

Friendly Visitor Program RAP /CHAT Volunteer Job Description

Purpose of the Role:

RAP/CHAT volunteers regularly visit with residents of nursing homes, adult foster care homes, residential care facilities and assisted living facilities. This therapeutic resident interaction reduces the isolation and depression experienced by many residents of long term care facilities and provides individual attention that helps residents maintain their maximum level of functioning. The RAP/CHAT volunteers open up facilities to a community presence and increase the visibility of the ombudsman program. These activities further the mission of the Ombudsman Program to enhance the quality of life for the residents of long term care facilities.

RAP stands for Resident Associate Program and CHAT stands for Community, Hospitality and Talk. The programs are managed by the local Recruitment and Screening Committees.

Responsibilities:

- Visit residents of each assigned facility at least once every ten days.
- Engage residents in appropriate communication activities.
- Attend regular support group meetings.
- Complete monthly reports.

Training:

RAP/CHAT Volunteers will attend the equivalent of a one-day training course covering information on the importance of social interactions to the basic mental health of the frail elderly, the aging process and communication with the frail elderly.

Qualification and Skills:

Must have good communication skills. Must be dependable and responsible and demonstrate good judgment. Must be at least 19 years of age to work independently.

Commitment:

RAP/CHAT volunteers will spend a minimum of four hours a month at their assigned facilities, attend regular support groups and submit monthly reports.