

THE VISIT

- ♦ **Provide Conversation:** With the Veteran and the caregiver, including listening to Veteran reminiscing
- ♦ **Provide Companionship:** For the Veteran who cannot get out of their home easily, or who feels socially isolated
- ♦ **Provide Support:** To the caregiver who may be overwhelmed
- ♦ **Engage in Friendly Conversations:**
- ♦ **Provide a link to the VA Medical Center:** Needs and concerns expressed by the Caregiver and Veteran will be communicated to the VA to ensure the best care for the Veteran



THE PROGRAM

- ♦ Visit with a Veteran over the phone
- ♦ Provide companionship
- ♦ A “friendly visit” with NO medical or home care duties
- ♦ Socialize virtually with a Veteran
- ♦ Generally 1-2 times a week for 15-60 minutes
- ♦ Schedule is based on the Caregiver/Veteran’s need and the volunteer’s availability

CONTACT

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VAMHCS PHONE BUDDY PROGRAM

Telephone Friendly Visitor Program



Office of Care Coordination Mission:

“Ensuring Veterans receive the right care, in the right place, at the right time, and to make the home, whenever appropriate, into the preferred place of care”



THE CAREGIVER

- ♦ A Primary Caregiver may be a spouse, parent, child, grandchild or friend.
- ♦ Caring for an ill, injured or disabled person is challenging.
- ♦ Primary caregivers often ignore or sacrifice their own needs to focus on the needs of their Veteran loved one.
- ♦ Nearly all caregivers experience some sort of impact on their health.
- ♦ Caregivers benefit from a volunteer
 - Attend to their own needs
 - Become healthier
 - Become more at peace

Caregivers Need A Break!



THE VETERAN

- ♦ **Patient Support Systems Vary:** Some have supportive family and friends with who they live with , or who live away. Some live alone with little support. Some have paid caregivers or home health aides.
- ♦ **Veterans live in a variety of settings:** Veterans may live with others, live alone, in apartments or house, supported living, assisted living facilities, adult care homes or a medical foster home.
- ♦ **Social Interaction:** Due to chronic disease, illness, disability or other aging conditions, the Veteran may be isolated with limited opportunities for social interaction.
- ♦ **Quality Interaction:** Volunteer visitors provide quality 1-1 social interaction , engage the Veteran in meaningful conversation.
- ♦ **Quality of Life:** Regular telephone visits by a volunteer enhances the housebound Veteran's quality of life.

Veterans Deserve A Visitor!

THE VOLUNTEER

A Volunteer is someone who is compassionate, kind, idealistic and selfless. Volunteers in this program provide compassion, companionship and support for both the Veteran and the caregiver/family.

VETERANS WELCOME!

You'll experience the bond of helping a fellow Veteran and using your unique background and experience to help other Veterans

NON-VETERANS WELCOME!

You'll experience the satisfaction that comes from striking up new friendships and learning from "living history"

SENIORS WELCOME!

You'll experience the joy that comes from knowing you're using your unique set of skills and your lifetime of experience to help Veterans in need, and develop new friendships

- ♦ Volunteer applicants need to be over the age of 18
- ♦ Volunteer applicants will need to attend volunteer orientation with the VA and successfully pass a background investigation, and be trained for the specific duties of this position

Volunteers Make A Difference!