



RSVP TeleCare Volunteer Caller Instruction Sheet



Your TeleCare Client's Name Is: _____

Day(s) Of Call: _____

Time(s) Of Phone Call: _____

RSVP TeleCare Client Phone Number(s): _____

RSVP TeleCare Client Address: _____

If you will be unable to call the TeleCare client be sure to tell them at least the day before and notify RSVP at 775-8220 as soon as possible. Leave a message if the office is closed.

Basic RSVP TeleCare Volunteer Procedures

1) Place your call to the RSVP TeleCare client at the pre-arranged time and allow the phone to **ring at least 15 times**.

If there is **no answer, try again in 10 or 15 minutes**.

If there is **still no answer, call the Emergency Contacts** that have been provided to you.

If you are able to reach one of the Emergency Contacts just log that on your Calls/Hours Reporting Form. You may want to request the Emergency Contact call you back once they have checked on the client for your peace of mind.

If you are unable to reach any of the Emergency Contacts, you may check in with RSVP at 775-8220 to make sure that the client did not call RSVP to report being gone or, if our office is closed and/or no one is available, you should **call 911 or the local police department**.

2) Use a warm, friendly voice and indicate that "this is your RSVP TeleCare Volunteer, (Your name) calling". You are encouraged to spend some time chatting as your conversation with them may be the only one they have all day. Some TeleCare clients may only desire a reassurance or check in call while others may need more specific questions asked such as "What did you have for breakfast today? or Are you feeling OK today?", etc.

3) Volunteers **must refrain** from providing health related advice to TeleCare clients. TeleCare is NOT a referral service, telemedicine provider or medical alert service. Health concerns are an important and popular topic but volunteers cannot recommend treatment or provide advice to clients regarding health related issues such as diagnosis, care or treatment, referral to a particular health care provider or facility. If a client asks for medical advice, encourage him/her to call their doctor.

4) If the TeleCare client has a medical emergency while on the phone with you, immediately instruct them to hang up and dial "911". When you hang up, call "911" to report the incident. Then call an Emergency Contact and RSVP promptly to inform them of the incident.

Always identify yourself as an RSVP TeleCare Volunteer to whomever you are speaking, including the client, the Emergency Contacts, police or other emergency personnel or RSVP staff. Leave the phone number at which you can be reached.

PLEASE REFER TO YOUR RSVP TELECARE VOLUNTEER GUIDE FOR FURTHER DETAILS AROUND POLICIES AND PROCEDURES.