



**HELLO**  
neighbor



**Volunteers  
needed**

Schuylers County Office for the Aging volunteers are matched with clients on a one-to-one basis, bringing compassionate conversation and care into their lives and giving volunteers an opportunity to listen and learn.

We are always looking for friendly, caring volunteers to provide support and friendship.

If you are interested in volunteering please call for more information. All volunteers must complete the volunteer application and pass a background check.



**Call to volunteer or make a referral 607-535-7108**

# Help Schuyler County adults age 60+

Dear Potential Volunteer,

Thank you for your interest in serving your community through Schuyler County's Office for the Aging's volunteer opportunities. Please look through the enclosed materials carefully and complete all of the paperwork.

If you have any questions or need assistance in completing the forms, do not hesitate to contact our office at the phone number listed below. Someone will be happy to assist you.

Once all completed paperwork is received, it will be reviewed. If needed based on assignment, a background check will be conducted. Reference checks will also be completed. You will then be notified with a decision, and if we have a position that you desire and that is a good fit for you. We will then set up training/orientation.

Thank you again for your interest. We look forward to hearing from you and working with you.

Sincerely,

Holly Patelunas  
Volunteer Coordinator

[hpatelunas@co.schuyler.ny.us](mailto:hpatelunas@co.schuyler.ny.us)

607-535-7108



**CALL 607-535-7108**

323 Owego St., Suite 7, Montour Falls, NY 14865

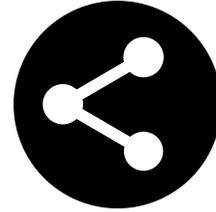
# BENEFITS OF VOLUNTEERING



## MIND



- Improve your mood
- Reduce stress & anxiety
- Combat depression



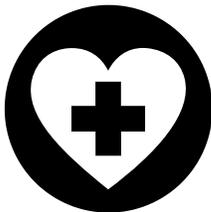
- Create new connections & friends
- Develop emotional stability
- Combat loneliness/isolation



VOLUNTEER  
BENEFITS



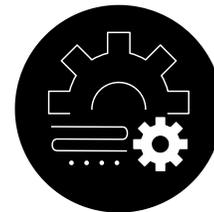
## BODY



- Stay active
- Reduce risk of high blood pressure & heart disease
- Live longer



## CAREER



- Build confidence
- Develop skills
- Build your resume

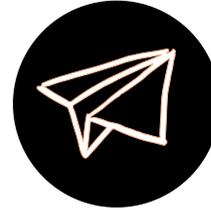
# Volunteer Journey

## Step 1



Initial contact  
phone or email

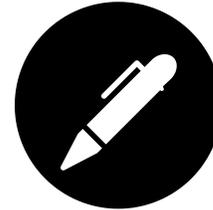
## Step 2



Volunteer Coordinator  
mail or email  
volunteer application



## Step 3



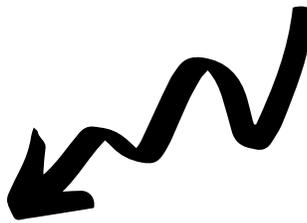
Complete application  
and mail or email back



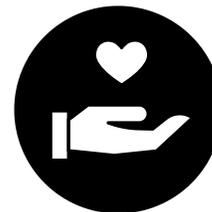
## Step 4



Volunteer Coordinator  
reviews/approves  
application



## Step 5



Match a volunteer  
with a client



CALL 607-535-7108

323 Owego St., Suite 7, Montour Falls, NY 14865



# HELLO neighbor

## **VOLUNTEER JOB DUTIES:**

- Provide companionship phone calls.
- Call once per week; approximately 15 minutes per call.
- Coordinate days and times of calls with the client.
- Ask questions to encourage conversation: refer to known or list of client interests.
- Note areas of conversation that cause distress for the client and avoid in future conversations.
- Engage client in discussions that promote feelings of well-being, uplifted mood and positive feelings.
- Use tracking sheet provided to document date and length of each call and submit to Office for the Aging.

## **SKILLS REQUIRED:**

- Friendly phone manner
- Good hearing
- Good listener
- Ability to speak clearly
- Conscientious completion of all calls
- Good record keeping
- Timely reporting



# Hello Neighbor Volunteer FAQ's

## **GETTING STARTED**

Schuyler County OFA Volunteer Coordinator will provide the volunteer with a list of Hello Neighbor client names and contact information.

## **INITIAL PHONE CALL**

The volunteer will make the first initial call to each client to introduce themselves and find a mutually agreeable day and time once a week to chat.

## **VOLUNTEER DOCUMENTATION**

Use tracking sheet provided to document date and length of each call. Submit tracking sheet to Office for the Aging at ofa@co.schuyler.ny.us email or drop off at 323 Owego St., Montour Falls, NY, no later than 10 days after the end of the reporting month.

## **IDENTIFYING CLIENT NEEDS**

Document any red flags during your calls and if a need is identified, encourage the client to contact Schuyler County Office for the Aging. Please do not offer to do the service yourself. If you wish to assist the client further, please contact OFA for instructions on how to proceed.

## **WHAT IF THE CLIENT DOESN'T ANSWER THE CALL?**

Don't be surprised if your call goes to voicemail. Leave a message stating who you are and the reason for your call. Let them know they can reach out to Office for the Aging to confirm the legitimacy of your call.

If a client does not answer on first try, attempt at a later time in day.

Call Office for the Aging to report when the client does not answer after 2-3 attempts throughout the day.

## **WHAT IF THE CLIENT DOESN'T WANT TO TALK?**

Please know that some clients may not remember that they signed up to receive a phone call from Office for the Aging. Please be patient with them and explain your call.

Don't be in a hurry to get off the phone. For many of these clients you may be the only person they speak to all day. A friendly conversation could make their day!

The client may not be excited to hear from you. Older adults have been conditioned to beware of scams and cold calls. Let them know you're calling to check in and make sure they are ok and see if there is anything they need. Don't worry if they hang up, we will assume they are taken care of.

## **VOLUNTEER PRIVACY**

If you would like to keep your phone number private while speaking to clients, dial **\*67** and then the clients phone number. The number will show up on their caller ID as "unknown caller." This could deter the client from answering the phone, but it will protect your privacy.

## **WHAT IF THERE IS AN EMERGENCY?**

If the client appears to have a medical episode while on the phone, first ask the client if they have an emergency response button. If yes, instruct the client to hang up the phone and then press the button to get help. If no, instruct the client to hang up the phone and dial 911. If you feel the client cannot dial 911 on their own, gather that clients exact location and medical issue, and call 911 on their behalf. Once this is completed, please contact Office for the Aging to report what occurred.