



Senior Wellness Calls **Volunteer Packet**

Thank you so much for taking the time to sign up to provide wellness calls for Henry Street's senior population. Providing some social interaction for our seniors during this time is crucial. We are truly grateful that you are willing to help out our community during this time!

You will be making calls to members of the Henry Street Settlement Senior Center, as well as some residents of our Naturally Occurring Retirement Community, Vladeck Cares. Most of our members are local to the Lower East Side, and come to the Senior Center for congregate meals, classes, field trips, recreation activities, and more. While they are there, Henry Street also has case managers, social workers, and nurses on hand to support them, provide on site counseling, and connect them to vital resources.

You will be calling seniors, to check in with them with regards to how they are handling the current challenges around COVID-19. While we are practicing social distancing, we want to ensure that our clients know that Henry Street still has services, like meals, mental health professionals, and connections to public benefits, that they can still access. The Senior Center is a major source of interaction for many of our seniors; in this time of isolation, we also want to provide some human connection.

Thank you so much for doing your part to make sure that our community stays connected!

Basic Things to Consider

- Listening is the most important skill. Active listening means putting your senior friend first and fully concentrating on what they are saying.
- Let them know you care about them. You can show that you care by listening sympathetically, by appreciating them, or simply, by spending time speaking with them. Your phone call may be the only meaningful contact they have all day.
- If your senior friend tells you things twice or forgets that they've told you something multiple times before and we suggest that you, don't tell them that you already know. It's obviously something your senior friend enjoys to talk about, so remain interested and it will make their day.



How to protect your number when calling a Senior

How to *67 your number

- Volunteers can use *67 when they call to protect the privacy of their phone number. To *67 your phone simply type in *67 into the keypad before typing in the number.

*Example: *67718-123-456-7890*

How to make a free Google Number

- Go to the [App Store](#) and download the Google Voice app.
- Open the Google Voice app and sign in with your Google Account information.
- Select the Sign In button on the bottom of the Screen, and sign in using your Google Account. You may be asked to go to [Voice.Google.com](#) to sign in to your Google Account if you're using an account not already linked on your phone.
- Select your area code or city for your phone number, then select your phone number. Remember Google Voice won't let you make a 1-800 number.
- Once you have your number selected, finish the Google Voice confirmation process. You'll need to connect your Google Voice number to your actual phone, so Google knows where to route your incoming calls. Finish this process and you're ready to get dialing.

Wellness Check Phone Script

Hi, I'm calling from Henry Street Settlement Senior Services to check in with you; my name is _____.

2. How are you handling the current situation here in NYC with the CoronaVirus?

3. How are you doing physically- do you have any health issues right now? Are you experiencing any Coronavirus symptoms? (Fever, cough, sore throat, shortness of breath) If they are experiencing any symptoms, urge them to call their doctor. We will also have one of our senior services nurses contact you on the phone to check in on your health.

4. How have you been feeling? It's ok to feel sad or scared or have lots of emotions right now. Would you like to talk to a mental health professional? ***If senior responds yes, Senior Staff will reach out to senior to further assess before referral to J.Otero/CASA.***



5. Have you been in touch with friends, family, or anybody else from the center?
6. How are you currently eating?
 - Do you have anyone who can help you to get meals or prepare meals? (Friend, family, neighbor, or home health aide)
 - Are you physically able to prepare your food?
 - Do you have a way to keep food refrigerated and to heat it up?
7. If not explicitly stated,
 - Do you currently receive daily delivery from Meals on Wheels?
 - Do you currently receive the food boxes from NYC?
 - Do you currently go pick up daily meals from local schools provided by the city?
8. The Henry Street Senior Center is working on providing virtual activities for Seniors to participate in over Zoom. Would you be interested in participating? If you are I need your email address so I can send it over to the staff at the Senior Center.

Please note that HSS is working very hard to make sure everyone has access to food during this time.
A case manager will follow up with you as soon as possible if needed.

8. If you need anything, please let me know what ways Henry Street can help you at this time. I will be sure to express your concerns and needs to one of the main staff members in Henry street senior services and someone will follow up with you as soon as possible.