



Sherborn Council on Aging

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Dear SureLine volunteers,

Thank you so much for your volunteer efforts in making the Sherborn Council on Aging SureLine phone system a great success. For years, many of Sherborn's seniors have relied on these daily calls not only for a check on their status, but for the social companionship that many seniors unfortunately lack.

Enclosed you will find a SureLine packet. Although much of what you are receiving is information that you may already know, we are streamlining our procedures here at the COA and we want to make sure that we manage all of our projects in the same manner. You will find a SureLine Program overview, a list of current SureLine clients, an example Call Log, and a blank Call Log. Please note that you must record your SureLine call status *every time you make SureLine calls*. Not only are the log sheets important for the COA office, but also they serve as an important tool for other SureLine volunteers. They may alert a different volunteer as to a problem that a client may be having or gives the caller something specific to talk about. I would encourage every volunteer to make an effort to come into the office periodically so that they can review previous calls in the SureLine binder.

If you would like to receive the call log electronically, please contact me at the number below and I will email it to you. It is an Excel file, so you must have MS Office Excel in order to utilize the form. You can type directly onto the call log and then save it under a new name and email it back to coavolunteer@sherbornma.org. Additionally, if you'd like to have extra copies of the call sheet on hand, you can come to the COA office and pick some up, or give us a call and we'll send them to you.

As always, thank you so much for your hard work and dedication. If you know of anyone that may be interested in helping the COA with SureLine calls or any other area, please have them contact us, or give us their number and we'll be happy to give them a call. There are many opportunities to help Sherborn seniors, so please spread the word so that we can service the needs of our seniors as best as we can. Again, thank you. Please don't hesitate to contact us with any questions.

Sincerely,

Ani Gigarjian
Volunteer Coordinator
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