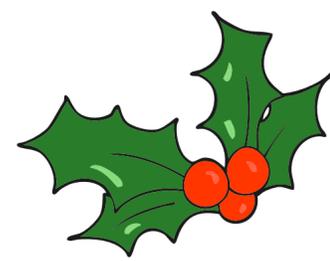




Christmas Day Call



Thank you for agreeing to make a Christmas Day Call.

We know the people you are calling will be very excited to hear from you.

Many of you have already attended the course and therefore should feel confident in making the call, but for those that didn't, here are some top tips to make it run as smooth as possible.

Preparation

(10 minutes prep will make all the difference)

Have a think about how you might introduce yourself and the call, also how to clarify/manage the expectations of the recipient: So for example its good to start with " Hello my name is (first name) i'm calling from Compassionate Community". Then have a think about the other things you might say to start the call.

What sort of questions do you think you may ask, if the caller is able/wants to ask questions?

Some ideas:

What hobbies or interests do you have or have you enjoyed in the past?

What have you been watching on TV/listening to on radio/reading etc

What's important to you? People, pets, hobby etc

How have you found this last year?

What groups or clubs (if any) are you involved in?

What kinds of things did you enjoy doing when you were young?

If you get out and about, where is your favourite place to go?

What is something you have enjoyed this year?

If the caller has dementia/memory problems/certain mental health or anxiety issues, they may not want or be able to answer questions. They may be happy to join in with your conversation though and may be happy to answer a few closed (yes/no) questions. So for example you might say "I remember when instead of do you remember when. **It would be good to think of the topics you might you talk about so that if the conversation is not flowing.** Eg how was their christmas lunch

How do you think you will end the call? You might want to think about giving them a warning 5 minutes towards the end of the call. so you could say something like " I have really enjoyed our call only have. a few minutes more to chat is there anything specific you would like to mention? Thank them for chatting to you.

This is very unlikely, but if the caller says something that makes you feel uncomfortable it's a good idea to have a change of topic ready to hand, what might this be? Obviously if they persist, please do end the call.



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Have ready:

- > Pen and paper
- > This document complete with your preparation notes

Making the call

Make sure you are in a quiet comfortable place free from distraction.

The Christmas call is all about offering a connection for someone who may be experiencing some isolation or have other needs. So make sure you are ready to listen .. let them do as much talking as possible.

The call should last around 30 minutes.

You should try and call the person between 4 and 6pm as this is when they are expecting the call.

Some people take a long time to come to the phone so please let the phone ring until it rings off and ring immediately again. If there is no answer please try again again half an hour to an hour later. Please try 3 times. If at 6pm you have been unable to contact the person then please complete the feedback link and consider your job is complete.

If during the call there is an emergency then you should follow the safeguarding guide and the out of hours number are there. If someone really feels they need to speak with another that night please provide them with the 2 numbers below for the Samaritans breathing space (mind). Which will be open on christmas day for anyone who needs it.

Please remember this is a one off call so if they ask to speak again please say "i'm afraid i'm only here for the call today but I can refer you to a befriending service if you would like to chat to someone more regularly". Please specify this in the feedback form when you come to complete it.

Enjoy the call it should be a great experience for both of you.

After the call

You will be required to complete a feedback link. If you are not able to do the call for any reason then please complete the feedback link early to say so and we can re allocate.

Here is the feedback link: <http://bit.ly/xmas-call>

Please also remember that not everything the person may say might be strictly accurate. May of these people have support in place already.

Samaritans
116 123

Breathing Space
(Bath Mind)
01225 983130