

With your help, we can impact a life.

FRIENDLY VISITING & PHONE PALS MANUAL

This manual will provide all the necessary information to assist you in having the best experience possible, not only as a Friendly Visitor or Phone Pal, but also as a member of Circle of Care's Volunteer Community.

You already have the most important asset to be a successful volunteer - the desire to give to those in need.



**Thank you for volunteering with Circle of Care,
and welcome to our Volunteer Team!**

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WELCOME

Friendly Visiting & Phone Pal Program

Circle of Care's mission is to provide exceptional, innovative care so people can stay **independent, connected and safe in their homes and communities.**

Our friendly visiting program assists in achieving our mission by **pairing volunteers with clients** to provide **companionship and social interaction** to those who are isolated and alone. Your visits and calls are a gift that makes a world of difference and can **significantly impact the life of a senior.**

You may be the only person seeing or speaking to the client that week and therefore you are the **vital link** between them and the community. Always **report any issues or challenges** that a client has shared with you. Your feedback about the client's well-being is **invaluable.**

A Friendly Visitor & Phone Pal is...

- Someone who is **caring and compassionate.**
- Someone who **enjoys talking and being with others.**
- Someone who **wants to reach out and help others.**
- Someone who **wants to make a difference in the lives of others.**
- Someone who **wants to contribute to their community.**
- Someone who **believes in the value of friendship.**

Our clients are individuals who are...

- **Isolated, frail and/or vulnerable individuals** who require daily or weekly contact to ensure their safety and security.
- Experiencing **poor health or recuperating** from an illness and **require regular contact** to reassure them that help is available when necessary.
- **Requiring support which is usually provided by caregivers,** family or friends while they are away
- Referred by the Family Health Team.
- **Live in a home that is safe for a volunteer to visit.**

ROLES AND RESPONSIBILITIES

Role of Volunteer Resources

- To **recruit and screen** volunteers.
- To provide **orientation** and **ongoing educational opportunities**.
- To provide **training** for the position and **ongoing support**.
- To ensure all **volunteer paperwork is up to date**.
- To **annually review and update** position descriptions and training manuals.
- To act as a **resource for volunteers** and **provide guidance** regarding client needs.
- To **monitor the progress** of the client/volunteer relationship.
- To **record volunteer hours**.
- **To provide recognition for commitment and service.**
- **To treat volunteers as valued and integral members of the organization.**

Role of the Volunteer

- To understand the responsibilities outlined in the **position description**.
- To provide the agency with **all appropriate paperwork and information** prior to start date.
- To sign an **Volunteer (Offence) Declaration annually**.
- To understand **behaviours** related to **client safety**.
- To **monitor signs of trouble** or health conditions and note signs of acute illness.
- To **determine when client interventions are appropriate** and **how to respond** to an emergency.
- To **maintain close communication** with Volunteer Resources regarding all aspects of their volunteer role including **any concerns of clients well-being**.
- To provide the service in a manner that is **respectful of the clients' cultural and religious norms and to respect client confidentiality**.
- To maintain the agency's **policies and procedures**.
- To attend **meetings and ongoing training sessions** in order to be equipped for volunteer role.
- To **accept support and feedback** from staff.
- To **provide feedback** to staff on **ways to improve** their position and the program.
- To inform Volunteer Resources staff of any **absences or when ending their volunteer role**.
- To **wear the Circle of Care ID badge** while volunteering.

Absences

- **If you are not feeling well**, it would be best to not attend the program as the clients could be at a higher risk of becoming ill. Call Volunteer Resources staff and let them know immediately.
- **If you are planning a vacation**, let Volunteer Resources staff know your departure and return dates.
- **In extreme weather conditions**, you may not be able to visit; if this is the case, please let your client know as soon as possible.

Holiday or Special Occasions

Holidays or dates that mark special occasions (birthdays, wedding anniversaries, anniversaries of the death of a loved one) **can be difficult times for seniors**. Some clients may find comfort in reminiscing or sharing stories of their loved ones while others may not want to discuss these events at all. **Take your lead from the client** and know that the client may seem sad around these dates.

Setting Limits with Clients

There may be times when you will have either telephone contact or face-to-face contact with clients.

- It is important to keep in mind that **you are not to offer medical or legal advice or provide counselling** concerning difficult personal or family problems.
- **If a client asks for your telephone number**, advise them that they can contact you by calling Volunteer Resources.
- **Volunteers should not be doing the work of PSWs** (Personal Support Workers) this includes but is not limited to housekeeping, feeding, dispensing medication, dressing, bathing.
- **Please do not lend money, cigarettes or buy food for clients with your own funds.**
- Only share personal information **that you are comfortable disclosing**.
- A hug in greeting can be appropriate, adding a dimension to your friendship, **but only do so if you are comfortable and it is initiated by the client**.
- You have the **right to not tolerate verbal abuse or rude behaviour**. Just as you are being respectful to the client they are expected to be respectful to you. **Please report any incidents to the Volunteer Supervisor**.
- **Volunteers should not accept gifts or gratuities** from clients or their caregivers/family members.
- **Volunteers may not drive Circle of Care clients.**

If You Feel Your Client Needs More Support

Inform Volunteer Resources if:

- You notice a change in a client's mood or behaviour. Use the ALC Checklist below.
- You have a reason to believe the client is experiencing any form of elder abuse.

When in doubt - reach out and let the Volunteer Resources Staff know.

Use the checklist to assist you in assessing and describing changes in your client's behaviour.

Acts – Including memory, behaviour, cognition and mood

Looks – Including appearance, physical deterioration, abuse

Copes – Including dress, eating, cleaning

TIPS FOR FRIENDLY VISITING

Friendly visits can bring a great deal of happiness and enjoyment to clients. The connection formed through friendly visits with volunteers is an important way that clients can develop and maintain relationships within the facility, and stay connected to the community.

Your First Visit

First visits are always the most difficult. To help ease the process remember to call your client prior to the visit and introduce yourself, this will help ease any anxiety you and the client may be feeling. Like any new friendship, it does take time to build a relationship but as you visit each week it becomes easier.

Getting Your Volunteer Visit Off to a Good Start

Firstly, **be committed to visiting**. You don't have to have long visits, but do **try to visit regularly**. And it's okay to feel nervous or that a visit didn't go too well. Don't give up – try again next time!

Here are some very simple techniques for getting a visit off to a good start:

- **Call two days prior to your visit** and have a brief conversation with the client to ensure they are okay and that the visit is still taking place.
- **Call just prior to leaving** for the visit to ensure the client has not forgotten about the visit and is at home.
- **Visit at agreed upon times. Be punctual and consistent.**
- Turn your **cellphone off** or place it on vibrate. The client needs to feel like they have your **undivided attention. Be present.**
- **Find a quiet place** for the visit – quiet spaces can be relaxing and help minimize distractions.
- **Address the client by name.** Introduce yourself to the client and explain why you are there.
- Use a **cheerful tone and smile.**
- **Respect the client's personal space.** If the client extends their hand for a handshake, kindly accept the handshake.
- Refrain from using **fragrance.**
- **Ask the client if it is okay** for you to stay and visit for awhile.
- **Ask questions** like: How are you doing? How are you feeling? How was your weekend?
- **Share a bit about yourself** so the client can get to know you. **Sharing information will encourage them** to share information about themselves.
- Encourage the client to **talk about things in their past or present.**
- **Find common areas of interest** (e.g. politics, sports, music). Your client often has a lot to contribute.

Getting Your Volunteer Visit Off to a Good Start, cont'd.

- **Find out a little about the client you are going to visit** – staff can help you with this. Knowing a bit about their background and interests will help you to have lots of things to talk about – **even if the conversation may be one-sided at times.**
 - Where did they grow up?
 - What kind of job did they have?
 - Did they go on any special trips?
 - What did they do for fun?
 - Do they/did they have any hobbies?
- **Be sensitive to hearing impairments, memory lapses and limited attention spans.**
- **Keep sentences short** and remember to **listen and use simple clear language.** Use the teach-back method.
- Over the course of your communication, you may notice changes in the person you are speaking with. **Be sensitive to changes in attitude, mood or personality** and be sure to **report these changes** to Circle of Care.
- **If the client appears tired or is not feeling well** when you arrive, consider a **shorter** visit, **ensuring they are okay before you leave. Report this to the agency** so that we can follow up with the client to ensure he/she is doing okay.
- **Warn the client a few minutes before you are leaving.**
- **Schedule your next visit prior to leaving and write it down for the client.** Try to visit on days where no one else is and **be consistent with your day and time.**
- **At the end of the call or visit tell the client how much you enjoyed your conversation with them. Give them lots of positive feedback.**

Activities you can do during your visit

- Ask about **photographs** you see in the client's home; **Help them organize their photos** into an album;
 - Photo albums or books with interesting photos are a great tool for connecting and usually spur on good conversation and some laughs.
- **Play games** like cards, chess, checkers, board games, jigsaw puzzles etc.
- **If the client is visually impaired read aloud to them**, share a good book together or help them write letters or holiday cards.
- **Bring music along and enjoy it together** (consider making a play list (consider making a play list of the **client's favourite music** or music that is meaningful to them).
- **Bring an activity to do together** with the client. For example, a book of jokes, word or board games, crafts, nails and beauty supplies, and books to read aloud.
- **Accompany them to a personal appointment** i.e. hair appointment (do not drive client).
- **Accompany them to a medical appointment** (do not drive client).
- **Take a short walk** in the community.
- **Sit outside** or go to the local park for your visit (weather permitting).
- **Assist them in watering their plants** or help them plant spring flowers outside.
- **Help them decorate for the holidays.**

The possibilities are endless, as long as both you and the client are comfortable with the activity

Silence is OKAY. Just sitting together can be an enjoyable and comforting thing.

TIPS FOR PHONE PALS

Tips for Calling your Phone Pals

- Be cheerful and **address the client by name**.
- **Call at agreed upon times**, be punctual and consistent.
- Discuss the **frequency** of your calls.
- Ensure there are **no interruptions**, the senior needs to feel like they have your **undivided attention**.
- Ask questions like: How are you doing? How are you feeling? How was your weekend?
- **Sharing information about you will encourage them to share information about themselves.**
Encourage the client to talk about things in their **past or present**.
- Find **common areas of interest** (politics, sports, music). Your client often has a lot to contribute.
- Keep sentences short and remember to **listen, use simple clear language**.
- Over the course of your communication, you may notice changes in the person you are speaking with, be sensitive to changes in attitude, mood or personality. If notable, contact Volunteer Resources staff.
- **If the client appears tired or not feeling well, consider a shorter call**, ensuring they are okay before you hang up, consider calling them the next day to check in with them.
- **Schedule your next call prior to hanging up.**
- **At the end of the call tell the client how much you enjoyed your conversation with them, give them lots of positive feedback.**

Your Initial Call

The first phone call is always the most difficult. To help ease the process introduce yourself and **be prepared to talk a bit about yourself**, this will help ease any anxiety you and the client may be feeling. Like any new friendship, **it does take time to build a relationship** but as you call each week it becomes easier.

- To best prepare, **find out a little about the client you are going to visit** - staff can help you with this. Knowing a bit about their background and interests will help you to have lots of things to talk about - even if the conversation may be one-sided at times.
 - Where did they grow up?
 - What kind of job did they have?
 - Did they go on any special trips?
 - What did they do for fun?
 - Do they/did they have any hobbies?
- **Be sensitive to hearing impairments, memory lapses and limited attention spans.**

Communicating Effectively

Here are some important communication strategies that will make the visit and/or phone call successful and enjoyable for the client and for you:

Make and maintain good eye contact during the visit

Good eye contact tells the client that you are attentive, interested in them, and signals understanding. It is easiest to make good eye contact if you **position yourself at the client's level**. For example, if they are in a chair, you should sit down yourself. But **be culturally sensitive** – some cultures do not use prolonged eye contact when communicating.

Project positive body posture

Your posture should be relaxed, whether you are sitting or standing. Your arms should be comfortably by your side or in your lap. **Don't cross your arms, as this can communicate that you are guarded or hesitant**. Lean in a bit when the client is talking to you, as this will show that you are interested in what they are saying.

Speak clearly in person or on the phone

When you talk, **speak clearly, slowly, and in an expressive tone of voice**. Use an appropriate pace. It is okay to repeat yourself if you don't think the client heard or understood you the first time, or to say the same thing again in a different way. **Give the client time to answer** you or add their comments.

Let the client express their feelings

Even if the client is expressing something that is difficult or negative, **let them know it is okay to express their feelings**. You can help them to be aware of what they are feeling by saying something like, "You must be feeling very..."

Use open-ended questions

Open-ended questions **help people to explore their thoughts and help to keep conversation going**. Open questions begin with: "how", "what", "could". Examples of open ended questions include: "How do you feel about...?", "What are some things that...?" or "Could you tell me how ..?"

Paraphrase what the client has said to you.

To show that you understand or to clarify, **repeat back what the client has said to you**, but in slightly different words.

Remember, **your visit or call is important to the client, even if they are not able to tell you**. The time spent together will bring them joy and will provide a sense of well-being and comfort.

Please also remember - **if for any reason you are uncomfortable dealing with a situation**, please contact a staff member. Safety comes first for all concerned.

TWO-FACTOR IDENTIFICATION

Circle of Care uses a two-person identification approach when working with clients, **to ensure that clients receive the service or information intended for them.** This practice prevents incidents such as errors in care, medication, discharge of the wrong client from a service, and privacy breaches.

The identifiers used will be the **person's full name, and at least one other client attribute**, including: date of birth, confirmed home address and phone number.

Phone

Before proceeding with receiving or providing information:

1. **Confirm** full name of client with the client directly or with the Substitute Decision Maker or Power of Attorney.
2. **Use a second identifier** such as: date of birth, phone number, confirmed home address or phone number.

Friendly Visiting

Before proceeding with your volunteer assignment:

1. **Confirm** full name of client with the client directly or with the Substitute Decision Maker or Power of Attorney.
2. Use confirmed **home address**.

Note: when a volunteer has a long-term relationship providing care to the client, facial recognition is acceptable practice.

PRIVACY AND CONFIDENTIALITY

Client Privacy

Protecting the privacy of our clients is paramount and is a legal, professional and ethical obligation. Please remember that **any communication activity must adhere to our privacy policies.**

Always ask yourself if there is a **risk to the client privacy in any way.**

Confidentiality

Volunteers must maintain the confidentiality of client information. **Information must only be discussed with Circle of Care staff who are directly involved in service provision for that client.** Any violation of confidentiality is a breach of the client's privacy rights.

Discussion of **personal health information** or **any personal client information without consent** as well as Circle of Care confidential information and Third-Party confidential information is **strictly prohibited. Do not share personal information such as names, addresses, phone numbers.**

Social Media

- Please remember the appropriate **professional boundaries between clients, volunteers and staff.**
- Clients and families **should not be engaged in any staff or volunteer member's personal use of social media. Do not post photographs of clients.**
- Volunteers and staff **should not respond to invitations** from families and clients to be part of their social media network.

When in doubt - please ask staff in Volunteer Resources.

HYGIENE AND INFECTION PREVENTION

Handwashing

Maintaining good health and practicing good hygiene are important in the prevention and spread of infections. Handwashing is the **single most effective way** to prevent germs from entering your body and causing infection.

Hands should be washed thoroughly:

- **After using the toilet.**
- **Before preparing food or eating**, before helping another person to eat.
- **After caring for someone who is ill.**
- After **wiping or blowing your nose** or helping someone else do this.
- Before and after **applying a bandage or other first aid.**
- After **handling pets or animals.**
- After **removing winter boots** which may be covered with salt, dirt and slush, or after helping another remove boots.
- **When hands are visibly dirty.**

When washing hands with soap and water is impossible, use liquid hand sanitizer or disposable wet wipes that have an alcohol base.

4 Moments

FOR HAND HYGIENE

The health of our clients is in your hands.
Follow the 4 moments every time you care for a client.

1 BEFORE ENTERING A CLIENT'S HOME AND/OR CONTACT WITH CLIENT/CLIENT'S IMMEDIATE CARE ENVIRONMENT

2 BEFORE PERFORMING A PROCEDURE



3 AFTER A PROCEDURE OR BODY FLUID EXPOSURE RISK

4 AFTER CONTACT WITH CLIENT'S CARE ENVIRONMENT AND BEFORE EXITING CLIENT'S HOME

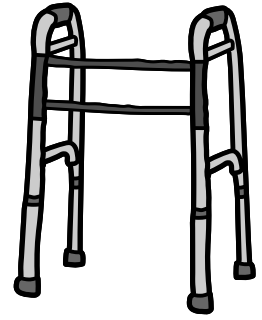
Adapted from WHO poster "Your 5 moments for Hand Hygiene," 2006, and PHO poster "Your 4 moments for Hand Hygiene," 2011. All rights reserved.

If you feel unwell, please do not visit your client. Reschedule your visit to another time.

Our clients are vulnerable to illnesses and we must put their health and well being first.

If need be, instead of visiting in person, have a brief phone conversation instead.

MOBILITY SAFETY



Assisting Clients Who Use a Walker

- If someone has had a fall, surgery or has become unsteady on their feet for any reason, using a walker can **help prevent falls and provide support.**
- A physiotherapist, occupational therapist or hospital will be able to decide what is the **best type of walker** to use and will **adjust it to fit the person.**
- Helping the person you are visiting use a walker properly will help them stay free from falls and prevent pain and possible hospital stays.

Walker Safety Tips

- **One size does not fit all.** Making sure you have the right type of walker for the person you are caring for will help make sure they are safe. Adjustments may need to be made on a regular basis.
- **Let them control the speed** that you are both walking.
- Encourage them to **keep their head up and look forward** instead of looking at their feet.
- When they are walking with a walker, they should follow a pattern that's easy as 1,2,3 .
 - **1- Push the walker ahead of himself or herself slightly.**
 - **2- Step into the walker.**
 - **3- Repeat**
- **Stand beside or behind them** for support with a hand on their lower back. **Never pull or push the walker forward.**
- Make sure their walker **is not too far ahead of them.** Check for this by making sure the person you are caring for is standing upright and they do not have their arms too far out in front of them.
- **If they have to reach out and bend forward to keep ahold of the walker, it is too far away** from them. Keeping one hand on the walker, with one hand on their back to keep the walker close by can help them get used to it.
- **Remind them not to use the walker to pull themselves up.** Pulling on the walker to stand can make the walker lift off the ground and can cause a fall. Encourage the person you are caring for to **use a chair with armrests and use the armrests for support to stand up.**

Additional Notes

- The best thing you can do to help support someone who needs a walker is to **encourage and remind them to use it at all times** and make sure **pathways are clear** with **no clutter or area rugs** in the way.
- Walkers are **NEVER to be "ridden" by clients.** Walkers are used for walking purposes of the clients only.

Source: <https://carechannel.elizz.com/resources/how-to-assist-someone-with-a-walker/>

Assisting Clients Who Use a Cane

If the person you are visiting has an injury or becomes unsteady on their feet, they may need to use a cane.

Staff at the home health store, physiotherapist, occupational therapist or the hospital will help determine the **best type of cane** that should be used. They will also **measure the client to ensure the cane is the proper height**.

It is not a good idea to use an **old cane** not suited to the person using it.



Cane Safety

- Always let the client know what you are doing. **Speak to the client slowly and clearly.**
- A cane should be **half the height of the person using it** while they are wearing **non-slip shoes**.
- Clients should hold the cane **in the hand of their stronger side**.
- When they start walking on a flat surface, check to see that they **step forward with their weaker side first, and bring the cane forward at the same time**.
- It is important that the person you are caring for only puts the cane out in front of them **as far as their normal step**.

To Go Up the Stairs

- Start with the client holding onto the railing with one hand and their cane in the other hand. Help them move up one step at a time, **using their stronger leg first**. You can **stand behind them** with a hand on their back to offer some support.
- Once their strong leg is stable on the step, then they should bring their weaker leg and cane up to the same step repeating this process to climb the stairs.

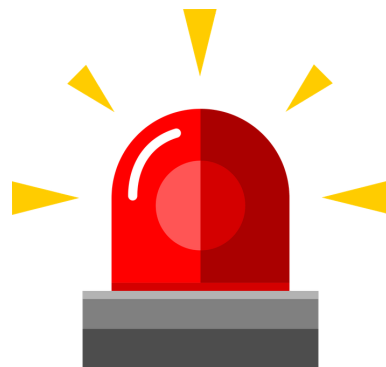
To Go Down the Stairs

- The client would still have one hand on the railing and one hand on their cane, but they should **start with their weaker leg and cane moving down to the step first**, then bring their strong leg down to the next step.
- **Stand one or two steps below them** on the stairs to help give them some support.

Additional Tips

- If they are reaching the cane **very far ahead of them** so that they are stretching to catch or they are stepping ahead of the cane, encourage them to readjust so the cane is able to support their weaker leg.
- Walking with a cane **will take some practice**, but in time they will be able to master it. You can help by giving them some gentle reminders and being nearby to offer support and to cheer them on.
- **The most important reminder you can give someone learning to use a cane is to make sure they are actually using it!**

EMERGENCY PROCEDURES



An emergency can occur when you are visiting or calling a client. **It is important that you know Circle of Care office numbers when an incident occurs (see next page).**

Please follow the procedures below:

Emergency Situations including Falls

If the client is conscious:

- DO NOT move the client.
- Ask client if they are okay.
- **Call 911 if the client gives consent, notify the office.**
- Reassure client that help is on the way. Keep the client calm, comfortable and warm until help arrives.
- **If the client does not want you to call 911, call the office.**

If the client is unconscious:

- **DO NOT move the client.**
- **Call 911.**
- **Notify the office.**
- **Wait for help to arrive.**

Home Environment

Please notify Circle of Care and investigate further with the client

- If there is an **usual smell** in the house that could indicate a potential gas leak – ask client to call 911 or do it for them
- **A cold house** could indicate heat has not been turned on, is not working, has been disconnected
- **Electricity is not working**
- **Tripping hazards** are present
- **Excessive garbage** piling up
- **Signs of hoarding**

Emergency Guidelines

- **Volunteers are not expected to intervene personally in a medical emergency** other than follow directives given by client, staff or substitute decision maker.
- **As a volunteer, you are not trained to assess a fallen client or assist in transferring them safely.** It is best to leave it to the professionals.

Apartment & Private House

- **When arriving to the client's home and there is no response**, try calling the client
- **If there is no answer**, ask the superintendent for assistance
- If you have the **caregiver's cell phone number**, attempt to call them
- **If the client is not in the apartment or home, advise the office immediately**

Phone Pal Does Not Answer

- **Wait 10 minutes and try calling your Phone Pal again.** If there still is no answer, **call the primary emergency contact if you have it.**
- **If this person is unavailable, call the office and inform them of the situation**

**Please note, if able to, you must always ask the client before calling 911.
If the client refuses, call Circle of Care immediately.**

CONTACT INFORMATION

Circle of Care Business Numbers (During Office Hours: 8:30am– 4:30pm)

General Business Number & 24/7 Call Center 416-635-2860

Director, Volunteer & Community Programs: Email: lrae@circleofcare.com
Lisa Rae Phone: 416-635-2860 ext 284

Supervisor, Volunteer Resources: Email: lrottenberg@circleofcare.com
Lana Rottenberg Phone: 416-635-2860 ext 238

Coordinator, Volunteer Resources: Email: edilella@circleofcare.com
Erin DiLella Phone: 416-635-2860 ext 375

Address and Fax Number

Circle of Care Head Office Address

4211 Yonge Street
Suite 401
Toronto ON M2P 2A9

Circle of Care Fax Number 416-635-1692

Where to Find Help

If you have questions, or are seeking further clarification, please consult:

1. **Volunteer Portal**
2. **Volunteer Orientation Manual**
3. **Volunteer Orientation Presentation**

Staff in Volunteer Resources are here to support you, please call if:

- You are having difficulty dealing with the client's deteriorating health or living situation.
- You are having conflicts with a client/staff.
- You are feeling overwhelmed with a client's/staff's expectations of you.
- You are having difficulty coping with the client's sadness or depression.
- You just need to talk to someone about your volunteer experience.

Feel free to contact us at any time that you need.

POSITION DESCRIPTION: FRIENDLY VISITING

Program: Friendly Visiting

Location: Off-site, in the community at client's home.

Supervision: This position reports to Volunteer Resources

Purpose of Position: To provide regular social contact to isolated and/or lonely older adults who can no longer establish social contact with others.

To provide companionship, reduce loneliness and isolation.

Time Commitment: A minimum of one to two hour weekly visits at a mutually agreed upon time for a minimum period of six months to one year.

Service Responsibilities:

- Visit on a regular basis for one to two hours weekly.
- Contact senior by phone two days prior to visit to confirm; contact prior to leaving day of visit.
- Engage in friendly conversation and leisure activities.
- Care for the safety of the client at all times.
- Respect the client's privacy and adhere to Circle of Care's confidentiality policy.
- Discuss concerns, absences and share information with the Volunteer Department in a timely manner.
- Be familiar with Circle of Care's emergency procedures.
- Follow Hygiene and Infection Prevention Protocols.

Organizational Requirements:

- Represent Circle of Care in a positive manner at all times.
- Wear your volunteer badge and lanyard whenever volunteering.
- Submit the Monthly Volunteer form by the 5th of the each following month.
- Read, understand and adhere to all Circle of Care's policies.

Qualifications:

- Excellent communication and active listening skills, empathy, patience and tact.
- Enjoys being with seniors, is respectful and positive.
- Responsible and reliable, consistent, able to work with minimum supervision.
- Has integrity, is open and supportive, cooperative.
- Has knowledge about and sensitivity to ageing issues and challenges.
- Ability to exercise sound judgement.
- Satisfactory vulnerable police screening.
- 3 references.
- Ability to speak another language is an asset but not necessary.

Risk Management:

- Circle of Care is committed to the safety of its volunteers. In order to reduce risk to our clients and volunteers it is expected that all volunteers will work within the mandate of their position description and adhere to all policies and procedures of the agency.
- Volunteers are expected to adhere to all traffic regulations.
- Volunteers are expected to sign a Volunteer (Offence) Declaration annually.
- Volunteers are expected to know their limitations and work within them.
- Complete the ALC checklist at all visits and report any concerns for Circle of Care.

Orientation/Training Required:

- Orientation to Circle of Care, its clients and programs, including an orientation manual.
- Role specific training, including Friendly Visitor Manual.
- Ongoing support provided by Volunteer Resources staff.
- Clear understanding of boundaries.
- Review the Friendly Visitor Training Video.

Benefits:

- An opportunity to enhance listening, communication and support skills.
- An opportunity to improve someone's quality of life while enjoying the company of someone who can share life experiences.
- Personal satisfaction by contributing to the community.
- Letter of reference after completion of volunteer assignment.
- Participation in all Circle of Care Volunteer Recognition Events.

Volunteer Resources Signature

Volunteer Signature

Date

POSITION DESCRIPTION: PHONE PALS

Service Responsibilities:

- Engage in friendly telephone conversation with a senior from the comforts of your home or workplace at a mutually agreed upon time on a regular basis.
- Care for the safety of the client at all times.
- Engage in friendly conversation, listening to the client's concerns and offering support and encouragement where needed.
- Respect the client's privacy and adhere to Circle of Care's confidentiality policy.
- Discuss concerns, absences and share information about the person you are conversing with to the Volunteer Department in a timely manner.
- Be familiar with Circle of Care's emergency procedures.
- Follow Hygiene and Infection Prevention Protocols.

Organizational Requirements:

- Represent Circle of Care in a positive manner at all times.
- Wear your volunteer badge and lanyard whenever volunteering.
- Submit the Monthly Volunteer form by the 5th of each following month.
- Read, understand and adhere to all Circle of Care's policies.

Qualifications:

- Excellent communication and active listening skills, empathy, patience and tact.
- Pleasant phone manner.
- Responsible and reliable, consistent, able to work with minimum supervision.
- Has integrity and judgment, is open and supportive, cooperative.
- Has knowledge about and sensitivity to ageing issues and challenges.
- Ability to exercise sound judgement.
- Satisfactory vulnerable police screening.
- 3 references.
- Ability to speak another language is an asset but not necessary.

Program: Phone Pal

Location: Off-site, your home or workplace.

Supervision: This position reports to the Volunteer Resources staff.

Purpose of Position: To provide regular social contact to isolated and/or lonely older adults who can no longer establish social contact with others. To provide companionship, reduce loneliness and isolation.

Time commitment: A minimum one hour weekly call(s) at a mutually agreed upon time for a minimum period of six months to one year.

Risk Management:

- Circle of Care is committed to the safety of its volunteers. In order to reduce risk to our clients and volunteers it is expected that all volunteers will work within the mandate of their position description and adhere to all policies and procedures of the agency.
- Volunteers are expected to sign a Volunteer (Offence) Declaration annually.
- Volunteers are expected to know their limitations and work within them.

Orientation/Training Required:

- Orientation to Circle of Care, its clients and programs, including an orientation Manual and AODA training.
- Role specific training, including Phone Pal Manual.
- On-going support provided by Volunteer Resources staff.
- Clear understanding of boundaries.
- Review Phone Pal Training Video.

Benefits:

- An opportunity to enhance listening, communication and support skills.
- An opportunity to improve someone's quality of life while enjoying the company of someone who can share life experiences.
- Personal satisfaction by contributing to the community.
- Letter of reference after completion of volunteer assignment.
- Participation in all Circle of Care Volunteer Recognition Events.

Volunteer Resources Signature

Volunteer Signature

Date

FRIENDLY VISITOR ACTIVITIES RESOURCE SHEET

- **Acquaint** your client with virtual resources if they have a computer
- Aid in shopping and supplying requested information (e.g. online grocery)(no driving)
- Arrange for your client to visit old friend
- Ask for favourite recipe - prepare it with them
- Attend an event together
- Baking together
- Bring in a joke book a have a laugh
- Bring flowers from your garden and make a floral arrangement
- Bring in books with colour photos of different countries, people or nature
- Card games
- Care for plans together
- Challenge the memory with trivia questions especially designed for seniors
- Checkers, chess, backgammon etc..(board games)
- Children can add joy to a short visit, with permission from the client (avoid illness exposure)
- Compile an oral history
- Conversing
- Corresponding when you go out of town
- Crossword puzzles
- Discuss books, music, newspaper articles, TV programs, etc.
- Election reviews
- Exchanging books and magazines
- Exploring the daily newspaper together
- Finder painting
- Do gentle stretching exercises (get instruction first)
- Go fo a walk
- Give a manicure (painting nails only)
- Go to the mall for coffee (no driving)
- Grow plants as a project
- Have tea
- Help decorate for the seasons and holiday celebrations
- Help develop a scrapbook of memories
- Iron coloured leaves between waxed paper
- Jog memories of happy times
- Keep a journal together
- Knitting projects
- Learn from each other
- Letter writing
- Listen to your client's favourite music - play "name that tune"
- Listening
- Make a block for patchwork quilt
- Mare the calendar with visits, birthdays, favourite TV shows
- Make greeting cards to send
- Make phone calls
- Note special events with a small celebration
- Obtain newspapers from senior's home town
- Photo albums
- Picnic
- Puzzles
- Quiet time together
- Read a book or magazine article out loud
- Read "Dear Abby" and discuss if you sgree
- Read poetry together
- Redo their personal address book or phone directory
- Remember birthdays and holidays by sending cards
- Reminisce about the good old days
- Save petals from flowers and make potpourri
- Scrapbooks
- Share embarrassing moments and laugh at them
- Share information about community activities
- Share magazines
- Sing along with CD's tapes ect.
- Start a collection
- Talk about past experiences
- Talk about family
- Take pictures
- Try an arts and crafts project
- Understand current events and past events
- Validate feelings
- Value time together
- Vary activities
- Watch movies together
- Word games
- Writing memoirs
- Xerox favourite jokes, arcticles
- Yarn - spin some or knit some
- Yard and garden tours
- **Zero in** on their interests