

# FREQUENTLY ASKED QUESTIONS (FAQ) – Volunteers

## Emergency COVID-19 Response Services

### “Safe Seniors, Strong Communities”

- 1. What emergency COVID-19 Response services are being offered through Better at Home?**
  - The following services are offered, as needed:
    - phone and/or virtual check-ins
    - grocery shopping and delivery
    - prepared meal delivery
    - prescription pickup and drop off
    - transportation to appointments (*only as required*)
    - laundry services (*only as required*)
  
- 2. Who is eligible to receive emergency COVID-19 Response services?**
  - All seniors aged 65+ in B.C. are eligible to receive services. Seniors DO NOT need to be already registered with Better at Home to receive services
  
- 3. What is the frequency of service delivery?**
  - The frequency of services will depend on the service needed, availability of volunteers, and needs of seniors and communities
  
- 4. What is the process for volunteers to sign up to deliver COVID-19 Response services through Better at Home?**
  - Volunteers call into BC 211 (simply dial 2-1-1 on your phone or visit [www.bc211.ca](http://www.bc211.ca))
  - Volunteers will be referred to United Way Lower Mainland’s [www.iVolunteer.ca](http://www.iVolunteer.ca) system to complete a Criminal Record Check/Vulnerable Sector Check
  - Once clears, volunteer’s information will be shared with the COVID-19 Response HUB agency
  - An intake process will be held with the HUB agency (virtually or over the phone), which will include the following requirements and signoff:
    - Vulnerable Sector Check
    - COVID-19 Self-Assessment Tool
    - COVID 19: Public Health Guidance for Community Volunteers (from the BC Centre for Disease Control)
    - Visual virtual check by Better at Home staff for illness symptoms and program fit
    - Organizational policy review and agreement
    - Confidentiality agreement
  - Volunteers will be paired with a senior needing services
  - Service delivery will be coordinated through the Better at Home staff
  
- 5. Who provides the emergency COVID-19 Response services?**
  - Twenty-four (24) HUB Agencies have been identified to act as anchor organizations in the setup, management, and/or delivery of emergency COVID-19 Better at Home services

- Volunteers who are available to provide services will be referred through BC211 (or can contact the Better at Home Hub Agency directly) and are paired with seniors requiring services during the COVID-19 pandemic
  - Other service providers may be brought on to help with service delivery
- 6. What is the cost for seniors for emergency COVID-19 Response services?**
- All COVID-19 Response services are free of charge/by donation; however, some fees are the responsibility of the participant (groceries, cost of delivered meals, laundry money, etc.)
- 7. How long will it take for a volunteer who calls bc211 to be paired with a senior?**
- Once a volunteer contacts bc211, they will be connected with a senior within a maximum of 72 hours
- 8. When can volunteers call 211 to register?**
- This service will be available 7 days a week during daytime hours. For the best support experience, volunteers should call between 8:30 AM and 6 PM
- 9. How is the safety of volunteers being ensured?**
- Better at Home will do what is necessary to maintain the safety and security of both participants and volunteers
  - At intake, an initial COVID-19 screening will take place for all volunteers which will include a self-assessment and visual assessment – examples of questions asked will be:
    - Are you currently feeling ill?
    - Have you travelled recently?
    - Have you been exposed to anyone who may be symptomatic?
  - The volunteer onboarding process will include a full intake, compliance agreement, self-assessment and visual assessment (including asking the questions above), and support from Better at Home HUB organizations
- 10. What happens if a senior or volunteer in the program begins to show flu-like symptoms or tests positive for COVID-19 after they've given/received assistance?**
- The safety of our participants and volunteers is critically important to Better at Home and we will do what is necessary to maintain the safety and security of both participants and volunteers
  - If a senior or volunteer in the program begins to show flu-like symptoms or has come into contact with someone who they believe may have COVID-19, they are required to notify the HUB Agency
  - Services provided will immediately cease and any people they have come into contact with through the program will be notified