



Guidelines to be Followed During Services

Revised January 6, 2021

Member Service	Status Effective 01_04_21	Guidelines
1. Transportation to healthcare appointments		<ul style="list-style-type: none"> • No more than 2 rides per week; max. 25-miles away. • Requires 2 business days' notice. • Volunteer and member wear face coverings • Additional person from the household may accompany. Both sit in back seat and go in for the appointment. • Volunteer may accompany member into office, depending on medical office guidelines if volunteer feels comfortable doing so. • Volunteer sanitizes car seat, handles, etc. after transport
2. Non-medical transports		<ul style="list-style-type: none"> • No more than 2 rides per week to local destinations, max. 10-mile radius from LOW bordered by Harrison Crossing, Locust Grove Town Center, Walmart. • Requires 2 business days' notice. • Volunteer and member wear face coverings • Additional person from the household may accompany. Both sit in back seat and go in for the appointment. • Volunteer may leave and return at designated time or when member calls for pick up. • Volunteer sanitizes car seat, handles, etc. after transport
3. Errands (grocery shopping, pharmacy, trash, mail pickups and delivery)	Pickup/delivery of online grocery orders, prescriptions, mail.	<ul style="list-style-type: none"> • Volunteer maintains at least six feet social distance with member. Both wear masks. • Volunteer may deliver items inside home. Time inside should be kept keeping time to 15 minutes or less. • Gloves are worn for trash service;

4. Friendly Visits		<ul style="list-style-type: none"> • At least six feet social distance must be maintained • Volunteer and member wear masks in home • Visits limited to two hours, once a week, 9:30 am – 4 pm.
5. Check-in calls	Daily or periodic calls to members	<ul style="list-style-type: none"> • N/A
6. Phone Buddies calls	Weekly calls	<ul style="list-style-type: none"> • Volunteer records time and comments in Club Express
7. Home maintenance		<ul style="list-style-type: none"> • At least six feet social distance must be maintained in home • Volunteer and member wear masks in home • Volunteer wears gloves if feasible
8. Pet care	Dog walking only	<ul style="list-style-type: none"> • Volunteer wears face covering when handing off dog • At least six feet social distance maintained
9. Technology Assistance		<ul style="list-style-type: none"> • At least six feet social distance must be maintained in home • Volunteer and member wear masks in home
10. Social Activities	No in-person gatherings at this time	
11. Referrals to outside vendors/resources	Ongoing	<ul style="list-style-type: none"> • N/A

01_04_2021