

WHAT WE CAN OFFER YOU

The SRCNL values the tremendous contribution of Peer Support Volunteers throughout the province. It is our responsibility to provide them with:

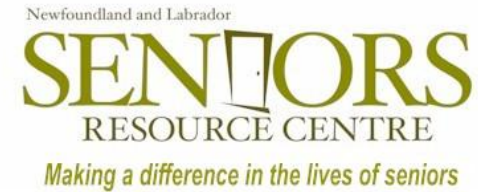
- ✓ up-to-date information on programs and services available to seniors
- ✓ opportunities for professional development specific to identified priority areas (e.g. elder abuse, seniors and mental health, workshop development)
- ✓ opportunities to network with colleagues
- ✓ information on opportunities to provide input to public consultation processes
- ✓ regular reports on the activities of the SRCNL and Peer Support colleagues in other communities

Each component of the Provincial Peer Support Volunteer Program has its own designated staff person to provide support for the Volunteers as they in turn, support other seniors in Newfoundland & Labrador.

For more information or to register for orientation & training as a Peer Support Volunteer, call 737-2333 or toll-free at 1-800-563-5599.

Suite W100, 370 Torbay Road, St. John's, NL A1A 3W8
Telephone: (709) 737-2333 Toll Free: 1-800-563-5599
Fax: (709) 737-3717

Website: www.seniorsresource.ca
E-mail: info@seniorsresource.ca

A black oval with a white border containing the text "Provincial Peer Support Volunteer Program" in a white, italicized serif font.

Provincial Peer Support Volunteer Program

Are you a senior* or do you know of another senior who is:

- interested in supporting other seniors;
- has good listening skills;
- can deal tactfully and effectively with others;
- willing to learn about community resources and services;
- willing to attend a training program and regular meetings with local colleagues?

* 50 years or older

PROVINCIAL PEER SUPPORT VOLUNTEER PROGRAM

The Seniors Resource Centre of Newfoundland & Labrador (SRCNL) has a Provincial Peer Support Volunteer Program which consists of two components:

- Information Line Peer Support Volunteers
- Community Peer Support Volunteers

Seniors or those concerned about seniors, call with questions such as how to access home support services; where to get help with home repairs; problems with pensions and income tax; concerns about issues such as transportation or elder abuse. The aim of the Toll-free Information Line is to put callers in touch with services and resources that can help them. The Information Line is answered by seniors – **Information Line Peer Support Volunteers**.

Together, both groups of seniors make up the Provincial Peer Support Volunteer Program

The SRCNL has also established a network of volunteers in various communities across the province. They are known as **Community Peer Support Volunteers**, and their role is to provide information and referral services at the local levels.

BECOMING A COMMUNITY PEER SUPPORT VOLUNTEER

Peer Support Volunteers offer a unique and valuable service through friendly listening and empathy. Some of the types of assistance that Community Peer Support

Volunteers might provide include, but are not limited to:

“I am a Peer Support Volunteer with the Seniors Resource Centre of Newfoundland & Labrador. I provide information and referrals to seniors and others on the programs and services available to seniors.”

- Identifying seniors in the community who are in need of information about services and resources
- Communicating effectively with seniors and supporting them on request, to determine and prioritize their needs

- Providing information about available services and resources from own knowledge and/or from resource material provided by the SRCNL
- Exploring options with a senior and encouraging him/her to set goals and develop a plan of action
- Assisting seniors to access services if requested and able to do so