



Skylands Volunteer Resource Center  
21 Pine Street, Suite 101  
Rockaway, NJ 07866  
973-784-4900  
rsvp@norwescap.org

## The best prescription for loneliness is friendship!!

**NORWESCAP/Skylands RSVP Volunteer Resource Center's** community outreach program, titled "**Friendship at Heart**", is comprised of three free services - **Telephone Reassurance, Friendly Visitor, and Senior Cents**. For isolated seniors or disabled persons, these programs provide much-needed friendship and support, as well as the stimulation needed to fight against depression, disorientation, loneliness and many other physical, emotional and mental health problems.

Seniors and disabled persons aged 60 and older can be matched with a "**Friendly Visitor**" volunteer, who will visit about once a week at a mutually agreeable time. Friendly visitors may accompany their new friends on short outings, participate together in community activities, or just stay home and explore hobbies or chat over a cup of coffee. For each participant, it is a chance to make a new friend; the possibilities of friendship are endless!

Seniors and disabled persons aged 60 and older can receive a daily phone call from a dedicated "**Telephone Reassurance**" volunteer. Participants look forward to chatting with their telephone friends and appreciate the sense of security that comes from someone checking on them regularly.

Seniors and disabled persons aged 60 and older who meet specific criteria can be matched with a "**Senior Cents**" volunteer, who will visit about twice a month at a mutually agreeable time. During visits, the background checked and trained volunteer may open mail, organize bills for payment, set up a monthly budget, balance a checkbook, and assist the client in check writing (all checks are signed by the client).

*Please contact 973-784-4900, ext. 205 or [rsvp@norwescap.org](mailto:rsvp@norwescap.org) for more information!*

**All volunteers are carefully screened and trained!**

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- I am interested in volunteering for "**Friendly Visitor**"
- I am interested in volunteering for "**Telephone Reassurance**"
- I am interested in volunteering for "**Senior Cents**"
- I know someone who would benefit from "**Friendly Visitor**"
- I know someone who would benefit from "**Telephone Reassurance**"
- I know someone who would benefit from "**Senior Cents**"

**Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_



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## “Friendly Visitor” and “Telephone Reassurance” Services

Referrals can be made by case managers, social work personnel, medical personnel, clergy, family, friends or by the individuals themselves.

### Criteria for referral:

- Must be age 60+ or permanently disabled
- Should be isolated, unable to get out often or easily, and able to benefit from a visitor or phone calls
- In need of socialization
- Lacking contact with others
- Living alone or alone most of the time (exception: home health aide part-time or visiting nurse)
- In need of someone to check on them with a daily phone call or weekly visit
- Can be a resident of a Continuing Care Retirement Community, Assisted Living, or Long-Term Care Facility.

### Inappropriate referrals:

- Alzheimer’s patients
  - Volunteers not knowledgeable or do not have the necessary skills.
- Terminally ill patients
- Those with strong family support in the form of daily calls and/or visits
- Those with cognitive, intellectual, or developmental disabilities

### Grey area

- Dementia individuals: *we may be able to serve!*
  - Those living alone who can speak
  - Those who can do their own ADL (Activities of Daily Living)
  - Those for whom a TR or FV presence is a way to assist the individual in living independently

## “Senior Cents” Service

Criteria for referral is the same as Telephone Reassurance and Friendly Visitor but the individual must:

- Have a monthly income no greater than \$4,000 (\$50,000 annually)
- Possess assets (bonds, stocks, CDs) no greater than \$50,000; *excluding a house and/or car*

The “Senior Cents” Service **can** serve disabled individuals aged 18+!

If you have questions contact 973-784-4900, ext. 205 or [rsvp@norwescap.org](mailto:rsvp@norwescap.org)