

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 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 assistance with a variety of tasks which may include: grocery shopping, companionship, organizing mail and paperwork, light gardening, and light assistance caring for pets. *Commitment is 6 months 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, unless ElderHelp has supplies to offer. Assignments may be one-time or ongoing.

Pantry Deliveries: Volunteers help deliver food from ElderHelp's pantry in Kearny Mesa to seniors throughout Central and East San Diego. *No minimum time commitment.*

What Areas Do You Serve?

- Most of our clients live in Central San Diego (including the beach areas) to East County. However, we are beginning to expand our Home Safety & Maintenance and In Home Help services into North County (along the 78 from Escondido to Carlsbad and down to Encinitas).
- 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 3 references; and undergo a criminal background/driving record check.
- Volunteers must attend a 1-hour Prospective Online 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. Register for a prospective Volunteer Orientation by clicking: <https://bit.ly/volunteer4EH> 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 online application via JotForm by clicking [here](#). In order to expedite the process, be sure to include three references and please notify all references that they will be contacted.
3. You will be invited to schedule a virtual 30-minute personal interview once the other steps have been completed.
4. A background check is required through DOJ & FBI. Information for AAA Livescan will be provided once you register for an orientation. Please note: there is a fee involved with completing the background check. ElderHelp is currently sharing the cost. The volunteer portion is \$30 and would be paid directly to AAA Livescan at the time of service.
5. A driving record check is required through the DMV. A copy of your driver's license and auto insurance would be requested. ElderHelp receives the report directly from the DMV and is currently covering the processing fee.

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 through our in home help opportunities, volunteers are expected to provide 4 hours per month with a 6-month minimum commitment.
- There is no minimum requirement for volunteer drivers, the home safety and maintenance team or pantry deliveries.

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!