**MABVI One-to-One Program FAQs**

1. **I am worried about driving someone in my car, and the liability behind this. Please explain how I am protected if anything happens while I am driving a participant.**

If you get into an accident while driving a participant, your auto insurance should cover any liability just as it would if you were driving a friend or family member.

2**. Do you CORI participants?**

No, we do not cori participants, as you are going into their homes. However, the vast majority of our referrals come from within the organization or from trusted

partners, who make us aware of any issues. we conduct an extensive consumer intake.

**3. Does MABVI reimburse volunteers for milage?**

No. We are a nonprofit organization and do not have the funds to reimburse for mileage.

**4. Do you go into a participant’s home or make sure their home is safe for me to volunteer?**

Since our participants live all over the Commonwealth, we are unable to conduct home visits at this time. However, in many cases, our referral sources have been in participants' homes and alert us to any unusual situations. If you find that you encounter something unexpected when you go to a participant's home, please contact us immediately with any concerns or questions.

**5. What do I do if an accident/medical emergency happens and I am the only one with the participant?**

If an emergency occurs, call 911 immediately as you would if you were with a friend or family member. When the emergency resolves, please let us know what happened so we can provide any needed support to you or your match.

**6. Who do I call if it is a weekend or after hours if I need something?**

You can call or email the volunteer department at any time, but our staff will only respond Monday through Friday during business hours.

**7. What do I do if I go to my participant’s home and they are not there, and do not pick up the phone?**

If this happens, please contact us and let us know, particularly if this is an unusual occurrence.

**8. Can the participant ride in the front seat of my car?**

That decision is up to you and the participant.

**9. Can I introduce my participant match to my family/invite them to do something outside of reading mail, etc.?**

Some matches develop friendships and do things together beyond the tasks that comprise their commitment to the program. This is an individual choice that we leave to you and your match. However, be sure that you and your match are comfortable expanding your relationship.

**10. Should I say something if I notice there is an object in the way, or a spill or food that is not cleaned up?**

Ask your match whether they want to be alerted to any spills or obstacles and abide by their decision.

**11. Can I grab a coffee or go out to eat with my participant while I am supposed to be volunteering with them?**

Your commitment is to perform the tasks they are requesting assistance with. However, you are welcome to do this if you and your participant want to extend your time and enjoy an outing together.

**12. Should I tell a family member if there is something I think they should know about, like memory issues, or a medical need?**

Your first responsibility is to the person who you are helping. If you have any concerns, you should ask them if it is permissible for you to speak with their family and respect their choice. You can always let the MABVI staff know if you have any concerns and we will work with you to develop a strategy to address the issue.

**13. Can I add my participant to any of my accounts or apps to help them get what they need?**

We strongly prefer that you keep your accounts private and separate from your match.

**14. What do I do if I am not comfortable fulfilling a request from my participant?**

It is important that you only fulfill requests with which you are comfortable and that are in adherence with our program rules. If you agree to perform a task that is outside of the program parameters or are not comfortable doing so, you may set up an expectation on the part of your match that you will continue to do so.

**15. What do I do if I am concerned about my participant’s health?**

You can express your concerns to your participant and ask if they would like to speak with you about it. However, you must abide by their response. You can always let our staff know about any concerns. However, unless this is an emergency situation that would require you to call 911, you can not intervene without your participant's permission.

**16. Can I bring other friends or family members to my participant’s home?**

You should only do this if your match gives permission and if this does not interfere with your completing the tasks your match requests. While you are with your match, you are expected to prioritize their needs.

**17. Do I need to allow persons other than my match to accompany us on errands?**

No, this program is designed to provide a one on one experience. If you like and are comfortable bringing a participant's friend or family member, you are welcome to do so. However this is not a requirement.

**18. What do I do if I think my match makes poor choices about spending his money or choosing items to purchase?**

Your role is always to assist your match with the tasks that are requested and not to judge her or his decisions.

**19. What do I do If I need to stop volunteering?**

Please let the MABVI staff and your participant know as soon as possible so we can pursue another match if needed.

**20. Can I accept gifts from my participant match?**

Sometimes participants will offer to pay for gas, or give a holiday gift, or purchase you a coffee for example as a way of saying thank you. While we do not want volunteers to expect anything in return for their service other than gratitude, it is okay to accept these small tokens as a way of allowing the participant to thank you. However, if the gift is extravagant, please do not accept and contact the MABVI volunteer department if you are unsure.

**21. If I need to suspend working with my match for any reason or if I need to sever the match, does MABVI have immediate replacements available?**

No, we do not have volunteers waiting and available to fill in or to be matched with our consumers in the event that a match is interrupted or severed. We will post for any consumer who still requires volunteer assistance, but we can only match them if another volunteer becomes available and is willing to work with them, which can take months or, in some cases, more than a year.