

Buddies for Seniors

VOLUNTEER HANDBOOK



Your Visit day:

--Monday --Tuesday --Wednesday --Thursday --Friday

--Saturday --Sunday

Time of Day:

This booklet will help you understand how our service works
and how our rules affect you.

Services:

Haylie Millard/ FCSS Coordinator

PHONE:780-849-8003 to leave a message

FCSSTOSL@slavelake.ca



**THE SHUTTLE BUS
FOR SENIORS AND WHEELCHAIR BOUND INDIVIDUALS**

805-2431

DRIVERS DIRECT LINE

What is “Buddies for Seniors”?

- This program is volunteer based program to help those seniors who are in need of company and friendship to participate in community activities in a healthy and safe manner.
- Match volunteers and seniors with similar or same interests .

You as a volunteer will help assist:

- Anyone over 55+ who need a little encouraging, with similar interest to help them lead a happy and fulfilled life in our community .

What Happens when I apply as a volunteer?

- The volunteer coordinator will conduct the initial assessment, by taking the applications information over the phone or in person.
- Matches are based on similar interests or activities. Only those seniors indeed with similar matches will be reviewing your basic information, given by the coordinator.
- The senior will make the first contact by phone.

Matching process:

- This program is first come first served based, each senior and volunteer will be based on what available at the time.
- If no match for a senior or vice versa, both will stay on the list until something arise that could possibly be a match. At anytime if some one wants to be taken off the list please let us know. At anytime if some one wants to be taken off the list please let us know.

What can I expect from this service?

- Chance to meet a new friend.
- Become a community volunteer.
- Support someone who needs it.
- Help to brighten some one’s day.
- Learn a new activity.

Volunteers Rights:

Our Buddies for Seniors services considers the rights of clients and volunteer to be of utmost importance. However, as clients you also have responsibilities to the service to best benefit you.

- Your personal information will be shared only with the senior we think would be a good fit.
- Reliable service that will take into account consideration your lifestyle, cultural, linguistic and religious background and preferences.
- Expect client to treat you with courtesy and respect.
- Expect Buddies for Seniors volunteer coordinator to consult with you about any permanent changes to your service.
- Expect information you provided, will not be used outside of our Buddies for Seniors Program.



Volunteer responsibilities:

- Volunteer 1 hour a week
- Have a yearly Criminal Record Check
- Use public transit if you are planning an outing with your client, do not transport them in your vehicle.
- Follow rules provided in Handbook
- Show up on time when making commitments with your senior.
- Contact us if an emergency may arise in a senior's own home; if in Vander Well Lodge, Points West Living, use contact information on the back of this booklet.
- Notify the senior of any upcoming Holidays.
- Minimum of 24 notice should be given to your senior if you can't make a scheduled appointment.
- Act in a respectful manner to your senior.
- Abide by the intent based on the information given on the application that you gave us in order to participate in this program. This means no inappropriate behavior, the senior has the right to report these infractions.
- Ensure your surroundings are safe at all times while at your appointment .
- The senior must abide by the rule of pets being in a closed door room at all times while you are there on their premises.
- Not give financial advice or receive any financial gain from your senior.
- No alcohol, smoking or drugs while volunteer is on the premises at all times.
- Provide us with feedback about the service you are receiving when we ask or any problems that may occur.

Policy and Procedures:

We have agreements and procedures in place to protect you as a volunteer in place for the Buddies for Seniors Program. These agreements that you have signed are available for viewing upon request.

Privacy and Confidentiality:

Protecting you privacy as a volunteers is very important, paper records will be kept confidential and secure.

What if I have a Suggestion, Comment or Complaint ?

Vander Well Lodge Heritage Place /Lodge Manager

Suzie Oslcamp

780-849-2729

Points West Living /Front Desk/Activities Coordinator

Martine Carifelle

780-849-2383

FCSS Coordinator

Haylie Millard

780-849-8003

FCSSTOSL@slavelake.ca

