

SHEPHERD'S HAND VOLUNTEER CAREGIVING SERVICES

Who Is Eligible for Services?

- Residents of Flathead County, living at home, not in a long term care facility*
- Age 60 or above with economic or social needs that put them at risk of compromised health or institutional placement
- Age between 18 and 60 with a disability or chronic health issue that put them at risk of compromised health or institutional placement

Honoring the intentions of Shepherd's Hand and consistent with the guidelines in the Older Americans Act, **and** depending on the availability of Volunteers, priority for services is given to:

- Care Receivers with the greatest economic need
- Care Receivers with the greatest social need
- Care Receivers at risk of institutional placement

Direct services are provided through volunteers, so services are dependent on their availability. Volunteers determine what tasks they are willing to do, where they will go, and when they are available. Our volunteers are backed with liability insurance, have passed a background check, and are trained to serve vulnerable seniors and people with disabilities in our area. There are no fees for services and no income eligibility requirements.

Shepherd's Hand staff will conduct a thorough in-home assessment prior to sending any volunteer into someone's home.

If we don't think we can help you, or if we think you might be better served elsewhere, we will do our best to refer you to other agencies in the area that we feel could suit your needs.

**Active Care Receivers who move from any independent living situation to a facility providing care (assisted living, nursing home) may continue to receive Friendly Visiting services in the spirit of maintaining an existing relationship with a volunteer and in keeping with our mission. However, a new volunteer will not be assigned.*

we are proud to be a member!



Shepherd's Hand

5150 River Lakes Pkwy Whitefish, MT 59937
406-260-3502 info@shepherdshand.com

CAREGIVER SUPPORT

WHAT WE WILL DO:

- Provide respite care to relieve family and friend caregivers
- Provide safety and supervision while caregiver is away
- Provide companionship through visiting, reading, crafts and other shared interests
- Facilitate a caregivers class

WHAT WE WON'T DO:

- We do NOT provide home health services or stay with people overnight
 - We do NOT provide hands on care such as bathing, dressing or feeding
 - We do NOT dispense medications
 - We do NOT lift people who cannot transfer themselves
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IN-HOME CONNECTIONS

WHAT WE WILL DO:

- Friendly visiting with Care Receiver
- Light housekeeping - requests will be approved by Shepherd's Hand and agreed upon by volunteer
- Life enrichment activities such as visiting a museum or going to a concert with Care Receiver

WHAT WE WON'T DO:

In addition to above...

- We do NOT clean entire house or "deep clean"
 - We do NOT move furniture or do heavy lifting
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TRANSPORTATION

WHAT WE WILL DO:

- Advance notice of need will be required - person must be able to transfer themselves in/out of vehicle
- Provide transportation for a Care Receiver to/from a healthcare appointment
- Provide transportation for a Care Receiver for essential errands (grocery store, pharmacy, bank)
- Assist unpacking groceries as needed

WHAT WE WON'T DO:

- Volunteer will NOT drive Care Receiver's vehicle
- Volunteer will NOT transport ill or injured Care Receiver
- Volunteer will NOT provide transportation outside of Flathead County

LIGHT YARD WORK

WHAT WE WILL DO:

- Raking leaves in the spring and fall
- Assist with planting in the spring and summer
- Hang and fill birdfeeders
- Shoveling of snow only when necessary such as to enable Care Receiver to get to vehicle
- Move wood inside for heating purposes

WHAT WE WON'T DO:

- Volunteers will NOT use chainsaws
- Volunteers will NOT use ladders
- Volunteers will NOT provide ongoing services such as lawn mowing or snow removal
- Volunteers will NOT split wood

PAPERWORK

WHAT WE WILL DO:

- Organize papers, bills, mail and important documents
- File, or set up filing system so that important paperwork & documents can be easily retrieved
- Assist with correspondence such as letters, notes & cards
- Put important dates on the calendar

WHAT WE WON'T DO:

- Volunteers will NOT offer advice regarding investments, insurance, or related financial matters
- Volunteers will NOT write checks or balance bank statements
- Volunteers will NOT sign legal documents of any kind or be named on any bank account, insurance policy or other document as a co-signer or beneficiary of funds
- Volunteers will NOT be given power of attorney or permission to act on behalf of Care Receiver

Standards for Paperwork

Shepherd's Hand distinguishes between **paperwork** services and **money management** services. Volunteers are permitted to assist Care Receivers with managing their paperwork as described above, but they are not permitted to assist with money management, bill paying, or to provide any other type of financial assistance.