Volunteer FAQs

What exactly does Community Caregivers do?
Our main focus is helping people who would like to continue living independently in their own homes but need some assistance. We also help those who are coping with the challenges of long-term caregiving. We recruit volunteers from communities in and around Albany, then our staff matches up volunteers and clients.

Our volunteers provide a number of services: visitations, transportation, respite for caregivers, shopping from a list, escorting a client to shop, prescription pickup, telephone assurance, help with paperwork, chores, and meal preparation.

How will I know what to do if I volunteer?
You’ll find out by attending a one-hour orientation session, a requirement for all Community Caregivers volunteers. We also check drivers’ licenses, criminal backgrounds, and references. There is a schedule of upcoming orientation sessions on our website - www.communitycaregivers.org. If needed, we can arrange a special group presentation.

How much time do volunteer assignments take?
It varies. Assignments are made based on client needs and individual volunteer availability and interest.

How often will I be called?
Community Caregivers volunteers serve clients based on their own schedule. You let us know how often you’d like to help out. Some volunteers like having a regular repeat assignment. Others like having a variety of clients and tasks.

What if you call with an assignment and I’m not able to do it?
Community Caregivers is a “no guilt” organization. If you’re unable to help out when we call, just let us know. We’ll call you again another time. If you’ve already accepted an assignment and are unable to carry it out, call the office as soon as you can so another volunteer can be assigned.
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What happens when I go on vacation?
Just call in advance and let us know the dates you will be gone and when you will be available to volunteer again.

Is there insurance coverage?
Community Caregivers does carry insurance on volunteers. You’re covered from the time you leave your house on an assignment until you return home. Details are available at orientation.

I’d like my children to learn about volunteering. Can I bring them with me?
Families can volunteer together as long as children under 18 years of age are supervised at all times by a parent or legal guardian and the client is agreeable. Adults are required to attend a volunteer orientation session. Children over age 12 are required to attend orientation along with their parents.

What if there’s a medical emergency while I’m with a client?
In an emergency, your main responsibility is to call 911. Let the office know as soon as possible after the incident.

Will I be reimbursed for mileage?
We are unable to provide mileage reimbursement, but the miles you drive are a tax-deductible contribution to Community Caregivers. We can send you a summary of your mileage for tax purposes.

I know someone who needs help. What should I tell them?
Have the person or their family call the Community Caregivers office at 518-456-2898. We will schedule a home visit and if indicated, we will work with the client or family to coordinate volunteer services.