



Faith in Action for Cass County Program Service Policies

Who We Serve

Faith in Action for Cass County (FIACC) care receivers are defined as residents of Cass County, Minnesota, of any age, who lack the necessary resources to receive the assistance they need, and whose needs may be met with neighborly volunteer support. There are no age or income guidelines. If another resource is more appropriate to your need, we will help you connect with those services. FIACC strives to fill the gaps. Clients who violate this policy may be subject to warning, suspension or termination from services based on their behavior.

Faith in Action for Cass County does not charge any fees for services. That does not mean the services are free. The programs expenses are funded through grants, fundraisers and donations. Care receivers are asked to contribute what they can and want to give to help keep the program going. We appreciate your donations, and they are kept confidential. No one will be refused services if they do not make a contribution.

FIACC does not take the place of family or friends but recognizes that they cannot always be available to help. Care receivers must register in advance for the program to receive services.

If a care receiver receives Medical Assistance, they must first call their insurance provider or their county worker to obtain medical transportation. If no driver is available, they may call the FIACC office to request a ride. Persons on Medicaid may call the FIACC office for all their transportation needs.

FIACC volunteers may not be able to provide services for individuals who have a criminal history which includes crimes such as domestic violence, assault, sexual abuse, property damage, etc., based on volunteer availability.

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.

Care Receiver & Volunteer Rights and Expectations

Everyone connected with FIACC:

- a. will be treated with respect and dignity.
- b. will not invade your personal space and property.
- c. will not proselytize or advise.
- d. will treat any and all information with confidentiality.
- e. will not share pictures of persons or property without written permission.
- f. are required by law to report any abuse or neglect.
- g. has the right to comment through the feedback envelopes provided, or file a complaint with the FIACC Executive Director

Services provided by Faith in Action for Cass County

- a) Priority Services
 - Transportation or wheelchair transportation to medical appointments
 - Transportation or wheelchair transportation to dialysis, therapy, chemo or radiation (May be limited to one or two per week depending on volunteer availability.)

- Transportation to purchase medications; or medications are picked up on behalf of the care receiver
- Transportation to purchase food at a local grocery store. Shopping may be done for the care receiver with payment arrangement made in advance.
- Transportation to and from a local food shelf.
- Transportation or wheelchair transportation to conduct personal business, i.e. the bank, social security office, post office, beauty or barber shop, etc.
- Friendly Visits and Telephone Reassurance (Phone Pals) to provide regular check-ins or longer chats.
- Respite Care – a 2-4 hour break for a caregiver during the day.
- Arrange for and deliver a box of food from the local food shelf.
- Delivery of meals on wheels weekly to rural areas (meals arranged through Lutheran Social Services Senior Nutrition Programs)
- Provide volunteer labor to install or repair ramps, grab bars, railings or steps to ensure safe access to a person's home.

b) Secondary Services

- Transportation to a job application or interview, or to unemployment office/Workforce Center
- Transportation or wheelchair transportation to a social activity, senior center or to church
- Transportation or wheelchair transportation to conduct personal business, i.e. beauty or barber shop, classes, etc.
- Transportation to the airport or bus or train station
- Light housekeeping or chores to provide safety and hygiene at home when the care receiver is temporarily unable to perform them.
- Fetching and sorting mail, reading, and processing non-financial mail; writing cards
- Limited yard work & gardening
- Minor home repairs

Services We Do Not Provide

- Money, no financial assistance, gas cards or housing support
- Medical advice or assistance, including services that require a professional license, such as personal care or medical care (i.e. no hands-on services including lifting, transferring, dressing, toileting, medicating, or checking vitals.
- Transportation for emergency assistance – **call 911** and emergency personnel will come and check you over. You can choose whether or not you wish to be transported to the hospital at that time.
- Transportation for out-patient medical procedures requiring sedation or general anesthesia where a volunteer is required to “sign out” the care receiver and remain with them for hours following the procedure.
- Individual Transportation to Walmart, Target, etc., if more than 10 miles from your residence.
- Home repair that requires a permit or special license (plumbing, electrical, asbestos or lead paint abatement, etc.)
- Roofing or tree removal
- Financial services, such as bill paying or preparing taxes
- Purchasing or selling any item of value (such as automobile, boat, ATV, real estate) on behalf of a care receiver

- Legal advice or assistance
- Transportation to and from work
- Trips to pick up visitors from out of town

PROGRAM GUIDELINES

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, unless prescribed by Dr, 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 suspension from the program. Rude or abusive behavior while under the influence will result in immediate termination from the program.
- Care receivers must be able to independently carry out their activities of daily living or have their caregiver's assistance with ADLs such as dressing, toileting, feeding, bathing, transferring from bed to chair (may use cane, walker or fixed support), or medication management.
- If a care receiver falls and is not able to get back up independently the volunteer will call 911 for assistance. The first responders will assess and help the care receiver up.
- Care receivers who are verbally and/or physically abusive will have services terminated.
- The people who provide services are Volunteers and they appreciate hearing a "thank you" or other verbal appreciation you might give.

Material Transactions

- Care receivers may not offer gifts of value or money to our volunteers, including paying for gas.
- Care receivers may purchase lunch for a volunteer if the cost is \$10 or less.
- 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 homes. Volunteers may drive a care receiver's car if arrangements are made in advance with the FIA Office.
- Care receivers and volunteers may not exchange anything of materials value (no purchasing, selling, or gifting of items shall occur between the two).
- Care receivers are responsible for the cost of all materials and expenses to repair or modify their homes.

Safety Procedures

If a care receiver or volunteer has a communicable, respiratory infection, we ask that you cancel the service or wear a N95 mask while in the same area as other non-related people.

Universal Precautions

Universal precautions will be used by staff, care receivers and volunteers as an approach to infection control to protect everyone from exposure to all human blood and other potentially infectious materials. These include:

- Treat all human blood and body fluids as if they are infectious.
- Observe universal precautions in all situations when there is a potential for contact with blood or other potentially infectious materials.
- Use personal protective equipment in all situations involving blood or body fluids.

Handwashing

- Handwashing facilities should be readily accessible. Hand sanitizer can be used if handwashing facilities are not accessible - handwashing with soap and water should be done as soon as possible.
- Wash hands immediately after removing gloves or other Personal Protective Equipment
- If skin or mucous membranes come into contact with potentially infectious materials, the area should be flushed with water.

Personal Protective Equipment (PPE)

The most common PPE that volunteers will use are gloves and masks, which will be provided by FIACC.

Gloves

- Wear gloves when it is possible that your hands may come into contact with blood or body fluids or if you have cuts, scratches, or other breaks in the skin.
- Gloves are single use; do not wash or reuse. They should be removed if they become torn or damaged.

Masks

- Handle only by the ear loops or ties
- Do not use a mask if it gets wet, dirty, or damaged
- N95 masks are made to be used for several hours and if they are safely stored can be reused multiple times
- Be careful not to touch your eyes, nose, and mouth when removing and wash hands immediately after removing

Transportation Services

- Transportation requests require at least 2 full business days advance notice. Weekends are not considered business days. Requests with less notice are difficult to assign and should be rescheduled. FIACC cannot always guarantee a driver.
- Care receivers must call the FIA office with all requests; care receivers should not call or ask volunteers directly.
- Trips for errands are limited to once a week. Care receivers should coordinate their regular appointments and shopping so multiple trips do not occur in the same week.
- Transportation for non-medical purposes may be provided in local areas. Shopping trips outside the local area are allowed if the care receiver has a medical appointment to go outside the area, or if a care receiver is willing to ride along with another care receiver who has an appointment out of the local area. More time is needed to schedule these rides so check with FIACC office on trip availability.
- Care receivers should avoid asking the volunteer to make additional stops except to pick up a new medication following a doctor's appointment. All stops should be arranged in advance at the time of the request.
- 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, and not for transport, as per manufacturer safety guidelines. Volunteers are not permitted to push care

receivers while seated in their rollator walkers. Special arrangements must be made to transport a wheelchair or wheelchair bound individual.

- Supportive assistance from a volunteer for the visually impaired is allowed.
- All riders and driver must wear a seatbelt as required by law.
- A care receiver may be accompanied by an adult family member or caregiver for assistance. The FIA office must be notified of the additional passenger when the transportation request is made. All passengers must be registered for the program.
- Children under age 18 can be transported with a parent or guardian. All children must be registered for the program. The parent or guardian must supervise and is responsible for the child/children at all times. Volunteers will not watch children for the parent or guardian, not even for them to run into a shop.
- All children ages 8 and under must ride in a proper car seat furnished by the parent or guardian. The parent or guardian must install the seat properly in the vehicle. The volunteer is not responsible for installing the child safety seat in the vehicle. The driver will refuse to take the children if there is no proper car seat.
- FIA reserves the right to limit transportation requests to 2 per week based on limited volunteer availability as necessary.
- Care receivers must not smoke in the vehicle
- Care receivers are not allowed to carry weapons while receiving transportation services. Volunteers will ensure that all weapons are secured, unloaded and locked up while on assignment.
- If a rider becomes erratic or unconscious, the driver will pull over and call 911 for help.
- Care receivers should not pay their volunteers, but should use the feedback envelopes to make comments, voice concerns or send a contribution to the FIACC office to support the volunteer program.
- During a pandemic or flu season, masks may be required, volunteers will clean and disinfect, and riders may be asked to ride in the back seat for social distancing.

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 physicians' 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 FIACC office answering machine. The FIACC Director has the authority to make all final determinations. Excessive cancellations will impact your priority for future rides.

In-Home Services: Respite Care, Visiting, Housekeeping and Chores

- A home visit is required before care receivers can receive in-home services.
- In-home service requests require at least 7 business days advance notice.
- The office requires a detailed description of expected chores and housekeeping needs. Open communication is important to match appropriate volunteers.

- Care receiver must be able to allow volunteer into the house. Volunteers will not have a house key.
- Care receivers will pay for all expenses for cleaning supplies, building or home repair materials, their own food and entertainment costs, gas for a lawn mower, etc.
- After being accepted as a care receiver for housekeeping and chores, the care receiver may have periodic reassessment home visits.
- 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.

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

- If potential care receiver does not meet program criteria as determined at the home visit, staff will inform the client in writing within one week of the home visit and refer the person to other programs as appropriate.
- The care receiver may ask for a reassessment after 2 months, if care receiver does not meet program criteria as determined at the reassessment home visit, staff 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 FIACC services, for whatever reason, the relationship between volunteers and the care receiver terminates. FIACC will no longer track hours or pay 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 medications or providing nursing-related care.

- Personal care services, which include hands-on assistance with bathing, showering, feeding, toileting, dressing, 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.

Warning, Suspensions, Termination

Care receivers who violate this policy are subject to the following:


1. A verbal warning may be given by FIACC staff to explain the violation and consequences.
2. A written warning letter will be sent by FIACC director to explain the violation and consequences.
3. A letter of notice of suspension or termination will be sent by FIACC director to explain the consequences, based on the severity of the actions as noted in the policy.

Suspensions can be given for 3(minimum) up to 6 months.

Terminations may be reassessed after a year or more with a home visit and new registration.

Civil Rights Complaint Procedure

Any individual who feels he/she has been denied the opportunity participate in this program and wishes to file a complaint of discrimination should write to the following offices:

Individuals of all ages contact:	Executive Director Faith in Action for Cass County PO Box 512 Hackensack MN 56452		Seniors aged 60 years old and older contact:	Executive Director, Minnesota Board of Aging Elmer L. Anderson Human Services Building P.O. Box 64976 St. Paul, MN 55164-0976
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Your complaint will receive immediate attention and prompt corrective action as may be necessary will be undertaken. As complainant, you will be informed of the disposition of your complaint.

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