



VOLUNTEER TRAINING
SEPTEMBER 2022

Today's agenda



WELCOME & INTRODUCTIONS

ERCV'S MISSION

WAYS YOU CAN HELP

DO'S & DON'TS

SCENARIOS

VOLUNTEERING PROCESS

Q&A

ERCV'S MISSION

East Rock Creek Village (ERCV) is a neighborhood-based, volunteer-managed nonprofit membership organization that supports and enriches the long-term quality of life of residents in DC's upper Ward 4.



ERCV MISSION

We work to ensure that our members have the confidence and practical means to stay in their own homes throughout their lives.

With one phone call or e-mail message, Village members gain access to a range of professional and volunteer services as well as a variety of educational, social & wellness programs.

EAST ROCK CREEK VILLAGE SERVICE AREA

Upper Ward 4 neighborhoods:

Brightwood

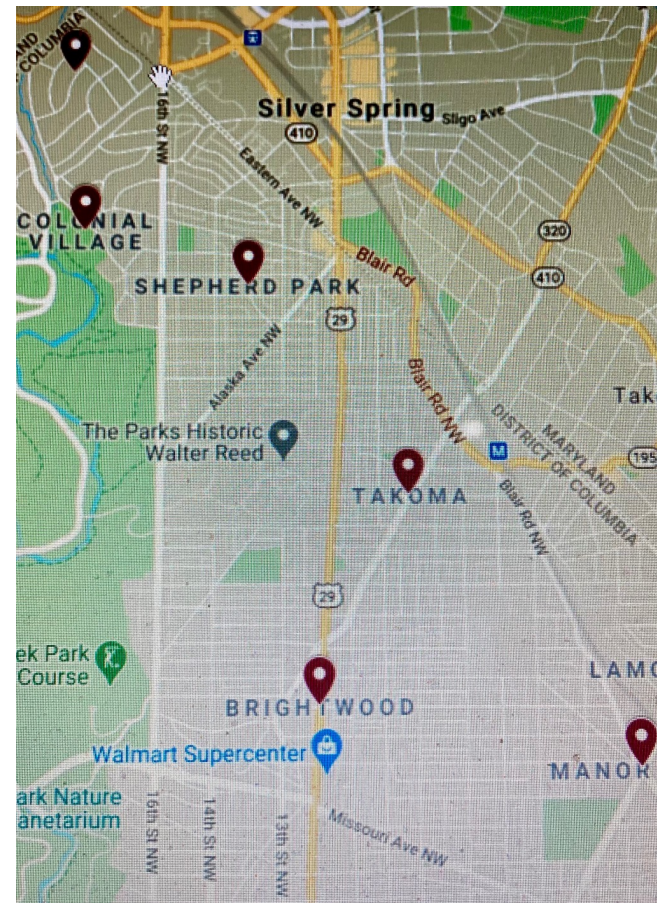
Colonial Village

Manor Park

N. Portal Estates

Shepherd Park

Takoma DC



THE VILLAGE MOVEMENT

2001: Started in Boston with the founding of Beacon Hill Village to help seniors age in place in their homes

2006: Capitol Hill Village founded in DC

2013: East Rock Creek Village founded!

DC now has 13 Villages

Washington Area Village Exchange (WAVE) -- MD, VA, DC

Village to Village Network - national



ERCV BUILDS ON ITS PIONEERING TRADITION

- Northwest Washington Neighbors Inc. in Upper Ward 4 continues the tradition of pioneers.
 - Led the fight against block busting and for integrated housing.
 - ERCV an early adaptor and leader in establishing villages to help people “age-in-place.”
 - ERCV continues to lead the way in local community-building.

ERCV LOVES OUR VOLUNTEERS!

Volunteerism is the secret ingredient to an engaged community.

- Individuals need volunteers to help with life's challenges. AND we all need to know that our skills and ideas are valued.
- Volunteers need not be ERCV members or live in our service area.
- You must over age 18
- All must be trained and vetted as Village volunteers & be fully vaccinated & boosted.



Volunteers are ERCV's
life-blood

VOLUNTEER TERMS OF SERVICE

- You create your own schedule. We understand you have a life
- It is ok to say “no” when being asked to fulfill a service request
- If you choose to stop volunteering with ERCV, just let us know
- Fully vaccinated volunteers (2-weeks post COVID-19 vaccine booster dose) may provide in-person services.
- ERCV may dismiss a volunteer for failing to perform duties or to meet the standards set by the organization

WAYS YOU CAN HELP

BEHIND THE
SCENES

IN THE
COMMUNITY

WHAT ERCV VOLUNTEERS CAN DO:



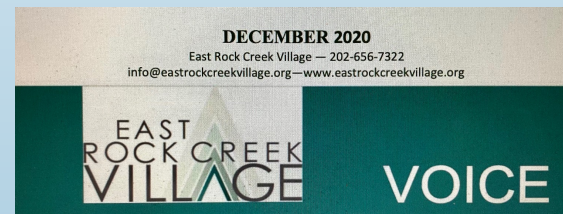
Financials

- Help with bookkeeping
- Draft membership renewal letters
- Help fundraise



Communications

- Help answer phones
- Write for the newsletter
- Join the outreach team



Lead & Serve

- Serve on the Board of Directors
- Join a committee to plan events, recruit & support volunteers





Photo by [Alex Vassios](#) on [Unsplash](#)



Photo by [Gabriel Benois](#) on [Unsplash](#)

WHAT ERCV VOLUNTEERS DO...

RIDES

Provide transportation to medical appointments

ERRANDS

Pick up & deliver groceries & medications

TECH Help

Help set up Zoom, phones, Troubleshoot technical glitches

CHORES

Do small household chores

SHARE

Share skills and hobbies with other members.

FRIENDLY CALLS

Perform check in calls or friendly visits

AS A VOLUNTEER



Be respectful



Maintain confidentiality



Be prompt and reliable



Call the office with any concerns



Contact the Service Coordinator or
office if any changes to service made

- Suspected abuse
- Changes in member's health
- Situations you find uncomfortable

CONTACT
THE ERCV
OFFICE
ABOUT ANY
OF THE
FOLLOWING
CONCERNS:

VOLUNTEERS DO NOT:

- Enter a home if no one answers
- Take a member to the hospital in an emergency, instead dial 911
- Provide medication or medical advice to member
- Provide personal care
- Cash a check or sign legal documents for a member
- Do anything that makes you uncomfortable

VOLUNTEERS DO NOT

- Handle member's prescription drugs
- Use alcohol, drugs, or tobacco while on assignment
- Make personal calls or use electronic devices while providing service
- Expose a member to a health risk
- Use a member's credit card or personal information
- Accept money or gifts from a member

FINANCIAL INFORMATION

- If parking is required, member should pay
- Member should provide money for purchases
- Volunteer provides documented receipt.
- Track mileage for tax deductions.
- Refuse gifts and tips.



PERSONAL BOUNDARIES

- Members make service requests through the office not by directly contacting you.
- Member should not become overly dependent on any one volunteer.
- Volunteers perform only assigned tasks
- Volunteers are not there to solve all members' problems
- Let the member or family know what other services the village offers
- Do not tolerate abusive or obnoxious behavior; report it

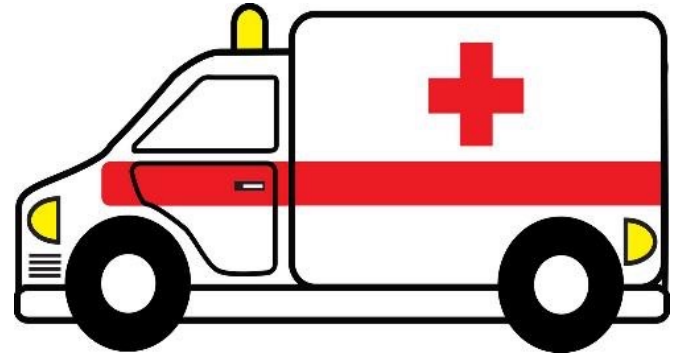
EMERGENCY GUIDELINES

Remain calm

If a member does not
answer the door, look
in window

Call the member and
then the ERCV office at
202-656-7322

CALL 911, if member
falls or has an accident



SIGNS OF STROKE



BE FAST! Call 911.

Know the Signs:

B alance	sudden loss of balance or coordination
E yes	sudden change in vision
F ace	sudden weakness of the face
A rms	sudden weakness of an arm or leg
S peech	sudden difficulty speaking
T ime	time the symptoms started

During a stroke 32,000 brain cells die *every second*.

VOLUNTEER DRIVERS

- Volunteers use their own cars and are covered by their own insurance. ERCV has liability insurance which would be the backup.
- If you are a driver, please keep your car clean and presentable. Remember some seniors have difficulty getting in and out of some cars.
- ERCV asks all volunteer drivers to be fully vaccinated and boosted for COVID-19.

CDC GUIDANCE FOR RIDE-SHARES DURING COVID-19 PANDEMIC

WEAR A MASK

- After you've been fully vaccinated & boosted against COVID-19, you should keep taking precautions— wear a mask, stay 6 feet apart from others, and avoid crowds and poorly ventilated spaces.
- Do not volunteer if you feel unwell. Contact the ERCV office ASAP so another volunteer can be arranged.
- *No Mask! No Ride!* If passenger refuses to wear a mask or will have trouble breathing in a mask, NO RIDE will be provided.
- Wear your mask in the car when you are driving to pick up the member and while with them.
- Do not touch the front of your mask. Wash your hands before & after using a mask.

CDC GUIDANCE FOR RIDE-SHARES DURING COVID-19 PANDEMIC

SANITIZE SURFACES

- Prior to picking up the member, use alcohol wipe on the steering wheel, gear shift, turn signal, AC/Heat and other dashboard buttons.
- Sanitize your hands before handling member's walker or cane.
- Use a hand sanitizer or wipes containing at least 60% alcohol on all points of possible contact. – door handles, window controls, seat belt.

PRACTICE SOCIAL DISTANCING

- Sit passenger in the back seat so there can be at least six feet apart.
- Open windows if more ventilation is needed.

HOW TO INTERACT WITH PEOPLE WITH DISABILITIES



VOLUNTEERING FOR SOMEONE WITH MILD COGNITIVE IMPAIRMENT

WE WILL TELL YOU IF WE
KNOW THAT THE MEMBER HAS
THIS DIAGNOSIS

**ERCV CONSIDERS
SAFETY A PRIMARY
CONCERN FOR
OUR MEMBERS**

THINGS YOU CAN DO TO HELP

- **Be Patient.** The person may need to be reminded several times and may need more time to do simple tasks.
- Speak slowly and keep your statements short and simple.
- Keep your voice and expression pleasant
- Habits, routines and schedules are important to maintain

**IF YOU HAVE CONCERNS
ABOUT A MEMBER, PLEASE
REPORT IT TO ERCV OFFICE.**

- We can ask our social worker to contact the member and consider what services we can safely offer.

Members
contact ERCV
office with
specific
requests.

Volunteers
check e-mails
for new
service
requests.

Volunteers
go to ERCV
website to
sign up to
provide
service.

Volunteers
contact
requestor to
confirm logistics.

Reminder
sent to
volunteers

Volunteer
provides
Service for
Member

Survey
sent to
volunteer
after
service

Judith
McCullough,
Service
Coordinator,
handles any
issues.

mccullough.judith@g
mail.com

HOW IT WORKS

SCENARIOS

- You have arranged to take a person shopping and to pick up some prescriptions. He asks you to swing by the barbershop so he can get his hair trimmed. This was not on the pre-arranged schedule. What would you do?
- You come to visit someone. Her son has been in town staying at the house and left to go back to his home in California. The woman's face is black and blue and she has bruises on her arms as well. You ask her what happened. At first, she is evasive and then she says she fell. What would you do?
- You volunteer to drive someone in the neighborhood to do some errands. When you enter the house, you immediately recognize the person as a retired television news reporter. Somewhat the worse for wear, the celebrity is paunchy and no longer good looking. Upon your return home, your spouse asks you how your volunteering went. What do you say?

SCENARIOS

- You are bringing someone home from grocery shopping. As the two of you walk up the front steps, s/he slips and falls backwards, head striking the pavement. What would you do?
- You come to drive someone to a dental appointment. Getting into the car, s/he addresses you as if you are a sibling, calling you by the sibling's name. What would you do?
- On Saturday evening, you get a phone call from your daughter announcing that she, your son-in-law, and both grandchildren have tested positive for COVID-19. You ate dinner with them inside their home on Tuesday. You have agreed to drive an ERCV member to a medical appointment on Monday. What would you do?

SCENARIOS

- You have been volunteering for several months. You spend an hour each week visiting with a senior who has a limited social network. She says she appreciates your visits and wants to express her gratitude by giving you a cameo pin from her jewelry collection. What would you do?
- You are bringing your passenger home from a trip to the hardware store. While carrying the packages into the house, you slip on a scatter rug. Your ankle immediately swells; you are unable to stand on it. What do you do?
- You are scheduled to drive someone to the doctors. You pull up to the house. There are uncollected newspapers on the walk. The door is slightly ajar. You ring the doorbell. No one answers. What would you do?

NEXT STEPS

1. ERCV submits your completed paperwork to Intellicorp for background check.
2. Volunteer notified when background check is successfully completed.
3. Volunteer receives photo ID & sets up password on ERCV website

Begin VOLUNTEERING!



THANK YOU FOR BECOMING AN ERCV VOLUNTEER!

For more information, please
contact:

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Washington, DC 20012

(202) 656-7322

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www.eastrockcreekvillage.org

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