

# TorchLight

Make Contact. Build Strength



Three telephone services for individuals, families, supporting professionals and agencies located within Guelph, Wellington County, Orangeville and Dufferin County:

**Distress Centre** ..... Call-in Service

**Distress Line:** 519.821.3760

**Youth Support Line:** 519.821.5469

**Emergency Shelter**

**Resource Line:** 519.767.6594

Compassionate listening and response for people living with circumstances that may be causing distress, feelings of loneliness, isolation or confusion.

**CONNECT** ..... Call-out Services

**TeleConnect-Guelph:** 519.821.3761

Support for all vulnerable people who wish to: recognize personal strengths and resilience; set and achieve personal goals; enhance social connections; receive reminders; connect with community resources and more.

**TeleCheck-Dufferin:** 519.415.3764

Regular check-in service to support: people 55 plus who wish to remain living independently; their family and professional caregivers in Dufferin County.

## TorchLight Fills the Gap in Services

People involved in the process: ● Community Agency ● TorchLight ● Member who signs up for support



## Benefits for Callers and Members

- Empowerment**  
Facilitated empowerment helps the caller make choices and have control over their circumstances.
- Independence**  
With TL services, the caller can remain at home longer.
- Information**  
TL volunteers and staff engage the caller in accessing meaningful supports.
- Safety**  
TL volunteers and staff can recognize changes in a caller's wellbeing.
- Social Connection**  
With regular social interaction, the caller remains balanced and connected.

## Benefits for Referral Agencies and Partners

- Volunteer Leadership**  
The TL Training Team are experts at developing knowledgeable volunteers who are authentic, empathetic and trusted.
- Flexible Delivery**  
The TL Team is nimble and can react to the needs of each community agency to provide appropriate support services.
- Increased Efficiencies**  
TL can train partner agency volunteers, increase recruitment and compliment agency volunteer efforts with TL volunteers.
- Capacity Building**  
TL services build community health and capacity improving outcomes for each community agency and partner.
- Timely Support**  
TL accepts self-referrals so anyone can initiate service and receive meaningful support.