



Friendly Caller Program

Orientation Package

Welcome to the Friendly Caller Program!

The following information is intended as a useful reference, which will help familiarize you with the policies of the Friendly Caller Program.

All volunteers must complete the application form.

We hope that you enjoy taking part in this program, and that you gain personal satisfaction from sharing your time to benefit the wellbeing of others.

Program Requirements:

Volunteers will call the Resident Applicant at a minimum of one phone call per week, for 15-30 minutes, on a set day and time. Volunteers should be patient, reliable, and sensitive to others' personal experiences and personalities.

Our Mission:

To provide friendship and support to a Resident Applicant through regular conversation. The resident could be an older adult, senior, or individual who may be vulnerable, socially isolated, or lonely and could benefit from weekly contact with a Friendly Caller. Regular contact helps decrease feelings of anxiety, depression, loneliness, and lessens isolation.

Confidentiality:

Please, as a volunteer, **be discreet**. You are subject to the same code of ethics as professional staff.

Volunteers will not discuss any information regarding the Resident Applicant, unless you have concerns that you would like to bring forward to Family and Community Support Services. If the Resident Applicant seeks additional support or information about programs and services, then advise them contact Family and Community Support Services or call 211. The goal of the Friendly Caller is leisure conversation.



Conversation Guidelines

Here are some ideas for conversation:

- Hobbies/interests
- Past employment/profession
- Where they/you grew up, family, etc.
- Past or current community involvement
- Current events/news/weather

Things to avoid talking about:

- Always avoid talking about situations regarding money, medical issues, or legal advice.

Some things to remember:

- Be a good, active listener.
- The Resident Applicant may need to express their own complaints or opinions, listen to them, without judgment, and let them know you understand.
- Make your resident feel important by asking their opinion or advice.
- Try and keep conversation on the lighter and more positive side.
- Be sensitive that your resident may have a different religious or political view/affiliation than you.

Safety Concerns

If you become concerned or suspicious of a person's behaviour during the phone calls, please let Family and Community Support Services know, so that they can appropriately look into the wellbeing of the resident.

Expectations & Responsibilities:

- If you are ill, or plan to be away on vacation, please let the resident know that you will not be available for your scheduled call, as soon as you can.
- If you need to resign from your Friendly Caller position, please inform the resident and Family and Community Support Services, so that they can try and find a replacement caller for that resident.
- On the log sheet provided, please document the date, time, and duration of each call.
- Be prompt for scheduled calls; let your resident know in advance if you will be late or unable to do the phone call.
- Be sincere in the offer to be a Friendly Caller and believe in the value of the task to be done.



- Be loyal to the program.
- Maintain the dignity and integrity of the program with the public.
- Be prompt and reliable.
- Seek help when in doubt.
- Do phone calls only, this is not a home visiting program.

Volunteers have the following rights:

- To be treated with respect and kindness
- To be given a suitable assignment
- To be heard

Volunteer Benefits:

- To make a contribution to others and to the community
- Feel useful and needed
- Occupy spare time
- Opportunities for personal growth
- Assist others
- Enhance services for seniors
- Make a difference in the life of someone

“EVERYBODY CAN BE GREAT
BECAUSE ANYBODY CAN SERVE.
YOU DON’T HAVE TO HAVE A COLLEGE DEGREE TO SERVE.
YOU DON’T HAVE TO MAKE YOUR
SUBJECT AND YOUR VERB AGREE TO SERVE.
YOU DON’T HAVE TO KNOW THE SECOND THEORY OF
THERMODYNAMICS IN PHYSICS TO SERVE.
YOU ONLY NEED TO HAVE A HEART FULL OF GRACE.
A SOUL GENERATED BY LOVE.
AND YOU CAN BE THAT SERVANT.”

Dr. Martin Luther King, Jr.



I _____ acknowledge that I have read, understand, and will comply with the terms as outlined within this orientation manual. By signing this agreement, I am aware that breach of any of these terms may result in dismissal from the Friendly Caller Program.

I further understand that "The personal information collected is obtained under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and relates to and is necessary for an operating program or activity of the Town of Hinton and is protected under the provisions of the Freedom of Information and Protection of Privacy Act. Questions regarding the collection of personal information can be directed to the Town of Hinton's FOIP Coordinator".

Volunteer Name

FCSS Staff Member Name

Volunteer Signature

FCSS Staff Member Signature

Date

Date