

# AGING RESOURCES *of Douglas County*

**Member and Policy Agreement 2024**

**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. Aging Resources of Douglas County 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 Aging Resources of Douglas County.** This is imperative for insurance coverage purposes. Do not ask your volunteer for rides or other services. You must call ARDC to schedule any services. Clients who violate this rule risk suspension or termination of services.

**Assisted Living Transportation:** Our transportation program at Aging Resources of Douglas County is designed to meet the specific needs of older adults who live in their homes. Please note that we cannot provide transportation to **skilled nursing or memory care facility residents**. Transportation services can only be provided to individuals residing in **assisted living** facilities if the rides have been approved by their case manager. We suggested contacting the management team at your facility to explore alternative transportation options for individuals in assisted living facilities. If you have further questions or need more information, please feel free to contact us.

**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 could 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.

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**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.

**Transportation Fall Policy:** If you experience a fall or feel unstable while using our transportation service provided by our volunteers, you may need to be assessed by our Transportation Client Services Specialist to determine if you require staff-provided rides. The assessment is necessary to ensure you receive the most appropriate care and support as a member receiving rides through ARDC.

If you experience further falls, you will be asked to use a transport chair or wheelchair. This is not only for your safety, but also for the safety of our staff, and others who may be riding in the vehicle with you. It's a measure we take to ensure everyone's well-being. Our commitment to safety and compliance with regulations is unwavering. To protect our organization and its clients, it is crucial that ARDC's programs and services adhere to the mandated rules regarding safety, insurance, and liability requirements.

**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 Aging Resources of Douglas County, if a spouse or caregiver wants to receive service, they will need to sign a release of liability form.

**Voluntary Contributions & Donations:** Suggested amounts for a round-trip is \$10.00.

## **YARD WORK & HANDYMAN**

The handyman program provides services that help members stay safe in their homes. Volunteers install grab bars, change light bulbs that are hard to reach, and do other minor repairs and maintenance. We are not a professional handyman or perform specialized repairs such as plumbing, electrical, or HVAC.

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.

Seasonal yard work can be requested to be fulfilled by volunteers. ARDC does not provide recurring lawn mowing, weeding, or snow shoveling services. Volunteers can help with one-time weeding, raking, mulching, trimming, and other seasonal clean-up activities.

**Voluntary Contributions & Donations:** Suggested amount is \$10.00 per visit

## **HOME CHORES**

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.

Members are responsible for payment of their groceries.

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

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## COMPANIONSHIP & FRIENDLY VISITS

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. 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 Aging Resources of Douglas County vehicles 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:** Aging Resources of Douglas County 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:** Aging Resources of Douglas County is closed, and all services are cancelled for the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous Peoples' 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 including snow, severe weather warnings, extreme temperature drops, and other weather situations. 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. ARDC 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 services. 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:** Aging Resources of Douglas County 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:

Verbal warning

Written warning

Temporary suspension of service/probation

Permanent termination of membership

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Aging Resources of Douglas County strives to follow the above steps but can bypass them at any time due to circumstances deemed inappropriate. ARDC has sole discretion on member eligibility for services.

**Non-Discrimination:** Aging Resources of Douglas County, its staff, board, and volunteers are committed to ensuring that no person is excluded from participation in, or denied the benefits of, its service based on race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, veteran status, sexual orientation, gender identity and expression, and any other class of individuals protected from discrimination under state or federal law.

Aging Resources is dedicated in policy, principle, and practice to maintaining an environment which prohibits discriminatory behavior and provides equal opportunity and access for all persons. Retaliation of any sort due to the reporting of abuse, harassment or discrimination will not be permitted.

## **A LITTLE ABOUT DONATIONS & VOLUNTARY CONTRIBUTIONS**

Voluntary contributions are always appreciated and are used to expand and provide additional services. Please know that whether you choose to contribute, you are still eligible for services.

Donations & Voluntary Contributions can be mailed, called into the office with a credit card, or made on the website: [www.GoARDC.org](http://www.GoARDC.org)

**Remember, you may never give money to your volunteer.** Thank you and welcome to the Aging Resources of Douglas County volunteer services program, where we want you to not only survive, but to THRIVE!

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