

Aphasia Community Partners Volunteer Handbook

Contact information: aphasiapartnerslnk@gmail.com

Our Mission

“Our mission is to connect individuals with aphasia to individuals in the community to enhance social involvement and understanding of the strengths of individuals with aphasia.”

Why Volunteer?

Researchers have found that volunteering not only has an impact on the community that you are volunteering for/in, it has an impact on you as an individual (Elias, Sudhir, & Mehrotra, 2016). Some common advantages to volunteering reported in the literature include a sense of mastery and competence, being more accepting of yourself, and feeling a sense of growth and engagement (Elias et al., 2016).

Additionally, volunteering has also been shown to improve how you feel about your self-worth, and makes people feel positive about their mental health (Tang, Choi, & Morrow-Howell, 2010). While your volunteer help has a direct effect on a person with aphasia, it is our hope that **you** will begin to see a positive impact in your life as well.

Since not everyone is familiar with aphasia and the terms associated with it, we have provided a glossary at the end of this document to assist you in reading this handbook.

Your Role

You will be asked to serve as a conversation/community partner for a person with aphasia with whom you have been matched based on similarities in interests and time availability. You will carry out our mission through interactions once or twice per week. The goal of these interactions are to get the person with aphasia (PWA) out into the community so they can showcase their individual strengths and communication abilities and gain confidence in their communication.

Requirements

- The success of this program is based on the building relationships. Therefore, we ask that you commit to meeting with your participant twice a week for approximately an hour each time.
- Your commitment is for a minimum of six months.
- You must complete a background check through the College of Education and Human Sciences. Our organization will compensate you for any cost associated with this.
 - If you are a UNL student and your criminal history changes after your first background check, please complete the form found on the CEHS website (<http://cehs.unl.edu/cehs/cehs-criminal-history-background-checks/>) within 48 hours of the violation. If you have any questions, please email CEHSbackground@unl.edu.

- If you are a community volunteer and your criminal history changes, please contact the volunteer coordinator at aphasiapartnerslnk@gmail.com within 48 hours of the violation for instructions.
- You will be required to attend one volunteer training. This will be scheduled after all of the paperwork has been completed and the background check verified. It will last approximately one hour.
- All transportation should be coordinated independently and well in advance of your outing. You are allowed to provide transportation to the individual you are paired with, as long as both parties are in agreement. Any individual who drives his or her personal vehicle to a University activity or on University business is responsible for the safety of himself/herself as well as all passengers. The University bears no responsibility and is not liable for the operation or operating condition of personal vehicles and expects such drivers to comply with state law requirements regarding insurance coverage and to carry appropriate automobile liability insurance. All costs, including fuel, maintenance, or damage, which may occur while on University business is the responsibility of the owner of the personal vehicle.
- Volunteers in this program should have a passion for communicating, a strong desire to help others, and a commitment to building a friendly relationship with the person with whom they are paired.

Logistics

Scheduling

You will have a trained facilitator (e.g., Speech-Language Pathologist or SLP graduate student) to help you with scheduling your first outing, and they will be present for your initial meeting. Thereafter, you and the person with aphasia (PWA) will decide when and where to meet, and how transportation to and from your determined location will happen.

People with Aphasia often need more than verbal communication to understand. At times, they have trouble finding words, so this sometimes makes talking over the phone difficult. Since aphasia is a language impairment, all forms of communication such as reading, texting, writing, and speech are affected. Scheduling meeting times with a PWA is often best completed face to face and with visual supports (e.g., having a monthly calendar) available on which you write the day, time and place. If they write the information, it would be helpful if you glanced over subtly to assure they don't use a "paraphasia" (a word change) in their writing. For example, they may mean to write 1:00, but instead write 11:00. If they do have a phone and operate it well, you may communicate information regarding the schedule through email and text as reminders (e.g., meet Jenny Monday 11:00 @ Scooters). Remember to be brief and to the point.

You may also be communicating with the PWA's significant others, especially if they are arranging transportation. Be certain that they know who you are, and are made aware of any and all schedule changes.

You may be the one who helps the PWA arrange transportation (e.g., scheduling the next visit location and time with a Handy-Van). Keep in mind that a service such as Handy-Van requires a week's notice. If transportation is an issue, meeting the PWA in their home, or at a place within walking distance close to their home is an option. If you need help coordinating transportation please contact the volunteer coordinator at aphasiapartnerslnk@gmail.com

Communication about YOU

The PWA to whom you have been assigned wants to know about you! On your first outing, bring a WRITTEN document including some interesting facts about yourself, what you like to do, or your favorite places in Lincoln. This document will serve as a visual support and may help you get to know the PWA that you are paired up with. Some information that is important to be written down for the PWA includes:

- Printed picture of yourself
- Your written name
- Your email address
- Your phone number

Adding the above information to their communication book (if they have one) is a smart plan. Making sure that family also has this information is important. There may be times that a PWA has to cancel, and a family member will want to notify you in advance.

It is also a good idea to write a summary of your outing or any interesting discussion points in their notebook (or on a piece of paper) so that they may communicate about their outings with loved ones. For example:

“Bob and I met at Scooters on Monday. He ordered hot chocolate and I had a latte. We talked about his travels to Scotland. He was interested to know that I am originally from Hawaii. We are meeting again next Monday at Barnes and Noble at the SouthPointe mall at 2:00pm.”

Not only does this allow Bob to share his outing with his friends and family, it serves as another reminder for the date and location of your next meeting.

What to bring to your Outings

- Bring a pen and notebook to use for augmented input and basic communication regarding scheduling, outing summary, etc. The notebook is great for offering written choices to facilitate communication. The PWA may also want to use it to supplement their speech (they may write the first letter of a word or draw a

picture to get their message across). You will be trained in using these techniques so if you aren't sure what these techniques are don't worry.

- Your smart phone, if you have one. Finding pictures on google images can be handy to supplement the PWA's understanding. Or, if they are telling you a couple of key words but you don't have enough background knowledge around a subject, you may be able to do a quick search to remedy a communication breakdown.
- Consider bringing pictures of your family, pets, travels, interests.
- Magazines, newspaper articles (anything that might have pictures or topics to discuss). This can be especially fun as you get to know the PWA. You can bring in articles and stories about things you have discussed in the past.
- Emergency contacts, any pertinent medical information (e.g. allergies), and contact information of the PWA in case of an emergency.

Where to go?

- For the first couple of visits, we recommend a place where you can sit, hear each other, and converse (e.g., coffee shop, quiet restaurant, quiet food court at the mall, etc.). This way you can be face to face and practice using your supported communication techniques. Once they become more automatic, outings where you are on the move may be easier and feel more comfortable.
 - Lincoln has a multitude of small museums that are inexpensive and interesting. These include the Quilt Museum, the Tractor Museum, the National Museum of Roller Skating, and many others. In appendix C you will find a list of local museums!
- Try to balance the activities (e.g., free vs. cost-required activities) that you and your communication partner do, since the stipend we offer is just \$15 per month for both you and the PWA.
- Some potential community outings may include:
 - -Grabbing a treat at the ice cream shop
 - -Volunteering together
 - -Meeting for lunch
 - -Going to a museum
 - -Going to the mall
 - -Helping the PWA figure out the bus schedules pertinent to them

What to talk about?

Conversations should be genuine and meaningful. A PWA may enjoy talking about their lives and reminiscing about days from their past. They may also enjoy current events and television shows. It's fine to ask them what they like to talk about (be prepared to offer choices).

Some ideas to get you started:

1. Are you a sports fan? What sports do you like to watch on TV? In person? Did you used to play any sports? Can give options such as: Football, baseball, basketball, etc.
Who's your favorite team? (Don't forget to tell them about your interests too).
2. How long have you lived in Lincoln? Do you have children/grandchildren? Did your kids go to school here (if applicable)? Where did you attend high school? (provide a map or written choices if needed).

Some important concepts to focus on during your conversations:

- ✓ Slow
- ✓ Simple
- ✓ Use objects/activities in the environment to make points
- ✓ Write words
- ✓ Visuals

You will receive some information and training prior to your first meeting with the PWA. At his meeting you will get information regarding the PWA's interests, favorite activities, and other information to help you keep your conversations engaging for both parties. You will also receive training in specific communication strategies.

In appendix B, you will find the questionnaire that we are asking both you and the persons with aphasia to complete. Please answer it thoroughly.

Reimbursement

- You can receive reimbursement of up to \$15 a month to offset the cost of activities.
- Please remember to keep an itemized receipt in order to receive full reimbursement.
- Once you have been paired up with a PWA, you will be eligible to be reimbursed each month.
- Alicia Davis is the coordinator for reimbursement and will help you get your reimbursement through our program. You will email her your completed reimbursement form each month at Alicia.davis@unl.edu.
- In Appendix D you will find the reimbursement form that needs to be completed and emailed to Alicia for you to receive your reimbursement.

Other

- Aphasia Community Partners is promoting lasting and engaging interactions. As a result, it may be common for you or the PWA to take pictures on your outings. Keep in mind that it is important to obtain permission from the PWA to post anything about them or your outings on social media. As part of their paperwork process, they receive a **consent to photograph form**. If they have given consent (you will know ahead of your outings), it is still encouraged that you ask permission before taking photos.

Thank you for your interest and willingness to volunteer! You are making a difference in the life of a PWA. Communication is the essential human connection and you're helping to make that connection happen.

Glossary

- Aphasia: an acquired communication disorder that impairs a person's ability to process language but does not affect intelligence
- Paraphasia: when an incorrect word or sound is substituted for the intended word (e.g. boy for boot or dog for cow or tea for key).
- Augmented Input: The process of providing additional writing, drawing, or gestures when you speak to help the person with aphasia understand your message.
- Supported Communication Techniques: These are group of techniques that assist people with aphasia to communicate. They include providing written choices, providing extra intonation to your messages, using augmented input etc. You will be trained in the use of supported communication techniques that are specific to the individual you will be working with.

Appendix A

VOLUNTEER QUESTIONNAIRE

Please write in your availability.

	Mornings	Afternoons	Evenings
Mondays			
Tuesdays			
Wednesdays			
Thursdays			
Fridays			
Saturdays			
Sundays			

How much do you know about Aphasia? Please circle below:



Very little

Some

A lot

How comfortable are you interacting with a Person with Aphasia? Please circle:



uneasy

neutral

confident

Appendix B

Personality Questionnaire

Please fill this out as completely as possible. In the appropriate spaces, fill out or check the correct answer. Bolded phrases indicate for you to circle the appropriate answer. If you need to expand on anything, please feel free to do so in the margins or the back of the page!

Demographic Information

1. What is your name? _____

2. Do you have a nickname? Yes (what is it?) _____ No _____

3. How old are you?

_____ 18-21 _____ 22-34 _____ 35-44

_____ 45-55 _____ 56-65 _____ 65+

4. Which form of communication are you most comfortable with?

_____ Texting _____ Phone Calls _____ Email _____ Face to Face _____ Other

• Other: _____

5. I have _____ brother(s) and _____ sister(s).

• Are they older or younger than you? _____ older _____ younger

6. I grew up in _____

7. I am: _____ married _____ single _____ divorced _____ other

• Other _____

- If married: My spouse's name is _____. We have been married for _____ years.

8. Do you have children? _____ yes _____ no

- If Yes: I have _____ daughter(s) and _____ son(s). They are _____ years old.

9. Do you have grandchildren? _____ yes _____ no

- How many granddaughters? _____
- How many grandsons? _____

10. Where do you work? _____

- How long have you worked there? _____ years

11. Did you serve in the military? _____ yes _____ no

- I served in the military for _____ years

Interests

1. Do you like sports? _____ Yes _____ No

- Do you like watching sports **at home, at a bar/resteraunt/public place, or in person?**

- What are your favorite sports to watch?

_____Basketball _____Baseball _____Soccer _____Volleyball

_____Bowling _____Track _____Ice hockey _____Rodeo

_____Tennis _____Swimming _____Horses (riding/racing) _____Golf

_____Boxing _____Car racing _____Other

- Other: _____

- Who are some of your favorite teams to watch?

_____UNL Huskers _____Creighton Blue Jays _____UNK Lopers

_____Denver Broncos _____Kansas City Chiefs _____Colorado Rockies

_____Kansas City Royals _____Chicago Bulls _____Oklahoma City Thunder

_____Other

- Other: _____

2. Do you like crafts? _____ yes _____ no

- Do you like doing crafts **at home** or **with other people**?

- What kinds of crafts do you like?

_____Painting _____Drawing _____Sewing _____Cross-Stitch

_____Crocheting _____Pottery _____Glass work _____Quilting

_____Woodwork _____Metalwork _____Scrapbooking _____Other

- Other: _____

3. Do you like music? _____ yes _____ no

- Where/when do you like listening to music?

_____At home _____In the car _____At concerts _____Other

- Other: _____

- What kinds of music do you like?

_____Classical _____Country _____Swing _____Rock _____Jazz

_____R&B _____Hip-Hop _____Rap _____Metal _____Blues

_____Folk _____Soul _____Alternative Rock _____Pop _____Other

- Other: _____

- Who are some of your favorite musical artists?

_____The Beatles _____Garth Brooks _____Pink Floyd _____Queen

_____Michael Jackson _____The Rolling Stones _____Johnny Cash

_____Aretha Franklin _____Elvis Presley _____Beyoncé _____AC/DC

_____U2 _____Beethoven _____Madonna _____Other

- Other: _____

4. What are some of your favorite snacks?

_____Coffee _____Candy _____Chips _____Cookies _____Pretzels _____Fruit

_____Ice Cream _____Vegetables _____Cheese and Crackers _____Soda/Pop

_____Crackers _____Hummus _____Donuts _____Cupcakes _____Other

- Other: _____
- What are some of your favorite types of candy?

_____Skittles _____Twizzlers _____Twix _____Kit Kat _____Starbursts

_____Snickers _____Chocolate Bar _____Reese's _____M&Ms

_____Sour Patch Kids _____Sprees _____3 Musketeers _____Other

- Other: _____

Appendix C

Lincoln Museums

- Nebraska History Museum
 - 131 Centennial Mall N
 - Admission: Free
- Sheldon Museum of Art
 - 1209 R St
 - Admission: Free
- Great Plains Art Museum
 - 1155 Q St
 - Admission: Free
- National Museum of Roller-skating
 - 4730 South St
 - Admission: Free
- Larsen Tractor Museum
 - N 35th St & Fair St (UNL East Campus)
 - Admission: Free Will Donation
- International Quilt Study Center and Museum
 - 1523 N 33rd St
 - Admission
 - Adults: \$8
 - UNL ID: Free
- University of Nebraska State Museum
 - Morrill Hall, 645 N 14th St
 - Admission
 - Adults: \$6
 - UNL ID: Free
- Captiol Building Visitor Center
 - 1445 K St
 - Admission: Free

Appendix D

UNIVERSITY OF NEBRASKA Visiting Personnel / Nonresident Alien Independent Contractor Miscellaneous Expense Voucher

Please legibly print name and address information!

Legal Name _____	Purpose _____
FTN (SSN / EIN / ITIN) _____	Date of Visit _____
Home Address _____	<input type="checkbox"/> US Citizen / Resident Alien (Green Card)
	<input type="checkbox"/> Non-Resident Alien (attach copy of I-94, visa and passport)
	<small>If box is checked, route to Payroll Office for approval before A/P.</small>
City _____ State/Province _____	<input type="checkbox"/> J1 <input type="checkbox"/> H1 <input type="checkbox"/> F1 <input type="checkbox"/> Other _____
	<small>09-2019 1-19 09-2018</small>
Country _____ Zip/Postal Code _____	<input type="checkbox"/> B1/B2* <input type="checkbox"/> Canadian* <small>*The B1/B2 Affidavit Form is required to be completed, signed and attached to this voucher prior to payment.</small>
Payee Signature _____	Date of Arrival in US _____
	Citizen of _____ country.
<small>I hereby attest that my response and the information provided on this form is true, complete and accurate and may be used to verify my lawful presence in the U.S.</small>	

DESCRIPTION	GIL ACCOUNT	AMOUNT
Independent Contractor Fee/Honorarium*	526__	
Location of Services Provided _____ <small>*Non-resident Nebraska income tax withheld where applicable</small>		
Travel Expenses:		
Meals**	Non-Recruitment Recruitment	526001 522100
Lodging (Attach Receipts)		
Commercial Fare (Attach Receipts)		
Parking (Attach Receipts)		
Mileage		
<small>**For meals over \$46.00 per day (Nebraska) or \$61.00 per day (Omaha) itemized receipts/dating required. For single meals greater than \$25.00, itemized receipt/dating required.</small>		
Study Participant, IRB# _____	526302	
Other 1) _____		
2) _____ (Miscellaneous expenses over \$5.00 require receipts)		
3) _____		
Royalty Payment _____	521804	
TOTAL		

Dept Name _____ Dept Zip Code _____

Preparer's Name _____ Phone _____

Cost Center/WBS Element _____

Department Signature Approval _____ Date _____

To be completed by the Payroll Office:

Tax Treaty Country _____	Fed Tax Type - F1 Fed Tax Code Y1= 5% Y2=10% Y3=12.5% Y4=15% Y5=20% Y6=25% Y7=30% Y8=20%	State Tax Type - S1 State Tax Code Y0=0% Y3=4%
	Rec. Type Royalties=12 Ind Corp= 16 Corp=50	

Payroll Approval _____

**If you double click on the image above it will open in a PDF format that is able to be filled out and emailed to Alicia Davis

References

- Elias, J. K., Sudhir, P., & Mehrotra, S. Long-term engagement in formal volunteering and well-Being: An exploratory Indian study. *Behavioral Sciences*, 6(4), 2016. <http://doi.org/10.3390/bs6040020>
- Tang, F., Choi, E., Morrow-Howell, N. Organizational Support and Volunteering Benefits for Older Adults. *The Gerontologist*, Volume 50, Issue 5, 1 October 2010, Pages 603–612, <https://doi.org/10.1093/geront/gnq020>