

AARP

CONNECTING CAREGIVERS TO COMMUNITY™

VOLUNTEER HANDBOOK



AARP

Family Caregiving™

Dear Volunteer:

Welcome and thank you for volunteering for the Connecting Caregivers to Community (CC2C) program.

Through your willingness to step forward, you will be serving those members of your church who are caring for older family and friends. Your support will help them stay better connected to their church and community. It takes a special person to be a volunteer. We are truly grateful and appreciate your willingness to serve. We hope you will find, as many often do, that the reward of volunteering exceeds the gift of volunteering.

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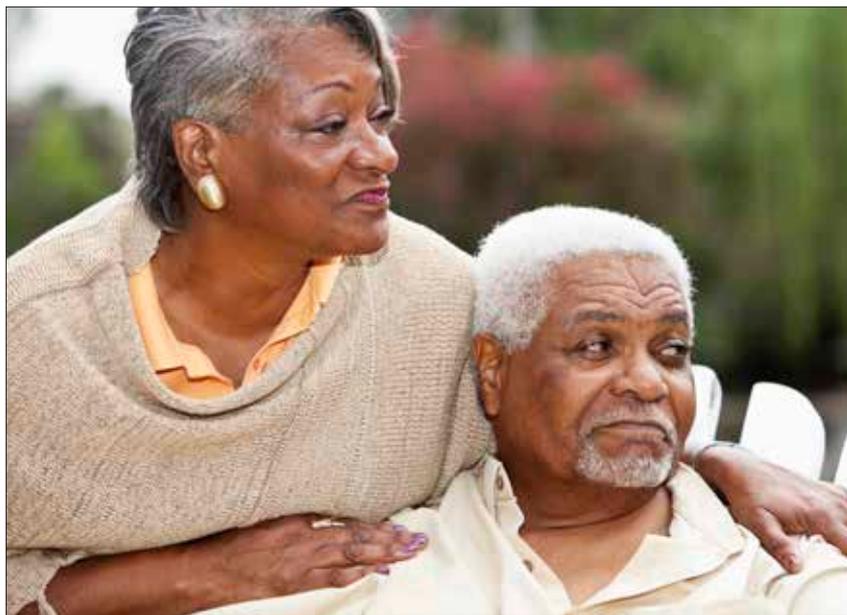
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INTRODUCTION

This *Volunteer Handbook* provides the information you will need to become a successful volunteer for the Connecting Caregivers to Community program, (CC2C). The content in this handbook closely follows the two volunteer roles of CC2C, Caregiver Buddy Volunteers and Group Activities Volunteers. The first chapter of this handbook provides an overview of CC2C and offers general information on caregivers, who they are and what they do. Chapter 1 is for both types of volunteers.

The sections thereafter cover specifics for the two volunteer roles. Chapter 2 is for Caregiver Buddy Volunteers and Chapter 3 is for Group Activities Volunteers. Whichever category you fall into, you can use this handbook as a guide. There are blank note pages after each chapter where you can jot down notes or questions. The handbook is to be used as a reference throughout your volunteer service.

CC2C PROGRAM OVERVIEW

Your church has decided to offer the CC2C program, along with a number of other African American churches across the country. CC2C is a program to recognize, educate and support family caregivers through churches across America. CC2C assists caregivers in two ways:

1. Group activities whereby caregivers come together for recognition and educational events that are organized by Group Activities Volunteers.
2. Offering one-on-one support and companionship by matching caregivers with a Caregiver Buddy Volunteer.

Who are Caregivers?

Since you will be assisting caregivers, let's review who caregivers are. A caregiver is someone who helps an older person needing assistance due to physical or mental limitations. There are about 43.5 million caregivers in the US today. Thirty-four million are 50 years of age or older. African Americans make up 13% of the caregiver population, around 8.5 million. Research has documented that when compared to white caregivers, African Americans are more often responsible for intense caregiving tasks such as lifting, managing incontinence and helping older adults get dressed.¹

What do Caregivers do?

Caregivers provide a range of assistance such as helping with everyday tasks like shopping, cooking, managing medications, light housework and managing a host of health conditions. Loved ones may also need help with things like eating, bathing, dressing and transferring from one place to another, such as from a bed to a chair.

¹ The National Alliance for Caregiving and AARP (2015), Caregiving in the U.S. National Alliance for Caregiving. Washington, DC. Unpublished.

Many caregivers are also working a full- or part-time job, raising children or grandchildren and maintaining a household. Consequently, caregivers may miss church, neglect their own needs shy away from social activities, making them feel alone and overwhelmed.

Caregiving: Rewarding and Challenging

While it is often rewarding to care for a loved one, this responsibility can take a toll on one's physical and emotional well-being. Caregivers often feel isolated, lonely, ignored and unprepared for many of the tasks they perform. Caregivers need support. It is said that it takes a village to raise a child. It also takes a village to support caregivers while they help our older adults. That is why CC2C is so important for your church and its caregiver members.

Thank you for reviewing this section. We hope it gives you a better understanding of the CC2C program and caregivers. If you have any additional questions, direct them to your Coordinator.

Quiz Questions:

What does CC2C stand for?²

1. Clean, Cook to Care
2. Connecting Caregivers to Community
3. Two Churches to Connect

What are typical caregiving tasks?³

1. Driving an older adult to doctor's appointments
2. Preparing meals
3. Helping an older adult manage medications
4. All of the above

² The correct answer is 2

NOTES PAGE

Important information I want to remember from this section of the training includes:

Questions I want to ask my Volunteer Coordinator include:



CHAPTER 2

FOR CAREGIVER BUDDY VOLUNTEERS

SECTION 1: YOUR ROLE AS A CAREGIVER BUDDY VOLUNTEER

How Caregiver Buddy Volunteers Can Help

As a Caregiver Buddy Volunteer, you will be an invaluable asset to your church's outreach to caregivers. When you are matched with a caregiver, you will be part of the caregiver's village — serving as a source of encouragement and companionship. Through your efforts, you will help your caregiver stay better connected to two important lifelines — their church and the community. In this section, you'll learn ways of helping your caregiver over the telephone and in person, and how to record the caregiver contacts. See more about your role in the Caregiver Buddy Volunteer Position Description in Appendix A.

One of the first things you should know is that as a Caregiver Buddy Volunteer, you will have a support person to help guide you through your responsibilities. Your church has selected a church member to serve as a Caregiver Buddy Coordinator. The Coordinator manages the program and is there to provide help and support both the Caregiver Buddy Volunteers and the caregivers. We will review the Coordinator's role in more detail later in this section.

How are a Caregiver Buddy Volunteer and a Caregiver Matched?

In the Caregiver Buddy Volunteer program, a member of the church is matched with a caregiver for one-on-one companionship and support. The first step in this process is having both the Caregiver Buddy Volunteer and the caregiver fill out application forms. Each form provides the same list of tasks. Caregiver Buddy Volunteers choose which tasks they are willing to offer the caregiver and likewise each caregiver checks off those tasks they need help with. In addition, Caregiver Buddy Volunteers list how much time they can contribute and the best times for them to volunteer, and the caregivers list which days and times they would like volunteer help. Where possible, the Caregiver Buddy Coordinator will match volunteers to caregivers based on these criteria.

Caregiver Buddy Volunteer Tasks

A Caregiver Buddy Volunteer can do any numbers of things to support a caregiver. These tasks include:

- Regular calls
- Email contact
- Praying together
- Personal visits
- Sending encouraging greeting cards
- Dropping off CDs of church services
- Researching services available in the community
- Bible studies over the phone or in person
- Sitting with a caregiver at the hospital

While there are several activities or tasks you as a Caregiver

Buddy Volunteer can do by telephone, text or email, we would like to specifically review a personal visit. If you and your caregiver have agreed to in-person visits, please do the following:

- Establish agreed upon dates and times for visits
- Respect the caregiver's time and responsibilities by being punctual
- Pre-determine the length of the visit
- Discuss how the caregiver would like to spend the time (i.e., 'buddy' book club, catch up on current events, pray, study the Bible or just talk)

Caregiver Buddy Volunteer Contact Report

No matter how you engage with your caregiver, be it visit, phone call, text or email, you will need to keep a brief record of all contacts you make with the caregiver. We respect your privacy and that of the caregiver so no details about the contact are needed. The information needed is very general. The Caregiver Buddy Volunteer Contact Report form can be found in Appendix B.

On the report form, you simply need to record:

- Name of the caregiver
- Date of the contact
- Type of contact
- The activity you engage in and any comments you have

The Caregiver Buddy Coordinator will collect these forms once a month.

Here is a sample contact report. We'll call the Caregiver Buddy Volunteer, Mary and the caregiver, Jane. Mary has recorded her

first contact with Jane. Under the Name of Caregiver, Mary puts in Jane Doe. She lists the date of the first contact, May 31 and the Type of Contact as a visit. Under the Activity/Comments, Mary writes down a summary of their interaction. They talked about current events, read scriptures and Mary agreed to check-in by phone Wednesday of next week.

Name of Caregiver	Date of Contact	Type of Contact (phone, email, text, visit)	Activity/Comments
Jane Doe	05/31/14	Visit	Talked about current events, read scriptures and agreed to check-in by phone Wednesday of next week.
Jane Doe	6/4/14	Phone call	Checked-in with Jane. She will be taking loved one to the doctor next Wednesday. Will email next Thursday
Jane Doe	6/13/14	Email	Jane's loved one is scheduled for several follow-up doctor visits. Jane asked where to look for transportation services. Will call local department on aging and ask Caregiver Buddy Coordinator for ideas. Mary will call Jane a week from today to report on her research.

In the next entry, Mary indicates that she called Jane on Wednesday, June 4, as scheduled. Mary checked-in with Jane and found out Jane would be taking her loved one to the doctor next Thursday. Mary will email Jane next Friday to find out how it went.

In the third entry, Mary reported that she emailed Jane on Friday, June 13. Jane said several follow-up visits have been scheduled and asked Mary if she knew about available transportation services for taking older adults to doctor's appointments. Mary offered to call the local department on aging and ask the Caregiver Buddy Coordinator for any ideas.

Your Caregiver Buddy Coordinator

Just as the Caregiver Buddy Volunteer provides support for the caregiver, the Caregiver Buddy Coordinator provides support for the Caregiver Buddy Volunteer, as well as the caregiver. The Coordinator is there to answer questions, provide guidance, talk through any situation that may come up and generally be available for the Caregiver Buddy Volunteer. On-going support can include quarterly volunteer meetings with speakers on community resources, monthly conference calls and/or regular contact with each Caregiver Buddy Volunteer. Be sure to list the contact information for your Coordinator in the Caregiver Buddy Coordinator Information Form, which is to be found in your *Volunteer Handbook* in Appendix C.

The Caregiver Buddy Coordinator is the lead person responsible for organizing and managing the Caregiver Buddy Volunteer program. These responsibilities include:

- Working with the Church Program Lead to manage CC2C at the church
- Recruiting Caregiver Buddy Volunteers and caregivers from the church community
- Serving as the day-to-day contact for volunteers and caregivers
- Submitting the appropriate reports to the Church Program Lead
- Reviewing and summarizing caregivers' evaluations and adjusting the program accordingly

Thank you for reviewing this section. We hope it gives you a better understanding of your role in CC2C and the responsibilities of your Caregiver Buddy Coordinator. If you have any additional questions, direct them to your Coordinator.

Quiz Questions

How can a Caregiver Buddy Volunteer support a caregiver? (Check all that apply)⁴

1. Regular calls
2. Pray together
3. Personal visits
4. Drop off CDs of church services
5. Lend the caregiver money

What information does the Caregiver Buddy Volunteer include on the Caregiver Buddy Volunteer Contact Report? (Check all that apply)⁵

1. Date and type of contact with caregiver
2. Caregiver's name
3. The physical or mental limitation of the loved one
4. Short summary of the activity you engaged in
5. An entry for every contact with the caregiver

⁴ The correct answer is 1, 2, 3, and 4

⁵ The correct answer is 1, 2, 4 and 5

NOTES PAGE

Important information I want to remember from this section of the training includes:

Questions I want to ask my Volunteer Coordinator include:

SECTION 2: CAREGIVER BUDDY VOLUNTEER CODE OF CONDUCT

We have just reviewed the tasks of the Caregiver Buddy Volunteer and different ways in which to connect to the caregiver. Now we will look at the Caregiver Buddy Volunteer Code of Conduct. The Code of Conduct, developed by CC2C, is designed to keep both you and the caregiver satisfied and free of situations that might be problematic.

Some of the guidelines that would guide any friendship are common sense. However, some everyday tasks are outside your role as Caregiver Buddy Volunteer. In a desire to help, it may be tempting, for example, to agree to pick up medications or stay with the loved one as the caregiver goes out for an errand. When asked for this kind of help, it is important to politely decline, saying it is outside your role as a Caregiver Buddy Volunteer. In the next section, you will learn some suggestions for what you can offer in these situations.

The Caregiver Buddy Volunteer Code of Conduct –Do’s

No matter what tasks you choose to provide to the caregiver, the most important thing you can bring to your caregiver is compassion and a listening ear. Many caregivers have no one to talk to about the serious, important and sometimes challenging work they are doing. You can find a one-page copy of the Caregiving Buddy Volunteer Code of Conduct in Appendix D.

Here are the principals you’ll want to follow in order to build a trusting and respectful relationship with your caregiver as well as some of the program requirements:

- Check in with the caregiver via telephone, text or email at least once a week.
- Respect the privacy of the caregiver (i.e., maintain confidentiality).

- Respect the caregiver’s time by being punctual.
- Encourage the caregiver to rest, exercise and seek help.
- Be a patient and attentive listener.
- Ask questions, but not too personal.
- Share some things about yourself, but not too much. You don’t want to monopolize the conversation.
- Complete the entire Caregiver Buddy Volunteer training.
- Record each contact with your caregiver on the Caregiver Buddy Volunteer Contact Report.
- Share helpful program resources with the caregiver.
- Attend CC2C events when possible.
- Report signs of abuse or excessive caregiver stress to the Caregiver Buddy Coordinator.

Take your time to review the above list several times. The more familiar you become with what you should be doing with your caregiver, the easier it will be to interact. These guidelines will help you build a respectful and trusting relationship with your caregiver.

Caregiver Buddy Volunteer Code of Conduct – Don’ts

Now, let’s review the actions and behaviors you should not do when interacting with your caregiver. These have been developed to keep both you and your caregiver safe. Please don’t act on any of the following:

- Give advice about caregiving.
- Discuss or gossip about the caregiver’s situation or conversations with others.
- Disrespect the caregiver’s home.

- Judge the caregiver in any way
- Accept money or gifts
- Drive the caregiver or their loved one
- Dispense medications
- Touch the loved one or the caregiver in any way except for a “holy hug”
- Contact the caregiver at inappropriate hours
- Be alone with the loved one
- Remove anything from the home
- Pick up prescriptions or over-the-counter medications

Thank you for reviewing this section. We hope it gives you a better understanding of the Caregiver Buddy Volunteer Code of Conduct. If you have any additional questions, direct them to your Coordinator. Remember to also share the Code of Conduct with caregivers so they know what to expect through this program.



Quiz Questions:

**What are Caregiver Buddy Volunteers encouraged to do?
(Choose the correct answer)⁶**

- 1.** Dispense over-the-counter medication
- 2.** Call the caregiver late at night
- 3.** Buy gifts for the caregiver
- 4.** Buy gifts for the older person
- 5.** None of the above

**What should you do after a contact with your caregiver?
(Choose the correct answer)⁷**

- 1.** Call my Coordinator to share the problems in the caregiver's household
- 2.** Call a friend in the church to pray for the caregiver
- 3.** Go buy a gift for the caregiver
- 4.** Complete my Caregiver Buddy Volunteer Contact Form

⁶ The correct answer is 5.

⁷ The correct answer is 4

NOTES PAGE

Important information I want to remember from this section of the training includes:

Questions I want to ask my Volunteer Coordinator include:

SECTION 3: PRACTICE SCENARIOS

Being a Caregiver Buddy Volunteer is a wonderful way to help fellow church members who are providing care to an older loved one. In the previous sections, we reviewed how volunteers and caregivers are matched, the ways in which a Caregiver Buddy Volunteer can help a caregiver and the Code of Conduct as well as guidelines Caregiver Buddy Volunteers can follow in order to build a trusting relationship with their caregivers.

Here are three scenarios you might find yourself in as you go about your volunteer work. After each scenario, questions are asked about what the volunteer should and should not do and suggestions are made on how to best handle the situation. As you will see, the suggestions are based on the Caregiver Buddy Volunteer Code of Conduct guidelines. It's a good way for you to practice the Code of Conduct.

SCENARIO 1 – PICKING UP PRESCRIPTIONS

“Barbara, 51, has been up most of the night with her 84-year-old mother. This is the fourth night in a row. Barbara is very tired, but she tends to her mother’s needs while she eagerly looks forward to a visit from her Caregiver Buddy Volunteer, Virginia. Barbara really likes Virginia. They have had some great conversations; Virginia always makes Barbara feel better. She trusts her. Barbara calls Virginia shortly before their visit time and says, ‘Virginia, I’ve had four difficult nights, I’m so tired. Can you stop at the local pharmacy you pass on your way here and pick up Mom’s prescription? Of course, I will reimburse you when you get here.’”

How should Virginia handle the situation?

Virginia should not pick up prescriptions or over-the-counter medications on behalf of the caregiver or their loved one. This is a situation where it would be very tempting to agree to pick

up the prescriptions. After all, it's on Virginia's way. However, Virginia agreed when becoming a Caregiver Buddy Volunteer that this one of the tasks she would not do.

What can Virginia do?

There are ways in which Virginia can help. Perhaps Virginia could explain how she can help in this way, "Barbara, I am really sorry you are having such a hard time, but unfortunately the Caregiver Buddy Volunteer program does not allow volunteers to pick up medications. But I really want to help you. I will contact the local department on aging and ask if they have any services that could help. Also, let's brainstorm together to identify a family member or friend who might be able to pick up the prescription." What other things can Virginia do to help?

SCENARIO 2 – STAYING WITH THE LOVED ONE

Joseph really enjoys when Peter, his Caregiver Buddy Volunteer, comes over to watch a Sunday night football game. Peter always brings a church bulletin and CD of the day's sermon. Since Joseph convinced his father to move in with him, he doesn't get to church service regularly anymore. Sometimes his dad forgets where he is and becomes disoriented. The bulletin announces that the church is going to host a session on local caregiver resources. Joseph knows he can't leave his father alone, so says, "Hey Peter, would you mind staying with my dad for a couple of hours while I attend this workshop?"

How should Peter handle the situation?

Peter is faced with a difficult situation. The reason Joseph wants to go out is to attend a caregiver resource workshop, which will help him with his caregiving responsibilities. However, as part of the Caregiver Buddy Volunteer Code of Conduct, Peter has agreed that he will not stay alone with the older person.

What can Peter do?

Here is a way Peter can explain how he can help: “Joseph, man, I’d like to help and stay with your dad for you but the Caregiver Buddy Volunteer program does not allow volunteers to stay alone with the older person. But I tell you what I can do. I’ll check my calendar and if I can, I will go to the caregiver session and pick up the information for you. If I can’t go, I will check with my Coordinator to find out if she could pick up the materials and business cards of the speakers.” Are there other ways Joseph can get the caregiver resources he needs?

SCENARIO 3 – CONCERN ABOUT THE CAREGIVER

“Grace has thoroughly enjoyed being a Caregiver Buddy Volunteer to Alice. She and Alice have spent time getting to know each other, talking about the strength they get from their church and discovering their mutual love of reading. Lately, when Grace has spoken with Alice, she has noticed Alice has been less talkative and sometimes doesn’t return her calls. Grace became especially concerned when Alice said she ‘felt she was at the end of her rope.’ When Grace asked Alice if she felt overwhelmed or depressed, Alice said “I feel like just jumping out of the window.” Grace worried that Alice was getting depressed.

How should Grace handle the situation?

It would be tempting for Grace to overlook Alice’s behavior since to say something might seem intrusive or be upsetting. However, it is very important that Grace not ignore these signs of depression. Depression is a serious illness, yet it is a very treatable one and Alice deserves the care and support she needs.

What can Grace do?

Grace can express her concerns to Alice like this, “Alice, I am really getting worried about you. If you don’t mind, I would

like to ask my Caregiver Buddy Coordinator about resources that can help. I think you really need a break. I think my Coordinator will be able to make some good suggestions for us.” Are there other things Grace can do to support Alice?

Quiz Questions:

How can a Caregiver Buddy Volunteer support a caregiver? (Check all that apply)⁸

1. Make regular calls
2. Pray together
3. Arrange for personal visits
4. Drop off CDs of church services
5. Lend the caregiver money

What are Caregiver Buddy Volunteers encouraged to do?⁹

1. Dispense over-the-counter medications
2. Call the caregiver late at night
3. Buy gifts for the caregiver
4. Buy gifts for the older person
5. None of the above

⁸ The correct answer is 1, 2, 3 and 4.

⁹ The correct answer is 5.

NOTES PAGE

Important information I want to remember from this section of the training includes:

Questions I want to ask my Volunteer Coordinator include:

SECTION 4:

FREQUENTLY ASKED QUESTIONS (FAQ)

This final section is designed to answer some commonly asked questions. If you find you still have questions, talk with your Coordinator. Or, you can review any or all of the previous sections as many times as you would like.

How will I be matched with my caregiver?

Using information completed by volunteers and caregivers, the Caregiver Buddy Coordinator will match caregivers and volunteers based on the responses recorded on the applications.

What if I have challenges with a match?

If you are not a good match with your caregiver, contact your Caregiver Buddy Coordinator to help remedy the situation. He or she will explore options that work best for the caregiver and the volunteer.

What should I do if I suspect there is abuse, depression or neglect in a caregiver situation?

Please do not investigate, or deal directly with potential neglect or abusive situations. Report your concerns to your Coordinator as soon as possible.

What should I do if requests are made outside the program guidelines?

To minimize instances where Caregiver Buddy Volunteers may be asked to extend their duties, all caregiver participants are instructed about the role of a Caregiver Buddy Volunteer as well. In the event that a request is made that you do not feel comfortable with, please politely decline and stress that the request is outside your role. You may offer other ways you can be helpful as reviewed in the previous session. When you can, please consult with your Caregiver Buddy Coordinator.

What if I can't keep an appointment with the caregiver?

Contact the caregiver as soon as possible to cancel your appointment. If you are unable to contact the caregiver, call your Caregiver Buddy Coordinator for assistance.

Can I accept a gift or food from the caregiver?

Please do not accept gifts from the caregiver. Conversely, do not give anything to the caregiver. You do not want your caregiver to feel indebted to you because you are volunteering. You may share a meal in a restaurant if you each pay for your own meal. Feel free to talk with your Caregiver Buddy Coordinator about your ideas for recognizing and celebrating all of the caregivers in the program.

Congratulations! You have successfully reviewed the chapter on Caregiver Buddy Volunteers. Thank you for your time and effort. With committed volunteers like you, we are sure your church's program will be highly successful. You are now ready to start visiting a caregiver who really needs your companionship.

Finally, after learning about your role as a Caregiver Buddy Volunteer, please think about the following questions:

- How will this volunteer opportunity enrich your life?
- Who will you talk to about becoming a Caregiver Buddy Volunteer?

NOTES PAGE

Important information I want to remember from this section of the training includes:

Questions I want to ask my Volunteer Coordinator include:



CHAPTER 3

FOR GROUP ACTIVITIES VOLUNTEERS

SECTION 1:

YOUR ROLE AS A GROUP ACTIVITIES VOLUNTEER

How Group Activities Volunteers Can Help

Caregivers are often not aware of the community resources that are available to them. Most don't receive any formal recognition and appreciation. They seldom have opportunities to meet and share strategies with other caregivers, often facing their responsibilities in isolation.

As a Group Activities Volunteer, you will help organize group activities for caregivers so that they will have the chance to connect with other caregivers and be introduced to new resources and support. These activities will aid caregivers in staying better connected to two important lifelines — their church and the community.

One of the first things you should know is that as a Group Activities Volunteer you will be working as a part of a team with other church volunteers and have someone to help guide you through your responsibilities. Your church has selected a member to serve as the Group Activities Coordinator. The Coordinator manages the program and is there to provide help and support to the Group Activities Volunteers. He or she has overall responsibility for organizing and producing education sessions and recognition events for caregivers. We will review the Coordinator's role in more detail a little bit later.

Types of Group Activities

The group activities are divided into two categories: education sessions and recognition events. By adopting the CC2C program, your church has agreed to hold four group activities a year. The Group Activities Coordinator, along with the other members of the Program Leadership Committee, can choose the specific activities from a list of education sessions and recognition events provided by the CC2C program. We will review these specific activities in detail during a later training session.

How Will the Group Activities Volunteer Tasks be Assigned?

Included in the Group Activities Volunteer application was a list of general volunteer tasks. From that list, you checked off your preferences. When possible, your Group Activities Volunteer Coordinator will ask you to complete those tasks you prefer. However, given the fluidity of volunteer work, the tasks you receive may not always be among your first choices but we hope you are willing to help where needed. Appendix E contains your Volunteer Position Description for your convenience.

Group Activities Volunteer Tasks:

PLANNING

Let's review the general volunteer tasks you'll be doing to set up education and recognition events. The tasks fall into the following broad categories: planning, getting speakers and ordering resources, promoting events, set up and clean up, and managing the logistics. Start by having a planning meeting to review the planning steps listed in the *Leaders' Organizing Guide* and make modifications as needed. Tasks will be outlined, and the Group Activities Volunteers are asked to take on specific assignments. In follow-up meetings, this group will meet at a place where the volunteers can report on their progress and bring questions and ideas.

GETTING SPEAKERS AND ORDERING RESOURCES

Depending on the type of recognition or educational event being planned, you may choose to use speakers from inside or outside the church. A great place to find speakers is your local area agency on aging or department on aging. The area agency on aging may also be able to provide resource materials. Please keep in mind that many of the caregivers who will be attending these activities may not be familiar with resources for caregivers. Be sure your Group Activities Volunteer Coordinator orders copies of the *AARP Caregivers Handbook* and if your church is organizing an education session, order *Prepare to Care*. You can also visit the AARP Caregiver Resource Center, www.aarp.org/caregiving, to download, copy and distribute information to the caregivers.

PROMOTING EVENTS

Use your church communications channels to invite caregivers to group events. Distribute and post fliers around the church and use the church bulletin, website and social media to promote your activities. You may also want to include caregivers from the community in which the church is located; therefore providing broader support to the neighborhood.

Remember, many who care for older relatives and friends don't call themselves "caregivers." So you will need to describe who a caregiver is, as opposed to just using the word "caregiver," when publicizing activities. The *CC2C Leaders' Organizing Guide* has sample promotional materials you can use. Here are some ways to reach your audience:

- Alert places of business and local community organizations, especially the aging groups in your area
- Place a notice in the community calendar section of your local newspaper
- Invite local media

SET UP AND CLEAN UP

Setting up the room is about creating the "look and feel" of the environment. It pays to be thoughtful in your planning; a welcoming setting goes a long way to helping attendees feel comfortable. Think about the needs of the caregivers who will be attending. Clean up is simply a matter of making sure everything gets back in the same order it was before the event. Here are some tips for setting up the room:

- Order all necessary equipment and furniture such as microphones, tables and chairs
- Decorate the room with balloons, flowers and other decorations, if appropriate
- Have name badges printed for both the Group Activities Volunteers and the caregivers so they can get to know each other
- If you have a speaker, make sure every seat is arranged so that the speaker can be seen and heard
- Arrive early on the day of the activity to arrange the room, check on all ordered items and test all electronic equipment

REFRESHMENTS AND HOSTING

Refreshments, although not necessary, can add to a festive occasion. They can be as simple as cookies and punch or as elaborate as you wish. Arrange for the type and quantity of refreshments your church will serve at each activity. Make sure you have serving ware, napkins, cups and ice, if needed.

Hosts should arrive early to make sure the refreshments have arrived and are displayed properly. In addition, hosts will greet guests, help attendees sign in, hand out the resources and evaluations and/or answer questions.

A Word about Evaluations

One of the most important tools you have to determine the success of the activities is the Group Activities Evaluation Form. The form gives you the opportunity to capture what worked and didn't work. This information can help improve the activities moving forward. The best time to give the form to attendees is when they sign in. That way, they can jot down their thoughts as the program unfolds. A copy of the Group Activities Evaluation Form can be found in your *Volunteer Handbook* in Appendix F.

Your Group Activities Coordinator

The Group Activities Coordinator provides support and guidance to the Group Activities Volunteers and is responsible for managing all of the Education and Recognition Events. The Coordinator is there to answer questions, provide guidance, talk through any situation that may come up and generally be available to help you. On-going support can include meetings, conference calls and one-on-one contact with each volunteer. Be sure to list the contact information for your coordinator in the Group Activities Coordinator Information, which is in your *Volunteer Handbook* in Appendix G.

Your Group Activities Coordinator has a number of responsibilities in addition to supporting you. He or she will:

- Serve as a member of the Program Leadership Committee for the church
- Recruit volunteers
- Chair planning meetings
- Select the dates for group activities
- Review and summarize caregivers' evaluations
- Distribute and collect pre and post questionnaires and forward them to the Church Program Lead

Thank you for viewing this section. We hope it gives you a better understanding of your responsibilities as a Group Activities Volunteer. If you have any additional questions, direct them to your Group Activities Coordinator.

Quiz Questions

Who has been selected by the church to assist and support the Group Activities Volunteers?¹⁰

1. Minister
2. Choir Director
3. Youngest church member
4. Group Activities Coordinator

What tasks might you complete in setting up the room for an activity?¹¹

1. Making sure you have enough seats for guests
2. Decorating the meeting space
3. Arranging for audiovisual equipment
4. All of the above

¹⁰ The correct answer is 4

¹¹ The correct answer is 4

NOTES PAGE

Important information I want to remember from this section of the training includes:

Questions I want to ask my Volunteer Coordinator include:

SECTION 2: EDUCATION SESSIONS

The five Education Sessions offered through CC2C follow AARP's popular publication, *Prepare to Care: A Resource Guide for Families*. Prepare to Care is a practical tool designed to help make caregiving more manageable. It outlines five steps in planning for caregiving. Each step will be the topic for one education session. The five steps are:

- Start the Conversation
- Form Your Team
- Make a Plan
- Find Support
- Care for Yourself

Let's briefly look at these five topics.

- **Start the Conversation** includes suggestions on how to talk with the older person about sensitive issues such as their values and preferences, health care and finances. This information is important for a caregiver to know since he or she is often helping the person make decisions in these areas.
- **Form Your Team** gives ideas on where to look for people to help the caregiver, based on the belief that no one should have to give care without helpers.
- **Make a Plan** stresses the value of putting together a caregiving plan that will help the caregiver respond more quickly and effectively to the often-changing situation of the loved one. The Goals and Needs Assessment Checklist can be used to form the basis of the plan.

- **Find Support** reviews where to find and get additional information from resource organizations and professionals.
- **Care for Yourself** gives reminders and ideas about how caregivers can care for their own needs for health, rest, and social contact.

What's the Flow of the Education Sessions?

Since each Prepare to Care education session can stand on its own, you can offer whichever topics you think would be best for your church. Each session is designed to do two things:

1. Present information that will help caregivers do their job; and
2. Engage the caregivers in a conversation about the topic allowing them to share their experiences, ideas and concerns with each other.

A skilled facilitator will be needed to review and summarize the material for the caregivers and lead a discussion based on the discussion points found in the *Leaders' Organizing Guide*. The moderator can be an outside speaker with expertise on caregiving or someone from the church community with the necessary background.

Specific Tasks for Education Sessions

Here are some tips to keep in mind when working on an education session:

- To encourage conversation with a smaller group, it might be helpful to place the chairs in a circle, if possible. If the group is too large, you may need to set up the room like a classroom.
- Be sure to have Group Activity Volunteers at the door to welcome the participants and direct them to the sign-in table. A friendly and gracious greeting can go a long way toward helping a caregiver become comfortable.

- If possible, offer light refreshments.
- Order the *Prepare to Care* booklets at least three weeks in advance.

Thank you for viewing this section. We hope it gives you a better understanding of what the education sessions will cover and how you can assist in organizing them. If you have any additional questions, direct them to your Group Activities Coordinator.

Quiz Questions

Which are topics covered in the five education sessions? (Check all that apply)¹²

1. Form a team
2. How to grow old gracefully
3. Make a plan
4. Find support

What are the purposes of the education sessions? (Choose all that apply)¹³

1. Learn about Jazz
2. Share information about caregiving
3. Become acquainted with the theory of relativity
4. Have caregivers share their experiences, strengths and concerns with each other
5. Become a pilot

¹² The correct answer is 1, 3, and 4

¹³ The correct answer is 2 and 4

NOTES PAGE

Important information I want to remember from this section of the training includes:

Questions I want to ask my Volunteer Coordinator include:

SECTION 3: RECOGNITION EVENTS

In addition to the education sessions, CC2C also offers the church the choice of hosting recognition events for the caregivers. Caregivers are often unsung heroes; without personal or public recognition. The recognition events aim to change all that – to celebrate the people who provide the care to older loved ones. Celebrating caregivers publicly in the church will be especially meaningful.

Three Recognition Events

As a Group Activities Volunteer, you will work with your team to organize three different types of recognition events:

- Church Service Recognition
- Meet and Greet
- Caregiver Recognition Luncheon

As a reminder, the church is required to host four group activities. Churches can choose to host any combination of the five education sessions or the three recognition events as long as they organize four activities.

Church Service Recognition

Holding a recognition event during a church service is a simple yet touching way to acknowledge church members who are caregivers. Ask the minister to talk about the important work caregivers do on a daily basis. Caregiving can be related to a sermon about the Good Samaritan or a sermon on love. The Minister can say, “The church would like to recognize those in the congregation who are caring for an older family member and/or friend. I’d like to invite those individuals to stand up for a round of applause.”

The event can include the Minister inviting those standing to come to the front of the church. The Group Activities Volunteers could present the women with a flower corsage and the men with a boutonniere or some other small gift that will identify them as caregivers. You can also distribute resource materials at this time. If you promote the caregiver recognition service in advance, those who are unable to attend because of caregiving demands could send a family member or friend to represent them. A coffee and cake reception for the caregivers can follow the service. All individuals at the church would be invited.

As a Group Activities Volunteer, you can help with the following tasks:

- Order the corsages, boutonnieres or small gifts and set them up discreetly in front of the church
- Distribute the small gifts to each caregiver
- If a reception is scheduled, order refreshments and replenish them throughout the event
- Guide the caregivers to the reception
- Order resource materials to distribute to caregivers

Meet & Greet Reception

A Meet & Greet Reception is a recognition event that takes place outside the church service. It's where church caregivers, CC2C volunteers and representatives of aging organizations meet in an informal setting.

At some point during the event, the Minister or Group Activities Coordinator can give welcoming remarks and explain the church's mission to better recognize and support caregivers. The Group Activities Coordinator can state that the event is an opportunity for the caregivers to talk to professionals who can help them. At this point, each agency representative can take a couple minutes to briefly describe their organization and what it has to offer.

For a Meet & Greet, Group Activities Volunteers can:

- Plan the event
- Order caregiver resources materials
- Promote the event to church members
- Invite representatives from aging organizations
- Set up and clean up the room
- Select and order refreshments
- Serve as one of the hosts

Caregiver Recognition Luncheon

A Caregiver Recognition Luncheon is a more formal event. It's a luncheon specifically honoring church caregivers. The Minister or Group Activities Coordinator can host the event. During the luncheon, the host can address the caregivers, expressing gratitude and thanks for the work caregivers do. You could also invite a speaker from an aging or caregiver organization to offer remarks. And, you may want to have entertainment — maybe a church choir.

This event will require Group Activities Volunteers to help:

- Plan the event
- Promote the event to church members who are caregivers
- Send out invitations and track the RSVPs
- Order meals; have vegetarian choices available
- Set up the room
- Serve as hosts

Don't forget that all the recognition events should be joyous occasions and will mean a lot to the caregivers who come.

Thank you for viewing this section. We hope it gives you a better understanding of your role in helping to put together recognition events. If you have any additional questions, direct them to your Group Activities Coordinator.

Quiz Questions

What are the three recognition events for caregivers? (Choose all that apply)¹⁴

- 1.** Church Service Recognition
- 2.** A trip to Disneyland
- 3.** Meet & Greet Reception
- 4.** Reservations at Chuck E. Cheese
- 5.** Caregiver Recognition Luncheon

Besides caregivers, who else will be invited to a Meet & Greet? (Choose one answer)¹⁵

- 1.** Local high school football team
- 2.** Representatives from aging organizations
- 3.** Everyone's pets
- 4.** Ushers

¹⁴ The correct answer is 1, 3, and 5

¹⁵ The correct answer is 2

NOTES PAGE

Important information I want to remember from this section of the training includes:

Questions I want to ask my Volunteer Coordinator include:

Congratulations! You have successfully reviewed the chapter on Group Activities Volunteers. Thank you for your time and effort. With committed volunteers like you, we are sure your church's program will be highly successful. You are now ready to start providing information and connection to caregivers.

Finally, after learning about your role as a Group Activity Volunteer, think about the following questions:

- How will this volunteer opportunity enrich your life?
- Who will you talk to about becoming a Group Activities Volunteer?



APPENDIXES

APPENDIX A: CAREGIVER BUDDY VOLUNTEER POSITION DESCRIPTION

- Fulfill my volunteer responsibilities as agreed upon
- Complete the Caregiver Buddy Volunteer Training program
- Respect the caregiver's time by being punctual
- Visit or call the caregiver weekly
- Offer a listening ear
- Pray for the caregiver regularly
- Share helpful resources
- Attend CC2C events when possible
- Encourage caregivers to rest, exercise and accept help
- Report signs of abuse or excessive caregiver stress to the Caregiver Buddy Coordinator

**APPENDIX C:
CAREGIVER BUDDY COORDINATOR INFORMATION**

My Caregiver Buddy Coordinator is

I can contact him/her at:

Phone number: _____

Phone number (cell): _____

Email: _____

Alternate Program Contact (if applicable)

I can also contact:

I can contact him/her at: _____

Additional notes/information:

APPENDIX D: CAREGIVER BUDDY VOLUNTEER CODE OF CONDUCT

Code of Conduct Do's

- Check in with the caregiver via telephone, text or email at least once a week.
- Respect the privacy of the caregiver (i.e., maintain confidentiality).
- Respect the caregiver's time by being punctual.
- Encourage the caregiver to rest, exercise and seek help.
- Be a patient and attentive listener.
- Ask questions, but not too personal.
- Share some about yourself, but not too much. You don't want to monopolize the conversation.
- Complete the entire Caregiver Buddy Volunteer Training program.
- Record each contact with your caregiver on the Caregiver Buddy Volunteer Contact Report.
- Share helpful program resources with the caregiver.
- Attend CC2C events when possible.
- Report signs of abuse or excessive caregiver stress to the Caregiver Buddy Coordinator.

Take your time to review the above list several times. The more you become familiar with what you should be doing with your caregiver, the easier it will be to interact. These guidelines will help you build a respectful and trusting relationship with your caregiver.

Caregiver Buddy Volunteer Code of Conduct Don'ts

Now, let's review the actions and behaviors you should not do when interacting with your caregiver. These were developed to keep both you and your caregiver safe. Please don't act on any of the following:

- Give advice about caregiving
- Discuss or gossip about the caregiver's situation or conversations with others
- Disrespect the caregiver's home
- Judge the caregiver in any way
- Accept money or gifts
- Drive the caregiver or their loved one
- Dispense medications
- Touch the loved one or the caregiver in any way except for a "holy hug"
- Contact the caregiver at inappropriate hours
- Be alone with the loved one
- Remove anything from the home
- Pick up prescriptions or over-the-counter medications

APPENDIX E: GROUP ACTIVITIES VOLUNTEER POSITION DESCRIPTION

- Complete the Group Activities Volunteer Training
- Plan activities for groups of family caregivers
- Assist with promotion of activities
- Identify and manage speakers
- Room set up and clean up
- Prepare or order refreshments

APPENDIX F: GROUP ACTIVITIES EVALUATION

Group Activity: (Check one)

Date: _____

Education Session

- | | |
|---|---|
| <input type="checkbox"/> Start the Conversation | <input type="checkbox"/> Form Your Team |
| <input type="checkbox"/> Make a Plan | <input type="checkbox"/> Find Support |
| <input type="checkbox"/> Care for Yourself | <input type="checkbox"/> Other |

Recognition Event

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Church Service Recognition | <input type="checkbox"/> Meet & Greet |
| <input type="checkbox"/> Caregiver Recognition Luncheon | |

Your Feedback

How did this activity help you?

What key information will you take away from this activity?

What did you like?

What didn't you like? How would you improve it?

What topics would you like to see covered in future activities?

**APPENDIX G:
GROUP ACTIVITIES COORDINATOR INFORMATION**

My Group Activity Coordinator is

I can contact him/her at:

Phone number: _____

Phone number (cell): _____

Email: _____

Alternate Program Contact (if applicable)

I can also contact:

I can contact him/her at: _____

Additional notes/information:



Program brought to you
through a partnership with
AARP Foundation and AARP
Multicultural and Leadership.