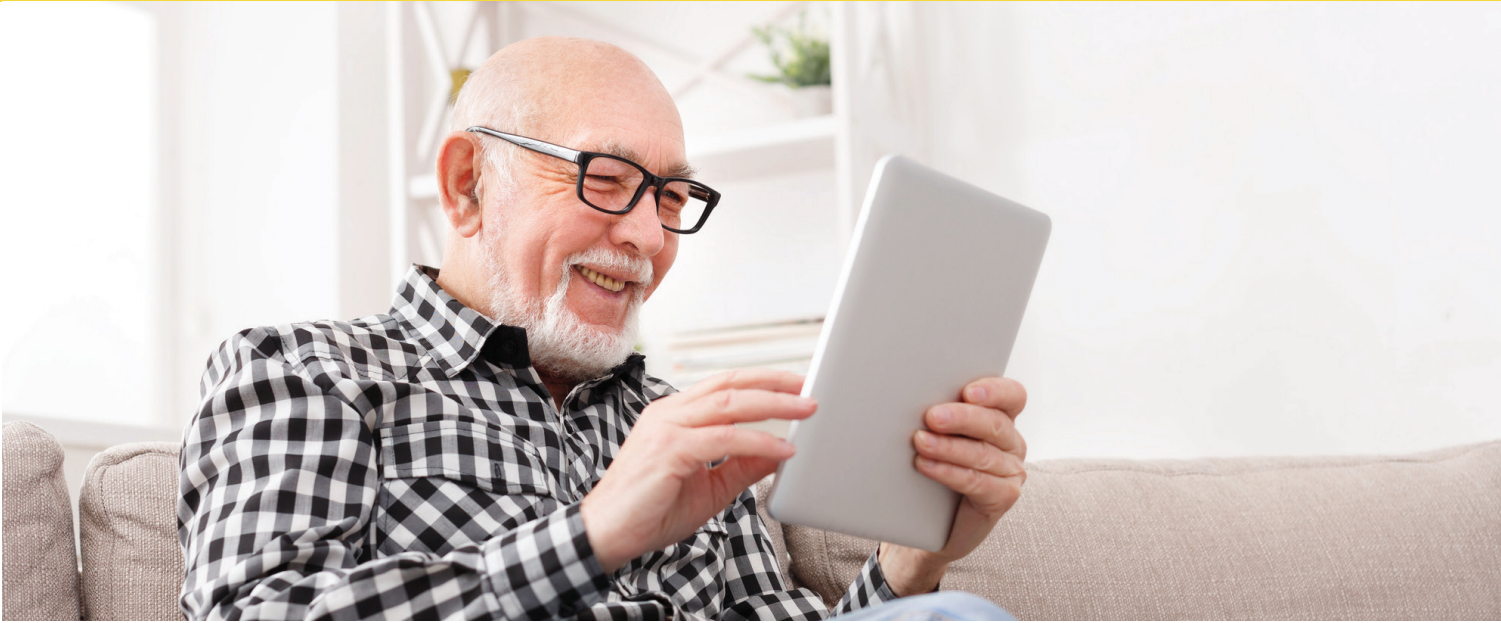


# TELEPHONE REASSURANCE



To enhance the lives of homebound individuals a volunteer group was established to provide weekly wellness calls to engage in friendly conversations, provide words of encouragement, and to assess if the individual has any specific needs.

## **MEMBERS OF THE GROUP MUST BE WILLING TO:**

- Agree to a COGENT background check
- Understand HIPAA and observe strict confidentiality practices
- Track time by scanning into MySeniorCenter System, using provided call sheet or by using the digital form link (<https://sowegacoa.wufoo.com/forms/rsvp-telephone-reassurance-call-log/>)
- Perform calls to assigned list of individuals
- Report hours monthly to volunteer office by the 5th of following month if not logging into MySeniorCenter System
- Do not discuss anything about the agency or its programs – if there are needs, refer them to the ADRC or report concerns to the AmeriCorps Senior Volunteer program coordinator.
- Refer seniors in need of: Caregiving, Transportation, Homemaker Services, Meals and other resources to our ADRC line: 1-800-282-6612

## **DUTIES MAY INCLUDE:**

- Be dependable, call on your designated day/time, reschedule as necessary.
- Establish rapport with assigned individuals on call list
- Document each call to help remember specific details about individuals and to report details of concerns as necessary
- Pay attention to individual's mental state or any significant changes in mood that you notice from week to week
- Discuss non-invasive topics such as recent outings or visitors, upcoming plans, or past events
- Stay away from political or religious discussions
- Remain courteous and patient with individuals
- Report concerns to the AmeriCorps Senior Volunteer program coordinator