

NORTHEAST SENIOR ASSISTANCE (NESA)
CLIENT INFORMATION SHEET

The Northeast Senior Assistance (NESA) is a non-profit, ecumenical organization whose mission is to help you stay in your own home for as long as safely possible.

The primary services provided are: grocery delivery, medical transportation, minor home repairs, and telephone reassurance. Services are performed by volunteers. There is no charge for these services. Donations are encouraged and always gratefully accepted.

GROCERY SHOPPING: You must have a checking account. A volunteer will be assigned to your to do your shopping. You and the volunteer will set up the shopping schedule that is convenient for both of you. You will give the volunteer your shopping list. The volunteer will do the shopping, pay for the items, deliver them, and give you the receipt. You will then reimburse the volunteer using a check.

MEDICAL TRANSPORTATION: As soon as you have scheduled your medical appointment, call the NESA office to request a driver. One week notice is the minimum time required, and we will accept requests up to three weeks in advance. Provide the office with the date, time, doctor and address. You must be able to get in and out of the volunteer's car under your own power. We do not transport wheelchairs. If you have difficulty walking, we advise you to obtain a handicapped parking permit. The NESA office will contact you when a driver is available to transport you. The driver will contact you to get directions to your home and to arrange pick-up time. The volunteer will stay at the appointment location with you and return you home.

HANDY HELPER: Minor home repairs and maintenance are done at no cost for labor. You must pay for any materials. Be specific about the work needed when you call NESA. Handy Helpers only perform tasks which do not require power tools, high ladders, or heavy lifting. Typical requests are to change lightbulbs, hang pictures, tighten squeaky cabinets. NESA will contact you when a volunteer is available. The volunteer will call you to arrange a time and date to do the work. Prior to doing the work, the Handy Helper will ask you to sign an agreement explaining the work to be done.

TELEPHONE REASSURANCE: Telephone Reassurance volunteers call once per week to ensure the client's well-being. These calls occur at scheduled times; they may trigger a call to your emergency contact if we cannot reach you. Telephone Reassurance volunteers do not accept requests for transportation or other services. These requests must be directed to the NESA office.

PLEASE NOTE: We ask that you schedule your requests through the office. Do not ask for the volunteer's home phone number. Please respect the volunteer's privacy and time, and most of all, his or her effort to assist you.