One-on-One Calls

Fact Sheet

Service Description: Our Friendly Visiting program can include One-on-One Calls which provide regular social telephone calls to MOWL clients who may benefit from additional social connection. The program offers friendly conversation, companionship, active listening, and information about community resources and support. The goal is to promote well-being and reduce social isolation.

Service Provider(s): MOWL Staff

Persons Served: MOWL clients who may benefit from regular social connection and support through telephone conversations.

Eligibility:

1. Be a MOWL client interested in receiving regular social telephone calls.
2. Be able to provide information needed to complete program intake.
3. Be able to participate in a telephone conversation.
4. Provide consent to participate in the program.

Limitations:

1. The Calls do not provide crisis intervention, counselling or therapy, medical advice, medication reminders, personal care, financial or legal advice, or emergency response.
2. Individuals requiring support beyond the scope of the Calls will be connected with appropriate services or supports.
3. Program participation is dependent on staffing capacity and availability.

Program Location(s): The Calls are completed with clients in their homes or preferred location.

Availability: Availability is based on staffing capacity and scheduled call times.

Frequency of Service: Call frequency is based on each client's needs, preferences, and program capacity.

Cost: The One-on-One Calls are provided free of charge to eligible MOWL clients.

Contact: MOWL office.

Referral Source(s): Self, family/caregiver, MOWL staff and community partners.