

## NE Village PDX – Service Guidelines and Definitions

<b>General Guidelines</b>	
Scheduling a service	Minimum of 3 business days prior to date requested (i.e. request occurs on Day 1 service occurs on Day 4) Example: Calls made on Monday (Day 1) may request service on Thursday (Day 4); calls made on Wednesday (Day 1) may request service on Monday of the following week (Day 4). Calls can be made a maximum of 3 weeks prior to date requested.
Cancelling a service	<ul style="list-style-type: none"> <li>• Member – Encourage 24 hours’ notice to office/volunteer</li> <li>• Office – Notify member in afternoon, 2 days prior to request date that we cannot fill; office follows procedures to cancel or reschedule.</li> </ul>
Service limits	<ul style="list-style-type: none"> <li>• 2-hour time limit per service request</li> <li>• No limit on total number of services/month if volunteers are available</li> </ul>
‘Extra ask’	<ul style="list-style-type: none"> <li>• If time remains during a scheduled service, member may ask for assistance with other tasks. →Volunteer may decline; if volunteer accepts, he/she should contact office to increase scope of request. (This may be done via volunteer report form after service is completed.)</li> <li>• Member should contact Village office to request additional service (on different day/time)</li> </ul>
<b>Transportation-specific Guidelines</b>	
Service limits	<ul style="list-style-type: none"> <li>• 12 rides/month per member</li> <li>• Destination: Maximum one-way distance of 15 miles from member home</li> <li>• Rides must occur between 8:00 AM and 8:00 PM</li> <li>• One pick-up site (friends/family who accompany member must be at the member pick-up location); maximum of 3 riders, including member.</li> <li>• Reasonable limits on baggage (weight, size); member should be prepared to transfer heavy objects themselves or use valet assistance available at airport, train and bus stations, etc.</li> <li>• No eating, drinking or smoking in car</li> </ul>
‘Extra ask’	<ul style="list-style-type: none"> <li>• If time remains during a scheduled transportation, member may ask to stop at a second destination. →Volunteer may decline; if volunteer accepts, driver must immediately contact Village office to add second destination to service request.</li> <li>• Member should contact Village office to request additional transportation (on different day/time)</li> </ul>

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In the event of traffic emergency (accident, car problems, etc.)	Driver notify Village office re: problem, request back-up transportation if necessary. → <b>Call 911 if necessary.</b>
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### 01.00 - Transportation

NOTE that transportation is for benefit of Village member and should not be requested on behalf of other family members.

Service	Service includes things like...	Service does NOT include...
01.10 Transportation-To and/or From	<ul style="list-style-type: none"> <li>• Provide transportation to and from appointments, stores, social/cultural activities, airport, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Members who require use/transport of wheelchair; members may have a walker but it must fit easily into standard car trunk or back seat.</li> <li>• Members who require assistance in/out of car; member must be able to make their own transfer to vehicle.</li> <li>• Transportation for children without appropriate car seat or booster. →Need to inform office staff at time of request that child will accompany member.</li> <li>• Transport of pets without member and travel kennel (except service and other therapy animals). →Need to inform office staff at time of request that animal will accompany member.</li> </ul>
01.20 Transportation-Go with	<ul style="list-style-type: none"> <li>• Provide transportation <b>and</b> accompany member to appointments, stores, etc. →Includes wait time at destination (eg, doctor's offices, other appts)</li> </ul>	

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02.00 – House Maintenance		
Services	Service includes things like...	Service does NOT include...
02.10 Minor repair	<ul style="list-style-type: none"> <li>• Fix small plumbing leaks</li> <li>• Clear clogged indoor drains</li> <li>• Clear clogged gutter (in an emergency)</li> <li>• Simple furniture repair</li> <li>• Change furnace filter</li> <li>• Replace light bulbs</li> <li>• Small painting/touch-up jobs (in easy to reach places)</li> </ul>	<ul style="list-style-type: none"> <li>• Electrical work that requires re-wiring or wiring fixtures, outlets or equipment</li> <li>• Plumbing work that requires removal or installation of piping</li> <li>• Jobs that require professional expertise, licensing or specialized equipment.</li> <li>• Jobs that extend beyond 2-hour time limit</li> </ul> <p><b>NOTE:</b> Allowable height (for any job) is limited to what volunteers can safely manage with a maximum 3 steps off the ground; sturdy ladder required.</p> <ul style="list-style-type: none"> <li>• All jobs involving ladders require 2 volunteers.</li> </ul>
02.11 Simple installation	<ul style="list-style-type: none"> <li>• Smoke alarms</li> <li>• Home safety devices (grab bars, etc.)</li> <li>• Window screens/storm windows</li> <li>• Small appliances (like portable air conditioners)</li> <li>• Hooks, picture hangers, etc.</li> </ul>	
02.20 Minor cleaning	<ul style="list-style-type: none"> <li>• Spot clean carpet</li> <li>• Wash exterior windows (if a ladder is not required)</li> <li>• Clean front door and porch</li> <li>• Clean gutters (1<sup>st</sup> story only)</li> </ul>	
02.30 Minor car maintenance	<ul style="list-style-type: none"> <li>• Change wiper blades</li> <li>• Check tire pressure/put air in tires</li> <li>• Test/charge battery</li> <li>• Wash vehicle (or take thru car wash), vacuum interior</li> <li>• Identify safety issues and problems that require professional repair</li> <li>• Accompany member to repair shop</li> </ul>	<ul style="list-style-type: none"> <li>• Tire changing (except in an emergency)</li> <li>• Car detailing</li> </ul>
02.50 Troubleshooter	For larger-scale maintenance requests	

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### 02.00 – House Maintenance

Services	Service includes things like...	Service does NOT include...
	<ul style="list-style-type: none"> <li>Assess scope of work, estimate time required to complete</li> <li>Advise re: appropriate task for Village volunteers</li> </ul>	

### 03.00 Yard Maintenance

Services	Service includes things like...	Service does NOT include...
03.10 Light yard/garden help <b>NOTE:</b> Limited to 2 requests per household each month	<ul style="list-style-type: none"> <li>Help with mowing, edging, raking, weeding, watering, light pruning</li> </ul>	<ul style="list-style-type: none"> <li>Regular weekly lawn care or yard maintenance. NEV can provide occasional assistance but isn't a yard service</li> </ul>
03.20 Help w/seasonal yardwork	<ul style="list-style-type: none"> <li>Assist with seasonal pots/planting, spring/fall yard clean up, transplanting, leaf raking</li> </ul>	<ul style="list-style-type: none"> <li>Tree/large shrub removal (small trees may be okay)</li> <li>Deep root removal, stump grinding, etc.</li> <li>Yard reclamation that would better be provided by a commercial service. NEV volunteers can assist w/yardwork once major cleanup is completed.</li> <li>Strenuous jobs requiring significant time commitment.</li> </ul>
03.30 Outdoor walkways, decks, driveways	<ul style="list-style-type: none"> <li>Sweep/wash down decks and walkways</li> <li>Light staining/painting</li> <li>Minor deck repair</li> <li>Repair small potholes</li> </ul> <p>→Minor deck repair and pothole repair require prior troubleshooting to assess scope.</p>	

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03.00 Yard Maintenance		
03.50 Troubleshoot/Assessment	For larger-scale yard clean-up requests <ul style="list-style-type: none"> <li>• Assess scope of work, estimate time required to complete</li> <li>• Advise re: appropriate task for Village volunteers</li> <li>• Recommend Garden Work Party if appropriate</li> </ul>	
03.60 Garden Work Party		

04.00 Member/In-home Support		
Service	Service includes things like...	Service does NOT include...
04.10 Light housekeeping <b>NOTE:</b> Limited to 2 requests per household each month	<ul style="list-style-type: none"> <li>• Dust</li> <li>• Vacuum, sweep/damp mop floors</li> <li>• Clean bathroom fixtures</li> <li>• Clean kitchen counters, sink, etc.</li> <li>• Wash/dry dishes, empty dishwasher</li> <li>• Clean appliance surfaces (stove top, refrigerator, microwave)</li> <li>• Assist with laundry, fold clothes, change linens</li> </ul>	<ul style="list-style-type: none"> <li>• Deep cleaning</li> <li>• “Hands and knees” scrubbing</li> <li>• Move furniture (from level to level)</li> <li>• Heavy lifting</li> <li>• Strenuous jobs requiring significant time commitment (see Troubleshooter below)</li> </ul>
04.20 Personal Assistance	<ul style="list-style-type: none"> <li>• Run errands (pick up and deliver items to member—groceries, prescriptions, dry cleaning, etc.)</li> <li>• Assisted walk: Member should be able to ambulate on their own with walker or cane for support</li> <li>• Provide support at medical or other appointments (note-taking, etc.)</li> <li>• Assist with packing (for travel, other)</li> <li>• Assist with compiling personal history</li> <li>• Assist with bill paying/banking</li> </ul>	<ul style="list-style-type: none"> <li>• ADLs (Activities of Daily Living): Dressing, bathing, eating, using toilet, managing medications, transferring, etc.</li> </ul>

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04.00 Member/In-home Support		
Service	Service includes things like...	Service does NOT include...
	→Add sewing/simple mending here OR create a new service heading?	
04.21 Meal Preparation	<ul style="list-style-type: none"> <li>• Prepare in member’s home</li> <li>• Prepare in volunteer’s home and bring in (Member provides ingredients)</li> </ul>	
04.22 Pet/Plant Care	<ul style="list-style-type: none"> <li>• Feed and water</li> <li>• Walk</li> </ul> <p><b>NOTE:</b> Extended care possible while member recovers from injury/surgery (6-week limit, if volunteers are available)</p>	<ul style="list-style-type: none"> <li>• Pet grooming, nail trimming, etc.</li> </ul>
04.30 Organization	<ul style="list-style-type: none"> <li>• Closets, cupboards, drawers</li> <li>• Bookshelves</li> <li>• Other household storage areas</li> <li>• Personal collections (photos, mementos, etc.)</li> </ul>	
04.35 Troubleshooter	<p>For larger-scale organization requests (basement, garage)</p> <ul style="list-style-type: none"> <li>• Assess scope of work, estimate time required to complete</li> <li>• Advise re: appropriate task for Village volunteers</li> </ul>	
04.40 Emergency preparedness/Home safety check	<p>Includes items related to home safety as well as emergency preparedness:</p> <ul style="list-style-type: none"> <li>• check for home hazards</li> <li>• test smoke alarms</li> <li>• establish escape routes in case of fire</li> <li>• train how to use a fire extinguisher</li> <li>• assist with how to get on the Public Alerts and Additional Needs Registry</li> </ul>	

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04.00 Member/In-home Support		
Service	Service includes things like...	Service does NOT include...
	<ul style="list-style-type: none"> <li>• creation of a contact list</li> <li>• how to turn off utilities</li> <li>• ways to build up emergency supplies</li> </ul>	
04.50 Social visits	<ul style="list-style-type: none"> <li>• Walk – Unassisted</li> <li>• Visit (Member’s home, rehab facility, other location)</li> </ul>	
04.55 Access to public transportation	<ul style="list-style-type: none"> <li>• Identify closest bus stop to home</li> <li>• Show where to buy tickets or how to use web app</li> <li>• Help with using on-line tools to plan bus route, check arrival time at stop, etc.</li> <li>• Accompany on a bus ride</li> <li>• Identify other ride options, e.g TriMet Lift, Ride Connection, etc.</li> </ul>	
04.60 Other		
04.65 Special Projects	<ul style="list-style-type: none"> <li>• Free Geek pickup</li> <li>• Hazardous waste pickup</li> <li>• Transport material to neighborhood cleanups, recycling, etc.</li> </ul>	
04.70 Village Partner	<ul style="list-style-type: none"> <li>• Orientation to Village, how to access services, use web site, etc.</li> <li>• Help member prioritize needs (short term, long term)</li> <li>• Check-in phone calls</li> <li>• Run errands, minor housekeeping, laundry, etc.</li> </ul>	

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<b>05.00 Tech/Home office support</b>		
<b>Service</b>	<b>Service includes things like...</b>	<b>Service does NOT include...</b>
05.10 Assist with cell phone	<ul style="list-style-type: none"> <li>Demo/tutor cell phone functions and operations such as making calls, adding contacts, sending text messages, accessing email, etc.</li> </ul>	Cell phone repair
05.20 Assist w/computers-printers	<ul style="list-style-type: none"> <li>Demo/tutor functions such as wifi access, email, internet search, document storage and retrieval, folder management, etc.</li> <li>Connect printer and computer</li> <li>Assist with printer settings, paper jams, etc.</li> <li>Provide 'stand-by assist' for tech calls (ie, help to interpret tech information, follow tech instructions)</li> <li>Transport for repair</li> </ul>	Computer or printer repair →Minor repairs okay if volunteer is qualified tech and assumes responsibility for results
05.30 Assist w/other electronic devices	<ul style="list-style-type: none"> <li>DVD/DVR hook up</li> <li>Demo/tutor use of remote</li> </ul>	Limited to home entertainment equipment
05.40 Assist w/device recycle-disposal	<ul style="list-style-type: none"> <li>Pack equipment</li> <li>Transport equipment</li> </ul>	

<b>06.00 Financial/Legal- No advice or recommendation given</b>		
06.10 Notary public		
06.11 Signature witness		