



## HOME SERVICES VOLUNTEER GUIDELINES

Our Home Services Programs are the heart of Benevilla. The Home Services' Philosophy of Care is to enhance the quality of life for homebound and/or physically impaired individuals in a way that supports their ability to remain independent in their familiar home environments for as long as practicable. We envision a world in which all people come together to provide support, meaningful experiences, and care for one another - a community of neighbors helping neighbors. The following services are provided through our Home Services program. **Transportation (TR); Grocery Shopping (GS); Emergency Errands (ER); Friendly Visitor (FV); Handyman (HM); and Business Assistance (BA).** (The specific guidelines for each service are outlined below.)

### **GENERAL REQUIREMENTS & INFORMATION**

Home Services Volunteers will be asked to attend service-specific training with a Home Services Coordinator. Volunteers are encouraged to attend periodic refresher trainings and/or meetings, quarterly team gatherings, and recognition events. You must follow program procedures, project a warm, caring attitude, communicate well with others, and enjoy assisting a diverse group of homebound and/or physically impaired individuals. Must clear national background check, obtain Level I Fingerprint Clearance Card, as well as sign an Oath of Confidentiality and Code of Ethics. Benevilla reserves the right to request a drug or alcohol test if there is suspicion that the Volunteer is under the influence at any time during their Volunteer experience.

**Volunteers are not permitted to accept gifts of any type from Members at any time.** If a Member offers payment, please explain that the services are strictly voluntary and suggest that the Member could make a donation to Benevilla instead. Pre-addressed donation envelopes will be provided through the Home Services Coordinators. (At no time should a Volunteer solicit gas reimbursement from a Member.)



We strongly encourage Volunteers to always have a mobile phone with you (and turned on) when you are completing a Volunteer assignment. We prefer that you not give out your personal phone number (except for matched assignments). It is our policy not to give out Volunteers' personal telephone numbers. However, with caller I.D., it can be difficult to keep your personal phone number private. If a Member contacts you directly for a request (other than a matched assignment), please remind the Member that all requests must go through the Home Services Coordinators. Please inform the Home Services staff of the Member's need and we will respond appropriately. It is extremely rare that there is a problem with this.



**INCIDENTS OR EMERGENCIES:** If a Member suddenly has a medical crisis while you are serving them (such as their speech seems unusually slurred, they are acting out of character, and/or they express an unusual need to lie down), **call 911** and give the information to the operator. **DO NOT** transport the Member to the Hospital. Let the first responders take care of the Member. Do call the Home Services staff immediately and advise them of the situation. Home Services staff will provide further direction and assistance.

If the Member does not answer the door and you look in the window and see him/her on the floor and unresponsive **call 911** immediately and notify a Home Services Coordinator. If the Member does not answer the door and you cannot hear or see him/her, call the Member to see if he/she is at home (either with your own phone or a neighbor's phone). If you are still unable to reach the Member, **immediately** contact the Home Services Coordinator. On rare occasions, a Member may forget that a Volunteer is coming or may have been admitted to the hospital. If you are unable to reach a Home Services Coordinator, please leave a voice mail or send an email message and call the Main Office.

If you experience a car accident, medical, or other emergency while serving a Member, please seek emergency services immediately. If possible, contact one of the Home Services Coordinators so we may assist with the situation.

- *NOTE: Should any of the above-mentioned situations occur, or any other unusual occurrence with a Member, we must file an **Incident Report** with 24-48 hours of the incident. The Home Services staff will assist with this task.*

#### **DO'S AND DON'TS:**

- **DO** notify the Home Services staff if you have any questions, concerns, or believe the Member needs more care or services. Home Services Coordinators will follow-up with the Member.
- **DO** always wear your Benevilla photo identification badge when volunteering.
- **DO** feel free to engage in friendly conversation with the Member. We prefer and strongly recommend that you **DO NOT** engage in discussions related to politics or religion. These tend to be controversial topics that can prevent or erode relationship-building. Instead, try to focus on positive, encouraging topics. *(A list of suggested discussion topics is listed in the Friendly Visitor section.)*
- **DO NOT** engage in services for the Member outside the scope of the Home Services position descriptions.
- **DO NOT** involve a third party such as a friend, family member, or any other person who is not an official Benevilla Volunteer while you undertake your assigned Volunteer task as this could result in unanticipated liability for the agency and is in direct conflict with our policy of strict Member confidentiality. *\*See Confidentiality below.*
- If you feel ill, please **DO NOT** try to complete your assignment. Call the Home Services staff as soon as possible. We do not want you to Volunteer if you are feeling ill and do not want to expose our Members to illness. *\*We may want to add additional precautionary measures from the COVID procedures?*
- **DO NOT** become involved in any financial or business relationship or offer financial advice to Members. *(See the scope of the [Business Assistance](#) position.)*
- **DO NOT** advise Members about or assist with medications. If they have questions or concerns, suggest the Member call his/her physician or pharmacist.

**CONFIDENTIALITY:** When serving a Benevilla Member, please remember that your relationship with the Member is in your capacity as a Benevilla Volunteer. Although Volunteers and Members form special bonds and friendships, services beyond the scope of our Home Services Guidelines cannot be provided “as a friend”. Your relationship and everything you learn about that Member is confidential. Do not share any of their information with anyone except your Home Services Coordinator. If you see a need beyond the service you are providing, inform the home services coordinator who works with the Member. The Coordinator will follow up with the Member.

**FEEDBACK:** We welcome your feedback of your experience as well as our Members’ status. Notify the Home Services Coordinator of any of the following situations so we can follow up with the Member: if a Member seems unhappy or depressed and what makes you think so; if the Member talks about problems he/she is having in daily living situations such as bathing, cooking, cleaning, and laundry; we would also like to know if a Member is grieving a loss or celebrating an accomplishment; and always report any unusual incidents or drastic changes in the Member's health, emotional well-being, or living conditions to the Home Services staff **within 24 hours**. Advise the Member that Benevilla has many support services available and encourage them to contact the Home Services Coordinator to discuss any requests or needs. Many times, Members can receive additional services because the Volunteer is sensitive to their needs. Our CARES Resource Specialists may be able to connect the Member with community resources beyond Benevilla to help the Member remain at home. Also, being aware of a persistent need (such as the status of a disability – improving or deteriorating) could help us anticipate future needs.

**REPORTING:** Volunteers are the backbone of Benevilla and comprise about 75% of the organization’s human services. Volunteer hours and mileage are compiled, and reports are submitted to the Board of Directors and its committees as well as funds granting organizations such as city governments, state government, and the Area Agency on Aging to provide income for Benevilla programs. Much of Benevilla’s budget is determined by the monetary value of the Volunteer hours and mileage reported. Every hour you spend providing services to a Member represents work that a paid staff person might have done.

We ask that Volunteers report their total time and mileage for each service performed for each Member. We prefer that you report this information at least weekly or after each service as it is provided. You may submit this information digitally via email, by phone, or in person to any Home Services Coordinator. The following is an example of data requested:

DATE	MEMBER NAME	SERVICE TYPE	TOTAL HOURS	TOTAL MILEAGE	DESCRIPTION (Visit details, Grocery Amount, etc)

**Service Type:** TR = Transportation; GS = Grocery Shopping; ER = Emergency Errand;  
 FV = Friendly Visitor (home, phone, or outing); HM = Handyman; BA = Business Assistance

**ABSENCE:** Please notify Home Services staff of **any** planned or unplanned absence as soon as possible. This will enable us to make other arrangements for any matched Members needs during your absence.

**PROCEDURES DURING A PANDEMIC:** During times like the COVID-19 Pandemic, some services may be halted and/or altered. We want you all to be safe and follow all precautions and recommendations from federal and state entities. Although we attempt to put all precautions in place, there is risk to you and our Members by continuing to provide services. However, if you are willing to continue serving our most vulnerable home bound folks in spite of the risks, we appreciate you! Know that if at any time you feel uncomfortable OR certainly if you think you've been exposed to the virus or feel any virus symptoms, please do not continue serving for at least 14 days. Please notify a Home Services Coordinator if this is the case. We will ask ALL of our clients (existing and new) if they have been exposed to the COVID-19 virus or are experiencing symptoms. If they have been exposed or are experiencing any symptoms related to the virus, we will not serve them for at least 14 days after their last exposure and/or their symptoms cease.

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## **HOME SERVICES POSITIONS**



**ASSISTED TRANSPORTATION (TR):** Volunteer transportation service is a cornerstone of the Home Services program. It is the most needed and requested service we provide. Volunteers will be called upon to transport Members to and from medical and other essential appointments. This position requires Volunteers to provide safe, friendly, door-through-door, arm-in-arm transportation primarily for older adults and/or disabled individuals.

**Volunteer Responsibilities and Instructions:** Volunteers must have their own reliable vehicle to use for providing transportation to assigned Members. Volunteers must keep a current, valid copy of an AZ driver's license and auto insurance card on file with Benevilla's Volunteer Services Department.

We ask Members to give 7-10 days' notice prior to their transportation requests. Home Services Coordinators will email transportation requests to Volunteers at least one week prior to Members' appointments. This list will include specific information regarding the Member's name, address, phone number, destination, and appointment time as well as any pertinent instructions regarding the Member's condition (i.e. he/she uses a cane/walker, etc.). Home Services staff will attempt to obtain as much information concerning the Member's destination (physician's name, phone number, etc.) as possible and will provide maps and driving directions if needed. *Note: Due to HIPAA regulations, we cannot reveal any information about a Member's medical condition through email. In that instance, a note of "\*Call for details" will be included for the request. Any medical information which is necessary for the Volunteer to transport the Member will have to be discussed by phone or in person.*

When transporting a Member, a Volunteer is expected to follow these procedures:

1. Contact the Member the day before the scheduled appointment (at the latest) to set up a pick up time and verify other information necessary for a positive experience for the Member and the Volunteer.
2. Offer assistance, if needed, with securing the house, tying shoes, carrying large items, assistance with donning overcoat, etc.

3. Arrive at the Member's home in time to reach the destination before the scheduled appointment time.
4. Escort the Member from his/her home to the car. **NOTE: THE MEMBER MUST BE ABLE TO AMBULATE AND TRANSFER INDEPENDENTLY.** We do not transport individuals who are wheelchair bound. The use of other ambulatory assistive devices (canes, walkers) is encouraged. If the Member uses a cane or walker, assist them with stowing it in your vehicle. The Volunteer may provide arm-in-arm assistance, but a Volunteer should never lift a Member. If a Member seems too unsteady to ambulate independently, it is advisable for you to refuse the transportation and notify the Home Services Coordinator immediately. \*Do we want to encourage the Members riding in the back seat for now or leave this as is?
5. If needed, assist the Member to buckle the seatbelt securely. All drivers and passengers must wear seatbelts.
6. Safely drive the Member to the requested address.
7. Escort the Member from the car into the office or destination (If the Member is going to a doctor's office, some offices provide a wheelchair, which can be used to transport the Member from the parking lot into the office and back.)
8. Park the car, return to the Member and wait for them in the waiting room through the appointment. A Volunteer should not accompany the Member into the examination room. The Volunteer should remain in the lobby/waiting room until the Member's appointment is completed, unless it is known in advance that this will be a prolonged appointment (i.e. a procedure or therapy) and a return pick up time is arranged. Home Services Coordinators endeavor to discern length time of appointments; however, sometimes appointments unexpectedly run long if a doctor is overbooked or running behind.
9. Reverse the process in taking the Member back home.
10. In the event the Member asks to make an additional stop, it is at the Volunteer's discretion to refuse or comply, depending on the circumstances and his/her own schedule.  
(For example, if the Member asks to go to the pharmacy for medications after a doctor's appointment, it is considered acceptable and advisable if the Volunteer has time.) If the Volunteer is not able to complete the additional errand(s), please inform the Home Services Coordinator.



**GROCERY SHOPPING (GS): Volunteer grocery shopping service is the foundation of the Home Services program. Volunteers will be called upon to grocery shop on a regular basis for homebound and/or physically impaired individuals who are not able to shop for themselves.**

**General Information:** Home Services Coordinators will match a Volunteer with a Member based upon the Volunteer's availability and the Member's need. Coordinators will provide grocery shopping Volunteers with specific information regarding the Member's contact information, frequency of shopping need, preferred grocery store, and any pertinent instructions regarding the Member's condition and/or situation.

As a guideline, for your health and safety, we suggest that you limit the number of heavy items you deliver, such as "no more than 4 to 5 gallons of liquid per order per week" OR "no more than three (3) 12-packs of beverages per order per week. If there are other questionable heavy items or you have concerns, please call your Home Services staff.

The following are some examples of questions or situations that may arise during the course of grocery shopping. Most are unusual, but in the spirit of always being prepared, these illustrations might be helpful to you:

- **It is permissible for Volunteers to buy alcoholic beverages and/or tobacco products for Members.**
- If the Member tells you that he/she cannot write the check [for their groceries], please assist the Member to write the check by pointing to the appropriate line and describing what information should be entered. **The Volunteer may not complete any portion of the Member's check. The Member must fill out the check and sign his/her own name.** If a Member is unable to complete this task, please inform the Home Services Coordinator. It is advisable to have the Member write their State Identification # and expiration date on the check for the first few shopping trips to ensure the store has the Member's information in their system.
- If a Member is expecting you and does not respond upon your arrival, please refer to the procedures listed above in the [Incidents and Emergencies](#) section.

**Responsibilities and Instructions:** Our grocery shopping program is primarily structured for shopping from certain grocery stores (listed below). (Home Services Coordinators will provide Volunteers with information for the store nearest the Member.) Once a Volunteer is matched with a Member, the procedure is as follows:

1. Contact the Member to confirm frequency and schedule when shopping will occur.
2. If shopping for more than one Member, fill each order individually, ONE AT A TIME.
3. If the Volunteer has questions regarding a product or substitution while shopping, the Volunteer should call the Member from the store and ask the Member their preference for an alternative.
4. Contact the Member at least one day prior to shopping to obtain grocery list. (*Home Services staff can provide a grocery list form to assist with organizing the Members' needed items.*) If the Member chooses to use coupons or their shopper card (*or if they prefer a store other than Safeway*), the Volunteer will need to go to the Member's home prior to shopping. (*See Alternate Procedure below.*)
5. There are select stores that work with our Home Services program. For this preferred method, Home Services grocery shopping volunteers may gather the Member's list and shop for groceries at the specific store. At checkout, the cashier will suspend the transaction for the groceries. The volunteer(s) can leave the store without paying for the groceries at the time of the check-out and deliver the groceries and receipt to the Member. The Member will complete a personal check to the store for the amount of the transaction. Volunteers are required to return to the store with the payment as soon as possible within the same day, before they do any other trips or return home so that the payment is not in the hands of the volunteer for an extended amount of time. The following grocery stores have an agreement with Benevilla.

- Safeway: 10926 W. Bell Road Sun City, AZ 85351
- Safeway: 13503 Camino Del Sol Sun City West, AZ 85375
- Safeway: 14175 W Indian School Rd Goodyear, AZ 85395
- Safeway: 12320 N. 83<sup>rd</sup> Ave Peoria, AZ 85345
- Safeway: 10641 W. Olive Ave, Peoria, AZ 85345
- Fry's: 10660 Grand Ave Sun City, AZ 85351

6. Offer to put away any heavy or awkward item(s) such as jars or milk cartons. If the Member asks you to put perishable items into the refrigerator and you notice moldy or outdated food, ask the Member if he/she is aware that the bad food is there. **Ask** if they would like for you to dispose of it. If they refuse, please **DO NOT THROW ANYTHING AWAY WITHOUT A MEMBER'S PERMISSION**. It is the Members' decision. *(If the Member refuses, please do call the Home Services Coordinator to report the situation.)*

### **Alternate Payment Methods Procedures for shopping at stores other than listed above:**

Benevilla prefers not to have Volunteers handling the Member's cash, debit, or credit cards at any time. Such situations will be considered on a case-by-case basis. In rare instances, it does occur when the Member does not have a personal checking account and/or when the volunteer shopper needs to make a purchase or has purchased items at the request and on behalf of the Member. This will be discussed with the Director of CARES or designee before this method is used and the correct forms will be completed. At no time should a volunteer ever use a Member's debit card with their PIN to make any purchases. If it is necessary to use a Member's debit card, it **MUST** be run as a credit card as noted above. If there is exchange of cash for the purchase, there is a Payment Verification Form that will be completed by the volunteer and the Member and turned into their Home Services Coordinator within the same month of the transaction(s).

Another acceptable, alternative form of payment is store gift cards if the Member is able to purchase one from their store of choice.

**Note:** For Members who use a food stamps (SNAP) EBT card, the Member would need to provide alternate payment to cover any items not covered by the food stamps. For these transactions, both forms of payment must be presented simultaneously to complete the transaction. The cashier will run the SNAP portion of the transaction first, then the alternate payment for any items not covered by food stamps. These transactions cannot be suspended.

### **Online Grocery Shopping Procedure:**

Many grocery stores now offer grocery pick-up and delivery services. Volunteers may enter orders on designated Benevilla laptops or tablets, not from their personal computers, tablets, or phones. The volunteer would either enter the order at a Benevilla location or check out the computer/tablet along with a hotspot for WIFI connection to take to the Member's home to enter the order with the Member.

1. Home Services Coordinators will establish an online account for the Member at the store of their choice.
2. Online Grocery Shopping Order Agreement would be signed by the Member and the Member would be given a copy of the signed agreement. The Agreement would include the detailed process for online shopping which includes their email and store account information.
3. Volunteers will be provided with the online account sign in information.
4. At checkout, the volunteer only needs to enter the Member's Zip code and the CVV# on the back of their credit card (do not have to re-enter credit/debit card # once it's in the system)
5. Some grocery stores (including Safeway) offer shopping and delivery of grocery orders to persons' homes for a modest fee. Again, the grocery store Website (typically requiring a minimum order) is generally only used when a volunteer shopper is not available on a regular basis or the Member

resides in a retirement facility but cannot afford the hourly rates that are charged by delivery companies or home care agencies.

**Transportation for Grocery Shopping:** Many of our Members request to be taken shopping. This preserves some independence for the Member and allows them the opportunity to get out of the house. Some Members may require assistance in the store with reaching items, loading, and unloading. We consider each Member on a case-by-case basis to determine if we can safely meet their needs. The same guidelines for transportation apply when transporting Members for grocery shopping.



**EMERGENCY ERRANDS (ER):** Volunteers will be called upon occasionally to run emergency or essential errands for Members who are unable to complete the errands themselves. It may be easier to provide transportation for errands if the Member meets the aforementioned criteria to be transported.

**Responsibilities and Instructions:** The Volunteer will be provided the name, address and phone number of the Member as well as a brief description of the request. Home Services Coordinators will obtain as much information about the errand as possible to assist the Volunteer to complete the assignment and will attempt to arrange for the item(s) to be paid for in advance if possible. The following are procedures for typical errand assignments:

**Prescription Request:** The Home Services staff member will ascertain if the Volunteer should pick up identification, health care provider card, manufacturer's discount coupon, or payment from the Member to use when picking up the prescriptions. If so, the item(s) should be picked up at the Member's home prior to going to the pharmacy for the prescriptions. Volunteers will need the Member's date of birth, which we cannot send via email due to HIPAA regulations – that information will be relayed by phone through the Coordinator or from the Member. **If the prescription is a narcotic, we will need to transport the Member to pick up the Rx themselves. Volunteers should not courier narcotic prescriptions.**

The Volunteer should contact the Member before running the errand to verify details, let the Member know when they are on the way, and ask if there are any other items that need to be purchased at the pharmacy at the same time (e.g. thermometer, ice pack, ace bandage, etc.). If necessary and agreeable, the Volunteer may pay up front for a small amount (under \$25.00) and allow the Member to reimburse the Volunteer (preferably in cash). The errand Volunteer should deliver the receipt, prescription(s) and the medical provider card, if applicable, to the Member immediately upon obtaining the medications.

**Medical Loan Equipment Request:** The Home Services staff will provide all information necessary regarding the medical loan equipment provider. Most providers will have restrictions on who can borrow items, set hours of business, and criteria for items to be borrowed (i.e. if a prescription is necessary). In some cases, the Volunteer might need to present the Member's proof of residency, insurance information, or other paperwork in order to borrow the requested items. Home services staff will contact the provider and the Member to make arrangements for the proper documentation to borrow the requested equipment. The Volunteer should call the Member to schedule completion of the errand and to advise when he/she is on the way.



**FRIENDLY VISITOR (FV)/(PHONE PAL (PP)): Many Home Services Members are socially and physically isolated which can cause bouts of loneliness and sorrow, making it difficult for them to remain in their own familiar home environments. Volunteer Friendly Visitors improve the quality of these Members' lives by providing a friendly face and social interaction to look forward to. The Volunteer is asked to develop and demonstrate a personal interest in the assigned Member through engaging in enjoyable activities such as in-home visits, chatting (in person or by phone or email if applicable), sharing meals, reading, playing games, mutually enjoyed hobbies, or going on outings for at least two to four hours each week. Members may also request Volunteers to provide transportation to various appointments such as medical, bank, or hairdresser from time to time.**

### **Responsibilities and Instructions:**

1. If preferred, Home Services staff may schedule the introductory meeting between the Member and the Volunteer. If preferable, the Home Services Coordinator may accompany the Volunteer to the first visit to make introductions and begin the familiarization process. If either party is uncomfortable with the match at that time or any other time, simply notify the Home Services Coordinator. Re-assignments can be made as available and appropriate.
2. The Volunteer may contact the Member directly on a regular basis to schedule and/or confirm weekly visits and activities. *Note: It is always advisable to call the Member the day prior to the scheduled visit to remind the Member.*
3. The Volunteer will notify Home Services staff any time there is a significant change in the Member's social, physical, or emotional situation.

**Tips:** Generally, keep your tone and your demeanor upbeat and encouraging. Try to focus on good things in the Member's situation and elicit positive responses from the Member. Listening may be the most important Friendly Visitor contribution and appropriate silences can be helpful in stimulating additional response from the Member. While sharing yourself and your life story with the Member is part of building a relationship, pace the revelation of personal information. Keep in mind that telling too much about yourself too soon might be uncomfortable for the Member.

Allow the Member the opportunity to explore topics independently; introducing memories and opinions you may then use to guide the course of the conversation. Sometimes, however, directing the conversation toward a more positive perspective is both necessary and desirable. The following are some suggestions for discussion topics to get the conversation under way:

- Best day of Member's life
- Favorite memories
- Hobbies or collections
- Special friends/Pets
- Family members, traditions, holidays
- Special songs, books, movies
- Prior careers
- Outings, Vacations, and travels
- Volunteer's own happy moments



**HANDYMAN (HM):** The Volunteer handyman service is a very important component of the Home Services program. Volunteers will be called upon periodically to help Members to complete minor repairs to help maintain the Member's residence in a habitable condition that facilitates independent living. Home Services Coordinators will provide a "Do's and Don'ts" list which details what our program allows. If repairs are beyond the scope of our Handyman program, please notify the Home Services Coordinator immediately. Our CARES resource specialists may be able to refer them to an outside professional to complete the necessary repairs.

Home Services Coordinators will provide Handyman Volunteers with specific information, including the Member's name, address, phone number, and a description of the task to be completed as well as any other pertinent information regarding the Member's situation.

**Responsibilities and Instructions:** When undertaking a handyman assignment, a Volunteer is expected to:

1. Contact the Member as soon as possible to schedule a mutually agreeable day and time to accomplish the assigned task and to ascertain what tools or parts might be necessary to complete the job.
2. Arrive at the Member's home at the scheduled time allowing yourself enough time to complete the assignment.
3. In the event the Member asks the Volunteer to undertake an additional task that is within the scope of our program, it is at the Volunteer's discretion to refuse or comply, depending on the circumstances and his/her own schedule. If the request is a time-consuming or difficult task (within the scope of our program) the Volunteer may schedule another date to complete that task. Encourage the Member to notify the Home Services Coordinator of the additional request. If the Volunteer is in doubt about the appropriateness of the job requested, the Volunteer should contact Home Services staff.
4. If the handyman is unable to complete the assigned task, for whatever reason, the handyman should contact the Home Services staff as soon as possible so another Volunteer can be assigned, or the Member can be referred to another resource.
5. You may also provide Members with a Benevilla donation envelope if requested.



**BUSINESS ASSISTANCE (BA):** Many Home Services Members are socially isolated and physically disabled, which can make it difficult for them to manage their personal financial affairs. Business Assistance volunteers may assist Members in organizational tasks like reconciling their accounts, bill-paying, bookkeeping, mail sorting/reading, filing, etc. Home Services Coordinators will determine whether the need is for short-term help (1-2 visits) or on-going (at least monthly). If the need is ongoing, Coordinators will match a Volunteer with a Member. For on-going assignments, all parties involved will review, sign, and follow the "Permission for Business Assistance Volunteer Services" which outlines the parameters of the Business Assistance service.

**Responsibilities and Instructions:**

If preferred, the Home Services Coordinator will accompany the Business Assistance Volunteer to the initial home visit and will make introductions to the Member. During the initial home visit, clarification is made as to exactly what the Member needs, and what the Volunteer is able to do and the Permission form is signed. Subsequent appointments will be made by the Volunteer and confirmed with the Member by telephone prior to a visit. We suggest that each visit to the Member's home have a time

limitation (e.g., one hour, two hours, etc.) Many of our Members experience social isolation and Volunteers can spend excessive amounts of time visiting with the Member, instead of accomplishing the task for that visit. Visiting is certainly allowable, but long periods of visiting (without performing the requested business assistance task) can eventually frustrate the Member or the Volunteer.

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## **CONTACT INFORMATION**

### **BENEVILLA MAIN CAMPUS:**

**16752 N. Greasewood St., Surprise, AZ 85373**

➤ **Mail to: P.O. Box 8450, Surprise, AZ 85374**

**(623) 584-4999**

### **DIRECTOR OF CARES/HOME SERVICES: Camrron Anderson**

13576 Camino Del Sol #22, Sun City West, AZ 85375

(623) 584-4999

[canderson@benevilla.org](mailto:canderson@benevilla.org)

### **PEORIA/EL MIRAGE HOME SERVICES:**

8463 W. Monroe St., Peoria, AZ 85345

*(Located in the Peoria Main Library)*

Coordinator: Stephanie Lamb

(623) 826-3528

[slamb@benevilla.org](mailto:slamb@benevilla.org)

### **SUN CITY/YOUNGTOWN HOME SERVICES:**

14601 N. Del Webb Blvd., Sun City, AZ 85351

Coordinator: Kaela Ramsey

(623) 815-1100

[kramsey@benevilla.org](mailto:kramsey@benevilla.org)

### **SUN CITY WEST/SURPRISE HOME SERVICES:**

13576 Camino Del Sol #22, Sun City West, AZ 85375

Coordinator: Sher Patterson

(623) 584-0040

[spatterson@benevilla.org](mailto:spatterson@benevilla.org)

### **SOUTHWEST VALLEY HOME SERVICES:**

*(Includes Avondale, Buckeye, Goodyear, Litchfield Park, and Tolleson)*

*(Coordinators: Stephanie Lamb and Kaela Ramsey)*

(623) 584-4999