



COMMUNITY SUPPORTED FRIENDSHIP PROJECT

Delivery Driver Volunteer Guide



Welcome to Compeer Cleveland County!

Compeer is a program of the Mental Health Association in Cleveland County (MHA) and recognizes that mental wellness starts with friendship. Compeer is made up of compassionate volunteers who choose to contribute their time and energy to providing supportive friendship outside of the clinical setting to those experiencing isolation and mental health concerns. Thank you for choosing to volunteer with MHA's Compeer Program!

Community Supported Friendship Project (CSF)

The CSF project was created in response to the unique challenge of prolonged physical isolation that we have all faced as a result of the 2020/2021 pandemic. As the pandemic began we quickly realized that many of our participants did not have access to the technology and internet that had become critical to maintain distanced social interaction. Simultaneously, those of us with access to technology quickly began experiencing technology burnout after months of virtual interaction. Through the sharing of creative gifts and storytelling, the CSF project aims to:

- 1) Provide a concrete point of connection, based on shared interests, to our Compeer participants in the form of a monthly friendship bag delivered to their door each month.
- 2) Promote community-wide creativity and self-care practices through this unique volunteer opportunity.

Delivery drivers are essential to the CSF project! We depend on you to deliver monthly friendship bags to our participants who live throughout Cleveland County. This guide will help prepare you for what is involved in being a CSF Delivery Driver.

Delivery Driver Description & Guidelines

Volunteer Description:

The last week of every month, CSF delivery driver volunteers will make deliveries to Compeer participants. Delivery drivers will be able to decide how many they do, what day of the week, and what times they will deliver gifts. These gifts should be delivered during daytime hours and be compatible with Compeer participants' delivery needs.

Deliveries will be made throughout Cleveland County, so drivers should be prepared to travel. However, if a particular region of the county is preferred we are happy to accommodate this. Our deliveries are divided by county regions (Central, Upper, Lower East, and West).

Guidelines and Responsibilities:

1. **Eligibility** - Delivery drivers are required to be age 18+, pass a background check, driving record check, reference check, and participate in a 2-hour long training, as is standard with other One-to-One Friendship and Phone Friends volunteers. Delivery drivers will also be asked to complete a one hour Delivery Driver specific orientation. Delivery drivers must use their own vehicle and have a valid driver's license and insurance on file. Delivery drivers donate their time, gas, and vehicle wear and tear to the program.
2. **Pandemic Protocols** - For the duration of the pandemic, drivers are expected to follow appropriate CDC/Cleveland County Health Department guidelines. This includes wearing an approved mask, maintaining at least 6 feet of distance from others, not entering anyone's personal residence, and washing your hands or using hand sanitizer when acting as a Compeer volunteer.
3. **Confidentiality** - Since drivers are making deliveries to individual residents, they are required to adhere to MHA's strict confidentiality guidelines. All information shared about Compeer participants must be kept completely confidential.
4. **Communication** - Drivers are required to maintain regular contact with the Compeer Coordinator especially in situations such as the following – you are not able to deliver all bags in a given month, you have concerns about a CSF recipient, you will not be available the last week of a given month, etc.
5. **Interpersonal Interactions** - Drivers will have some contact, primarily via phone, with CSF recipients. Drivers are expected to treat recipients with the utmost dignity and respect, regardless of the behavior of the recipient. Discussion of political and religious views is strongly discouraged. Solicitation for other organizations or businesses is not allowed. Please read the Compeer Volunteer Guide and integrate the themes presented in the Compeer Volunteer Orientation.

Best Practices for Making a Delivery

1. View the CSF delivery spreadsheet and consider the following:
 - a. Where are recipients located in the county?
 - b. When are recipients generally available for phone calls and/or deliveries?
 - c. What is the weather forecast like for the day you are planning to make your deliveries?
 - d. Will the contents of the friendship bags need to be stored in a temperature controlled setting until they are delivered? Will the contents be impacted by freezing temperatures and/or very hot weather?
2. Make a plan to call in advance to let participants know when to expect their friendship bag.
 - a. This is a courtesy call for our participants. Many of them like to know who is driving down their driveway or coming to their door. It creates a feeling of safety and respect.
 - b. This call may also be very important during periods of inclement weather when you may not be able to simply leave the friendship bag on their doorstep.
 - c. You may decide to call the day before or when you are en route.
3. Prepare to follow CDC guidelines for delivering during the pandemic.
 - a. Use hand sanitizer in between deliveries.
 - b. Wear an approved mask even while outdoors.
 - c. Maintain at least 6 feet of distance if a recipient greets you at their door.
4. When you arrive at someone's residence, follow the plan that you and the recipient agreed upon when you called in advance.
 - a. Some recipients prefer that you simply leave the bag on their doorstep.
 - b. Some recipients like to wave through the window while you deliver their bag.
 - c. Some recipients like to receive the bag directly. You are not required to deliver directly. However, if this is requested and you feel comfortable quickly passing the bag to the recipient, this is fine. Please feel free to ask the recipient to wear a mask upon your arrival if you take this approach.
 - d. Direct delivery may sometimes be necessary if inclement weather is unavoidable in order to protect the contents of the bag.
5. Maintain clear boundaries when delivering.
 - a. Please do not enter a participant's residence under any circumstances, even if they invite you in.
 - b. Your time is valuable. If a recipient wants to chat with you for an unreasonable time on the phone or in person, please remind them of the limitations of your volunteer role.
6. When you complete your deliveries for the month, please update the CSF delivery spreadsheet to reflect this.
 - a. Simply update the "Status of Delivery" column.
 - b. Please use this space to indicate any issues or concerns that arise for particular recipients or the delivery process in general. You can also call the Compeer Coordinator directly.

Scenarios to Be Prepared For

1. When you arrive for your scheduled delivery the CSF recipient asks you to take several bags of trash to the landfill for you.
 - Considerations
 - i. Is this something you can maintain?
 - ii. What if the recipient takes it as a sign that they can call you throughout the month for help with household tasks?
 - Remember
 - i. Your volunteer role and responsibilities.
 - ii. To remind the recipient of the limitations of your volunteer role and/or personal boundaries.
 - iii. To let Compeer staff know about these unmet needs so that we can connect the recipient to the appropriate resources and support.

2. A CSF recipient begins calling you directly, in between deliveries, seeking companionship.
 - Considerations
 - i. Has something changed with the recipients support system and/or emotional health?
 - ii. Is the recipient already matched with a Compeer Phone Friend?
 - Remember
 - i. Your volunteer role and responsibilities.
 - ii. To remind the recipient of the limitations of your volunteer role and/or personal boundaries.
 - iii. To let Compeer staff know so that we can prioritize a match for this participant and/or troubleshoot an existing match.

3. When you arrive at a recipient's residence there is an ambulance in the driveway.
 - Considerations
 - i. Are you comfortable assessing the situation?
 - ii. Would you prefer that Compeer staff assess the situation?
 - Remember
 - i. Compeer staff need to be notified immediately of a physical or mental health crisis with one of our participants.
 - ii. It is not your responsibility to provide crisis support in this situation.

4. You called the day prior to let the recipient know you would be stopping by. They asked you to knock since the weather was predicted to be rainy. However, when you arrive they do not answer their door.
 - Considerations
 - i. Would it be appropriate to try calling them again?
 - ii. Is anything else out of the ordinary?

- Remember
 - i. It is not your responsibility to resolve this situation.
 - ii. To let Compeer staff know immediately so that we can follow up with the recipient's emergency contact and provider to ensure that they are okay.
5. Although the day was predicted to be sunny, there is a surprise rain shower when you arrive to a residence who requested you to leave the bag at their door.
- Considerations
 - i. Are you delivering during a time of day they generally accept calls?
 - ii. Would it be possible to deliver on a different day that week?
 - Remember
 - i. To feel empowered to troubleshoot delivery directly with the recipient.
 - ii. To always call Compeer staff anytime it would be helpful to troubleshoot together
6. When you call to let the recipient know that you will be delivering, they ask you to deliver to an alternate location.
- Considerations
 - i. Where is the alternate location?
 - ii. Will you be able to maintain Compeer guidelines during delivery to this alternate location?
 - iii. Is the alternate location in the region of your delivery route?
 - iv. Is the alternate location a medical facility?
 - Remember
 - i. It is okay to say no with compassion.
 - ii. It is okay to contact Compeer staff to troubleshoot a particular circumstance.
7. When you call a recipient on your way to deliver their bag, they tell you that they are not feeling like themselves and fear they may hurt themselves.
- Considerations
 - i. Do you feel comfortable asking additional questions to assess the situation?
 - ii. How can you keep them connected to your or someone else while you seek help from Compeer staff?
 - Remember
 - i. Compeer defines a "crisis" as anything that feels like a crisis to a participant.
 - ii. Immediately let Compeer staff know about any crisis situation that you observe.
 - iii. This particular scenario is a suicidal crisis and an emergency.
 - iv. Compeer will work with the participant's provider and appropriate crisis services to support the individual.
 - v. It is not your responsibility to resolve crisis situations. Your role is simply to observe and connect the participant with Compeer and/or professional services.

Resources for Delivery Drivers

Google Maps Route Creator

Compeer staff have utilized Google Maps to create routes for multiple regions in the county. We have divided the county into the following regions for our current CSF recipients:

- Central (Shelby)
<https://goo.gl/maps/wFdU2ktXZt8wFrQ88>
- Upper (Lawndale/Polkville/Casar)
currently only one recipient in Lawndale
- Lower East (Kings Mountain/Grover)
<https://goo.gl/maps/8YYL1FBWZDP2vW9E7>
- West – (Boiling Springs/Mooresboro/Outskirts of Shelby)
<https://goo.gl/maps/s3e2iornWCAW2w3S9>

You can simply click on each regional route to help guide your delivery planning. You may also find useful apps on your phone to support this process.

