

**OLD NORTH END NEIGHBORHOOD  
INTERGENERATIONAL VILLAGE  
"ONEN iVILLAGE"  
VOLUNTEER HANDBOOK**

**OFFICE HOURS  
Monday – Friday  
9 AM – 5 PM**

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## **WELCOME TO THE ONEN iVILLAGE**

Dear ONEN iVillage Volunteer,

The Old North End Neighborhood Intergenerational Village (ONEN iVillage) is a pilot project of Innovations in Aging Collaborative (IIAC). The iVillage is committed to ensuring that residents of all ages remain in their homes for as long as possible, and continue in a community that facilitates lives of meaning, social connection, and safety. The ONEN iVillage believes in addressing the specific needs of neighbors by connecting them to other neighbors to receive a variety of volunteer services, as well as providing the organizational oversight to plan and execute a diverse range of social opportunities.

The Innovations in Aging Collaborative Board of Directors, the staff, and the Members of ONEN iVillage, want to welcome and thank you for becoming a volunteer, and are delighted to have you join our village full of remarkable individuals. We recognize when people know each other, they come together and form reciprocal relationships where they take care of one another, creating a strong and connected community where everyone can dwell in warm and welcoming relationships with their neighbors.

Thank you for your time, commitment and the talent you bring to the ONEN iVillage.

Sincerely,

Claire Anderson  
Executive Director, IIAC

Nancy Lippincott  
ONEN iVillage Program Coordinator

Paula Pollet  
Chair, Board of Directors, IIAC

### **Acknowledgements**

This handbook was adapted and used with permission by Methow At Home and Silver Key Senior Services.

### **Mission of the ONEN iVillage**

The ONEN iVillage is committed to ensuring that residents of all ages remain in their homes for as long as possible, and continue in a community that facilitates lives of meaning, social connection, and safety.

## **PROGRAM OVERVIEW**

### **Goals**

- Provide opportunities for new friendships to develop between volunteers and members as they participate in social programs, share experiences, and discover mutual interests.
- Facilitate opportunities for civic engagement that encourages members & volunteers alike to feel needed and appreciated.
- Ensure that volunteers and members have a pleasant and rewarding service experience.
- Support the mission of the ONEN iVillage by providing quality services to members and the organization.
- Provide social and educational opportunities that bring enjoyment and meaning to living in our community.

### **Organization Structure**

The ONEN iVillage is a pilot project of Innovations in Aging Collaborative (IIAC) which is a Colorado Springs 501(c)3 non-profit corporation. IIAC employs an Executive Director and a part-time Coordinator for the iVillage project and is overseen by a Board of Directors. The mission of IIAC is to convene the community to promote creative approaches that address the challenges and opportunities of aging. The village advisory board is made up of ONEN residents who advise on the decisions of the village.

## **VOLUNTEER OPPORTUNITIES**

Help from volunteers is not meant to replace the services that a regularly scheduled service provider such as housekeeper, handyman, or gardener would provide. We will attempt to accommodate every reasonable request but may not be able to meet numerous requests from one member.

### **Transportation**

Volunteer drivers provide door-to-door transportation, may accompany members to appointments, or help carry and put away packages. A driver with limited physical strength may still be able to drive members who do not need additional assistance.

Our general service area for transportation includes the Colorado Springs city limits.

Typical destinations can be one time only or regularly scheduled and might include:

- Grocery, pharmacy or other stores
- Bank/ Post Office
- Doctor or other professional appointments
- Vet appointments
- Senior Center / Library / Meetings
- Hair appointments
- Social and educational events
- Visits to friends
- Church services

### **Personal errands and services**

- Local pick-up and delivery errands within the service area to grocery or other stores, banks, post office, library, pharmacy, etc.
- Prepare at a Member's home or deliver a prepared meal to a Member who is temporarily housebound
- Be a "walking buddy", help with exercise
- Walk a dog / pet care
- Friendly visits to a Member's home to provide conversation and companionship, to read, play a game, play cards, or share a hobby or special interest

### **In-home assistance**

- Assistance with occasional light housekeeping or light gardening chores
- Assistance with "handyman" chores such as:
  - Replacing hard to reach light bulbs, change smoke detector/thermostat batteries
  - Air conditioner set up

- o Putting up/taking down screens o Hanging pictures
- o Refrigerator cleaning
- o Holiday setup/take down or charge car battery
- o Simple repairs
- Take out and return trash cans on collection day
- Sewing and mending tasks
- Sweep or shovel sidewalks
- Collect mail, water plants and check house when a Member is away

### **Technical and home office support**

- Teaching how to use computers, popular software programs and / or the internet more effectively
- Setting up e-mail / getting the printer to work
- Programming and using electronic devices such as DVD players, cell phones, radio clock alarms, programmable thermostats, TV remotes
- Organizing mail / bill paying assistance

### **More ways to help**

- Become a member of a the ONEN iVillage Steering Committee to continue to support the growth and future development of the Village.
- Help research and /or write grants or participate in other fundraising.
- Let us know of an area of expertise you would like to share with our Members or organization.

## **VOLUNTEER POLICIES & PROCEDURES**

### **Appearance, Attire, and Hygiene**

Volunteer dress and grooming should be appropriate to the work situation. Radical departures from what the ONEN iVillage considers conventional dress or personal grooming are not permitted regardless of the nature of the job performed.

#### **General guidelines are as follows:**

- Volunteers are expected to dress in a manner normally acceptable in casual establishments. This includes jeans, shorts, sandals, t-shirts, and similar items of casual attire are permitted.
- Clothing that reveals too much cleavage, your back, your chest, your stomach, or your underwear is not appropriate.
- Avoid perfume, after shave, or smoke while interacting with a member. A scent may trigger an allergic reaction or unpleasant response.

### **Boundaries**

- Be thoughtful and intentional about self-disclosure
- Remember to care for yourself! Communicate with staff if you have any problems

### **Communication**

#### **Professional Speech**

- The use of religious, profane, sexually explicit, racially charged, derogatory or political speech is not appropriate with staff, members, and/or volunteers. Tone of voice is very important when conversing with members. Yelling and excessive noise are not appropriate.
- Volunteers are not authorized to act on behalf of or make statements representing the official position of ONEN iVillage. For example, volunteers should not make statements to the press or broadcast media, or sign any contractual or financial agreements involving ONEN iVillage.

#### **Cell Phones**

- In the interest of good business practice, personal telephone calls, including those made with a cell phone, should be minimal and not interfere with the volunteer's duties. During volunteer hours, cell phones should be placed on vibrate. If you must take a call, excuse yourself to a private area away from clients. Use of cell phones is not permitted when performing transportation services.

## **Confidentiality**

A primary responsibility of each Volunteer is to maintain all Members' privacy and acknowledge that personal information is confidential. Names, specific conditions and/or personal information are to be held in strict confidence. By all means, share the stories, the successes, and the warmth – but please leave out the personal details. This includes detailed information about clients, other volunteers, donors, and staff. In the case of a question or concern, the volunteer should contact the Program Coordinator or any other staff member of the village.

## **Sharing Member Information**

- Member information will be shared with you when it allows you to best serve that member
- You should always share relevant information about the client with ONEN staff
- You should share information if there are changes, if you have any concerns, and/or if you identify member needs.
- For anyone other than ONEN staff, you should have the member's permission

## **Conflict of Interest**

Volunteers should avoid having other types of relationships with the village members they serve. Ex. Selling Avon to a client, selling insurance

## **Ethics Statement**

Those who serve the ONEN iVillage must do so without receiving personal gain, and must behave in such a way that the iVillage's trust and public confidence are enhanced.

## **Giving and Receiving Gifts**

- Gifts of nominal value (food, homemade items) are OK
- Gifts of known monetary value (jewelry, antiques) are NOT OK
- If the member insists upon giving something that is not appropriate, suggest a donation to the iVillage rather than an individual gift to you

## **Member Rights**

- As long as members have cognitive capacity to make decisions, they have the right to make those decisions (even bad ones).
- They have the right to refuse services.



## **On-Boarding Process**

Volunteers are crucial to supporting the iVillage. ONEN iVillage volunteers complete an application form, pass a criminal background check, and are trained before performing tasks. Driver's license and auto insurance info are confirmed for those who are performing transport services.

## **Safety**

### **Home visits and safety**

Volunteers that visit members in their homes do so at their discretion. The ONEN iVillage will attempt to ensure that the Member's home is in good condition before assigning a volunteer. However, sometimes conditions change without warning or without the iVillage's knowledge. If a volunteer should arrive at a member's home where they do not feel safe or comfortable, they are encouraged to leave immediately and contact the Program Coordinator.

Volunteers should never conduct a home visit with a member who is smoking while on oxygen. In such situations, the volunteers should clearly state they will have to leave if the member insists on smoking with their oxygen on and then immediately do so if the member persists.

Volunteers may insist that members not smoke in their homes while they are present. If the member refuses, home visits may be terminated.

The volunteer should arrive on time for the appointment and introduce themselves to the member and any other occupant of the home.

Take note of the condition of the home and the member. Is the member dressed and groomed? Are there any obvious smells? Are dirty dishes piled in the sink and cabinets? Is the member's mail open and organized or piled throughout the house unopened? Are there any other obvious hazards? If any concerns or sudden changes are noted, these should be reported to the program coordinator.

### **Member safety**

If you come upon someone who has fallen or who appears to be injured, **DO NOT TOUCH** them. (Do not try to lift or move the individual in any way...we could make the injury worse...)

- 1) Call 911 (At times people will ask you not to call as they don't like the sirens, bells or they are afraid of being billed.) If the noise appears to be an issue, please tell AMR dispatch to ask the EMT's to turn off sirens as they approach the house.

Also, note that the person will not be charged unless they are transported to the hospital.

- 2) Call the Program Coordinator as soon as help arrives. We will contact the client's listed emergency contact on file.

**\*Stay with the client until the emergency service arrives.\***

**Other safety guidelines:**

- DO NOT administer medications, treatments, or provide any time of medical care or advice to a member
- DO NOT attempt to lift someone even if they haven't fallen

**Winter weather policy**

Village closures will be announced via email and posted on the iVillage website.

## **HOLIDAYS OBSERVED**

Currently, the following holidays are observed:

- New Year's Day (January 1<sup>st</sup>)
- Martin Luther King, Jr. Birthday (third Monday in January)
- Presidents Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (first Monday in September)
- Veterans Day (November 11<sup>th</sup>)
- Thanksgiving Day and the day after Thanksgiving (fourth Thursday and Friday in November)
- Christmas Day (December 25<sup>th</sup>)

**NOTE: Members may still request help on holidays and we will consider and attempt to fill the request.**

## **VOLUNTEER PROCESS**

### **What happens when a member requests a service?**

Ordinary communications by a Member to request assistance can be done through ONEN iVillage's website or by a phone call to a Coordinator. Members may contact a Coordinator

to request assistance in learning to use the website, but it is not mandatory to communicate through the website. Phone calls are welcome.

Members are asked to make a service request a week in advance of the date on which the service is needed. The ONEN iVillage will always make the effort to schedule a volunteer to fulfill the request, but cannot guarantee that the request can be met. Members will be notified that ONEN iVillage has received their service request, and once again when they have been matched with a volunteer.

If a Member no longer needs the service, cancellations should be made as soon as possible either through the website or by calling a Coordinator. If a cancellation is necessary on the day of service, and a Member cannot reach the Coordinator, the Member should attempt to call the assigned Volunteer to advise them of the cancellation. Volunteers will call the Member the night before and sometimes also the day of the service to remind the Member and confirm the details of their time together. Should they choose to do so, Volunteer should share a contact phone number with the Member to facilitate this communication.

The number of Member requests may need to be limited depending on the number of Volunteers available to serve. Once a Member receives Volunteer assistance, both Members

and Volunteers are requested to complete a follow-up report through the website or by calling a Coordinator. The ONEN iVillage relies strongly on active feedback by Members and

Volunteers in order to provide the best service to the Members and to support our Volunteers.

### **General expectations of a volunteer**

- Adhere to the rules and policies of ONEN iVillage as outlined in this Volunteer Handbook.
- Treat all ONEN iVillage participants with respect and with cultural appropriateness.

- **Respect all Members' privacy. What you see and learn when you visit a member must remain confidential.** Please notify a ONEN iVillage Coordinator of any changes in a member's condition, but do not share that information with others, even at home.
- Contact a Coordinator immediately if you are concerned or uncomfortable about a member's health or behavior. Ask questions when you are in doubt about anything. We want to hear from you.
- Say "NO" to any assignment that you are not comfortable performing.
- Attend Volunteer Orientation and ongoing training events.
- Accept the guidance of the ONEN iVillage staff or designated supervisory person.
- Participate in opportunities to provide feedback on your volunteer experience.
- Notify ONEN iVillage if you decide to pause or discontinue your volunteer work.

#### **Accepting volunteer assignments/providing service/ follow-up**

- Be sure to carry these support phone numbers with you at all times.
  - ONEN iVillage at Innovations in Aging (719) 602-3815
  - Program Coordinator Nancy Lippincott (719) 332-5528
- Check your email and watch for reminders of the volunteer opportunities available,
- Call the Member the night before your shift (and sometimes also the morning of) to coordinate with the Member the details of your time together.
- Be sure to take the Members' address and phone number with you.
- Keep track of your mileage. We use data for potential grants.
- Be on time.
- Dress appropriately (See section on appearance, attire, and hygiene)
- Notify the Coordinator as soon as possible when unable to report for a scheduled assignment.
- In case of recurring visits, schedule them through ONEN iVillage's website, not directly with the Member.
- Enjoy getting to know your neighbors.

#### **Guidelines for a successful visit**

- Keep in mind that asking for "help" can be very challenging for many individuals. Be respectful and sensitive to this, and make sure that you follow the lead of our member during your time together.
- Be respectful, patient and non-judgmental. There is no right or wrong way to live life or take care of your home.
- Leave behind your assumptions about the ability of the person you are assisting. As you spend time together you will both learn each other's strengths and limitations. Keep an eye out for where assistance is needed before assuming it is needed, or simply ask.

- Plan to be a very good listener. Unless you are asked, do not start talking about yourself, and please never share personal frustrations or problems. Do your best to keep your interactions positive, and change the subject if conversation becomes challenging.
- Listen respectfully if members talk about their spiritual or political beliefs. Do not disagree. Simply change the subject if it is uncomfortable for you. Keep in mind that any conversation should end as positively as possible.
- Let members talk about problems, but do not feel you have to come up with solutions. You can empathize by saying something like “that sounds like it is hard for you.”
- Maintain a professional boundary. Developing friendships is a primary goal of volunteering, but that takes time and volunteers should remain in a different category than family and longtime friends. The following are potential signs of crossing a boundary as an ONEN iVillage volunteer;
  - Making commitments to a member that have not been scheduled through ONEN iVillage
  - Agreeing to a request that is beyond the services provided by ONEN iVillage
  - Offering counseling / advice
  - Engaging in activities together that you are keeping “secret” from the ONEN iVillage organization

## **DRIVING GUIDELINES**

Volunteer drivers must be approved with an acceptable driving record, proof of insurance, and a valid driver's license. The driver's vehicle must be in good repair, kept clean and tidy inside and free of the smell of smoke. Appropriate winter tires should be on any vehicle used to transport a member when needed.

## **DRIVER REIMBURSEMENT**

ONEN iVillage knows that for longer trips outside our service area, (Colorado Springs city limits) the expense of driving can add up. ONEN iVillage is unable to offer Volunteers any reimbursement for driving expenses at this time when the destination is outside of our service area.

## **Handling Problems**

We do ask that you notify iVillage management if you have changes in your availability, interests, or if you feel that this volunteer experience is not a good fit. If you need to stop or postpone your volunteer activities, we ask that you give us notice so that we can find another volunteer to fulfill that role. Open communication is always encouraged!

### **Grievance Process**

- Request a Grievance Form from the Volunteer Program Manager.
- Fill out the form completely with as much detail as you can, return it to the Program Coordinator.
- The Program Coordinator will schedule a meeting with you within seven working days.
- You will be given the opportunity to discuss the issue fully with the Program Coordinator using the form for guidance and to relate all relevant information.

### **Volunteer Dismissal**

The ONEN iVillage will re-assign or dismiss volunteers when it is in the best interest of the ONEN iVillage staff, the program, the volunteer, and/or a member. Possible reasons for dismissal may include: Failure to adhere to any ONEN iVillage policy, guidelines or procedure  
or for any inappropriate behavior.



## UNDERSTANDING THE AGING PROCESS

### Normal Aging

- Most older adults maintain active, purposeful lives; live independently in the community; and continue to be involved in a social network
- “Successful Aging” involves limiting disease and disability, maintaining independence, and continuing productivity/social contact
- Some functional decline happens as we age. This can include reduce mobility, vision problems, reduced hearing abilities.
- Cognitive changes are also common. Seniors usually have slower response times, difficulty with divided attention (multitasking), a more limited capacity for information, and difficulty with free recall.

### Cognitive Problems – Not Normal Aging

- Delirium
  - Caused by an underlying health problem such as an infection, dehydration, heart failure, acute alcohol or drug intoxication, etc..
  - This is reversible if the health problem is addressed.
  - Symptoms include: sudden disturbance of attention, inability to maintain a conversation, disorganized thinking or speech, physical agitation, delusions, hallucinations, abrupt onset and fluctuating symptom severity
- Dementia
  - Includes Alzheimer’s Disease, stroke/vascular, alcoholism, traumatic brain injury and many other conditions
  - Involves memory impairment, and one or more of the following cognitive disturbances: language problems, impaired motor functioning, lack of awareness, or impaired insight and judgment
  - Alzheimer’s Disease progresses in stages. Usually involves memory problems, problem with insight, losing ability to recognize familiar people, objects, and places
- Depression
  - Can look like dementia in older adults. Involves feelings of sadness, worthlessness, social withdrawal, changes in sleep or appetite, thoughts of death or suicide.
  - Depression risk factors include: female, functional disability, alcohol problems, anti-anxiety medications, grief/loss, being a caregiver
  - Often complain of a loss of purpose and physical aches and pains, rather than stating that they feel sad or depressed

## RECOGNIZING AND RESPONDING TO ELDER ABUSE

Elder abuse is an increasing problem as the senior population of the US continues to grow. About 9% of older Americans are abused, neglected, or exploited (3.5 million people)

### Quick Facts:

- An at risk adult At-Risk Adult:
  - 18 years old or older.
  - Loss of or permanent loss of use of a hand or foot.
  - Blind or permanent impairment of vision of BOTH eyes.
  - Unable to walk.
  - Unable to speak.
  - Unable to hear.
  - Unable to breathe without MECHANICAL assistance.
  - Mental Illness or mental impairment.
- Senior abuse is when anyone 70+ experiences physical, psychological, emotional abuse, neglect, or financial exploitation. Most of the time these co-occur.
- Victims are: men and women, all racial, ethnic, socio-economic, and religious backgrounds.
- Happens mostly in the home
- People the senior knows and trusts are the primary perpetrators. Mostly adult children and families, intimate partners, friends and neighbors.

### Unique Barriers to Safety:

- Cognitive status
- Physical injury or disability
- Mobility
- Housing
- Financial concerns
- Need for a caregiver/loneliness and isolation
- Use of resources/pattern of seeking assistance
- System responses

Elder abuse occurs and persists due to power and control. Greed and entitlement are also involved.

### Financial Exploitation Involves:

- Taking money, property, or values
- "Borrowing" money and not repaying
- Denying services/medical care to conserve funds
- Giving away or selling possessions without permission
- Signing or cashing pension checks
- Misusing ATM and credit cards

- Doling out elder's money to family and friends
- Forcing elder to part with or sign over property
- Prescription fraud
- Misuse of POA

Neglect is when a caregiver fails to provide an older adult with life's necessities such as food, clothing, shelter; or when they fail to secure psychological or medical care within a timely manner. Self-neglect occurs when a senior fails to secure the above things for themselves.

**Signs of Neglect:**

- Dehydration of malnutrition
- Improper medication usage
- Poor hygiene
- Failure to take senior to medical appt.
- Unexplained changes in condition
- Inappropriate clothing for conditions
- Broken, absence of, needed medical equipment

**Obligations as a Volunteer**

As an ONEN iVillage Volunteer, you are required to report mistreatment of at-risk elders to law enforcement. That means that if you observe abuse or exploitation, or have reasonable cause to believe an at-risk elder has been or is at imminent risk of abuse or exploitation, you must make a report to law enforcement within 24 hours.

**How to report to law enforcement**

Have as much information as possible about the at-risk elder, the alleged perpetrator, and what is concerning you. Law enforcement will need the following information:

- Name, age, address and contact information of the at-risk person.
- A description of the alleged mistreatment and the situation; what did you observe?
- What is the nature and extent of the injury?
- Who is the alleged perpetrator; name and address if possible.
- Any other information that you feel is relevant.

It's okay to report if you just suspect something is wrong, the authorities are trained to investigate. As long as you make the report in good faith you are immune from any criminal charges or a civil lawsuit for damages. However, you are not immune if you are the perpetrator of the mistreatment.

Call 911 if crime is in progress or victim is in immediate danger.  
Call 719-444-7000 for non-emergency.

**What you can do to help**

- Help raise awareness. Arrange a presentation for your organizations, clubs, groups, etc...
- Participate in the Local Coalition Against Abuse in Later Life (CALL)
- Be a “sentinel” for your loved ones and friends. Check on a neighbor, call a friend, help a family member with their needs.
- Learn more about the issue at [www.ncea.aoa.gov](http://www.ncea.aoa.gov)
- Report suspected abuse to law enforcement by calling the CSPD nonemergency number 719-444-7000

**Thank you again for your interest in belonging to this exciting new organization. We expect that your participation will make life easier and more joyful for many in the ONEN iVillage. Please communicate openly with us regarding your experience, and with any thoughts or ideas. The ONEN iVillage's success depends on all of us!**

## SIGNING UP FOR VOLUNTEER ASSIGNMENTS ON THE ONEN iVillage WEBSITE

Following are two sets of instructions, the first for Volunteers who are also Members, and second for Volunteers who are *not* also Members. Non-Member Volunteers go to Page 15.

### ***VOLUNTEERS WHO ARE ALSO MEMBERS***

- Go to ONENiVillage.org, click Member Login and enter your user name and password.
- Hover your mouse over your name and choose “profile” from the pop up box.



- You are now in the Member profile page. Click on “Volunteer Self Signup”.

## Member Profile

### Membership Summary

Type: 2 Person Founding Household      Join Date: 4/20/2015  
Status: Active                                      Last Renewal: N/A  
Exp. Date: 12/31/2016

### Personal Info

Contact Info  
Additional Member Data  
Standard Member Directory  
Additional Members in Your Account  
Additional Contacts

### Website

User Name / Password  
Interests  
My Service Requests  
Volunteer Self Signup

### User Manual

[Download](#) version 6.6 (13.5 MB - Updated 6/10/2015)

### Financial/Historical Data

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2/21/2017

- You are now in the Volunteer Self Signup page, and may see the “Search for Service Requests” tab where you can enter specific info into the boxes, or just click on the “Search” tab.

The screenshot displays a web interface with three tabs: "Past Requests", "Open Requests", and "Committed Requests". The "Open Requests" tab is active, showing a table with two rows of request data. A modal window titled "Search For Service Requests" is overlaid on the right side of the page. This modal contains several search criteria fields: "Dates" (with start and end date pickers), "Volunteer" (set to "Not Selected" with a "Select" link), "Day of Week" (set to "< All Days >"), "Requesting Member" (set to "< All Requesting Members >"), "Starting Location" (an empty text field with a magnifying glass icon), and "Service Requested" (set to "< All Services >"). At the bottom of the modal are "Search" and "Reset" buttons, each with a lightning bolt icon. A red arrow points to the "Starting Location" text field. Another red arrow points to the "Search" button.

Requested Date/Time	Aprox. Duration
Thu, 8/20/2015 10:00 AM	6 hr, 0 min
Tue, 9/15/2015 10:00 AM	2 hr, 0 min

### Search For Service Requests

Dates:  To

Volunteer: Not Selected [Select](#)

Day of Week: < All Days >

Requesting Member: < All Requesting Members >

Starting Location:

Service Requested: < All Services >







- In the Open Requests tab, under “Maintain” on the right side of the screen, chose

ists and optionally sign up as a volunteer. You can also review your committed requests, as well as those that have already on the magnifying glass on the toolbar to see search and filter options.

Open Requests   Committed Requests

	Aprox. Duration	Member	Service Requested	Starting Location	Destination	Maintain
10 AM	6 hr, 0 min	Ralph C.	Handy Man			 
10 AM	2 hr, 0 min	Sara C.	Assist Coordinator			 View/Select

Return to Previous Page

“View/Select” then “Confirm” if you wish to fulfill the request as a Volunteer.

- Both you and the Member will receive an email from ONEN iVillage confirming the request.
- Remember that you will call the Member ahead of the requested time to confirm.
- After you have completed the service request, call or email a Coordinator to report that you have completed your Volunteer shift.
- Once you have heard that your shift has been logged, go to the ONEN iVillage website to give feedback about your experience, and enter your time and mileage.
  - Log in to [www.ONENiVillage.org](http://www.ONENiVillage.org), click “Non-Member Volunteering”, and click the “Past Requests” tab at the top. Past requests will only show up after a coordinator has entered your completed shift in the program.
  - Find your shift and under “Maintain”, click on the icon for “View/Edit”

# 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. Click on the magnifying glass on the toolbar to see search and filter options.

## All Volunteers

Requested Date/Time	Aprox. Duration	Member	Service Requested	Starting Location	Destination	Maintain		
Thu, 11/5/2015 10:00 AM	2 hr, 0 min	Deirdre C.	Minor handyperson	My house				
Frí, 10/23/2015 9:00 AM	1 hr, 0 min	Sara C.	<b>Volunteer Service Request Detail</b>					?
Thu, 10/1/2015 6:00 AM	2 hr, 0 min	Ralph C.	<p>Show all details of the service request.</p> <p>Service Provider: Deirdre Cassidy            Member: Ralph C.            Description: Snow on the roof            Date/Time: Thursday, October 01, 2015 at 6:00 AM            Duration: 2 hours, 0 minutes            Time Flexible? No            Service: Snow Removal Contractor            Starting Location:            Destination:            Special Instructions:</p>					
Thu, 9/17/2015 10:00 AM	7 hr, 0 min	Ralph C.						

**Volunteer Service Request Detail**

Show all details of the service request.

Service Provider: Deirdre Cassidy  
 Member: Ralph C.  
 Description: Snow on the roof  
 Date/Time: Thursday, October 01, 2015 at 6:00 AM  
 Duration: 2 hours, 0 minutes  
 Time Flexible? No  
 Service: Snow Removal Contractor  
 Starting Location:  
 Destination:  
 Special Instructions:

Provider Comments

Duration:

Mileage:

Expenses \$

## ***VOLUNTEERS WHO ARE NOT MEMBERS***

- Go to ONENiVillage.org, click on “Non-Member Volunteering” on the left hand side of the home page, and enter your user name and password.



- You are now in a pop-up box. You can either fill in the boxes or click “Search” to see “Open Requests”



- Under “Maintain” on the right side of the “Open Request” screen, chose “View/Select” then “Confirm” if you wish to fulfill the request as a Volunteer.



- Both you and the Member will receive an email from ONEN iVillage confirming the request.
- Remember that you will call the Member ahead of the requested time to confirm.
- After you have completed the service request, call or email a Coordinator to report that you have completed your Volunteer shift.
- Once you have heard that your shift has been logged, go to the ONEN iVillage website to give feedback about your experience, and enter your time and mileage.

- o Log in to [www.ONENiVillage.org](http://www.ONENiVillage.org), click “Non-Member Volunteering”, and click the “Past Requests” tab at the top. Past requests will only show up after a coordinator has entered your completed shift in the program.
- o Find your shift and under “Maintain”, click on the icon for “View/Edit”

Control Panel Mel Cooke

Home > Member Profile > Volunteer Self-Signup

## 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. Click on the magnifying glass on the toolbar to see search and filter options.

### All Volunteers

Past Requests

Open Requests

Committed Requests

Requested Date/Time	Aprox. Duration	Member	Service Requested	Starting Location	Destination	Maintain
Thu, 11/5/2015 10:00 AM	2 hr, 0 min	Deirdre C.	Minor handyperson	My house		
Fri, 10/23/2015 9:00 AM	1 hr, 0 min	Sara C.	Light yard work			
Thu, 10/1/2015 6:00 AM	2 hr, 0 min	Ralph C.	Snow Removal Contractor			
Thu, 9/17/2015 10:00 AM	7 hr, 0 min	Ralph C.	Mac assistance			

- o You can now fill in comments about your experience and also “Duration” and “Mileage”.
- You can now fill in comments about your experience and also “Duration” and “Mileage”.

**Volunteer Service Request Detail**

Below are details of the service request:

Service Provider: Paul Smith  
Member: Ralph C.  
Description:  
Date/Time: Saturday, August 15, 2015 at 9:00 AM  
Duration: 1 hour, 0 minutes  
Time Flexible?: Yes  
Service: Snow removal  
Starting Location: 2 Northcot, Rd Winthrop  
Destination:  
Special Instructions:

Provider Comments:

Duration:   
Mileage:   
Expenses: \$

**Thank you again!**

**CONTACT INFORMATION**

**ONEN iVillage Office: (719) 602-3815**

**Program Coordinator Nancy Lippincott: (719) 332-5528  
Nj.lppnctt@gmail.com**

**ONEN iVillage Website    [onenivillage.clubexpress.com](http://onenivillage.clubexpress.com)**