

# TorchLight

## Clarity of Focus

### 2014 - 2015

For the past 50 years **TorchLight** has supported vulnerable people who are experiencing challenges in everyday life. As of April 1, 2014, TorchLight enacted a new clarity of focus for our in-bound and out-bound call support to people of all ages, experiencing all manner of challenges in navigating their everyday lives.

We are proud of our long history of supporting people who feel isolated and lonely – who may receive only one call a day – the call from TorchLight – checking on their wellbeing and safety - offering social connection and instilling a sense of belonging that might not otherwise be part of their life. Our call-out service, currently called **CONNECT** was launched as a pilot project in April 2012 with no *additional* funding but with some Trillium funding directed to supporting the need to explore and execute the process. We currently support approximately 175 people in Wellington – Dufferin – through our call-out programs. This constitutes approximately 40,000 calls per year and with the addition of people who are calling into the Distress Line we are managing a total of over **50,000 calls per year** and are enhancing our capacity to manage more over time. Of those 50,000 calls 80% are outreach or outbound. We believe that our outbound programs provide a more effective service than waiting for someone to call in. The process of call-out becomes more specific as the individual who has registered for the service “a member” has identified the specific goals they wish to address within the framework of their daily phone call.

We are proud of our community partnerships with such like-minded organizations as CCAC the Alzheimer’s Society, HealthLink Guelph, Red Cross ... and others, as we support people in their service who may need extra support on a short term or ongoing basis – helping to keep people living independently in their own homes and supporting those who wish to sustain the quality of their lives – staying on track with various programs, appointments, etc. We are proud of our more than 125 volunteers who step up every day – day and night – rain or shine, to make the call or take the call – listening with compassion and concern for someone else’s wellbeing. [www.torchlightcanada.org](http://www.torchlightcanada.org)

