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| **Question** | **Answer** |
| **1. What is CareMatch?** | CareMatch is a web portal that connects volunteers with elderly individuals who need assistance with daily tasks such as grocery shopping, dressing, and bathing. |
| 2. How does CareMatch work? | You register by providing details like name, location, and availability. Then the system looks for a good match based on your location, time, and the type of assistance you can provide. |
| 3. How do I register as an elderly person? | Click Register on the CareMatch homepage, select I Need Assistance, then fill out your name, age, location, and the type(s) of help you require. You can also use chatbot to register into the system. Please type “register” to start the process. |
| 4. How do I register as a volunteer? | Go to Register on the CareMatch homepage, choose Volunteer, and provide your name, location (state, zip), and your available time slots. You can also use chatbot to register into the system. Please type “register” to start the process. |
| 5. Which tasks can volunteers help with? | Volunteers can assist with everyday tasks like grocery shopping, meal preparation, bathing, dressing, toileting, light housework, and more. |
| 6. How does the system match volunteers and elderly individuals? | The system searches for overlapping location and time availability. If both match sufficiently, it recommends a potential pairing. |
| 7. Can I volunteer for more than one type of assistance? | Yes. When registering, you can select multiple assistance types (e.g., grocery + bathing). The system will match you with people who need at least one of those services. |
| 9. Is there a fee for using the platform? | CareMatch is free to use for both volunteers and elderly individuals. The goal is to promote community support without financial barriers. |
| 10. How to register? | You can register as a volunteer or an elderly person through the portal or chatbot. Please type in “register” in the chatbot to start the process. |
| 11. What if I am already registered? | If you are already registered, please go to the login portal and enter your id to find your matches. You can type in the info on the chatbot to view your registration details as well. Please type in “register” to start the process. |
| 12. Is it free? | CareMatch is free to use for both volunteers and elderly individuals. The goal is to promote community support without financial barriers. |