



Angels On Assignment

Neighbors Helping Neighbors

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CARE RECEIVER HANDBOOK

Dear Care Receiver,

Welcome to the Faith In Action-Crawford County program. The staff and caregivers of the program work very hard to help the seniors throughout our area. Our caregivers are extremely important to us. With only myself as staff, caregivers are what make Faith In Action work, and work well. Please let the caregivers know how much you appreciate their efforts.

This handbook answers some of the questions often asked by new care receivers and provides some basic information about the guidelines of the program. We hope it will be a useful reference for you.

We at the Faith In Action office are very interested in you and are here to help support you in living independently. Please do not hesitate to call at any time.

Sincerely,

Cathy Lund

Program Director



FAITH
IN ACTION

Faith In Action

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The Mission of Faith in Action



MISSION STATEMENT

FAITH
IN ACTION

The mission of Faith In Action-Crawford County is to assist the frail, the elderly, the disabled and others in need to maintain their dignity, their independence and their quality of life. This is accomplished by providing volunteer care giving services through the shared ministry of faith communities, Neighbors Helping Neighbors!

What Do We Do?

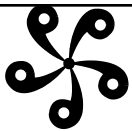
We coordinate caregivers to serve elderly residents through a range of support services designed to help seniors remain living independently in their own homes.

Who Do We Serve?

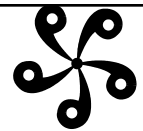
Our program serves adults living in the surrounding area who are 60 years of age or older and the disabled, regardless of race, religious belief, or economic status. FIA fills the gap for elderly people who could remain in their homes with just a little help.

Who Are Our Caregivers?

Our caregivers are people of all ages. They represent individual community members, youth service groups, community organizations, and religious congregations who want to help enable those elderly served to maintain their independence, dignity, and quality of life at home.



EXPANDING THE CIRCLE OF SUPPORT FOR SENIOR CITIZENS IN OUR COMMUNITY



The Background of the Faith In Action Program

Faith In Action got off the ground in July 2005 with a start-up grant awarded by the Robert Woods Johnson Foundation. The Robert Wood Johnson Foundation, based in Princeton, N.J., is the nation's largest philanthropy devoted exclusively to health and health care. Their efforts through Faith In Action start-up grants have helped more than 1,000 volunteer care giving programs across the country. In 2009, there were 32 Faith In Action programs in operation in Wisconsin. Wisconsin has a state network of these programs.

The Board of Directors and the Program Director are working to develop diversified sources of

funding on the local level to sustain the program.



The program pursues grants that are oriented towards supporting care giving programs.

The program also makes annual appeals for donations from area corporations, congregations, community members and care receivers and their families. Special fundraising events are held to generate more revenue.

The FIA program does not charge any fee for services. However, it does accept contributions of any size from people who believe in the mission and/or are receiving our care.

The Role of the Program Director

The Faith In Action Program Director is accountable to the Board of Directors. The Program Director is currently the only paid staff member of the program and this is a part-time position.

The Program Director does outreach throughout the county, explaining the program and enlisting the involvement of community organizations. She recruits, trains and supervises caregivers. She

receives requests for care giving, makes assessments and works to match caregivers with care receivers, making referrals to other agencies when appropriate.

The Program Director assists with fundraising efforts to sustain the program. The Program Director works with the Faith In Action Board of Directors to set goals and policies for the Faith In Action program.

The Role of the Board of Directors

Faith In Action has a 10 member Board of Directors. The Board is responsible for ensuring effective program operations by providing leadership, advice, and direction to the staff and caregivers of the organization. This group meets bi-monthly to discuss current policies and future directions the program might take as well as strategies to sustain the program. Members represent diverse faith communities, local businesses,

community groups, health and social service agencies, and FIA caregivers.



The Role of the Volunteer Caregiver

Caregivers are the heart and soul of Faith In Action. Our caregivers are special individuals who choose to give the gift of their time, talents, understanding and respect to the seniors in our community. Without caregiver participation FIA could not exist.

Caregivers provide support and assistance to elderly neighbors in need. It is our hope that individuals who receive this support may remain as independent as possible

and maintain a sense of self worth and dignity. Caregivers choose what assignments they will take. Responsibilities of the caregiver will depend on their interests and skills and on the specific needs of the individual care receiver.



Guidelines for Care Receiver Services

Non-discrimination

Within the Faith In Action-(FIA) program, there shall be no discrimination against an otherwise qualified caregivers or qualified care receiver by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, gender, creed, national origin or socioeconomic status.

Care Receiver Application

All care receivers must complete the Care Receiver Application. The Program Director sets up a time to do a home visit and fills out the application with the care receiver. The program reserves the right to do a background check on care receivers.

Caregiver Placement

Though efforts are made to fill each appropriate request, there are some requests that prove difficult to fill. The program is dependent on a caregiver within each local community to fill the requests that come from that community. Caregivers choose what assignments they will take.

The Program Director makes every effort to find a suitable caregiver to fill the request. If either the care receiver or the caregiver do not feel comfortable with an assignment, that assignment will be discontinued and a new one considered.

The caregiver is expected to perform only the duties outlined. If the care receiver needs help with tasks other than those originally requested, then the care receiver should contact the Program Director to discuss this.

Boundaries of the Program

Some requests fall outside the bounds of

the FIA program. If there is an agency that can address the request, a referral can be made to the appropriate agency if the care receiver gives permission to the Program Director to do so. In some cases, it is determined that professional help is more appropriate than volunteer assistance. FIA tries to be reasonable in the expectations it places on caregivers, with regard to time commitment, safety concerns, level of need, and the amount of training provided to the caregiver. Care receivers who are in need of daily assistance should address this level of need through private pay or a public assistance program, making arrangements with an appropriate agency.

Faith In Action caregivers shall not provide any hands-on care. Bathing and personal care are not provided through the program. The caregivers should avoid contact with bodily fluids.

Caregivers will not provide medical care to care receivers. A caregiver shall not hand a person their medication, as this is considered dispensing medicine. The caregiver is not permitted to do any kind of medication management.

FIA's aim is to not duplicate services of other available programs. FIA services do not include any care for which licensure is required and are intended to supplement rather than substitute for services already available to the care recipients. Seniors who receive long term care services through Family Care or a Medical Assistance waiver program are not eligible for initiating services through FIA and will be referred to their care manager when applicable.

Guidelines for Care Receiver Services

Scheduling of Faith In Action Activities

Caregivers' phone numbers will not be given to care receivers or their families by the Program Director or the FIA office. Care receivers may reach caregivers by leaving a message with the FIA office during business hours. In some cases, caregivers may choose to give their phone numbers to the care receiver.

The caregiver is responsible for contacting the care receiver and arranging the schedule. If the caregiver cannot keep an appointment because of an unexpected personal matter, he/she is expected to contact the FIA office in advance of the appointment. The FIA office will attempt to fill the request and contact the care receiver of any changes.

If the care receiver cannot keep an appointment because of an unexpected personal matter, he/she shall contact the FIA office and a new appointment can be scheduled.

The care receiver shall contact the FIA office if he/she goes on vacation, or is admitted to the hospital or nursing home.

Conduct of Care Receivers

And Caregivers

The care receiver shall be present in their home when the FIA caregiver services are rendered. In some cases, such as for shoveling snow or yard work, arrangements may be made for services to be provided with the care receiver not at home.

Care receivers shall not give caregivers money for services provided, but donation for services are welcomed by the Faith In

Action program. However, the giving and receiving of small tokens of respect, friendship, and appreciation between the care receiver and caregiver, such as a card or snack, are not discouraged.

Care receivers should never give or loan money to the caregiver, nor should the caregiver give or loan money to the care receiver.

Seeking to influence the caregiver on political or religious matters is inappropriate. Proselytizing is unacceptable within the FIA program. The care receiver should be free from religious and political pressure from the caregiver as well.

Neither the care receiver nor the caregiver shall be under the influence of alcohol, tobacco, or illegal drugs while receiving caregiver services through FIA. FIA expects both the care receiver and the caregiver to refrain from smoking during FIA activities.

The FIA program is committed to the task of maintaining a healthy and safe environment for care receivers, caregivers and staff. It is the responsibility of the care receiver to notify the Program Director if there are mental health issues or physical conditions that may be of concern and affect the caregiver activities. Contagious diseases or bacterial infections, as well as any serious change in the care receiver's health, shall be communicated with the Program Director. In some instances the care receiver may be asked to sign a release of medial information to obtain appropriate medical direction, when necessary, to determine whether a care receiver's condition poses a risk to himself/herself or to others.

Guidelines for Care Receiver Services

FIA is committed to providing an environment in which relationships are characterized by dignity, courtesy, respect and equitable treatment. It is the aim of FIA to provide an environment for care receivers, caregivers and staff that is free from all forms of discrimination, sexual harassment, and abusive behavior, both physical and emotional. FIA reserves the right to refuse or revoke caregiver services to anyone who, in receiving services, has engaged in abusive behavior. Any care receiver who believes that he or she has been the subject of abusive conduct is required to report the incident to the Program Director or a member of the Board of Directors. Any such incidents will be documented and investigated and appropriate actions will be taken.

Some situations may make it necessary to release a care receiver from receiving volunteer services. This action will receive careful and confidential consideration. The decision to initiate or discontinue services is at the sole discretion of the Program Direc-

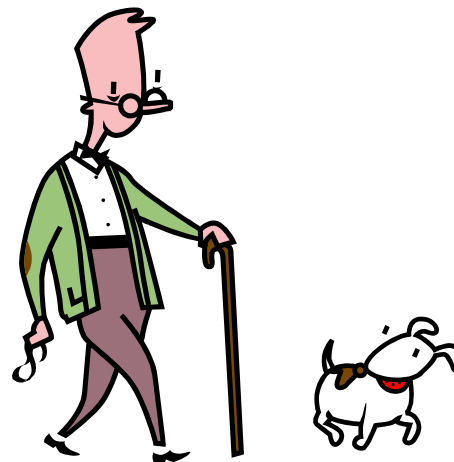
tor, using criteria consistent with stated policies and guidelines.

Concerns Complaints and Compliments

The caregiver has the right to be treated with respect by the care receiver and their family. The care receiver should be treated with respect by the caregiver, as well.

Please contact the Faith in Action office if you have any complaints, suggestions or positive feedback regarding the services you have received. The Program Director is available to discuss any concerns, ques-

tions, or comments that the care receiver may have.



GROWING A GREAT PROGRAM

During 2009, Faith In Action provided direct services to **160 senior households** throughout Crawford, Grant and Clayton Counties.



67 volunteers worked through Faith In Action, providing a variety of services directly to seniors, assisting with fundraising or mailing projects, and serving on the Faith In Action Board of Directors .

FIA caregivers provided 3,005 hours of service and traveled over 20,000 miles in 2009!

Guidelines for Care Receiver Services

CONFIDENTIALITY

All individuals serving in a caregiver or paid position with Faith In Action are expected to respect the confidentiality of the care receivers. Caregivers shall not disclose confidential information on any care receiver to any person who is not a Faith In Action staff person or a person specifically approved by the care receiver.

EMERGENCY SITUATIONS

✦ If a caregiver has an appointment with the care receiver and the care receiver is not home at the time arranged, the caregiver is asked to follow-up by calling the care receiver's emergency contact(s) or by notifying the Faith In Action office for the office to follow-up on the situation. If none of the emergency contacts can be reached, or they do not know the whereabouts of the person, then local law enforcement can be contacted to do a wellness check on the care receiver.



✦ In a situation that the caregiver considers an emergency, the caregiver has the right to call 911.

TRANSPORTATION

- ◆ The Faith In Action program does not provide transportation in situations in which county and state programs are available to assist the care receiver.
- ◆ Seat belts must be worn at all times by the driver and passengers.
- ◆ The care receiver shall inform the caregiver about any special needs or assistance that may be required.
- ◆ When arriving at an appointment, the care receiver shall tell the caregiver the approximate length of the appointment. The caregiver may make arrangements with the care receiver either to wait during the appointment or to return at a specific time. If the weather is hazardous, the appointment and transportation may need to be rescheduled.
- ◆ A caregiver shall not operate a vehicle that is owned by a care receiver.
- ◆ A caregiver shall not operate a vehicle that is owned by a care receiver.

Guidelines for Care Receiver Services

LIGHT HOUSEKEEPING

- ◆ In the initial home visit, the Program Director works with the care receiver to outline the specific cleaning tasks that are being requested.
- ◆ The care receiver should have adequate cleaning supplies available.
- ◆ Faith In Action recommends that caregivers wear latex gloves when cleaning to protect against transmission of disease. The program provides gloves for caregivers upon request.
- ◆ The caregiver shall do only light housekeeping. A caregiver is not expected to do heavy cleaning such as moving furniture, cleaning refrigerators, or washing walls.
- ◆ Faith In Action does not provide assistance with cleaning in a home that has not been maintained.



RESPIRE

Respite care is in-home supervision and companionship to provide short-term relief for the primary caregiver from their care-taking responsibilities.

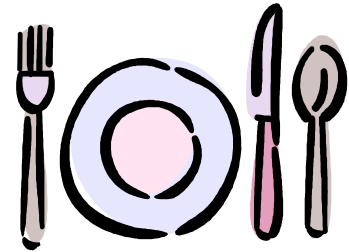
- The family caregiver shall communicate any special needs for the care receiver for that day.
- If the family caregiver is to leave the home, the family member shall give the caregiver a list of places and phone numbers where the family caregiver can be reached in the event of an emergency.
- Any medication that the care receiver is required to take while the caregiver is present shall be pre-measured and ready for self-administration. The volunteer caregiver cannot administer drugs.
- As directed by the family caregiver, the caregiver may serve or prepare meals to be served to the care recipient as needed.



Guidelines for Care Receiver Services

OCCASIONAL MEAL PREPARATION

- In some unique circumstances FIA provides an occasional meal. In most cases in which care receivers are requesting help with meals, they are referred to the Senior Dining or Meals on Wheels program.
- The care receiver shall discuss with the Program Director and the caregiver the type and extent of assistance needed for meal preparation.
- The care receiver must inform the caregiver about any food allergies and special dietary needs. FIA is not liable for any illness or allergic reaction as a result of food prepared by a FIA caregiver.
- The caregiver shall clarify with the care receiver what ingredients will need to be available and who will do the shopping for these food items for cooking done in the home of the care receiver. In some cases, the caregiver brings in a meal from their own home.



SHOPPING FOR A CARE RECEIVER

- The care receiver shall notify the caregiver, at the time arrangements are made, regarding the stores the caregiver needs to visit to accomplish the shopping tasks.
- The care receiver shall make a shopping list that includes specifics on items to be purchased, such as brand names and sizes of products. If assistance in preparing a shopping list is needed, the caregiver can assist.
- The care receiver shall inform the caregiver about alternative choices for items not in stock. (e.g. should another brand be purchased or should the item be omitted?)
- The care receiver shall inform the caregiver if the cost of the item is more important or if the brand is more important. (Can a less expensive brand be substituted for the one listed?)
- The caregiver can not purchase alcoholic beverages for the care receiver.
- Upon return to the care receiver's home, the caregiver shall give the care receiver the store receipts and change.

Guidelines for Care Receiver Services

SHOPPING WITH A CARE RECEIVER

- A shopping list shall be prepared by the care receiver prior to the trip. If assistance in preparing a shopping list is needed, the volunteer caregiver can assist.
- The volunteer caregiver shall inform the care receiver about how many stores they will be going to, which stores will be visited, and the approximate length of time of the shopping trip, at the time arrangements for the trip are made.
- Before leaving the care receiver's home, the care receiver shall check that he/she has everything needed (shopping list, money, checks, credit cards, coupons, prescriptions, etc.) for the shopping trip.
- The care receiver shall let the caregiver know how much assistance will be needed by the care receiver. (Does the care receiver need someone to accompany him/her in the store or should the volunteer caregiver return at a specified time?)
- The caregiver can assist with carrying packages into the house for the care receiver and can offer to assist with unpacking and storing purchases.

FRIENDLY VISITING

A regular visit from a Faith In Action caregiver can provide some much needed companionship for some seniors. The care receiver can spend time with the caregiver visiting, playing cards, doing crafts, reading out loud, going to a movie, cooking, etc.

SMALL FIX-IT JOBS

Occasionally, the Faith In Action office receives a request from a care receiver for help with a small fix-it job. The care receiver shall clarify with the caregiver if he/she has the tools needed for the job or if the caregiver will be providing the tools. The care receiver shall be responsible for the cost of any materials. If help is needed in shopping for the materials, the program sometimes can provide assistance.

TELEPHONE REASSURANCE

Faith In Action can make regularly scheduled phone calls during the day at a set time. The care receiver should notify the Faith In Action office about the purpose and the need for the phone reassurance. FIA caregivers can call just to check up on care receivers, giving our care receivers the assurance someone is looking out for them.

YARD WORK/SHOVELING

Help with seasonal outside chores such as raking leaves and shoveling snow is a frequent request from area seniors. Raking is often done by youth or college groups. The care receiver shall clarify with the caregiver if he/she has the equipment needed. Care receivers are expected to provide the proper bags for leaf and yard waste.

Acceptance of Care Receiver Handbook

I acknowledge that I have received the Faith In Action, Crawford County Caregiver Handbook. I understand that it is my responsibility to read and understand it. Should I have any questions about or not understand any portion of the Handbook I will discuss them with the Program Director before signing below. This Handbook is not an expressed or implied contract.

Changes, additions or deletions may be made to this Handbook at anytime.

Care Receiver Signature

Date

Program Director Signature

Date

Consent for Interview/Photographs/Videotapes/Recordings

The undersigned agrees that my story, photo, performance, name and voice may be used by Faith In Action for commercial, educational and /or promotional purposes (strike those that do not apply.)

I grant Faith In Action the unabridged right to use and display my story, photo, performance, name and voice.

I release Faith In Action and its staff from any liability resulting from the use of my story, photo, performance, name and voice.

Materials may be retained for an indefinite period (unless otherwise specified) in Faith In Action's photo libraries for potential future use in programs or projects where it may be applicable.

I certify that I am over the age of eighteen, or that I am the parent or legal guardian of the named minor.

Date: _____

____ Story/Photo/Video/Recording may be reserved on file by Faith In Action and possibly used again.

Name (Please Print): _____

Address: _____

City/State/Zip: _____

Signature: _____

Faith In Action Representative: _____

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