



Skylands Volunteer Resource Center  
21 Pine Street, Suite 101  
Rockaway, NJ 07866  
973-784-4900  
[rsvp@norwescap.org](mailto: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)

# LET'S BE FRIENDS!!



Without the stimulation that social interaction and friendship provide, an isolated elder or disabled individual can experience poor health, a lack of strength and energy, depression, and other physical, emotional, and mental health problems.

***Friendship at Heart* can help change all of that!**

***Friendship at Heart*** consists of 3 programs:  
Friendly Visiting, Telephone Reassurance and Senior Cents

***Friendship at Heart*** provides an opportunity for a volunteer and another senior to:

- Play games
- Read books
- Watch movies
- Share life stories over a meal
- Go for a walk
- Explore new hobbies and interests
- Explore common hobbies and interests
- Laugh
- Provide friendship
- Lend a listening ear





**NORWESCAP**

Creating Opportunities. Changing Lives.

# RSVP

## Lead With Experience

### Skylands Volunteer Resource Center

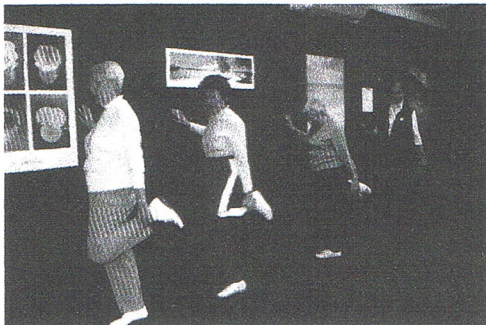
**Providing opportunities for individuals 55 and over to make a difference in their community through volunteer service in Hunterdon, Morris, Passaic, Sussex & Warren Counties**

#### **Your help is needed!**

- **Friendship at Heart** – friendly visiting and telephone reassurance for isolated homebound elderly persons
- **Senior Reach** – information and referrals for senior with mental health concerns
- **Senior Cents** – money management assistance for seniors
- **Project Healthy Bones** – an osteoporosis prevention exercise and education program utilizing ankle and hand weights
- **A Matter of Balance** – managing concerns about falls
- **Take Control of Your Health** – chronic disease, chronic pain, diabetes and cancer self-management programs
- **VITA** – Volunteer Income Tax Assistance
- **SHIP** – State Health Insurance assistance Program providing counseling to Medicare enrollees
- **Capacity Builders Team** – RSVP Advisory Board
- **And Many More...**

*I want to take the opportunity to thank, and commend, NORWESCAP for sponsoring senior citizen programs. The Healthy Bones and Move Today exercise programs have been very beneficial. They have enabled me to increase my reach so it is easier to access the top shelves in my cabinets. Another improvement is being able to get up from a chair without using my hands to push myself up. They not only improve our health, but enable us to meet and make new friends.*

*C.S., Class Participant*



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**NORWESCAP, Inc.**

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**Phone: 973-784-4900**

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**[rsvp@norwescap.org](mailto:rsvp@norwescap.org)**

**[www.norwescap.org](http://www.norwescap.org)**

# Get Involved!



**Skylands RSVP Volunteer Resource Center**, is sponsored by NORWESCAP, Inc. and manages a wide variety of volunteer opportunities in-house. Skylands RSVP also collaborates with a variety of nonprofit agencies in northwest New Jersey to meet the needs of the community. RSVP markets all volunteer opportunities on the web ([www.volunteermatch.org](http://www.volunteermatch.org)) and in local media. Responding candidates are pre-screened and interviewed by RSVP staff before being referred to an agency. In addition to recruiting volunteers, the Skylands RSVP Volunteer Resource Center also offers training and mentoring to the directors of volunteers and staff members of partner agencies.

**Skylands RSVP Volunteer Resource Center** is your one-stop for all your volunteer needs. **Contact us today!**

NORWESCAP is a non-profit community action agency established in 1965 that creates opportunities for over 30,000 low-income people in northwest New Jersey by providing a large portfolio of self-sufficiency and emergency services. The mission of NORWESCAP is "strengthening communities by creating opportunities that impact poverty".

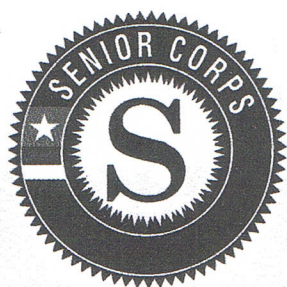



**Skylands RSVP  
Volunteer Resource Center  
Statistics for 2018**

- Local RSVP Volunteers: 435
- Hours Served: 34,704
- Savings to agencies: \$856,842 *(based on \$24.69: the value of a volunteer hour as determined by the Independent Sector, a Washington DC-based coalition of nonprofits and foundations)*

**Corporation for National and Community Service**

RSVP is a part of Senior Corps, along with Foster Grandparents and Senior Companions. Senior Corps is administered by the Corporation for National and Community Service, the federal agency that supports service and volunteering programs to improve lives, strengthen communities, and foster civic engagement. For more information on the Corporation, visit [www.nationalservice.gov](http://www.nationalservice.gov).



Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE** 

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