

# The Carter Burden CENTER FOR THE AGING

1484 First Avenue, NY, NY 10021 ♦ 212-879-7400 ♦ [www.burdencenter.org](http://www.burdencenter.org)

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## *Telefriend Program*

### **TELEPHONE REASSURANCE PROGRAM**

Telefriend is one of many volunteer programs directed at helping seniors who reside in our geographic service area of the Upper East Side. This program is a telephone reassurance program for seniors who may have limited social interaction and who look forward to having someone to talk with. We have over 130 seniors, many of whom are homebound, who participate in our Meals-on-Wheels program. Volunteers call these particular seniors once a week, and can call from their office or at home. Additionally, there are 50 seniors who receive reassurance calls daily from volunteers who work out of our call center at 1484 First Avenue.

### **OUR VOLUNTEERS**

Volunteers can call seniors from our call center, from home or from the office. Corporate Volunteers who have busy schedules can call seniors just to check-in and chat on breaks or at lunch. Volunteers complete a report sheet which includes date and time of the call, the volunteer's initials and any comments. The Burden Center provides a listing of clients with their name and phone numbers only. Conversations range from the weather to the clients' personal interests and do not need to be longer than five minutes. Over time, we find that some of the seniors and volunteers build a friendly relationship and may talk more or even arrange to visit the senior. Even the five minute conversations will make the senior feel less isolated, lonely and that someone cares about them.

5 minutes can  
make all the  
difference...

### **WHEN WE CALL**

Volunteers call seniors seven days a week between 9:00AM and 3:00PM. The volunteer can choose a time that is most convenient for them. Each call would take no more than 5 minutes.

### **TRAINING**

A staff member from Volunteer Services provides an introduction to the agency and a brief orientation on how the Telefriend program works, including conversation tips and guidelines.

### **RESOURCES**

Volunteer Services will provide the orientation and all necessary forms which are required to ensure funding. The volunteers provide their time and the use of a phone.

email us at [volunteerservices@burdenctr.org](mailto:volunteerservices@burdenctr.org)