



Friendly Visiting Program Information Sheet

Providing Social Interaction and Peace of Mind

Introduction

The Red Cross Friendly Visiting Program aims to help keep seniors in their home longer by reducing isolation and increasing their health and safety. The program will provide socially isolated seniors with social interaction through our volunteer visits and phone calls.

Target Population

Recognizing that many individuals can be considered vulnerable due to many factors such as geographic location, economic inequalities, physical disability and health issues (physical and mental) which can result in social isolation, our program will focus solely on community dwelling seniors. It is available to any senior (age 65+) who identifies as vulnerable and who would benefit from our social inclusion services.

Referral and In-take

Clients can be referred to the program in a number of ways; clients can sign up individually; be referred by family members or care providers; referrals can be made by community partners such as home care, social services, a church/clergy or a seniors' club/group. All clients wishing to take part in the service will go through an intake interview during an in-home assessment conducted by the Friendly Visiting Coordinator. Based on the assessment the clients will be suitably paired with a volunteer.

Service Delivery

The aim of the Canadian Red Cross Friendly Visiting Program is to provide social interaction to seniors that are most vulnerable. Clients accepted in the program will receive visits or phone calls based on client's needs (weekly or biweekly). Volunteers will also provide information on community activities that align with their clients interests.

Confidentiality, Monitoring and Reporting

To ensure the wellbeing of our clients, volunteers have been screened and educated in Red Cross confidentiality and privacy policies. Policies are also in place regarding client safety and / or complaints. The Red Cross has been consulting with the Health Region to ensure best practices will be followed.

How you can Help

If you know of a senior that is socially isolated and may benefit from visits by a caring Red Cross volunteer please personally refer them; or provide them information about our Friendly Visiting Program.

For more information, please contact
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