

Introduction to the Care Receivers – 1st Visit

The purpose of the initial visit is to assess:

- Whether a Support Team is needed
- Whether volunteers can meaningfully respond to the real needs (there may be situations of genuine need that are inappropriate for volunteers, such as tasks that require skilled home healthcare attention)
- Whether the potential Care Receiver desires a Support Team.



The Visit should include the following:

Start the visit getting to know each other.

- Share about yourself, who you are and why you are there. Introduce yourself and whomever is with you, and share why you are there, perhaps referring to the (church's, synagogue's, organization, etc.) concern to show support.

Ask the potential Care Receiver to share about their situation and what they feel their needs might be. Give an opportunity for them to tell of their story, and be ready to answer any initial questions they might have.

- Explain the Support Team model as a method of showing care. In a sentence or two, share that a Support Team is a circle of friends who are organize to support a specific individual. Share how Teams can help, such as an occasional meal, transportation to store/doctor, etc. If appropriate, take some time to discuss the document, Is a Support Team Right for Me?
- If you have assessed that a Support Team might be a good fit for this situation, extend an invitation to the potential Care Receiver to receive a Support Team. Never pressure the person to accept a Support Team
 - If necessary set a time for a follow-up visit or phone call to revisit the idea of a Support Team

- If the person has decided to be a part of a Support Team, discuss what needs **might** be met.
- Ask the person for the names of people that they feel might be interested in being on the team. Invite them to think creatively, think of family, friends, neighbors, co-workers, and people in their faith community.
- Plan out the next steps and set a schedule if possible, including a time when they will first meet with the Support Team Leader or some other Team member.

Explaining the Support Team model to the Care Receiver



Important points to think about when you are preparing to visit the potential Care Receiver for the first time:

- Be clear in communicating who you are and why you are there.
- Ask questions and listen.
- Use positive and Inclusive language.

Accepting care

It can be hard to accept help from others. It does not matter if it is from someone you know or a stranger. It is important to let the potential Care Receiver know that they have value, and that your team is for support only and will not take away or take over any part of their life.



In some instances it might help to introduce the process slowly. You can suggest that they "just try it for a short time." It might also help to agree to one or two small items to help with. As time passes and comfort levels increase the receiver may be more open to more care

At this visit it is good to;

- Build awareness of what support teams are.
- Build motivation by sharing on how people would like to help .
- Share the understanding that this creates new relationships, grows current relationships, and builds community.
- Focus on relationships, not the idea that they need help.
- Let go and listen, really listen and make sure that they know that they are being heard.

2nd Visit With the Potential Care Receiver

When you have the Team Leader(s) and the Team formed and trained it is time to make the 2nd visit with the Care Receiver. It is during this visit that expectations, tasks, and boundaries are set.

Usually, the person who makes the initial visit to determine if a Support



Team is needed, appropriate, and wanted is the one who takes the lead in the process of connecting the Team and Care Receiver. This person brings together the Care Receiver, the Leader of the Team and/or another member of the Team. If the Care Receiver has a primary caregiver, you might want to invite her/him to be present.

The 2nd Visit involves the following:

1. Share the joy the Team feels over the opportunity to spend time with the Care Receiver.
2. Introduce the Care Receiver and Team Leader, and ask the Leader to share information about the present make-up of the Team – the number of members on the Team and who they are - young, retired, employed, members of the congregation, etc.
3. Ask the Care Receiver to share ways they feel the Team may be helpful.
4. Review the role of a Support Team. If helpful, use the *Support Team Agreement*.
5. Have the Team Leader share the next steps. Let the Care Receiver know that the Team Leader will call regarding those specifics.
6. The Team Leader should ask the Care Receiver how they would prefer to meet members of the Team, whether one or two at a time over the following weeks, or a gathering of the team.
7. Have both the Team Leader and the Care Receiver share telephone numbers, with discussion about appropriate times to call, etc.