



Working With Hearts and Hands

Who is Hearts and Hands?

Hearts and Hands is a non-profit organization that matches caring, reliable volunteers with older community members who have essential needs, like transportation, to ensure they can continue living independently. Volunteers provide transportation to medical appointments, routine errands, and social/recreational visits. They're also available for companion visits/caregiver support, phone pals, minor home maintenance, and assistance with basic household chores. The organization, founded in 2003, provides services to underserved areas of Western New York.

How does Hearts and Hands work?

A care receiver calls Hearts and Hands at least one week before a scheduled appointment or need, and a Hearts and Hands volunteer coordinator schedules the request with an available volunteer. The volunteer coordinator then calls the care receiver to confirm that their request has been filled and gives the care receiver the volunteers first name and a description of their vehicle. The volunteer re-confirms with the care receiver the night before their scheduled need.

Does Hearts and Hands guarantee every request?

Hearts and Hands is a "best efforts" program. Because we are volunteer-based and not paid caregivers, there are times when despite our best efforts a request cannot be filled. In those cases, we inform the care receiver at least 24 hours before their scheduled need, so they have time to find a ride or change an appointment without incurring a fee from their healthcare providers.

What does Hearts and Hands cost?

There is no fee, although we welcome donations. Through the generous support of communities, coalition churches and grant makers, including the United Way of Buffalo and Erie County, Erie County Department of Senior Services, Niagara County Office for the Aging, and privately funded grants, we can keep our services cost-free to our care receivers. We also have a committed group of business sponsors throughout our service areas, and we have our volunteers.

Where does Hearts and Hands provide services?

Hearts and Hands provides services through Erie and Eastern Niagara Counties.

How do I become a volunteer?

Contact the Hearts and Hands office at (716) 406-8311 ext. 102 or visit our website www.volunteerhnh.org.

Do I need any special qualifications?

No. We do not provide hands-on medical care. All you need is a little bit of time and a helpful heart! Our services are all about “neighbor helping neighbor.”

How do I become a Care Receiver?

If you need services, call (716) 406-8311 ext. 107 and sign up for an intake. During the intake, our program director will talk with you about how we can meet your needs and how our program works. They will also collect necessary information about you, such as your usual doctor and emergency contact numbers.