



Tele-Friend Program: Older Adult Training Guide

A Collaboration between Northeastern University and Healthy Peninsula Coalition

1. Contact Information

- a. For any questions or concerns, please contact
ruralhealthinitiatives@gmail.com
- b. In addition, for any emergencies, please contact either of the personal emails of the leaders of this club:
 - i. President: devarajan.r@northeastern.edu
 - ii. Vice President: ande.k@northeastern.edu

2. Program Information

- a. Welcome to the Tele-Friend Program! We are very excited you are interested in participating in this program! This manual includes information about the program, including what you can expect from and what is expected of you. If at any time you have questions, feel free to reach out to the club leaders (ruralhealthinitiatives@gmail.com) with your questions.
- b. **Program overview:** During this program, you will be paired with a Northeastern University student, who you will meet via a telephone or video call (such as Zoom) for about 30 minutes each week. (Don't worry if you have never used Zoom - we can help you with that!) You and your partner will continue to meet weekly for 3-4 months.
- c. To get started, we invite you to first fill out the "*Older Adult Interest Form*." The information you provide in the form will

help the club leaders match you with one of our student volunteers. After we match you with a specific student, we will reach out with specific information about your first Tele-friend call with your partner through email or phone.

d. Missed calls/Timing changes:

- i. Sometimes events come up that interfere with a call you have scheduled with your student partner. If that happens and you are unable to make a scheduled call, we ask that you notify the club leaders and the student as soon as possible. Please be sure to leave your name and the time and date of the scheduled call that you cannot make.
- ii. If you would like to change the timings of your call for a specific week, contact **the club leaders and the student** indicating the timing change you would prefer. We will try to accommodate changes but we cannot make any guarantees.
- iii. If you would like to permanently change your call time, send **the club leaders** an email as early as possible.

3. Additional Considerations

- a. **Please do not share your personal contact information with your student partner.** It is important for everyone who participates in this program to feel safe; for this reason, we have a policy of ***not*** allowing personal contact information to be exchanged. Please only use the contact phone number and/or email addresses provided by the program.
- b. **Do not make harmful racial/sexual/gender related comments to/about your student partner.** This behavior is disrespectful and will not be tolerated. Any violation of this

policy will result in ending your continued participation in the program.

c. If an interaction with your student partner makes you uncomfortable or feels violating, we suggest the following steps:

i. End the interaction as soon as possible:

1. If you are on a zoom call, excuse yourself. (You can do this by saying, “That comment was inappropriate and made me feel uncomfortable. Because of this, I have to cut our meeting short for the day.”)

ii. Email the program leaders as soon as possible (ruralhealthinitatives@gmail.com)

1. Here is a suggested email for you to use:

a. “Hello, during my meeting with (include your student partner’s name) on (include the date of the interaction), I felt uncomfortable by a (specify if the infraction was a comment or behavior) that they did. (In this sentence, describe exactly what happened in your own words). Because of this situation, I (do or do not) want to meet next session. Thank you.”

iii. If you would like additional information, refer to “Mental Health” resources on the “Resources” tab of the RHI website (click the URL):

<https://rhineu.github.io/website/>

4. How to use Zoom

There are several ways to join a Zoom call. If you have never done it before, we suggest this method:

- a. The easiest way to join a Zoom meeting is to click the “Join Zoom Meeting” link that will be sent to you by email from the RHI Club.
- b. The link you receive should look like this:

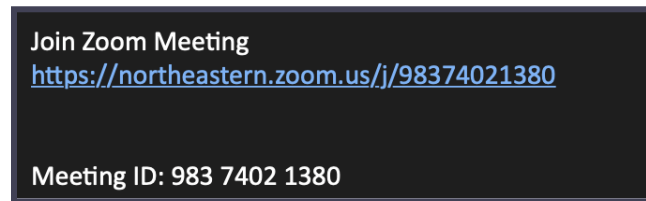


Image 1

- c. Click on the link (in blue) to be redirected to a page that will contain the following information:

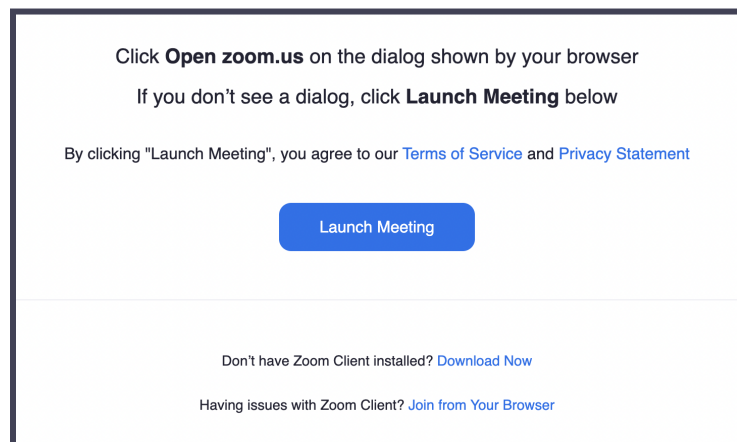


Image 2

- d. This same link will work for all of your scheduled weekly meetings. We suggest you bookmark this email by pressing the star button for easy access every week.

- e. You can join the call from your browser. Simply click the “Join from Your Browser” link at the bottom of the page when you first open the zoom link to the meeting (shown near the bottom of the page in image
 - f. In cases when your tele-friend meeting needs to be rescheduled, you will receive a different Zoom link for one-time use for that rescheduled meeting.
 - g. If you require any technical assistance, please consider emailing your student pen-pal (or talking to them during your meeting) for help or emailing the club leaders at ruralhealthinitiatives@gmail.com
5. Thank you for reading this guide! Please email the club leaders at ruralhealthinitiatives@gmail.com to indicate that you have successfully completed this process. Here is a template that you can use:
- a. “Hello, I, (your name), have successfully read through and understood all the content covered in the guide. After reading, I do provide my consent to participate in this program. Thank you.”