



BEFRIENDING & SUPPORTS REFERRAL INFORMATION

(For Referral Agents Only)

Who is Making Connections for?

Making Connections is a not for profit volunteer led organisation providing Befriending and Supports for older people in Dublin South since 2009. The service aims to alleviate loneliness and isolation **for adults aged 65 years and over** needing support to live independently at home and to stay socially connected.

Available Services

1. Volunteer Befriending & Supports

Our Befriending Volunteers are trained, garda vetted and supported to carry out weekly visits* for 1-2 hours a week usually for twelve months. We match volunteers with older people based on common interests. Volunteer Supports include but are not limited to;

- home visitation for companionship and a chat
- accompany to coffee shop, for a walk, to a place of interest
- accompany to an event, a museum, a park
- buddy system/ shadow to an activity, a class, a men's shed
- information provision
- digital literacy: use of phone, online shopping, online resources etc.

**In-person visits are dependent on Covid-19 restrictions*

2. Telephone Befriending Support:

Friendly check-in calls from a volunteer who is trained and Garda vetted

3. Covid-19 Emergency Supports

4. Cultural Connections:

Invitation to online concerts and shows or attendance at social events in cultural venues

5. Good Food Delivered (GFD):

A separate information leaflet is available for GFD

What is the role of our Volunteers?

The volunteer role is primarily about companionship. It is never a sitting service or a replacement for home support, nursing staff or family. Volunteers are not permitted to be involved in personal care, financial affairs or in any medical matter.

What happens after we receive the referral and how long does it take to match a volunteer?

- Making Connections will follow up with the older person to discuss and/or to arrange a Home Assessment
- We will update them throughout the process of identifying a volunteer
- We will let the referrer and the older person know the outcome

How long will Making Connections volunteer support last for the client?

Making Connections is a volunteer led organisation. Volunteers are asked to commit for a maximum of one year.

Should the visits need to end sooner either due to the personal circumstances of the volunteer or because the older person's needs are deemed to be beyond the scope of the volunteer role, Making Connections may look for a replacement volunteer - if the client want this, if their needs can be met by volunteer support and if we are able to find a suitable volunteer. We will advise the referrer and the older person accordingly.

Making Connections is fully committed to good governance and to compliance with the Charities Regulator requirements. Relevant organisational policies are available on request.

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