

Telephone Reassurance

What is the Telephone Reassurance Program?

The Telephone Reassurance program provides weekly social telephone calls and/or security checks to seniors and older adults with disabilities who may live alone and not have access to social community programs.

Purpose of Position

This program relies solely on volunteers who provide weekly telephone calls to help alleviate isolation and / or loneliness experienced by seniors and older adults with disabilities. Volunteers offer a listening ear, engage in conversation and/or provide security checks to ensure the client is safe and well. Length of calls are dependent on the needs of the client and / or availability of volunteer.

Roles and Responsibilities:

- Providing regular weekly telephone calls, at a mutually agreed upon time, to a client with whom you have been matched.
- Building a supportive relationship through conversation and discussion, and actively engaging client in their topics of interest.
- Providing a listening ear and/or checking in on the well-being of the client.
- Keeping an accurate record of date, time and length of calls for mandatory statistical reporting.
- Maintaining monthly contact with the Manager of Volunteer Services to report on the status of calls, client updates and to submit monthly volunteer hours.
- Immediately reporting any concerns about the client's health and well-being.
- Notifying the Manager of Volunteer Services of any planned absences impacted the weekly calls.
- Attending volunteer orientation, and on-going training and meetings.

Qualifications:

- Patient, caring and compassionate.
- Reliable, punctual and responsible to adhere to agreed upon time of calls to client, and reporting to Manager of Volunteer Services.
- Excellent listening and interpersonal skills with an interest and ability in carrying on conversations and developing one-on-one rapport over the phone.
- Must be understanding and comfortable working with seniors, and able to accept people as they are, demonstrating sensitivity to emotional and physical conditions of the senior.
- Respect of client confidentiality at all times.
- Ability to communicate clearly in English, speaking other languages is an asset.
- Clear Vulnerable Sector Check required before being matched with a senior.

Location:

Telephone calls will take place remotely from the volunteer's home to a senior or older adult with disabilities.

Time Commitment:

- One call per week, based on client request. Weekly calls take place at a mutually agreed upon time.
- Minimum 6-month commitment.

Telephone Reassurance**Support and Supervision:**

- The Manager of Volunteer Services is your primary contact for any volunteer related enquiries, and is responsible for providing ongoing support, including:
 - Providing initial agency, program orientation and organizing on-going training opportunities
 - Providing information about the client with whom you have been matched
 - Being readily available when you want and / or need to connect regarding the calls you are making, including if you have concern about the client's health and well-being

Limitations of Your Role as a Telephone Reassurance Volunteer:

The following activities are **never** to be engaged in by volunteers:

- Counselling client, as this is not a therapeutic relationship
- Advising or mediating on any personal, financial, medical, or legal issues
- In-home visits or arranging in-person visits in other locations
- Providing client with your telephone number*
- Accepting money or gifts from client
- Providing client with money or help with their expenses.

*this limitation applies to any new client matches taking place after June 20, 2023

Volunteer Benefits:

- Providing a vital service in supporting the well-being of seniors/adults with disabilities
- Formal and ongoing recognition
- Reference letter (after 3 months of volunteer service)
- Access to on-going learning resources and opportunities
- Access to community events at reduced costs

Acknowledgement

I have read and understand the contents of this position description. I agree to follow the responsibilities, and limitations, of a volunteer at ESS Support Services as outlined in this position description. I agree to follow up with the Manager of Volunteer Services with any questions regarding these responsibilities and boundaries.

Volunteer Full Name: _____

Volunteer Signature: _____ Date: _____

Manager of
Volunteer Services: _____ Date: _____