# Title Slide - FriendshipWorks

Ending Elder Isolation

105 Chauncy Street, Boston, MA 02111

(617) 482-1510

[www.fwelders.org](http://www.fwelders.org)

Logo: FriendshipWorks

## Slide One

FriendshipWorks was founded in 1984 to meet the needs of frail and isolated seniors. For the last 30 years, the organization has resolutely pursued its mission to reduce isolation, enhance the quality of life, and preserve the dignity of older adults in the Boston area.

Image: Younger men helping older adult woman off the bus

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## Slide Two

Friendly visiting, friendly helping, pet pals, La Cadena de Amistad

Images: Two women laughing together to represent “friendly visiting;” a woman helping another organize files to represent “friendly helping;” a PetPals volunteer and her dog visit an elderly woman at a long-term care facility; Man playing the maracas and woman playing the guiro to represent the services provided by “la Cadena de Amista” to elderly and disabled Spanish-speakers

## Slide Three – Medical Escort Program

FriendshipWorks provides volunteer escorts door-through-door for elders (60+) in Boston and Brookline. This is not a transportation program, but helps those who need extra assistance accessing health care.

Image: A volunteer with the Medical Escort Program assists and older woman with information related to a medical appointment.

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## Slide Four

Elders require escorts for a range of needs that transportation options alone cannot meet, including:

* Physical disability (vision, mobility)
* Emotional support
* Hospital requirement for procedure (colonoscopy, cataracts, outpatient surgery)
* Language (Spanish)

Image: Elderly woman with a mobility assistance device smiling as she is being helped on her way out of a van

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## Slide Five

“I get assistance to the door of the hospital, after that I’m on my own… I’ve run into difficulties before.”

*-New service recipient, March 2017 on why she needs extra help*

"You just don't know what this means to me... I don't feel like going blind just because the hospital is 5 minutes away and I can't get to it."

*-Service recipient, May 2016*

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## Slide Six

Image: Infographic representing the percentage of answers in response to the FY16 Survey Question “Would you be able to attend your appointments without FriendshipWorks’ assistance?”

45% - No

35% - Not Sure

12% - Yes

8% - No Answer

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## Slide Seven – Key Components

* Free
* Volunteers
* Escorts, NOT Transportation
* Volunteers make their own schedules

Image: Volunteer assisting an elderly woman from the car to the Moakley Building at Boston Medical Center.

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## Slide Eight

Benefits

* Reduces burnout
* Minimal cost
* Discourages abuse
* Larger volunteer pool

Challenges

* Gaps (challenging geography, times)
* Time consuming scheduling
* Dependency on 3rd party transportation means delays/problems common
* Limitations (e.g. advanced needs)

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## Slide Nine

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