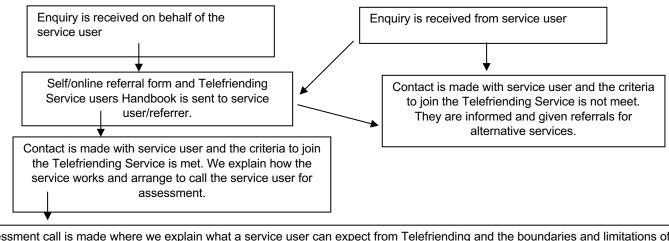


LGBT Ireland Telefriending Service Pathway



Assessment call is made where we explain what a service user can expect from Telefriending and the boundaries and limitations of the service. The following forms are completed on the phone; assessment form and Initial Well-being questionnaire. A Data Protection Form is mailed to service user with a freepost envelope. Service user is informed that they will now be placed on the waiting list and will be contacted when a telefriend requests an introduction. Service user is made aware that contact will be made with the Befriending Coordinator on the phone monthly until a suitable befriender is found. They are given coordinators details should they need them.

Application Forms and Consent Forms are kept on record.

A Befriender requests an introduction to service user. Contact is Volunteer and service user do not engage in made with the service user and they are informed, if they are happy any external communications outside of the a suitable time for a phone call is arranged where the volunteer will role description (i.e., sending a birthday card). call them. Contact is made with service user and volunteer to check if they enjoyed the call, if both agree, volunteer is informed to continue to call them at that time each week. Contact is made with service user and volunteer to check if they enjoyed the initial call. If no, service user is then placed back on the waiting list for a more suitable Telefriending Coordinator checks in with the volunteer and service user 6 weeks after initial match to make sure both parties are happy. Service user and volunteer are reminded they can contact the Telefriending Coordinator should they need to speak about any issues or concerns.

Volunteer can't get hold of service user for two weeks running, they notify us. If we're unable to get in contact after three attempts at phoning, inform Coordinator and Coordinator checks in on them.

Service user no longer requires the support of the Telefriending Service as no longer feeling socially isolated or death.

Debrief takes place with volunteer and support offered.

Telefriending Coordinator maintains regular contact with Volunteer via Salesforce logs/monthly email update requests, bimonthly volunteer befriender forums, and telephone contact. Volunteer is encouraged to raise any issues or concerns with Coordinator, who will then attempt to deal with the issue or concern directly with the service user.

Contact is maintained with the service user for the 6 Month Well-being Review Form, and then annually through the Annual Well-being Review Form. Service user can also contact the Service at any point with any issues or concerns they may have, also not related to their telefriending specifically.