



WashingtonRegional
Faith in Action

Referral Guidelines

These guidelines are designed to assist professionals in determining which persons are appropriate for referral to *Faith in Action*. Do not hesitate to contact *Faith in Action* at 479-463-7862 or 479-855-7804 if you have any questions.

1. Individuals appropriate for referral include:
 - persons who are elderly or disabled (age 50 and over)
 - homebound (no longer driving)
 - the person has no family available and involved in care and assistance (if family works full time and cannot assist with daytime medical appointments they will be considered).
 - the person may or may not have limited mobility
 - reside in Washington or Benton County
 - do not qualify for like services elsewhere
 - person's situation is volunteer friendly (not a squalid or dangerous environment; we have learned we cannot serve those with mental illness and/or seizures-see #6)
2. Our ability to fill any request is dependent upon the availability of volunteers. There may be times when we are unable to fill a request. One time requests will be considered on a case by case basis.
3. If a person is living with an able-bodied relative or friend, it is not appropriate to ask volunteers to do household chores or yard-work. If that relative has a full time job that does not allow absence to assist the elder with medical appointments, we will consider that person to be a FIA client.
4. *Faith in Action* volunteers do not do babysitting for children.
5. *Faith in Action* provides transportation primarily for the elderly and disabled. We are not able to transport individuals who need to get to work or school. We are not designed to be the primary means of transportation for able-bodied individuals, and cannot accept referrals for transportation to dialysis.
6. Emotional disorders do not necessarily qualify a person for services from *Faith in Action*. Severe diagnosis such as multiple personality, major depressive disorder, schizophrenia, may present circumstances that FIA volunteers cannot assist. Our experience now is that these clients are often not able to be flexible and work with our volunteers and they are often not present when they have asked for our services.
7. Possession of a Medicare Card does not necessarily qualify a person for services from *Faith in Action*.
8. *Faith in Action* does not consider pregnancy to be a disability.
9. Please be sure that the person you refer understands that **five business days notice** are required for all transportation requests. We do not have volunteers in the office waiting for a call. We are not designed for emergency transportation or numerous rides per week.
10. Faith in Action volunteers do not provide transportation to distant locations such as Little Rock, Springfield, Tulsa, etc.

11. Call the FIA offices with your referral, be prepared to give all important information such as DOB, address, phone, directions to home, specific needs of your client, and information about family that might be available to help your client or why the client is in need of a volunteer. Also talk to the referral client about FIA, we've learned that when we call to make an appointment many people do not wish to see us.
12. Please be sure to inform the person you are referring that **they must call *Faith in Action*** to schedule transportation, shopping, errands, respite, etc. We do not make the initial call.
13. Before making a referral for transportation, please be sure that you have exhausted other resources (family, Ozark Transit, Taxi coupons, etc.).
14. We do not have a wheelchair accessible van. Volunteers transport in private vehicles. If a client uses a wheelchair they must have a light weight collapsible chair and be able to transfer independently. Our volunteers are not trained to assist with transfers.
15. We do not do any personal care - bathing, taking people to the toilet, changing surgical dressings, etc.
16. *Faith in Action* volunteers are not permitted to dispense medication.
17. *Faith in Action* serves only residents of Washington and Benton Counties.
18. Volunteers are not able to move individuals to a new home or apartment, do major house cleaning or sit with person for long periods of time.
19. Please inform *Faith in Action* when person no longer needs help.
20. Please inform your referral that there is never a charge for services provided by *Faith in Action*.
21. Faith in Action is a volunteer based organization. If the home or person being referred is unsafe, Faith in Action will not be able to provide a volunteer.

Faith in Action is a volunteer based organization providing homebound seniors with free, non-medical services to promote their independence, dignity and quality of life. Services include: friendly visits, grocery shopping, transportation, reading mail, chore assistance and telephone reassurance. FIA groups assist with yard work, minor home repairs, Spring housecleaning, window washing, etc.

***Faith in Action* 12 E. Appleby Road Fayetteville, AR 72703**

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