**VOLUNTEERING WITH ELDERHELP**
**FAQ'S**

*Before you continue with your application, please take a moment to review our Frequently Asked Questions so that you will know what to expect during the application process.*

## What Types of Opportunities are Available?

**Seniors A Go Go Team:** Volunteer Drivers provide transportation for seniors to medical-related or other essential appointments. Volunteers are able to select rides based on availability and geographic area. Seniors may utilize a cane or walker and therefore backseat or trunk space may be required. Drivers may be compensated with mileage reimbursement. *No minimum time commitment.*

**In Home Help Team:** In Home Help volunteers provide a variety of tasks for seniors who may be homebound or have limited mobility. Tasks may include grocery shopping, companionship, organizing mail and paperwork, gardening, and assistance caring for pets. *Commitment is 1 year with a minimum of 2 visits per month.*

**Home Safety & Maintenance Team:** Volunteers provide an array of services for seniors in and around their homes, including minor home repairs, safety equipment installation, and more. Materials are paid for by the senior. Assignments may be one-time or ongoing.

## What Areas Do You Serve?

- We currently serve Central San Diego (including the beach areas) to East County. ElderHelp's volunteer opportunities are offered in Scripps Ranch, Poway and Rancho Bernardo in North County.
- Volunteer placements are made in the geographic areas of your residence or workplace at your discretion.

## What are the Requirements to Volunteer?

- Volunteers must be 18 years of age or older.
- Volunteers must provide their own transportation.
- Volunteers must provide at least 3 references; and undergo a criminal/DMV background check.
- Volunteers must attend a 2-hour Prospective Volunteer Orientation and 30 minute personal interview.
- At this time, we are unable to accept court-related referrals for community service hours.

## What are the Steps to Becoming a Volunteer?

1. Sign up for a prospective Volunteer Orientation by calling 858-380-5245 or by emailing volunteers@elderhelpofsandiego.org. An RSVP is required to attend an orientation.

   To view a complete list of our scheduled orientations and to learn about ElderHelp, visit www.elderhelpofsandiego.org

2. Fill out the application enclosed in this packet and return it to the ElderHelp office via fax, mail, electronically, or bring it with you to the orientation you attend. In order to expedite the process, be sure to provide three references and please notify all references that they will be contacted.

3. You will be invited to a 30-minute personal interview, held at the ElderHelp office, the same day or upon completion of the orientation.

4. A background check is required through DOJ & FBI. A LiveScan representative will be available at the orientation to complete this process onsite. The fee for DOJ is $20 and would be paid directly to Affordable Livescan.  The fee for the FBI component is covered by ElderHelp and is completed at the same time as the DOJ portion.

5. A driving record check is required through the DMV. The fee is $5 and would be collected at the orientation. In addition, a copy of your driver's license and auto insurance would be collected.


## How Long Does the Application Process Take?

- The process can take 2-3 weeks, depending on how quickly we can complete your reference and background checks.

## What is the Commitment Level?

- The required commitment is dependent on the specific volunteer opportunity.
- For a one-on-one match, volunteers are expected to provide a minimum of 4 hours per month with a one-year minimum commitment.
- There is no minimum requirement for volunteer drivers or the home safety and maintenance team.

Please note: Requests for service vary. At ElderHelp, we strive to place you in your preferred assignment as quickly as possible. Depending on your availability and assignment preferences, there may be a waiting period until we are able to find the most appropriate match for you. We appreciate your patience!