



Adopt A Neighbor Expansion Program Frequently Asked Questions

How do I sign up to be a volunteer in the Adopt A Neighbor expansion program?

First and foremost, thank you for your willingness to help. Healthy volunteers can [register by completing a brief application form found at fcgov.com/volunteer](https://fcgov.com/volunteer). Volunteers receive an automated email from engage@mail.offero.com welcoming you to the program and instruction on how to manage your profile. Check your spam and/or junk folders if you do not receive this automated email.

A member of our Volunteer Services team will review it and contact you to move forward with a background check.

Will it cost money to have my background checked? How long does it take?

No, the City covers the cost, and it can take up to 5 business days.

When and how will I know who I am paired with?

Our Volunteer Services team will review all applications received by healthy volunteers and requests submitted by a neighbor in need. Then they will pair people based upon location, need, and service. Once a pair is made, the healthy volunteer and neighbor in need will be notified by phone, text, and/or email.

How are you screening volunteers to make sure they are healthy?

As part of the volunteer training, we provide resources on appropriate social distancing practices, how to stay healthy and when to let Volunteer Services know they can't volunteer. In addition, volunteers are trained not to enter a neighbor's home or come into direct contact.

How can I be sure that the person at my door is a City-approved volunteer?

The safety of our community is one of our highest priorities. All volunteers who are part of the Adopt A Neighbor program had their background checked. Volunteers know they are not allowed in your home, so please do not invite anyone in. If you have any doubts or questions, please start by emailing Volunteer Services at vsp@fcgov.com and allow two to three business days for a response.

Our volunteers are trained on how to react in this situation and are happy to wait until their identity is confirmed. It is important to all of us that those who participate in this program feel safe.

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How do I participate in the program if my first language is Spanish?

The Adopt A Neighbor request form and application are available in Spanish. We also have customer service representatives answering the phone at our virtual call center who speak Spanish. The City of Fort Collins website has a translation feature just under the photo titled, “Translate” and Spanish can be selected from the dropdown menu.

What do I do if I need to request a different volunteer?

Our Volunteer Services team does everything we can to ensure a mutually beneficial match is made between volunteer and neighbor in need. However, we understand that sometimes the fit isn’t quite right. Please contact Volunteer Services at vsp@fcgov.com and request a different volunteer. When a request for another volunteer is made, current services will cease until a new match is made.

What if I need help with something that isn’t on the list of tasks?

The request form has an option for “Other – Write In” (question #10). Please type in what task(s) you need help with, and our Volunteer Services team will evaluate your need and contact you with a decision.

What if I haven’t received a response?

Please allow 2-3 business days for a response and avoid sending duplicate requests.

What if I need help?

Fill out the form below to request help from a neighbor volunteer through this uniquely challenging time. Responses are confidential. We are looking for neighbors in Fort Collins and the surrounding Growth Management Area who are vulnerable to COVID-19 and need assistance with regular tasks. You will be paired with a volunteer in your community! Tasks may include, but are not limited to: grocery shopping and delivery, basic errands, driveway shoveling, outdoor pet care/dog walking, and more. You will:

- Be connected with a neighbor who wants to help and is background checked and trained by the City of Fort Collins on COVID-19 safety.
- Develop a list of tasks that would help you be more comfortable to be completed by the volunteer neighbor.
- Assign volunteer neighbor errands or tasks to help you.

Fill out the form here to be put on a list to receive

help: <https://www.surveymoz.com/s3/5510226/Adopt-A-Neighbor-Request-Form>

If you are unable to email or use the e-form, please call 970-416-8000.