



Northeast Kidney Foundation
Kidney Caregiver Volunteer Profile

Thank you for your interest in volunteering for our kidney caregiver program. Initially this program will offer friendly telephone visits to patients to help with isolation. Down the road we may expand to other services such as assistance with shopping, light errands and possible occasional transportation to doctors' appointments. Your feedback on the program will be important in how it develops! On the following page there is guidance on how to conduct a telephone visit and what topics should be avoided during your conversation.

The information below will assist us in matching you with potential patient(s) and family members. Note that all volunteers for this program must undergo a mandatory training. They are scheduled once per month. Should you have any questions please call 518-527-6236 or email info@healthykidneys.org.

Name: _____ Date: _____

Address: _____
street city state zip

Preferred Contact Phone: _____ Alternate Phone: _____

Email: _____

Occupation/Employer: _____

Please list any professional associations, service clubs, or chambers of commerce to which you belong, or any additional volunteer affiliations:

What made you interested in volunteering for this program?

Hours available: [] weekdays [] evenings [] weekends

Time slots: _____

Please indicate number of patients you are interested in being matched with. _____

Please return this form to: Northeast Kidney Foundation
22 Colvin Avenue, Albany, NY 12206
(518) 527-6236; (518) 458-9690 (fax); e-mail info@healthykidneys.org

Volunteers are involved and caring people. We hope you join our efforts!



Guidelines for Friendly Telephone Visits

- Remember the purpose is to offer some companionship to patients that are suffering from isolation. The calls should be friendly in nature to have general conversation. They should NOT focus on clinical information, giving specific clinical advice, or talking with patients about issues with their dialysis unit or physician office. If these items come up during the call, please let the patient or caregiver know that it would be best for the patient to share those concerns with their facility or offer to have someone from the NeKF staff contact them.
 - There are lots of current events that are causing some division across the country. As an organization, we advocate for patients and always take positions on policy that will benefit our patients. We are not, however, a political advocacy organization and as such, conversation about elected officials, candidates, advocacy movements, should be avoided.
 - Some great topics to focus on may be:
 - Are you from this area originally or where were you brought up and how did you end up in _____ area
 - What are some of the things you like to do – do you garden? Read? Movie buff?
 - Tell me about your family – children, grandchildren
 - Do you have a favorite sports team?
 - What are some of the places you have traveled?
- The key is to let the conversation guide you, find common connections and go from there! While there is specific time frame for a conversation, we would recommend at least ten – 15 minutes. Who knows! You might find that you have found a new friend and you have lots to talk about!
- We will ask you to document the call and return to us. This helps with our data collection for grant funding purposes but also helps identify areas that we can improve upon or identify potential services that patients may need.
 - We also ask that you inform us immediately if anything should alert you to challenges with the patient's living conditions. This could be anything that might make you wonder if they are living in a safe environment – physically, environmentally, and mentally. We do not want you to intervene or suggest any kind of agency that can assist. Instead we ask that you provide this information on the call record sheet so that we can inform the facility social worker and then identify if any follow up assistance may be needed.

Thank you again for your interest in being a kidney caregiver! For questions, please call 518-527-6236 or email info@healthykidneys.org.



Kidney Caregiver Friendly Telephone Visit
Call Summary

Volunteer Name: _____

Patient/Caregiver Name: _____

Date of Call: _____ Length of Call: _____

Tell us about the conversation! How did it go? Was it pleasant? What were the common areas of conversation? Your feedback will help us improve the program! _____

Were there any issues identified during the conversation that would alert you about the individual's living arrangement, where their physical, environment or mental safety may be in jeopardy? ___ Yes ___ No

If yes, can you please describe: _____

Would you be willing to be matched with this individual on a regular basis? ___ Yes ___ No

Return to Northeast Kidney Foundation, 22 Colvin Avenue, Albany NY 12206 or email info@healthykidneys.org. Call 518-527-6236 for more information.