

TeleCheck

TeleCheck – Dufferin

Orangeville

Volunteer Team

2014 - 2015

Our TeleCheck Volunteer Team – Dedicated to Excellence in
Service Delivery

The core values of TorchLight are exemplified through the actions of our dedicated team of Volunteers for our TeleCheck – Dufferin, program who step up – 365 days a year – to support people who are experiencing everyday life challenges in their desire to continue to live safely and independently and offer their skilled expertise by expressing:

-  Empathy
-  Respect
-  Empowerment
-  Authenticity
-  Integrity
-  Responsive
-  Innovative
-  Accountable

TeleCheck – Dufferin, Orangeville – is a daily call-out, check-in service, delivered by a *team of volunteers* many of whom have maintained their commitment to the program and its values since its inception – some with as many as 10 + years of service.

Operating out of the Edelbrock Centre in Orangeville our dedicated team of volunteers step up to deliver excellence in service, 365 days a year, rain or shine, often going above and beyond the call of duty – making their commitment a priority.

This same team has been highly motivated – working hand in hand with staff and management - to develop and support a second afternoon/evening shift in addition to the existing morning shift from 8 AM to 12 Noon – to expand the current service to people 55 + who wish a daily call-out to support their desire to continue to live safely and independently in the community.

The need for this expanded service has been confirmed by the success of the TeleCheck – Dufferin, Orangeville program where volunteers made over 25,000 calls this year (2014 – 2015). The importance of this program and its expansion has been recognized by the Central West LHIN (Local Health Integration Network) with significant funding to support the second afternoon/evening shift.

We will be adding approximately 25 new volunteers to our team and all volunteers will be seen as one team, working together, strengthening our excellence in delivery of service - and our existing team of volunteers are enthusiastic and committed to ensuring the smooth and seamless addition of the new roster of volunteers.

Within the larger team of TeleCheck volunteers – we will create smaller teams where volunteers will work together in same shifts and same day delivery of service thus reinforcing the ‘team’ approach, creating new communications, reinforcing existing communications and allowing for longevity and sustainability through team work.

TeleCheck volunteers have worked collaboratively with the Distress Line staff and volunteers over the past two + years with training and supporting the Call-Out pilot program in Guelph Wellington. There have been many exciting outcomes from this collaboration including the seeking out of our model and training by Red Cross; receipt of expansion funding and improved volunteer engagement and retention.

Our TeleCheck volunteers make their contribution an integral part of their lives and consider their commitment to the program and the people we support both a long-term and of ongoing importance – ensuring that the time and effort they give to the program is a priority for each and every one of them. They consider their responsibility to the program and the other members of the team as paramount and work diligently in a collaborative manner. They provide the utmost in active, compassionate listening and make a significant difference in the lives of our ‘members’ who receive a daily call-out to support their safety and independent living.

For the people we serve, the friendly volunteer voice provides social connection; for some, it is the only call they will receive on that particular day. For many, it is a health and safety check ensuring quick response if there is any concern and support is required. Our volunteers are diligent and committed to keeping safe the ‘members’ of our service and act decisively and with skill to any situations requiring prompt action.

Recently one member’s phone was malfunctioning and she was unable to receive calls. TeleCheck volunteers followed our agreement and notified her designated Emergency Contact. Continuing the daily reminders, she has been able to maintain her health and attend scheduled medical appointments, avoiding unnecessary hospitalization. Our volunteers ensure that each day she receives the important call that keeps her in a safe space.

A life-saving situation handled by our volunteers happened when a senior member had fallen and we were unable to connect with him at his regular call-out time. As is our commitment, our volunteers continued to call every 10 minutes for a predetermined period of time. When there was still no response, we alerted the designated Emergency Contact – the building superintendent in this case. The member was located and taken to hospital where the result was positive.

The scope of the service provided by our volunteers is vast and personal. We appreciate the recognition our program and volunteers have received from our partner agencies who speak to the uniqueness of our service. We have received significant acknowledgment of our services and the excellence in delivery of service by our volunteers from our funders, from other service providers and from the community at large.