



Canadian Red Cross Friendly Calls Program

What is the Friendly Calls program?

- The Canadian Red Cross Friendly Calls program helps address issues of isolation and loneliness which affected older adults prior to COVID, while others have become heightened during the COVID-19 pandemic.
- The program pairs a trained Red Cross volunteer with someone who is feeling isolated or lonely, who may have limited social and family connections, or who feels they could benefit from more social interaction.
- At a regularly scheduled time, Red Cross personnel call the people with whom they are paired, offering an opportunity to form connections, check on the person's wellbeing, and, if needed, connect them with resources available in their community.
- Service offerings may include the following:
 - Socialization for participants through regularly scheduled phone calls and referrals to external community resources as needed;
 - Wellness checks to assess a participant's wellbeing, offer psychosocial support and/or referrals to professional mental health community resources as needed.
- The Friendly Calls program is the first national health program of Canadian Red Cross.

Who can participate in the Friendly Calls program?

- The Friendly Calls program is open to any adult 55 + who may be feeling isolated or lonely, who may have limited social and or family connections, or who feels they could benefit from more social interaction.

Is there any cost to participate in the Friendly Calls program?

- There is no cost to participate in the Friendly Calls program.

How often will Red Cross volunteers/staff be calling participants?

- The frequency and length of phone calls is tailored to suit a participant's individual needs. Generally, phone calls occur on a weekly basis and can last anywhere from 20 to 60 minutes.

How to contact the Friendly Calls program?

- For information or to speak to a Friendly Calls staff person call 306-721-1635 or email friendly.visitingsaskatchewan@redcross.ca