that interest you.

Comfort and Support:

- ☐ Accompany a member to an IAH social, cultural or educational activity
- ☐ Daily check-ins (phone call, text or e-mail to ensure all is well, especially for those who live alone)
- ☐ Personal reassurance visits (for a short chat, or to accompany a member on a walk, play cards, or read aloud, etc.)
- ☐ Planning ahead for hospitalization (guidance from a retired physician)

Household Chores:

- ☐ Up to 2 hours of assorted chores. Help with tasks that require some strength or skills (moving furniture, hanging pictures, fixing a broken latch on a gate, taking boxes to the attic, etc.) Light yard work (raking, watering, sweeping a patio, etc.)
- ☐ Out-of-town checking – longer-term (checking on home, inside and out, based on homeowner instructions)
- ☐ Out-of-town checking – short-term (keeping an eye on a home when owner is away, picking up packages, papers, mail, watering plants, etc.)
- ☐ Caring for a pet in an emergency
- ☐ Practical in-home help (change light bulbs or smoke alarm batteries, take out trash or recycling, etc.)
- ☐ Deliver a meal to a member in need due to health or injury issues

Technology:

- ☐ Help with technology on computers, tablets, cell phone, TVs, etc.

Transportation:

- ☐ Assist with taking a member on routine errands (grocery store, post office, drug store)
- ☐ Drive a member to an appointment or event
- ☐ Drive a member to the airport or train station
- ☐ Pick up items needed by a member (prescriptions, dry cleaning, groceries)

Some other service that you could offer _____

Volunteer Background Checks

To ensure the safety of our members, all volunteers are required to undergo a criminal background check, to be repeated every four years, conducted by a third-party vendor. The results are strictly confidential. There is no charge for this screening, although you may elect to pay for part or all of this cost. In addition, volunteer drivers are required to undergo an annual Motor Vehicle Record check.

I agree to undergo a criminal background check.

Signature: _____ Date: _____

Volunteer Agreement

I understand that IAH will check my references and criminal history record as a part of the screening process. To the best of my knowledge, the information I have completed in this application is accurate and correct. I also understand that certain information about me (skills, interests, hobbies, etc.) may be discussed with members with whom I may volunteer.

I agree to maintain the confidentiality of members with whom I work and will respect the privacy rights of all direct and indirect participants with IAH.

Signature: _____ Date: _____

If under the age of 18, a signature of a parent or guardian is required.

I give my consent for _____ to serve as a volunteer with IAH according to all applicable policies set forth in this agreement.

Signature: _____ Date: _____

Printed Name: _____ Relationship: _____

DRIVER'S LICENSE AND INSURANCE INFORMATION

(only required for transportation volunteers)

Proof of a valid driver's license and automobile liability insurance is required for volunteers willing and able to transport members to and from appointments. Please complete the following information.

Personal Information

Last Name _____ First Name _____

Address _____ City, State, Zip _____

Home Phone _____ Cell Phone _____

E-mail _____

Please identify your vehicle type: ___ Sports ___ Sedan ___ SUV

Is it properly maintained and equipped with all of the proper safety requirements? _____

Driver's License

DL # _____

Expiration Date _____

Automobile Insurance

Insurer _____

Member # _____

Effective dates _____

Volunteer Code of Ethics

Volunteers are expected to protect and maintain the confidentiality of IAH members at all times. Volunteers agree to respect members' privacy, and cultural, religious and political views.

Volunteers will receive their assignments from IAH, and not directly from members. Assignments documented on our website are covered under our liability policy.

Only the requested service should be performed at each assignment. If minor requests (for example, mailing a letter, placing an item on a high shelf) are made during the time of service, they may be performed at the volunteer's discretion.

Volunteers agree not to offer professional advice to members.

Volunteers agree not to accept monetary or other forms of payment at the completion of volunteer assignments or anytime thereafter.

Volunteers should contact IAH immediately if they have any concerns regarding the health or safety of a member.

Signature of Volunteer

Print Name

Date

Signature IAH Representative

Print Name

Date