



OUR KUPUNA

WWW.OURKUPUNA.COM

VOLUNTEER HANDBOOK

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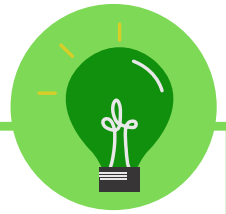
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OUR KUPUNA OVERVIEW



MISSION

Our Kūpuna's mission is to connect kūpuna with volunteers who can shop and deliver groceries, medication and other necessary supplies. Founded as a response to COVID-19, we have expanded our services past delivery to include socialization and wellness opportunities for kūpuna.



VISION

We envision a Hawai'i where all kūpuna (elders) have food security, access to their essentials, and are kāko'o (supported) by nui kaiāulu (the greater community).

SERVICES



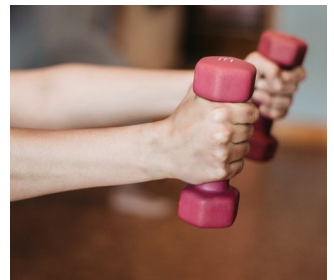
Delivery of Essentials



Monthly Pen-Pal



Weekly Phone Buddy



Virtual Classes

ABOUT



The Our Kūpuna program was launched on March 23, 2020.

Our Kūpuna is a community initiative project started by the team behind Hawaii VA Loans and RISEHI Collective. We are an official 501(c)3 nonprofit organization founded by Hawaii VA Foundation.

THE KUPUNA WE SERVE



We would love to be able to help all kūpuna who request assistance, but due to a limited number of volunteers, we aim to help those who have no other means of accessing their essentials. Kūpuna requesting assistance must now meet our eligibility criteria and be referred by a social worker, case manager or medical professional.

DELIVERY VOLUNTEER OVERVIEW



ROLE

Our Kūpuna (OK) volunteers deliver groceries and essentials to kūpuna in their community who do not have family on-island to reliably shop for them. Volunteers are matched with kūpuna based on proximity, schedule, and fit. We may call the volunteer to discuss the particulars to determine fit. Volunteers communicate with their assigned kupuna weekly, and shop for and deliver items for them once every two weeks. Kūpuna reimburse their volunteer for all items.

SIGN UP

No skills or previous experience are required. Volunteers must have a current driver's license and valid auto insurance (or ID if not driving), sign our volunteer waiver, and pass a background check.

COMMITMENT

Each community volunteer is paired 1:1 with a nearby kupuna - they stay connected and the volunteer delivers essentials every 2 weeks. Though most of our volunteers have a longer-term relationship with their kupuna, we also have opportunities for Temp Volunteers to temporarily fill in when the regular volunteers are traveling, sick, or otherwise unable to complete a delivery.



DELIVERY VOLUNTEER PROCEDURES

COMMUNICATION WITH YOUR KUPUNA

We ask our volunteers to communicate regularly with your kupuna and keep them informed of changes. Some kūpuna are struggling with the fact that they are becoming more dependent on others, and they may need the reassurance that they can get their essentials.

- Please let your kupuna know if/when you are running late or if unforeseen circumstances affect calls or deliveries.
- If/when you decide to resign/retire as an OK volunteer, we ask that you chat with us first, then inform your kupuna – we find this helps give the kupuna closure.

WEEKLY CHECK-INS

The volunteer calls the kupuna once a week to check-in and sees how they're doing (unless your kupuna declines these check-in calls). These check-ins are an opportunity for volunteers and kūpuna to share information with each other, agree on logistics (such as upcoming shopping schedules), or talk story. These calls can help ease the loneliness and isolation homebound kūpuna may experience.

SHOPPING

Our Kūpuna volunteers pick up and deliver essentials (food, pharmacy/medication, essential household supplies) for their kupuna. Volunteers shop for the kupuna every other week, and we suggest a 2-hour time limit and 2-store limit per shopping trip. (We want this to be a sustainable volunteering experience.)



- With your kupuna, make a plan for the shopping schedule, how and when to share the shopping list, and what to do when an item on this list is out of stock.



- If you're planning a trip for 2 weeks or less, please try to stock up your kupuna to last them until your return. We may be short on volunteers in your area.

DELIVERY VOLUNTEER PROCEDURES

UNABLE TO DELIVER

If you are unable to do a delivery, we will do our best to give the kupuna a temporary volunteer. We ask that you let us know, as soon as possible, if you become aware of something that may hinder your ability to safely and reliably deliver groceries to your kupuna. These may include: potential sickness and/or coronavirus exposure; unexpected family/life emergency; vacations/trips longer than 2 weeks, or needing a break.

All of our delivery volunteers have passed a criminal background check and have successfully completed the screening process. If you are not able to provide delivery to the kupuna yourself, please do not delegate to another person on your own. Rather, let us know, and OK will find a temporary volunteer to help the kupuna until you are able to resume. If a relative or friend would like to be a volunteer, please have them register at ourkupuna.com.

If you will be away for longer than 2 weeks, please stock up your kupuna before you go (if you can) and share with us your start and end dates, when you last shopped (or will shop) for your kupuna and any other information that will help us find an appropriate temporary substitute volunteer.

SCOPE OF RESPONSIBILITIES

While OK volunteers agree to provide delivery of essentials (and check-in phone calls), they are not expected to provide other assistance or service as part of your volunteer engagement with Our Kūpuna. While we make this clear to each kupuna, some kūpuna may request assistance beyond the delivery of essentials - such as:



Giving your
kupuna rides



Entering your
kupuna's home



Providing in-home
services (such as
cleaning or cooking)

We want to honor your generosity and your time, so we will support you in reminding your kupuna of the scope of service if needed. If you wish to provide anything beyond for your kupuna, please know you are doing so as a neighbor rather than as an OK Volunteer. If you are inclined to assist your kupuna with their extra requests, we recommend that you establish and hold clear boundaries with your kupuna so you can continue to enjoy your volunteer experience.

We are here to support you! Our program wouldn't be possible if it weren't for you!

HANDLING & DELIVERY SAFETY PROCEDURES

Wash hands



All volunteers are to wash their hands prior to making a delivery to kūpuna and after delivery. When handling the kupuna's items, please use gloves or hand sanitizer.

Wear a face mask



Both the volunteer and kupuna are asked to wear a mask and maintain social distancing (stand six feet apart) if and when they are interacting with each other in person.

If you have tested positive for COVID-19's coronavirus, please take the time to care for yourself. Let us know if you need a temporary volunteer while you wait the CDC's recommended recovery time.

Work out a reimbursement plan prior to delivery

Here are ideas and best practices for handling reimbursements and exchanging money:

Venmo / CashApp



If both parties can use a payment app, this is the preferable way to handle reimbursement. The volunteer will text a copy of the receipt and the kupuna can reimburse from the app.

Envelope



After checking out, volunteer can call or text kupuna to notify them of the total balance. Your kupuna will then write a check (ideal) or use cash. For those very concerned about exposure, the kupuna can leave cash/check in an envelope with instructions for where the envelope is left outside. If cash is the reimbursement method, it's best to time it out so money is not left unattended for too long of a period.



Pharmacy Pickups

Best practice is to have the kupuna call their pharmacy to put their credit card in their system. For most medications, as long as the sponsor knows the kupuna's name, DOB and address, they will be able to pick up medication.

Volunteer to deliver items outside

Volunteers deliver the items to the outside of the kupuna's front door. The kupuna may want to leave bags and/or boxes outside of their door so their volunteer can transfer items into these collection receptacles. Please discuss with the kupuna ahead of time how to access their front door and where to park - or arrange help from security, the property manager or a neighbor.



VOLUNTEER COMMUNICATION

COMMUNICATION WITH OUR TEAM

We can better support the kupuna and the volunteer when we know how things are going. Help us by providing the OK team with regular updates. We especially like to know:



- If things are going well between you and your kupuna
- When you last spoke to your kupuna and how they're doing
- The last time you shopped for them
- If you have any questions or concerns.

You can provide these updates

- via text at (808) 400-7194
- or
- through the website at <https://www.ourkupuna.com/checkin>.

If we haven't heard from you in a month or more, we may reach out.

We ask that our volunteers keep open communication with us, especially regarding:



Change in address
or phone number



Loss of contact with
your kupuna or you
haven't heard from
them in over 2 weeks



Resigning from
volunteering



How we can support
you as an OK volunteer

While our mission is predominantly to support kūpuna, we aim to support our amazing volunteers too! Our program wouldn't be possible if it weren't for you!

VOLUNTEER WAIVER



I understand OK will be conducting a background check on volunteer candidates to meet state and federal standards ensuring senior client protection and safety. I agree to work with OK as a volunteer from today until I notify OK that I no longer wish to volunteer.



As a volunteer, I understand that I choose my own hours within the scheduled volunteer opportunity. I also understand that I will not be compensated for any time volunteering, nor am I entitled to benefits, including, but not limited to unemployment insurance benefits upon the termination of this agreement or as a result of this service.



I am aware the participation as a volunteer may require periods of sitting, standing, lifting, and carrying and will require the exercise of reasonable care to avoid injury. I am voluntarily participating in this activity with knowledge of the hazards and potential dangers involved, and agree to accept any and all risks of personal injury and property damage. I understand that if I am injured in the course of the project, I am not covered by OK's Worker's Compensation Program. I understand that I will be responsible for medical costs incurred by such an accident, illness or injury.



As a volunteer, I hereby agree that I, my assignees, heirs, guardians, and legal representatives will not make a claim against OK or its employees, agents or contractors for injury or damage resulting from negligence, whether active or passive, or other acts, however caused, by any of its officers, employees, agents, or contractors from all actions, claims, or demands that I, my heirs, guardians, and legal representatives, now have, or may have in the future, for any injury or damage from my volunteering.

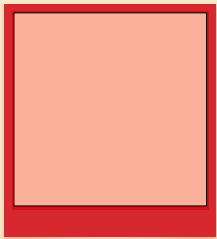


I understand that the material and tools provided by OK are to remain the property of OK, and I agree to return these tools and any materials to OK at the end of my volunteer service.

VOLUNTEER WAIVER



I will maintain confidentiality of information regarding the agency. In the course of my volunteer service with OK, I may have access to or receive information that is confidential. I will use confidential information only as necessary in connection with my service with OK. I will not disclose confidential information to any third party without obtaining OK's written consent and will prevent disclosure of confidential information by any other person. If any confidential information is improperly disclosed, I will immediately notify OK and will cooperate fully in taking any actions that OK may require because of disclosure.



When I am performing services on behalf of Our Kūpuna, I may conceive of, discover, invent or produce photographs, inventions, improvements, new contributions, literary property, material, ideas and discoveries. I acknowledge that all of the foregoing materials shall be owned by and belong exclusively to OK.



I give OK, its licensees, affiliates, successors, and assigns the right and permission to use, re-use, publish, re-publish, display, exhibit, distribute, transmit, and broadcast my name, information provided by me about me, and photograph, video, other film images and/or other likenesses taken of me. OK may use my name, the information and the images in whole or in part, individually or in conjunction with other names, information and/or images, in any medium now known or hereafter to become known, for any valid purpose of OK, including without limitation, illustration, promotion, advertising, and trade, and including making modifications. I hereby release and discharge OK from any and all claims and demands arising out of or in connection with the use of, or failure to use, my name, the information, and/or the images consistent, including without limitation, claims for copyright infringement, defamation, invasion of right to privacy, publicity, or personality or any similar matter. I agree in accordance with the laws of the State of Hawai'i, and will be binding upon my successors, heirs, agents, attorneys, assigns, and legal representatives.



I have received a copy of the Our Kūpuna (OK) Volunteer Procedures and have read, understand and been trained on these procedures. I agree to follow them to the best of my ability and raise any questions I have about the procedures and forms prior to my volunteer activity and periodically as they may arise.

FREQUENTLY ASKED QUESTIONS

HOW ARE KUPUNA MATCHED WITH VOLUNTEERS?

Volunteers are matched with kūpuna based on proximity, schedule, and fit. We may call the volunteer to discuss the kūpuna's particulars.

MY KUPUNA WANTS TO PAY ME FOR MY DELIVERY SERVICE. CAN I ACCEPT THIS PAYMENT?

Kūpuna are expected to reimburse their volunteer for the cost of the grocery items delivered. Receiving financial tips (financial payment beyond reimbursement) could jeopardize our 501(c)3 status.

DO THE KUPUNA HAVE TO PAY FOR THIS SERVICE?

No. Our Kūpuna provides a free service and all delivery volunteers are giving their time and doing this service to help the community. The volunteer is responsible for providing a full receipt

of the items purchased to the kupuna at which time, the kupuna is responsible for reimbursing the sponsor for the cost of the items. Thanks to generous volunteers like you, kūpuna can get help even if they can't afford it.

WHAT IS YOUR SCREENING PROCESS FOR VOLUNTEERS?

All volunteers must complete our

Sponsor A Kupuna Application Form, where they are required to upload a picture of their driver's license and proof of auto insurance - both documents must be active at date of submission. You may also submit documentation to us via text (808-400-7194) or email (aloha@ourkupuna.com).

We run a background check on all of our volunteers who are engaging with kūpuna or handling personal information.

Lastly, volunteers are asked to review our procedures and sign our waiver.

I NEED TO SUBMIT PROOF OF MY VOLUNTEERING. WILL YOU PROVIDE A LETTER?

If you need a volunteer verification letter, please ask and one will be sent to you.

CONTACT INFORMATION



For questions, please
email *aloha@ourkupuna.com*
or
call (808) 215-0073.