

The Carter Burden CENTER FOR THE AGING

Telefriend General Guidelines

CONVERSATION TIPS

- ◆ General topics are best. Let the client take the lead and just follow from there.
- ◆ When it feels appropriate, chat with the client about their interests. Biographical notes in the client's file may be helpful.
- ◆ The weather is always a good opener. You may want to consider the following:
 - Winter- It's icy, snowy, and slippery; please try not to go out. You might take this opportunity to suggest a Friendly Visitor or someone who can grocery shop.
 - Summer – It's extremely hot and humid out, please try not to go out. Do you have your air conditioning or fan on? Try to drink lots of water.
- ◆ Do not give out your home phone number. This is necessary to maintain appropriate boundaries and it discourages clients from becoming overly dependent.
- ◆ Do not refer clients to any professionals: doctors, lawyers, dentists, accountants, people who do repairs, etc.

HOME HEALTH ATTENDANTS

- ◆ If a home health attendant answers the phone, ask to speak with the client.
- ◆ If the client is unable to come to the phone, ask the aide how the client is doing. Send your regards to the client as well as the aide. Example: "I hope you both have a nice day." Always make the aide feel included.

PROGRESS NOTES

- ◆ Keep concise comments as progress notes. Example: Routine doctors appointment tomorrow.
- ◆ Not every client is chatty. In some cases you will only get "I'm fine" and that's OK. Don't force a conversation.