

Welcome!

Thank you for being a part of the Senior Companion Program! We are glad to assist you! The Senior Companion Program enlists volunteers age 55+ to serve other adults who need a helping hand—folks like you! Enclosed are a few things you should know about the program.



Program Mission:

Senior Companions serve adults, primarily older adults, who have one or more physical, emotional, or mental health limitations and are in need of assistance to maintain their dignity and independence.

In order to be served by a Senior Companion volunteer, we must have a current Care Plan & Letter of Agreement form on file with the Senior Companion Program (filled out by your case manager and signed by you). This form is completed when you are matched with a volunteer, and every July thereafter. To meet program objectives, we may periodically ask you to complete a survey about the program and the benefit it provides to you.

For questions, concerns, complaints, emergencies, or to report an accident, please contact your case manager or the program coordinator for the Senior Companion Program in your region.

My Case Manager is:

The Senior Companion Program coordinator in my region is:

(label here)



All Senior Companion volunteers enrolled since April 21, 2011 have undergone a national sex offender search, an Arizona State background check, and a FBI fingerprint background check. We also conduct interviews and check references.

Senior Companion volunteers and program staff are prohibited from discriminating against you on the grounds of race, color, national origin, sex, age, disability, religion, sexual orientation, limited English Language proficiency, or political affiliation, as protected by federal law. If you feel you have been discriminated against, visit CSI's website for additional information:
www.nau.edu/sbs/csi.



NORTHERN ARIZONA UNIVERSITY
College of Social & Behavioral Sciences
Civic Service Institute

Senior Companion Program Client Information



PO Box 5063, Flagstaff, AZ 86011
(928) 523-3560 or (866) 856-3017
www.nau.edu/sbs/csi

Serving clients Monday – Friday
8:00 am - 5:00 pm
excluding holidays

Respect

It's your **RIGHT** and **RESPONSIBILITY**

You have a **RIGHT** to be treated with Respect.
You have a **RESPONSIBILITY** to treat others with Respect.

Senior Companion Activities

Volunteers **MAY** help you with:

- Accompanying to medical appointments, grocery store, shopping, or social/recreational events
- Grief support
- Meal planning and light meal preparation
- Sharing a meal
- Providing companionship, playing cards or games, assisting with crafts
- Conversation
- Writing letters and reading
- Assisting with correspondence, **light** housekeeping, or **light** gardening
- Encouraging exercise
- Assuring you have phone numbers and workable means of obtaining emergency help
- Helping you receive a needed service (food stamps, visiting nurse, Medicaid, Medicare, etc.)
- Assisting caregivers in need of respite care.



Senior Companion Activities

Volunteers are **PROHIBITED** from:

- Performing medical services
- Giving you medication
- Proselytizing (religion, politics, etc.)
- Lending money to you or asking you to lend money to them
- Depositing or withdrawing your money from the bank
- Accepting gifts valued more than \$25
- Performing major household repairs
- Performing extensive housework, extensive shopping, or heavy lifting
- Preparing for or cleaning up after your guests (including food)
- Caring for or training pets
- Signing or receiving legal papers on your behalf
- Eating your food without your permission
- Purchasing alcohol for you, unless you are present in the store
- Staying overnight on your property
- Inviting you to their home without prior program coordinator approval
- Assisting you while in the bathroom
- Serving you if you or your home is unsafe for the volunteer

Transportation Services



Here are a few important things to know about our transportation services:

- If you smoke; have pets or service animals; or have large wheelchairs, walkers, oxygen, or other medical devices; a Senior Companion volunteer will be assigned to you when one becomes available who is equipped to handle your needs.
- Volunteers and clients must wear seat belts while on the road.
- Volunteers may not drive your vehicle.
- Volunteers may not transport your family/friends or their own friends/family while serving you.
- Do not be disruptive while the volunteer is driving. Clients who are repeatedly disruptive while the volunteer drives will not be served.

If you are going to be out of town or unavailable for your companion's scheduled visit, please inform them at least 24 hours in advance so they may plan accordingly. If you have a prescription for medical marijuana, please do not use marijuana during the Senior Companion's visit, or within four hours prior.