



## **Guidelines for In-Home Volunteers**

Thank you for your willingness to help aging adults in your community maintain their independence and quality of life. Enjoy getting to know the aging adult you serve! Have fun as you chat and listen to stories. You will be blessed even more than the aging adult in need!

Call North Carolina Baptist Aging Ministry (NCBAM) at 1-877-506-2226 with questions or concerns about your volunteer experience or to update us about your ministry to the care recipient. The following guidelines may be helpful in your ministry to aging adults:

- Contact the care recipient to establish a day and time for your visit. Call the day before to remind the care recipient of your visit.
- Allow the care recipient sufficient time to answer the door. They may use a walker or wheelchair or have to carry oxygen. If the care recipient is hearing impaired, she may not be able to hear your knock. Knock loudly or you may call from your cell phone at the door.
- Maintain the confidentiality of the care recipient. Names, addresses and other personal information should not be shared with anyone outside the team assigned to their care.
- As a guest in the care recipient's home, accept that their living conditions may be different than yours.
- When you first arrive, inform the care recipient of what you are there to do. If asked to do something that would make you uncomfortable or that you have not agreed to do, gently remind the care recipient, "That is not what I am here to do." Call NCBAM at 1-877-506-2226; we will contact the care recipient to discuss their additional needs.
- Wear gloves if offering light housekeeping. Light housekeeping can include vacuuming, sweeping and mopping, light dusting, minimal cleaning of bathroom, or processing laundry. Light housekeeping does not include hoarding cleanout, deep cleaning, organizing, folding laundry, or contact with bodily fluids (wet sheets). Volunteers can determine whether or not to include light housekeeping. (NCBAM does not ask volunteers to perform any type of deep cleaning.)
- Never lift or move care recipients.
- Never give care recipients medical advice or medications—including over-the-counter drugs or prescriptions.
- Do not charge or accept money for your services. Do not write checks or pay bills for care recipients. Use extreme care if handling the care recipient's money—such as going to the grocery store for them. Keep their money separate from yours and provide a receipt.
- In case of emergency, remain calm and call 911. Do not move the care recipient. Offer reassurance and stay with them until help arrives.
- Report suspected abuse to your local department of social service—adult protective services.

*You shall rise before the gray headed and honor the presence of an old man, and fear your God: I am the LORD.*

**Leviticus 19:32**