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**How it works:**

**MEMBER** contacts **SERVICE COORDINATOR** to make *SERVICE REQUEST*

By phone: 877-354-8262, ext. 0 and leave a message. To cancel or change a request use ext. 1. Or send an e-mail: [ucn2nohio@gmail.com](mailto:ucn2nohio@gmail.com)

**SERVICE COORDINATOR** will respond within two business days to confirm *service* *request* was received.

**SERVICE COORDINATOR** will enter the *service request* into our database, the Helpful Village system and send notification to prospective volunteers. **VOLUNTEERS** should check e-mails regularly and/or log into the website to view open requests.

**VOLUNTEER** will accept the *service request* online AND notify the **MEMBER** within 24 hours.

**Once a request is taken by a volunteer it will no longer show up as an open request within the Helpful Village System.**

If no **VOLUNTEER** accepts the service request 24 hours before the requested service, the **SERVICE COORDINATOR** will notify the **MEMBER** that UCN2N is not able to fulfil the requested service.

After providing the requested service, the **VOLUNTEER** confirms to the **SERVICE COORDINATOR** that the *service request* was fulfilled and lets the coordinator know of any issues. (E-mail and phone contacts above)

The **MEMBER** may also contact the **SERVICE COORDINATOR** if there are any issues or comments after the request is fulfilled.

**MEMBERS** may receive up to four services each month. *A service request that UCN2N is not able to fulfil does NOT count as one of the member’s requested services for that month. This number is also flexible based on the member’s needs.*

**VOLUNTEERS** are asked to provide at least two services each month.