



An ocean of opportunity

Tues Oct 15 - 7pm

FORM "A"
TO BE COMPLETED BY ANYONE
WISHING TO ADDRESS COUNCIL OR COMMITTEE OF THE WHOLE COUNCIL

Names of individuals making the presentation:

Cindy Hays, Part Time Warm Line Co-ord
Kevin Grant, Chairperson Shelb Co Mental Health + Wellness Assoc
Cheryl Baker, "Friends" + member of SCMH+WA

Points to be made: Marilyn Johnston, Secretary SCMH+WA

- Update on Warm Line in operation since July 23 - Tues + Fri evenings 6pm - 10pm.
Review of SCMH+WA - vision, etc.
A look to the future of the Warm Line.

Purpose and any requests that may be forthcoming from the presentation:

- Keep Council informed regarding this valuable service for residents
Thank you for the "SAD" grant.
Potential for future funding needed

Please attach a copy of your written or power point presentation.

Time requested for presentation: 15 minutes [checked] 30 minutes

MJ, Secretary SCMH+WA
Signature

Print Name: Marilyn Johnston
Mailing Address: 1473 Hwy 203 Lr Ohio BnTMO
Phone Number: 815-2912
E-mail address: doug.johnston@castlink.ca

No

Will you require a projector and computer for your presentation ?

1 page handout.

NOTE: Individuals or groups making presentations are required to address their comments and questions to the Chair of the Meeting only. No decision will be made at the same meeting as your presentation.



Shelburne County
Mental Health & Wellness Association

www.shelburnecountymentalhealth.com
shelburnecountymentalhealth@outlook.com
Warm Line – 833-927-6546

The Warm Line began operating in July. It is available Tuesday and Friday evenings, from 6-10pm.

It is a non-crisis line for Shelburne County residents.

All calls are anonymous and confidential. No names are asked for or recorded, and even the volunteers use “phone names.”

While there have been no calls through the summer, the time has been spent honing training. And, anecdotally, an 811 operator said that it took months before they got more than 6 calls a day (PROVINCIALY), and they had 40 paid operators.

Warm Line volunteers follow the ADEPTS model for each call –

- Acceptance
- Define problem
- Explore options
- Plan
- The close of the call
- Self-care

Call logs are maintained, as well as optional online surveys.

SENIORS! (24% of our population is above 65). While not targeted specifically at seniors, we do anticipate this group will particularly benefit from the Warm Line. Issues such as loneliness and isolation are met with short-term emotional support from highly trained volunteers.

ALSO, as of right now, all of our volunteers are seniors, as well as our Coordinator. We expect seniors to continue to dominate among our volunteers.

We have had tens of thousands of engagements on social media.

Some comments made to our Coordinator - “What a great service for Shelburne County;” “This is really needed here;” “I know so many pensioners who can use this service. They are so lonely;” “How can I become a volunteer?”

More times will be added as more volunteers are trained (next aim is Sunday afternoons).

Warm Line: Seniors Helping Seniors!

The Shelburne County Warm Line has been operating since July 23, 2019. This is a valued service for the Seniors of our community. More than one quarter of the population in Shelburne County is over the age of sixty-five. Many of these people live in rural areas and face the challenges of loneliness and isolation. The Warm Line is a place for them to call and hear a friendly, trustworthy voice. The calls are confidential. Our highly trained volunteers are there to provide short term emotional support to each caller. The volunteers can help them to navigate through the challenges they are facing. Calling the Warm Line on a regular basis may be one of their coping strategies for dealing with loneliness and isolation.

When it comes to Seniors, the Warm Line also provides a wonderful opportunity for seniors to volunteer to answer the phones. To date all of our volunteers are retired or over 60, including our Warm Line Co-ordinator. The volunteers receive a very high standard of training which qualifies them to work on the Warm Line. These people volunteer because they want a meaningful volunteer experience. They want to make a difference in the lives of the residents of Shelburne County.

One of the unique components of the Warm Line is that it is peer driven. Seniors are receiving support from their peers. The connection between the volunteer answering the phone and the caller is genuinely understanding because they are both at the same stage of their lives.

As Co-ordinator of the Warm Line I have received a lot of comments about the Warm Line.

“What a great service for Shelburne County” “This is really needed here”

“I know so many pensioners who can use this service. They are so lonely”

“How can I become a volunteer?”

At present the Warm Line is open Tuesday and Friday evenings for 6-10 pm. As we train more volunteers we will continue to expand our open hours. Our next goal is to be open Sunday afternoon from 12-4pm.

We are working towards Mental Health Wellness for the seniors of Shelburne County.