



# 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](mailto: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 for me to have my background checked and how long does it take?](#)

No, the City will cover the cost of background checks 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, email Volunteer Services at [engage@fcgov.com](mailto:engage@fcgov.com).

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.



## Adopt-A-Neighbor Expansion Program

How do I participate in the program if my first language is Spanish? ¿Cómo participo en el programa si mi primer idioma es el español?

The Adopt-A-Neighbor request form and application are both 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.

El formulario de solicitud y la solicitud de Adopt-A-Neighbor están disponibles en español. También tenemos representantes de servicio al cliente contestando el teléfono en nuestro centro de llamadas virtual que hablan español. El sitio web de la Ciudad de Fort Collins tiene una función de traducción justo debajo de la foto titulada, "Traducir" y se puede seleccionar español del menú desplegable.

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 [engage@fcgov.com](mailto:engage@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.

Can I receive help caring for my pet(s)?

Absolutely, we have volunteers who can help with outdoor pet care like taking your pet for a walk or feeding chickens. For the safety of our volunteers and community members, volunteers cannot enter the home to care for pets.