



## Longford's Community Resources Clg's Friendly Phone Call Service

Templemichael

Longford

N39 RH22

Telephone No: 043-3345555

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone No: \_\_\_\_\_

I would like to avail of Longford Community Resources Clg's Friendly Phone Call Service on a regular basis. I understand how the service operates and I agree that in case of an emergency you will contact:

Next of Kin / Friend: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone No: \_\_\_\_\_

Signature of Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

Please return as soon as possible to:

Longford Community Resources Clg's Friendly Phone Call Service

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## Longford Community Resources Clg's Friendly Phone Call Service

**Monday - Wednesday**

**10:00am - 4:00pm**

A service offering the opportunity of a friendly chat and information on social activities for older people.

### **Introduction**

Longford Community Resources Clg's Friendly Phone Call Service offers a free phone call service to older people on a weekly basis. Once a week, a trained volunteer phones to the older person for a friendly chat about any topic they choose and to provide information about local services, activities and events in their community.

### **Benefits**

**Personal service** - Friendly and confidential service from the comfort of the older person's own home;

**Regular support** - Calls are made at a regular time decided by the older person;

**Community contact** – Information is provided on local events of interest and services in the county.

### **Signing up**

An older person who wishes to avail of the service makes an initial phone call to Longford Community Resources Clg's Friendly Phone Call Service.

All details in regard to the way the service operates are explained to the older person at that stage. If they are satisfied and decide to use the service, they will receive a small application form and information leaflet in the post which has to be completed by them or their representative. The details to be completed on the form are:

- Name, address and telephone number;
- Also, the older person will be requested to nominate a contact person to be contacted over the phone in case of an emergency (ie not being able to contact the older person on agreed day or time)

The older person determines the day and the time they will be contacted on a weekly basis. This can be flexible as the service runs from 10:00am to 4:00pm, Monday to Wednesday.

### **The Weekly Call**

Ample time is given for a chat on a subject the older person wishes to talk about. There is no rush or pressure. It is the older person who decides what they want to talk about and for how long. At the end of each conversation the older person sets up the date and time for another phone call. The staff member and volunteers on the service rotate the calls so that the older person gets an opportunity to talk to various people with different characters and interests.

### **Volunteers**

Longford Community Resources Clg's Friendly Phone Call Service is staffed by volunteers. All volunteers working on the service:

- are Garda vetted;
- have received relevant training;
- are provided with clear policies, procedures and guidelines to work by.

### **Confidentiality**

Please note that all information provided is treated as confidential, and any written personal details are kept safe and secure at all times.

### **Contact Information**

If you need more information please contact Longford Community Resources Clg's Friendly Phone Call Service on 043-3345555 or Peter Masterson on 083-3051786, or email [pmasterson@lcrli.ie](mailto:pmasterson@lcrli.ie)