

## AVS works!

Research shows that loneliness and social isolation are as bad for health as smoking, and can contribute to serious health problems like heart disease and depression.

Having a visitor can make a real difference in the health and happiness of an older person.

## Here are some things older people have told us about having a visitor:

*Sometimes she is the only person to visit from week to week.*

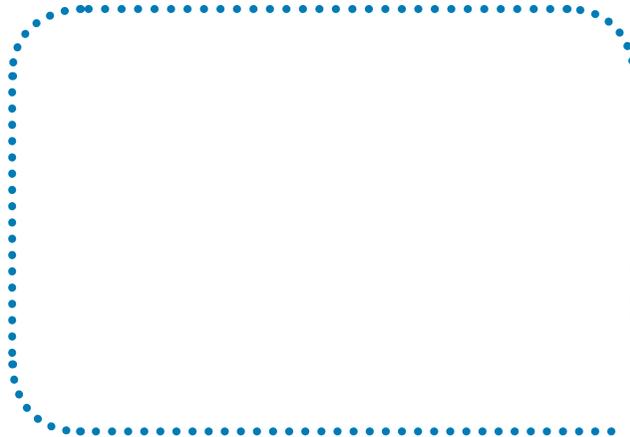
*I was lonely, with no light at the end of the tunnel, and didn't want to be here. Completely alone. No family. My visitor is a good listener, and we have become good friends. I look forward to her visits.*

*I love her weekly visits and the news of the world she brings to me. We are both interested in the same things. It's very special.*

*I have someone of my own.*



**To find out more about becoming an Age Concern Accredited Visiting Service volunteer contact us or visit our website:**



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# Do you have time for older people?

Ko te aroha te mea nui

# You could be a volunteer visitor



## You could make a real difference in the life of an older person

### Are you:

- Warm, friendly, and do you enjoy a chat?
- Keen to spend time with an older person?
- Able to give about one hour per week on a regular basis?
- Respectful of confidentiality and of other cultures and ways of doing things?
- Ready to be part of a team and experience ongoing support and training?

***If this is you, you could be an Age Concern Accredited Visitor***

***Ma tō rourou me tāku rourou ka ora tātou katoa***



## Becoming a Visitor

These are the steps:

- Attend an interview
- Pass a police check and reference check
- Complete orientation training
- Be matched with an older person and get to know them
- Support them to increase their social activity in their own way, at their own pace
- Provide records of your visits
- Regularly review with your coordinator how the match is going.

## Our commitment to you

Volunteers are the core of our service. If you become an AVS visitor, we are committed to ensuring that you have a rewarding, safe, and enjoyable experience. We do this by:

- Providing clear information about your role
- Taking great care to match you with a compatible older person
- Regularly checking in to see how things are going
- Working to resolve any problems or issues
- Prioritising your health and safety
- Providing ongoing training and support
- Seeking and valuing your feedback on the service.

Our visitor satisfaction surveys show that over 98% of our visitors enjoy, and feel that they benefit from, their role. Visitors have told us:

*The lady I visit is very frail. I try to do something nice for her each week. We have great chats and she is a lovely friend.*

*I am very happy I made the decision to become a visitor. The person I visit has had a huge impact on my life.*

*Lovely to see his face light up when I arrive, and makes me feel happy too.*