



Round Rock Helpers Procedural Guidelines

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Mission Statement

Round Rock Helpers is a Christian based mission to provide an opportunity for seniors to help seniors, the disabled and others within the community who are in need of home maintenance and repairs.

Policy Statements

Nondiscrimination Policy

In accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulation, Round Rock Helpers will directly or through contractual or other arrangements, serve all people without regard to race, color or national origin in its provision of services and benefits.

In accordance with Section 504 of the Rehabilitation Act of 1973 and its implementing regulation, Round Rock Helpers will not, directly or through contractual or other arrangements, discriminate on the basis of handicap in provision of its services.

In accordance to the Age Discrimination Act of 1975 and its implementing regulation, Round Rock Helpers will not, directly or through contractual or other arrangements, discriminate on the basis of age in the provision of services, unless age is a factor necessary to the normal operation or the achievement of any statutory objective.

Policy Regarding the Client's Right to Choice

Members and volunteers of Round Rock Helpers shall use the following guidelines when dealing with our clients.

- The client should be included in the assessment, delivery of, and evaluation of services.
- The client should be granted choice and control over the decisions affecting their quality of life.
- Our staff and volunteers will respect the client's right to their belief systems and will not try to impose other beliefs or values on the client.
- The client has the right to their opinion.
- Do not give religious, political, or sales material to a client at any time.

We can only present options to the individual client. The client must decide which option(s) to choose. The client may even decide to do nothing about their situation. We must accept the client's decisions, regardless of our personal beliefs, and support them in their choices in appropriate ways.

Policy Regarding Home Visits

All members and volunteers of Round Rock Helpers should follow the following guidelines regarding personal safety when visiting a client. It is our policy to require that a minimum of two volunteers be present throughout each home visit.

Safety Guidelines:

- Be aware of your surroundings before getting out of your car. Look for stray dogs and loitering people.
- Trust your instincts! If you approach your destination and have concerns about loiterers or animals, reschedule the visit. Be aware of others in the household during a visit.
- If you begin to feel uncomfortable during your visit for any reason, leave with plans to talk to the client by telephone to reschedule.
- If you feel unsafe with the elements of the project, stop. Either approach the problem in a safe manner or decline to continue with the project.
- If you see a fellow volunteer or client working in an unsafe manner, ask the person to stop. Discuss the appropriate safe manner to approach the problem.

Volunteer Policy

- While it is anticipated that the majority of Round Rock Helpers volunteers will be seniors, volunteer applications from any age group will be accepted. Round Rock Helpers volunteers do not need to be associated with sponsoring or participating organizations. All volunteers will be subject to a background check. All volunteers must submit a completed volunteer application form.
- Each client visit to include a minimum of two volunteers with the exception of a preliminary visit to determine the scope of the work.
- To avoid the appearance of a conflict of interest, a volunteer may not profit directly or indirectly from their work in Round Rock Helpers. For example, a volunteer may not receive personal payment of any kind for work performed, nor may they solicit work on their behalf to be performed for payment outside of their capacity as a volunteer.
- If any team member should feel that a project presents a safety issue, stop and, as a team, address the safety concern.
- The client should be at home as we work inside the house. Work can be done in the garage or yard while the client is absent with written approval from the client.

Procedures

Overview:

Round Rock Helpers provides service to people age 55 or older and the disabled who reside in the city of Round Rock (or with a Round Rock address) and all members of First United Methodist Church. The program provides maintenance and repair services for the home, with a key focus on safety issues.

Round Rock Helpers will prioritize home repair projects based on need established by the following criteria to community residing people who are:

- In need of geriatric or medical support (such as changing light bulbs, changing air filters, installing grab bars, building ramps, etc.)
- Feel uncomfortable seeking help from an unknown source.
- Referred by another helping agency.

In addition to the above, Round Rock Helpers reserves the right to designate others in need of our assistance.

Round Rock Helpers focuses on household safety and maintenance. General household remodeling is not within our scope. On a case by case basis, Round Rock Helpers reserves the right to decide who they will or will not help in compliance with our nondiscrimination policy. If we are not able to provide service to an individual, we will do our best to refer them to a local tradesman.

The client must be the homeowner and occupant, with the exception of rental property needing installation of safety aids such as grab bars, ramps and smoke detectors or furniture adjustment. Installation in a rental property requires written authorization from the owner/agent.

Labor and material for all services provided will be free of charge. Any donations to Round Rock Helpers will be gratefully accepted.

Volunteer Leadership Roles:

Members of Steering Committee

Voting members shall be comprised of chairperson, one staff member from First United Methodist Church of Round Rock, finance and program coordinators, and six other at-large active volunteers who serve for a 3 year period. Duties are to provide leadership for the Round Rock Helpers program. Members are expected to attend quarterly meetings. After three consecutive unexcused absences, the absent member will be removed from the committee.

Steering Committee Chairperson

Duties of this volunteer position shall be to:

- Send a reminder announcement to all Steering Committee Members
- Prepare an Agenda
- Chair a quarterly scheduled Steering Committee Meeting
- Keep the meeting minutes
- Maintain Guidelines document

Finance Coordinator

Duties of this volunteer position shall be to:

- Accept donations and expense receipts from the volunteers
- Deposit donations with the church
- Submit expense reports to the church
- Reconcile the monthly statement with the church.
- Submit quarterly reports to the Steering Committee
- Maintain public website.

Client Calling Coordinator

Duties of this volunteer position shall be to become the advocate of the client by:

- Answering the Round Rock Helpers phone line and returning calls as necessary.
- Respond to email requests from the clients.
- The Client Calling Coordinator will do a cursory qualification of the prospective client.
- Update client information as necessary.
- Enter the project data provided by the client into the database.

Project Coordinator

Duties of this volunteer position shall be to:

- Organize the project list created by the Client Calling Coordinator.
- Call the client to confirm the date and time for the project
- Send an announcement to all volunteers and organize teams.
- Purchase anticipated material for each project prior to work event.
- Add a project report to the database for each project listing
 - the volunteers working the project
 - time spent on the project, including travel
 - a brief report on each volunteer's accomplishments
- Administer the Round Rock Helpers database and handle updates.
- Maintain the client's status regarding signature of a Client Liability Release form.
- Create quarterly reports for the Steering Committee meeting
- Send yearly reports to each active volunteer.

Handyman Program

Repairs are typically of the type that could be performed by a team of volunteers within 3 hours over a couple of work sessions and may include but are not limited to:

- Yard work including mowing and trimming of grass, bushes and trees.
- Fence repair including replacement of rotted wood and straightening of posts.
- Interior home maintenance including replacement of lights, light fixtures, smoke alarms batteries, plumbing and electrical projects.
- Exterior home maintenance including fascia, soffit and gutter repairs. Some of these could take longer than the 3 hours and will be scheduled appropriately.
- Construction projects such as the installation of bathroom grab bars and wheel chair ramps.

Repairs NOT provided are major roof repairs, foundation, structural work, major home refurbishment.

Property Owner Approval - Rental Property

The Property Owner Approval form must be used when there is an installation or modification in a property the client does not own. The "Property Owner Approval" form must be completed by the actual property owner prior to any installation or modification.

Request for Service/Release

Before clients can receive assistance from Round Rock Helpers, they are required to complete the "Request for Service and Release" form.

Explain to clients that this form:

- Releases Round Rock Helpers from liability resulting from problems that may arise as a result of services that are being provided or denied.
- Authorizes Round Rock Helpers to disclose information as necessary and appropriate about the client to organizations or individuals in the course of procuring services
- Informs clients they can revoke the authorization to disclose information, but they must do so in writing

Insist that clients read this form for themselves. Do not begin aid to the client until you have a signed form. Clients must provide the following:

- Their full name in the first blank at the top of the form
- The date they read the form
- Their signature that they read the form.