



# Volunteer Handbook

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## How You Can Help

### Service Requests

To fulfill our mission of helping seniors remain independent, we need volunteers to provide the services that they need. The majority of our requests are for transportation for medical appointments, both local and Cape-wide, errands, grocery shopping, hair appointments, exercise classes, or a visit to the library.

Many of our volunteers provide handyman and household services, doing things for our members that they can no longer do for themselves. These include, but are not limited to:

- Installing and removing air conditioners
- Changing light bulbs that are out of reach
- Hanging pictures
- Lifting boxes
- Moving clothing according to the season
- Providing help with reading mail
- Light gardening

Volunteers who are “tech-savvy” troubleshoot problems with printers and other computer and/or tablets and teach members how to use television remotes, phones, and other electronic gadgets.

Some members request social visits. They’re looking for someone to chat with or read to them. Some members need a volunteer to stay with a loved one for an hour or two to provide them much-needed respite.

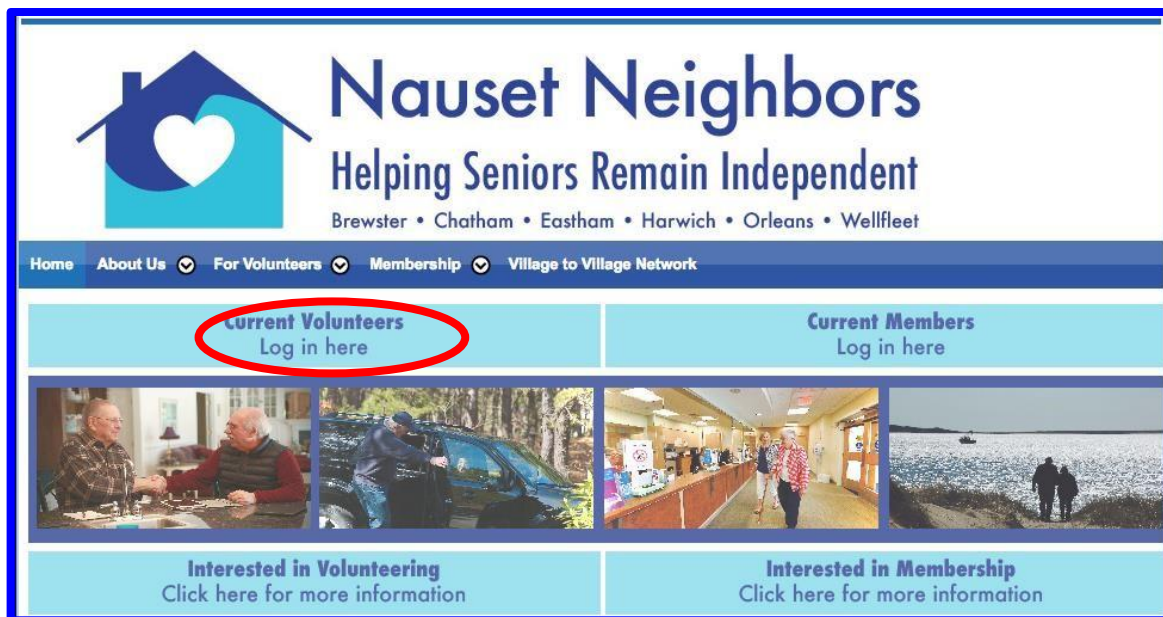
You will be able to peruse our Volunteer Self Sign-Up online at your convenience and choose a service that appeals to you and fits your schedule. You may volunteer as frequently as you wish. Most of our volunteers do a service once or twice a month; some volunteer weekly, others do more than once a week. It’s totally up to you.

### Call Managers

Because we are an all-volunteer organization, we do not have an office staff. When our members call to place a request during our business hours, they reach a volunteer who has been trained on the use of our software/website and Google-based phone and email. These volunteers sign up for a three-hour shift, at least twice a month.

## Signing Up for Services

To sign up for a service request, from the homepage of [nausetneighbors.org](http://nausetneighbors.org), click *Current Volunteers Log in here*.



The following screen will appear:

The image shows a "Volunteer Login" form. At the top, the title "Volunteer Login" is in a large, bold, dark blue font. Below the title, a light gray box contains the text: "Please enter your username and password and click 'Login'. You". Below this, there are two input fields: "User Name" and "Password". To the right of each field is a red dot. Below the input fields, there is a checkbox labeled "Remember me on this computer" with the text "(Do not select this option on a shared or public computer)" below it. At the bottom, there are two buttons: "Login" with a checkmark icon and "Cancel" with an 'X' icon. Below the buttons, there is a link: "Forgot My Username/Password or Don't Have One."

The first time you login you will not yet have a username or password. Click on Forgot My Username/Password or Don't Have One. This screen will appear.

Outreach Admin Documents Shortcuts Destinations Working Doc

your user name and password and click "Login". Your user name is not case-sensitive but your password is. Click "Cancel" to

### Forgot Username/Password

Enter your email address below. If your email address is on file, your user name and a new password will be emailed to you. If your email address is used by more than one member, you may also enter your first name to help us identify you.

Email Address


















First Name

Cancel

OK  Cancel

Once you complete the form and click OK, you will receive an email with your username, password, and a link to sign in. When you sign in, you will have an opportunity to change your username and password. You will also be able to have the computer remember you.

When you have logged in, you will be taken to the Volunteer Self-Signup screen.

Volunteer Self-Signup							
View open requests and optionally sign up as a volunteer. You can also review your committed requests, as well as those that have already been completed on the toolbar to see search and filter options.							
Availability				Vacation Calendar			
Completed/Past Requests		Open Requests		Committed Requests			
Requested Date/Time	Date/Time. Flexible?	Aprox. Duration	Member	Service Requested	Starting Location	Destination	Maintain 
Mon, 7/17/2017 2:30 PM	Yes	1 hr, 0 min	Blossom N.	Computer Help - PC	Wellfleet	Wellfleet	 
Tue, 7/18/2017 9:45 AM	No	30 min	Shirley M.	Transportation - Local	Brewster	Wells court Senior Housing- Brewster	 
Tue, 7/18/2017 9:45 AM	No	15 min	Joan H.	Transportation - Local	Brewster	22 Huckleberry Lane, Brewster (daughter's home)	 
Tue, 7/18/2017 10:00 AM	Yes	1 hr, 30 min	Patricia (Pat) K.	Social Visit	Brewster	Friendly Visit	 
Tue, 7/18/2017 10:00 AM	No	3 hr, 0 min	Melora N.	Transportation - Hyannis, etc	Orleans	Dr. Kowalski - Hyannis	 
Tue, 7/18/2017 10:30 AM	No	1 hr, 30 min	Sylvia L.	Transportation - Local	Brewster	Cape & Islands Hearing Center	 
Tue, 7/18/2017 1:45 PM	No	1 hr, 15 min	Jack R.	Transportation - Local	Eastham	Rogers Barber	 
Tue, 7/18/2017 2:00 PM	Yes	2 hr, 0 min	Brenda E.	Transportation - Local	Orleans	Run errands in Orleans	 

On this page, you will see the current service requests. Each one includes the date and start time of the request, the approximate duration of the service, the member's last name, the type of service, the town where the member lives, and the destination. You can peruse the list, which includes request for several months, and decide which ones you will provide.

Clicking on the icon with the green check provides more details, including a brief description of the service, the destination address, and special instructions, including directions to the member's home. From that box, you can choose to sign-up for the service by clicking "Confirm."

**Volunteer Service Request Detail**

Below are details of the service request. Select the service provider that wants to volunteer for this request. Click 'Confirm' to sign up as a volunteer for this request.

Service Provider: Not Selected [Select](#)

Member: Melora N.

Description: appt at 11:00 in Hyannis

Date/Time: Tuesday, July 18, 2017 at 10:00 AM

Duration: 3 hours, 0 minutes

Time Flexible?: No

Service: Transportation - Hyannis, etc

Starting Location: Orleans

Destination: Dr. Kowalski - Hyannis  
795 West Main St.

Transportation: Round Trip

Special Instructions: Main St. to fork at Beach Rd.; bear left onto Beach Rd. Take the first right onto Mill Lane. Turn right onto Mill Lane and travel to the last unit on the left - Unit E. CALL MANAGERS ONLY: AN EMAIL IS SUFFICIENT FOR INITIAL CONFIRMATION TO THE MEMBER.

[Confirm](#) [Cancel](#)

You will be given the opportunity to change your mind on the next screen.

**nausetneighbors.clubexpress.com says:**

Sign up for this service request?

[Cancel](#) [OK](#)

Click "OK" if it is a service you would like to do.

## After You Sign-Up for a Service

Once you have chosen a service, you will receive an email with more detailed information, including the member's last name, address, and phone number. The email will contain directions to the member's home, but not the destination. You can use GPS, Google Maps, your phone, etc., if you're unfamiliar with where you're going. Many times our members are able to direct you with no problem.

The call managers will know that you have signed up and will contact the member to let him or her know that we have a volunteer and who it is.

**Two days before the service**, you will receive another confirmation email, which serves as a reminder.

**The day before the service**, please call the member to assure him or her that you will be there and confirm the time.

Doing a Service Request

**On the day of the service, if you have any difficulty**, please call Nauset Neighbors at 508.514.7067. Although it happens rarely, if the member has a medical problem while you are together, please call 911.

**If the member asks you to do more than the original service request specifies**, such as picking up a prescription or going to Trader Joe's after a medical appointment in Hyannis, it is totally up to you. You signed up for a specific time period; if you want to extend it, feel free. If you'd rather not, please do not hesitate to tell the member that you are unable to and encourage him or her to include added stops when calling to make a request.

**If the member makes a follow-up appointment** and you agree to take him or her, you or the member will need to call the office to let us know. The call manager will need the date, time, destination, and approximate duration of the appointment. He or she will sign you up for the service.

**As a Nauset Neighbors volunteer, you are our eyes and ears.** Often, a member will start to fail, making it so that we cannot really meet his or her needs. If, after completing a service, you feel that something isn't right, please call the office to let us know. Without you, we have no way of knowing if something is amiss with one of our members. If a member treats you rudely or offensively, we also need to know. In both cases, our Membership Management Team will investigate and try to mitigate the situation.

### Please Remember To:

- Call the member the day before the service.
- Be prompt and reliable.
- If you are unable to do a service, call the office as soon as possible.
- Inform the office if you and the member agree to another service, such as a follow-up medical appointment.
- Treat members respectfully.
- Protect confidential information that a member might share with you.
- Decline money for gas, tips, or any gifts of significant monetary value that may be offered.

**In the rare event that we receive requests from several members not to have a specific volunteer**, we will do our best to discern the issue that the members have and discuss it with the volunteer. If the volunteer is unable and/or unwilling to correct the behavior, Nauset Neighbors reserves the right to remove the volunteer from the organization.

## Insurance

### Business Auto Policy

The business auto policy provides liability coverage. “Non-owned and hired” auto liability coverage is typically the only auto coverage a nonprofit carries if it does not own any vehicles. With respect to liability stemming from automobile accidents, volunteer drivers should understand that when they drive their personal vehicle on Nauset Neighbors’ behalf, the volunteer’s personal auto insurance will respond first in the event of an at-fault accident. The insurance industry expression for this is “the coverage follows the car.”

Nauset Neighbors has a commercial auto policy (non-owned/hired coverage) which will provide excess coverage for those accidents where bodily injury and property damage to others exceeds the limit of the driver’s personal policy, which will always be primary. The property damage is third party property damage, e.g., to a building, a fence, or another car the driver hits. Nauset Neighbors’ policy is \$1 million combined single limit.

### Commercial General Liability (CGL)

The CGL is designed to cover the liability exposures that are common to all organizations, from large corporations to small non-profits. The policy is a combination of three separate coverages, each with its own insuring agreement and exclusions.

#### Coverage A: General Liability (Bodily Injury and Property Damage)

Covers liability for bodily injury and property damage caused by an accident, except for liabilities that are specifically excluded. Exclusions include liabilities more properly covered under a separate policy, such as automobile and workers compensation, and liabilities considered uninsurable. Some of the liabilities covered include: injuries arising from our premises (includes a room temporarily assigned to us), injuries to guests at special events, and damage to property not owned by us or in our possession and not damaged as a result of our mission. Example: if you accidentally knock over a porcelain vase and it is shattered, it is covered. However, if you came to help the member clean it and you dropped it, insurance won’t cover that cost. The occurrence limit is \$2 million with an overall policy limit of \$2 million.

#### Coverage B: Personal Injury and Advertising Injury Liability

Personal Injury and Advertising Injury Liability covers a specific group of liabilities that do NOT involve bodily injury or property damage, are not caused by an accident, and therefore are NOT covered under Coverage A. These liabilities are: libel, slander, false arrest, malicious prosecution, wrongful eviction, wrongful entry, violation of privacy, infringement of copyright and unauthorized use of an idea in advertising.

The occurrence limit is \$2 million with an overall policy limit of \$2 million.

#### Coverage C: Medical Payments

Medical Payments coverage provides a limited amount of insurance (\$5,000 per person) to pay medical expenses for persons (other than insured’s) injured in accidents that occur on or next to the insured’s premises or as a result of our operations. This coverage is payable regardless of



whether the insured is legally liable, and extends coverage to the injuries of volunteers. Injuries due to automobile accidents and athletic activities are excluded.

## Mileage Reimbursement

Nauset Neighbors will reimburse you for mileage at the rate of 20 cents per mile.

If you would like to be reimbursed for mileage, please email your request to [mileage@nausetneighbors.org](mailto:mileage@nausetneighbors.org). Include your name, the member's name, the date of the service, and the miles driven in the email. Mileage is measured door-to-door from your home. You can request mileage for several trips in a single email. We will issue checks about once per month.

If you choose not to request reimbursement, you can take a charitable deduction for the miles you drove. You can review all the services you provided using the online signup screen. Go to the tab for "Past Requests" and filter for the last year.