

## BEFRIENDING & SUPPORTS CLIENT INFORMATION

### 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.



### Who runs Making Connections?

The service is run by Mary O'Donohue with the help of a support team. Making Connections is fully committed to good governance and to compliance with the requirements of the Charities Regulator. Relevant organisational policies are available on request.

### What are the options available to me?

#### 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, skype, 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

### How do I apply for a Volunteer?

Making Connections' main partners are HSE clinicians. If you wish to avail of volunteer support, ask your public health nurse/ health care contact person about an onward referral to us.

### What is the role of the Volunteer?

Volunteers come from all ages and from all walks of life. The volunteer role is primarily about companionship. It is not a sitting service or a replacement for home support, nursing staff or family. Volunteers do not get involved in personal care, financial affairs or in any medical matters.

### Do I pay for the service/ how is the service funded?

There is no charge to the client for the service (except for GFD/ see separate pack). The charity is funded mainly by corporate and voluntary donations, grants and fundraising activities in addition to a small funding allocation through the Department of Health Community and Voluntary support for older people.

### What if I need to change the arrangement with my Volunteer?

You are always free to cancel or rearrange an appointment with your volunteer. You can do this by contacting Making Connections at 01 29510 53 and we will pass on the message.

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