



Conversations to Remember (C2R) Volunteer Dos and Don'ts

<ul style="list-style-type: none"> ● DO report to Conversations to Remember IMMEDIATELY if you are made uncomfortable, in any way ● DO report to Conversations to Remember anything that the senior you are speaking with says that refers to death, suicide, or them wanting to die. ● DO join the virtual visit AT LEAST 5 minutes before the scheduled start time. ● DO make sure (prior to the call) that you are in a location with a strong wifi connection ● DO make sure (prior to the call) that you are in a quiet place, or that you have headphones ● DO keep your camera and microphone on during the entire call – and make sure you are on camera at all times so the senior can see you ● DO reach out in the chat application for any assistance before, during, or after your call. ● DO send a DM to Eve Lefkowitz on the chat application if you will not be able to attend your weekly call - give as much advance notice as you have. ● DO be upbeat, positive, and energetic on every call. ● DO put your name in your box on every call so that you are not listed as Operator. ● DO prepare your 6 stories each week and list them in the room for your call on the chatting application. ● DO tell stories to the senior before asking a question. ● DO fill out your feedback form within 24 hours of the call. ● DO call out to the senior if you lose their attention or they are walking away. ● DO jump in and start talking to fill silences. ● DO let us know at least 3 weeks before you need to leave the call permanently 	<ul style="list-style-type: none"> ● DON'T talk politics unless senior brings it up - If they do, don't be confrontational ● DON'T tell them they have dementia ● DON'T discuss COVID unless the senior brings it up – and then DON'T tell them anything that they don't already know. ● DON'T talk about sex, hooking up, or anything inappropriate of that nature ● DON'T ask for private information (such as social security number or medical info) & DON'T give out your private information (such as your street address or phone number) ● DON'T argue with the senior ● DON'T be afraid to run the conversation, but also don't be afraid to let the senior ramble ● DON'T worry if the senior wants to have the same conversations week to week, but work to initiate new conversations ● DON'T get upset if they forget your name, who you are, or think you are someone else ● DON'T refer to them a PATIENTS – they are seniors ● DON'T solicit or accept ANY gifts or money ● DON'T bring up the senior's family or friends unless they do or unless we tell you it is okay when you are place on the call ● DON'T eat during the call (you may drink during the call) ● DON'T use slang or acronyms ● DON'T miss a call without letting us know in advance ● DON'T wait until your last week to tell us that you can't continue on the call
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