



# Washoe County Human Services Agency

**Senior Services Division**  
**Friendly Visitor Calls**



# Purpose of Calls

**Friendly Visitor Calls were established in an effort to reduce social isolation, depression and anxiety for homebound older adults**

**Provide an opportunity to check on their overall wellbeing**



# How to introduce yourself

**Explain who you are, "Hello, my name is \_\_\_\_\_. I serve on the Washoe County Senior Advisory Board. I am calling today as you indicated you were interested in receiving a friendly call."**



# Possible Topics to Discuss

**Conversations with new people can be difficult to initiate at first, especially if you are unable to read their body language and facial expressions. Here are some questions you can ask to help the conversation along:**

- How are you feeling?
- What do you look forward to during the week?
- Are you feeling worried or anxious? If yes, what makes you feel better?
- What are some of your fond memories of growing up?
- Tell me about your family
- Do you have any pets?



# Resources

If an individual is in need of services, you can help provide community resources to them. Here are some helpful links:

[HSA Senior Resource List](#)

[HSA Senior Services Brochure](#)

[Nevada 211](#) or call 211

[Washoe 311](#) or call 311 or 328-2003

If someone is not receiving Home Delivered Meals and you would like to make a referral on their behalf go here:

[HDM referral](#)

These calls are not replacing any calls that Human Services is doing. If the client is a Home Delivered Meal client, they are receiving a weekly call from staff already.



# Important Information

If a client reports they are in immediate need of a service, ie, they report they are being evicted or almost out of groceries please email:

[sr\\_info@washoecounty.us](mailto:sr_info@washoecounty.us)

This email is checked periodically by staff and they will respond ASAP.



# Important Information Continued:

**If you find that your senior is in immediate crisis or emergency, dial 911**

**Crisis Call Center: (800) 273-8255 or text CARE to 839863**

**If you suspect Elder Abuse or Neglect, please make a report to: (888) 729-0571**



# Important Information Continued:

If you are concerned for their overall wellbeing and it is non emergent, please email us and we will follow up accordingly  
[sr\\_info@washoecounty.us](mailto:sr_info@washoecounty.us)



# Important Information Continued

Please note that individuals names and phone numbers should not be shared with anyone. If you are concerned about them and need to talk with staff, email: [sr\\_info@washoecounty.us](mailto:sr_info@washoecounty.us) or call 328-2575 and staff can direct you to someone to talk with.



# How often should I call?

**Make a plan with your identified individual/s on how often they would like to be contacted.**

**There is no right answer here, but know what you are comfortable with agreeing too.**

**Don't set yourself up for daily calls when that is not realistic. If you don't have an idea in mind, settle on once a week and re-evaluate after a month.**



# Volunteer?

If someone you know would like to volunteer to participate in this program, or any other programs with Human Services Agency, Senior Services, please contact Todd Acker at [TAcker@washoecounty.us](mailto:TAcker@washoecounty.us)



# Any Questions????

**This is new to us all, we may find challenges we have not thought about. Please feel free to reach out directly to me if you have questions or concerns about the over all process.**

**Thank you for your participation!!!**

