



Friendly Calls to Seniors Program

In Yellowknife, call 445-4484

Toll Free: 1 (888) 234-4485

Friendly Calls to Seniors

Friendly Calls to Seniors is a free program that matches a senior with a volunteer who will phone regularly to provide support, social contact and ultimately act as a safety check. With a phone call, a senior can feel secure in the knowledge that someone is looking out for them.

Volunteers

Volunteers are recruited from all segments of Yellowknife's population - young and old, men and women, all cultures and backgrounds.

Volunteers go through a screening process including an interview, reference check and police background check.

Volunteers receive training and have the opportunity to provide feedback on the program at monthly luncheon meetings. Calling cards are provided for out of town calls to seniors.

Clients/seniors

Clients of the program are seniors living in the NWT who would like to receive a call from a volunteer for support and social contact.

Seniors can self refer to the program or be referred by an individual such as a health care provider or family member.

Seniors will be screened and matched with a volunteer. There is a process in place for seniors of the program to provide feedback.

Scheduling

The volunteer and senior will determine the time and regularity of their phone calls. Some seniors require a daily phone call at a scheduled time, while others may prefer a less frequent call. The schedule of both the volunteer and senior will have to be considered.

Phone calls should last approximately 10 minutes. Longer calls are at the discretion of the volunteer.

Conduct of Volunteers and Clients

Volunteers maintain the confidentiality of all client information and are required to sign an Oath of Confidentiality. Volunteers and clients are asked not give or receive money or gifts of monetary value.