



Williamsburg Area Faith In Action Policies for Services

Who We Serve

Care receivers are defined as seniors:

- People age 60 and over.
- Those who are “grandfathered” in who are under 60 will remain our clients until they leave the program.
- Physically disabled adults: **WFIA’s services are for people whose level of functional disability may be observed by others, and/or verified by family or medical personnel. Submitting false information during the initial home visit may be grounds for non-admission or dismissal from the program.**

Non-Discrimination Policy: We have no restrictions with regard to race, gender, religion, physical or mental disability, marital or family status, income, political beliefs, sexual orientation, national origin, or any other basis prohibited by applicable federal, state, or local law.

Client Setting

WFIA services are for people living in their own homes. We do not provide services to people who reside in a licensed facility, including:

- Nursing Care Facility
- Assisted & Independent Living Facilities
- Continuing Care Retirement Community (CCRC)
- Hospice

Service Area

We provide services to residents of the City of Williamsburg, James City County, and the Bruton District of York County.

Services we provide

a) Priority Services:

- Transportation to medical appointments

- Transportation to purchase medications; or medications are picked up on behalf of the care receiver
- Transportation to purchase food. Shopping may be done for the care receiver with payment arrangement made in advance.
- Transportation to pick up items from FISH, Salvation Army, Grove Outreach Center (food banks)
- Transportation to conduct personal business, such as the bank, social security office, insurance office, etc.
- Visits and Telephone Reassurance - to prevent social isolation
- Well-Check Calls – daily calls for seniors who live alone
- Respite Care- a weekly break for a 24/7 caregiver

b) Secondary Services (necessary for other aspects of daily living):

- Transportation to other errands such as the post office
- Transportation to the beauty or barber shop
- Reading aloud
- Chores to provide safety and hygiene at home, when the care receiver is unable to perform them
- Fetching and sorting mail; reading and processing non-financial mail
- Limited yard work and minor home repairs

Services We Do Not Provide

- Transportation for out-patient medical procedures requiring sedation or general anesthesia
- Services that require a professional license, such as personal care or medical care
- Home repair that requires a permit or special license (plumbing, electrical, etc.)
- Financial services, such as bill paying or preparing taxes
- Purchasing or selling any item of value (such as an automobile, real estate) on behalf of a care receiver
- Legal advice or assistance
- Transportation that involves employment, such as to a job interview, to a workplace, or to the unemployment office
- Trips to the airport or train station; or to pick up care receivers' out of town visitors from these facilities
- Transportation to participate in adult day programs such as the Senior Center and Respite Care

PROGRAM GUIDELINES

Transportation Services:

- Local transportation requests require **2 full business days** advance notice. Weekends are not considered business days.
- Care receivers requesting out of town medical appointments are required to give **at least** a seven day advance notice. We reserve out of town trips for medical specialists that cannot be found locally. Please schedule appointments between 10:00 am and 3:00 pm to avoid traffic.
- We ask that care receivers space their regular appointments and shopping trips so multiple trips do not cluster in the same week or on the same day.
- Care receivers should avoid asking the volunteer to make additional stops except to pick up a new medication following a doctor's appointment.
- Care receivers must call the WFIA office with all requests; care receivers should not call volunteers directly.
- Care receivers may use an assistive device, such as a cane or walker, to assist with ambulation. A rollator walker with a seat is acceptable, however the seat may be used to rest only, not for transport, as per manufacturer safety guidelines. Volunteers are not permitted to push care receivers while seated in their rollator walkers. WFIA cannot transport wheelchairs or wheelchair bound individuals.
- Supportive assistance from a volunteer for the visually impaired is allowed.
- A care receiver may be accompanied by an adult family member or care giver for assistance. The WFIA office must be notified of the additional passenger when the transportation request is made. WFIA is unable to transport children under any circumstances.
- Care receivers **must not** smoke or be under the influence of alcohol or illegal drugs while being assisted by a volunteer.
- WFIA reserves the right to limit transportation requests to 2 per week based on limited volunteer availability as necessary.

Care receivers in need of transportation who fall under one of the criteria below will be referred to the appropriate care providers:

1. *Ford's Colony residents (referred to Caring Neighbors)*
2. *Medicaid recipients (referred to Medicaid funded transportation, i.e. Medicaid Cab)*
3. *Veterans going to VA facilities (referred to DAV)*
4. *Multiple weekly appointments for physical therapy, dialysis, chemotherapy, radiation treatment (referred to RIDES or WATA)*
5. *Those physically able to use the RIDES van will be asked to do so for medical trips. Those requiring wheelchair transportation will be referred to RIDES for medical needs and WATA ParaTransit van for medical and non-medical needs.*

In-home Services: Respite Care, Visiting, Housekeeping and Chores. An assessment by WFIA is required before care receivers can receive in-home services.

- In-home service requests require **at least** seven days advance notice.
- Care receiver's home must be a safe and healthy environment for volunteers. Considerations include:
 - Unsanitary or unhygienic conditions evidenced by, for example, an accumulation of garbage or rotting food, excessive human or animal waste, or foul odors
 - Evidence of infestation of insects or vermin, such as pests (living or dead, visible or audible), feces, or gnawed packaging or cabinetry.
 - Poor home maintenance such as broken step balusters or railings; or appliances that are shorting, leaking, overheating or smoking
 - Poor air quality such as heavy cigarette smoke, or improperly ventilated wood stove or heater
 - Presence of excessive mold, mildew, dust, or other allergens
 - Fire safety considerations, such as exits and entrances blocked, improper storage of flammable items, use of oxygen by smoker
 - Evidence of illegal activity
 - Unsecured firearms

Unsafe conditions must be corrected and a safe environment maintained before volunteers may provide services. Staff provides referrals to appropriate agencies when a home is too unsafe for volunteers. The care receiver may request an additional home visit after the hazards are corrected. If the hazards result from a condition that is unlikely to be correctable, the care receiver may be permanently dismissed or not admitted into the program.

- Care receiver must be able to allow volunteer into the home. Volunteer will not have a house key.

Cancellation Policy:

In an effort to provide our volunteers with the utmost respect and consideration of their time and their other commitments, **notice of at least 24 hours** is requested for all cancellations. The only acceptable reasons for cancellations with less than 24 hours' notice are: cancellations by the physician's office, care receiver hospitalization, acute illness or other family emergency. Cancellations for any other reason will be considered **Unacceptable**. If a trip or service is scheduled and the care receiver is not present or prepared at the pre-arranged time then the event will count as a **No-Show**. **Three No-Shows or Unacceptable cancellations** in a 6 month period will result in suspension of services for 3 months. If a Monday appointment needs to be cancelled during a weekend, please leave a message on the Williamsburg Area Faith In Action

answering machine. The Program Coordinators have the authority to make all final determinations.

Material Transactions:

- Care receivers may not offer gifts of value or money to our volunteers, including paying for gas.
- Care receivers are expected to pay for out-of-pocket costs to park a vehicle when given transportation.
- Care receivers may not give volunteers keys to their cars or homes.
- Care receivers and volunteers may not exchange anything of material value (no purchasing, selling, or gifting of items shall occur between the two)

For All Services:

- Care receivers or their representative must possess the cognitive skills sufficient to understand the program, arrange for scheduled services and remember those arrangements.
- A family member may arrange for services on behalf of a care receiver. The care receiver still needs to be aware of all arrangements and be prepared for any volunteer who has been assigned to provide assistance.
- Care receivers must not be under the influence of narcotics or alcohol, or other drugs that affect judgment or cognition at the time of service delivery. Volunteers must refuse to service care receivers who are under the influence. **Violation of this policy will result in immediate termination from the program.**
- Care receivers must be able to independently carry out their activities of daily living (ADL's), or have their caregiver's assistance with ADL's such as:
 - Bathing
 - Dressing
 - Toileting
 - Feeding
 - Transferring from bed or chair(may use cane, walker, or fixed support
 - Medication Management
- Care receivers must not live in an adult family home, assisted living or independent living center, or nursing home.
- If a care receiver refuses the help of a particular volunteer for no justifiable reason, we will not reschedule that request.
- Care receivers who are verbally and physically abusive will have services terminated.

- Care receivers must be safe at home and in the community. Services will not be provided that will enable a care receiver to continue living independently when it is no longer safe based on WFIA's assessment of the situation.
- If a care receiver is not, or is no longer appropriate for the program, WFIA will terminate volunteer services and refer the care receiver to other resources.
- The care receiver's emergency contact will be contacted when the care receiver appears to no longer be appropriate for the program.
- Care receivers must follow the Grievance Procedure provided at the end of this document to resolve any problems regarding services.

When care receivers are deemed ineligible for in-home services, the following procedures will be followed:

- Before a home visit:
 - Program Coordinator makes a referral to other programs if initial screening criteria are not met
 - Program Coordinator informs the potential care receiver who meets initial screening criteria that the person conducting the visit will use additional criteria to determine program eligibility
- During a home visit:
 - The person conducting the home visit informs the potential care receiver that he or she may be found ineligible for services, even after the home visit is complete.
- After a home visit:
 - If potential care receiver does not meet program criteria as determined at the home visit, the Program Coordinator will inform the client in writing within one week of the home visit and refer the person to other programs as appropriate.
- After being accepted as a care receiver:
 - The care receiver may have periodic reassessment home visits.
 - If care receiver does not meet program criteria as determined at the reassessment home visit, Program Coordinator will inform the care receiver in writing within one week of the home visit and refer the care receiver to other programs as appropriate.

Once a care receiver no longer qualifies for WFIA services, for whatever reason, the relationship between volunteers and the care receiver terminates. WFIA will no longer track hours or mileage, or provide insurance coverage.

Care receivers request of unauthorized services

Care receivers may neither request nor receive any of the following services from a volunteer:

- Medical or health care services, such as administering medication or providing any other nursing-related care.
- Personal care services, which include “stand-by” or hands-on assistance with bathing, showering, feeding, toileting, or transferring.
- Legal services, such as serving as a Power of Attorney for finances or health care decisions; signing any paperwork; paying bills; or being involved in anything to do with estate planning or will preparation.
- Services that have a potentially significant impact on the client, such as selling a home, car, or other asset.

Violation of this policy may lead to discontinuation of services.

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