



Member and Policy Agreement 2019 303-814-4300

Below you'll find our programs available to members as well as policies and procedures related to services.
This is your copy to keep.

TRANSPORTATION

Rides are provided by volunteers who donate their time and their vehicle. Members in need of a wheelchair accessible vehicle may schedule trips in our ADA-compliant vehicles operated by staff. Neighbor Network is not a guaranteed ride program. Rides are dependent on the availability of the volunteers. If your trip request remains unfilled, you will be notified within 24 hours of the requested date.

Area of Service: All of Douglas County and the greater Metro area.

Scheduling: Requests are taken Monday through Friday from 8:00 a. m. to 4:30 p.m. Give a minimum of 3 working days notice to schedule a ride. Please let us know about any future appointments as far in advance as possible. The more time we have, the more likely the trip will fill.

All trip requests must go through the Neighbor Network Office. This is imperative for insurance coverage purposes. Do not ask your volunteer for rides or other services. You must call Neighbor Network to schedule any services. Clients who violate this rule risk suspension or termination of services.

Cancellations and No-Shows: Should an appointment need to be changed, notify the office as soon as possible, at least 24 hours in advance. Riders who frequently cancel rides within 24 hours of the appointment, or do not take a scheduled ride without notice (No-Show) 3 times will be placed on probation.

Extra Stops and Changes in Destination: When planning your trip, please let us know of all the stops you are requesting. Volunteer drivers are scheduled in hour time blocks and are not prepared for surprise stops.

Safety: Passengers must wear seatbelts as required by Colorado law. Passengers should not distract the driver and must not leave the vehicle until the driver indicates it is safe to do so. If you require additional assistance, please inform the staff member when requesting your ride. Under no circumstances are volunteers allowed to lift riders.

Dialysis Rides: If the office is closed due to inclement weather or snow, you should assume that all rides to dialysis are canceled. In these cases, you must rely on family or friends to support you. For emergencies, call 9-1-1.

Pick-up Times and Wait Policies: Once a volunteer is confirmed to provide you with a ride, the volunteer driver will call you the day or evening before to discuss what time you would like to be picked up. Please leave a window of 15 minutes before and after your pick-up time for the driver to arrive and be ready within this time frame. Only if the volunteer is more than 15 minutes late should you call the office to advise us of the delay. Watch for your volunteer driver, if you need assistance walking to the car or cannot see the vehicle from your pick up location, let the volunteer know when you talk to them the day before.

Service Restrictions: All passengers must be a registered member of Neighbor Network, if a spouse or caregiver wants to receive service, they will need to become members. If a volunteer or staff person feels a rider's circumstances are not appropriate for the service, that rider may be refused service. Neighbor Network does not accommodate rides to liquor stores or marijuana dispensaries.

Voluntary Contributions & Donations: Suggested amounts for a local round-trip is \$6.00 and for longer trips into Denver, or multiple stops we suggest \$12.00 per round-trip.

CHORE & HANDYMAN

The handyman program provides services that help members stay safe in their homes. Volunteers install grab bars and wheelchair ramps, change light bulbs that are hard to reach, and do other minor repairs and maintenance.

Volunteers do not purchase supplies; members are responsible for any material purchases. If a member cannot afford to purchase materials, please let the office know, as grant funding may be available.

Voluntary Contributions & Donations: Suggested amount is \$6.00 - \$25.00 per handyman service.

HOMEMAKER

Volunteers provide light housekeeping, vacuuming, dusting, changing bed linens, grocery shopping, and meal preparation. Based on volunteer availability, you may qualify for help 1-2 times per month. This program is particularly useful for members recovering from an illness or surgery.

Members are responsible for payment of their groceries.

Voluntary Contributions & Donations: Suggested amount is \$6.00 to \$10.00 per visit.

COMPANIONSHIP

Volunteers provide one-on-one friendly visits, phone calls and shopping trips to a member. Volunteers will be matched with members based on location and shared interests. Companions have contact once per week for 1 to 4 hours per visit. If you are busy one week or out of town, a phone call can be substituted for that week. Companions are not permitted to accept money, payment or tips from their members.

Companions may not handle, or dispense any medications, or perform any physical care. All companion visits must be scheduled through the office.

ADDITIONAL POLICIES

Animals: The Neighbor Network vans will accommodate service or companion animals on trips with members. Please let staff know you will be bringing a pet along with you when you schedule your trip. Rides provided in the volunteer's car will need advanced volunteer permission.

Days and Times of Operation: Neighbor Network is open Monday through Friday from 8:00 a.m. to 4:30 p.m. Please schedule your appointments during these office hours. Be mindful that appointments scheduled during rush hours are very hard to fill. Weekend trip requests are based on volunteer availability.

Holiday Closures: Neighbor Network is closed for the following holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve and Christmas Day. Holidays that fall on Saturday will be observed the preceding Friday. Holidays that fall on Sunday will be observed the following Monday.

Snow Closures and Inclement Weather: For the safety of our volunteers, staff and members, we may choose to close during inclement weather. We do follow the Douglas County school district closure schedule. If they are closed, we are closed, and all rides will be canceled for that day. If the weather forecast is for snow and you do not want to be out in the weather, please call the office in advance of the storm (if possible) and inform us. Neighbor Network will notify the volunteer of the cancellation. If the weather occurs on a weekend or the day of, the volunteer will call you to discuss the ride and confirm you still want to go out. If the driver is uncomfortable providing the ride, they will advise you that your trip will need to be rescheduled. If this should happen, call the office to let us know.

Conduct: Inappropriate behavior will not be tolerated and may result in denial of that particular service, program suspension, and/or dismissal from Neighbor Network. Examples of inappropriate behavior are intoxication, physical abuse towards staff, volunteers or other passengers, arguing, verbal abuse, threatening the driver or fellow passengers, use of foul language, or sexual harassment. If a client shows any examples of such inappropriate conduct, service will be denied to them. Inappropriate behavior will be reported to the Director.

Volunteers always have the right to refuse any rider due to inappropriate behavior or in circumstances in which they feel uncomfortable.

Probation, Suspension or Termination: Neighbor Network makes every reasonable effort to be fair and supportive to its clients and volunteers. These policies were created to ensure that clients know what is expected of them and that our volunteers have a pleasant experience. Failure to comply with these policies could include any of the following:

- 1) Verbal warning
- 2) Written warning
- 3) Temporary suspension of service/probation
- 4) Permanent termination of membership

Neighbor Network strives to follow the above steps, but can bypass them at any time due to circumstances deemed inappropriate. Neighbor Network has sole discretion on member eligibility for services.

Non-Discrimination: Neighbor Network and its volunteers are committed to ensuring that no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin under Title VI of the Civil Rights Act of 1964. In addition to Title VI of the Civil Rights Act of 1964, Neighbor Network also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status or sexual orientation.

Retaliation of any sort because of reporting abuse, harassment or discrimination will not be permitted.

A LITTLE ABOUT DONATIONS & VOLUNTARY CONTRIBUTIONS

We are a nonprofit that relies on donations, but please know that services are never denied based on the ability to donate - we trust that those who can give will offset the costs for those who cannot.

Neighbor Network sends out monthly activity logs with suggested amounts. If you have already given, or are unable to give, please discard.

Donations & Voluntary Contributions can be mailed, called into the office with a credit card, or made on the website: www.dcneighbornetwork.org.

You may set up recurring amounts if this is easier for you. All donations are tax-deductible and all voluntary contributions go directly back into senior services, to help stretch the amount given by OAA funding.

Remember, you may never give money to your volunteer. Thank you and welcome to Neighbor Network, where we want you to not only survive, but to THRIVE!