

Big Canoe Visits

Big Canoe Companion Program

Program Scope, Policies and Procedures

1. Program Scope and Objectives

Big Canoe Visits has been developed to assist residents of the Big Canoe community who need companion services for their spouse, an adult family member or for themselves. Some residents do not have family members who are able to visit them and do not have an established sustainable base to provide companion support. Big Canoe visits may also provide a few hours of time away for caregivers who are taking care of their loved ones. We are not able to assist with home care services such as bathing, toileting, lifting, feeding, medications, or assisting clients with wheelchair usage. We may be able to provide support for memory loss clients in the early to mid-stages of the disease. We can also provide a service to check in on clients, who for whatever reason have become shut-ins. This program will offer to check in on clients either telephone or visits to those client's home. Clients seeking service must meet the eligibility criteria, have a home visit and a signed service agreement before service can be rendered..

2. Program Schedule and Hours

Big Canoe Visits typically operates from Monday through Friday between the hours of 10:00 AM and 6:00 PM. The program is entirely dependent on the availability of volunteers, so if a client needs help outside of these hours they will be accommodated if a volunteer is available. If the client needs or wants to go somewhere with the Big Canoe Visits volunteer, they will be accommodated if possible, but the Big Canoe Visits volunteer will have to also be an approved driver for Big Canoe Rides.

3. Volunteer Compensation, Program Fees and Confidentiality

Volunteers are not paid and may not be compensated by the client. There is no cost to the client, but if the client wishes to make a tax-deductible donation to the Wellness Collaborative, envelopes will be made available to the client. All volunteers have signed a Confidentiality Agreement and have agreed not to divulge any personally identifiable information about clients or use that information for any business purpose.

4. Program Procedures

Individuals seeking support services may call the Wellness Collaborative Information line at 706-268-3334 or request assistance online at bcwell.org or be recommended by others who are aware of the need. The information volunteer will call the person requesting assistance to gather more information and contact the Visits Coordinator. The Visits Coordinator will contact the client to gather other information, answer additional questions, conduct a home visit, and get the Service Contract signed if the client is determined eligible. The Visits Coordinator will proceed with contacting the Visits volunteers to accommodate the client's need. Since this service is driven by volunteer availability, the more advanced notice given, the greater the possibility of scheduling volunteers to meet the needs of the client. This program is under the direction of the Steering Committee which reports to the Wellness

Collaborative Board. The Steering Committee is responsible for oversight and the ongoing operation of this program.

5. Volunteer Criteria

A volunteer for the Big Canoe Visits Program must be at least 21 years old and be willing to help neighbors. The volunteers are not licensed, trained or qualified to provide medical, caregiver or other specialized services. Volunteers will typically be sent in pairs to visit the client; if the client is a female then at least one of the volunteers on the team will be a female. If the client only wants someone to call and check in on them, a volunteer will be assigned to meet this client request. If there is an emergency, the volunteer is instructed to call 911. If there is a non-emergency situation, the volunteer will contact the caregiver or call the Public Safety Department for assistance.

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