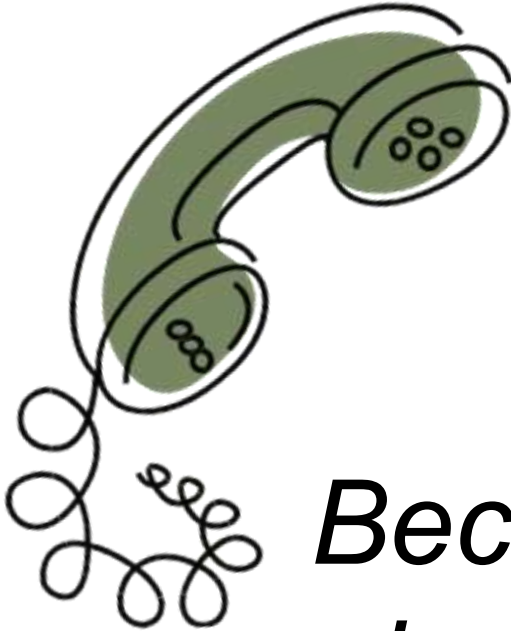


**Just Ask Us**  
***Anything . . .***



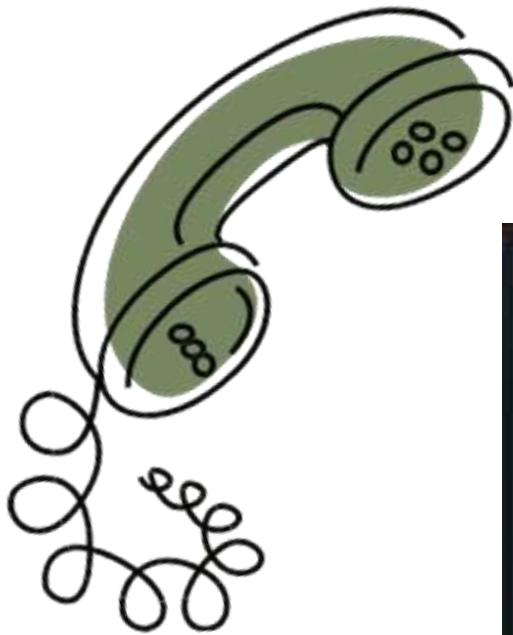
*Because you don't know  
what you don't know until  
you know . . .*

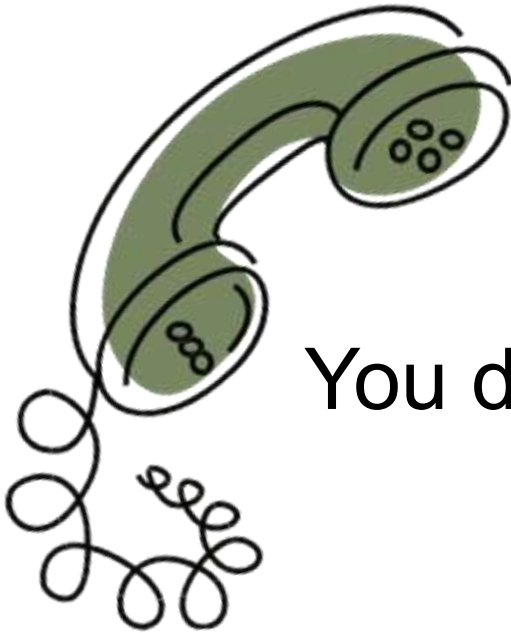
Newfoundland and Labrador

# SENIORS

RESOURCE CENTRE

*opening doors*

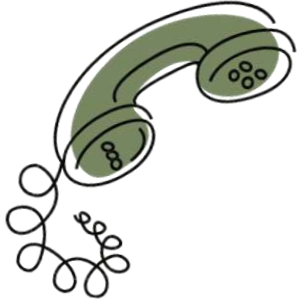




You don't have to know Everything



You just have to know who to Call

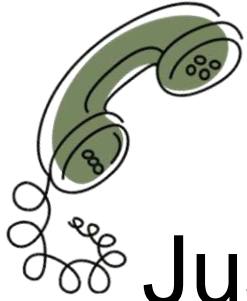


*Toll-free Information Line*

**1-800-563-5599**

**(toll free within NL only)**

**709-737-2333**



Just Ask Us Anything . . .

## Outline

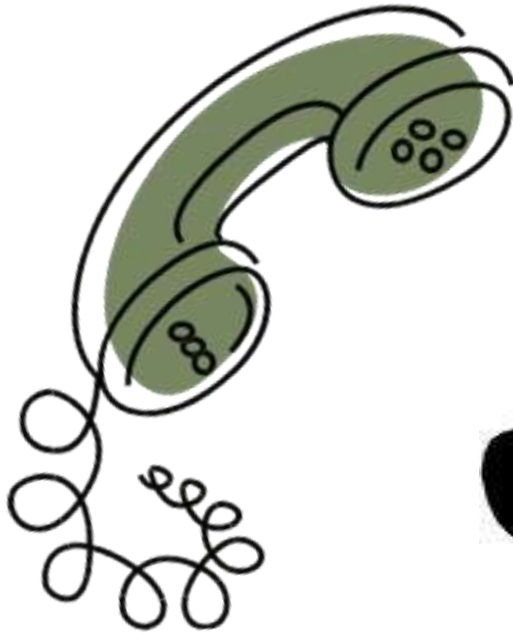
1. The 5 “W’s and “The Goal Post”
2. Our Guiding Principles & Lessons Learned
3. Top 5 “What we are asked . . . .”
4. “Jeopardy”

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### **Who should contact the Information Line?**

Anyone who wants to connect with a “real” person to ask questions.

### **Who answers the Information Line?**

Experienced Information Line Peer Support Volunteers – seniors who are compassionate and caring and offer a listening ear.

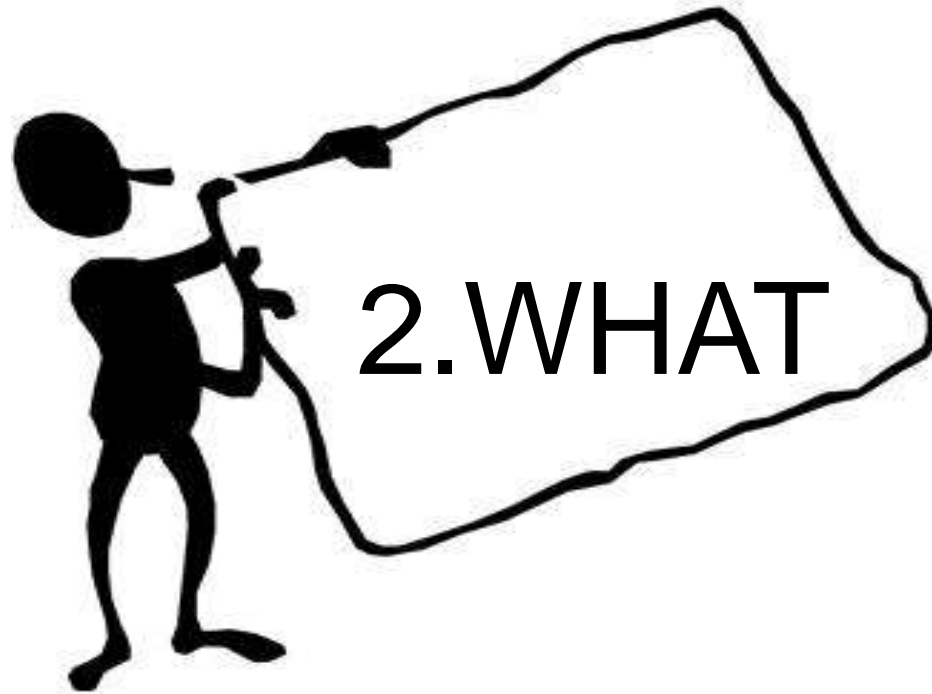
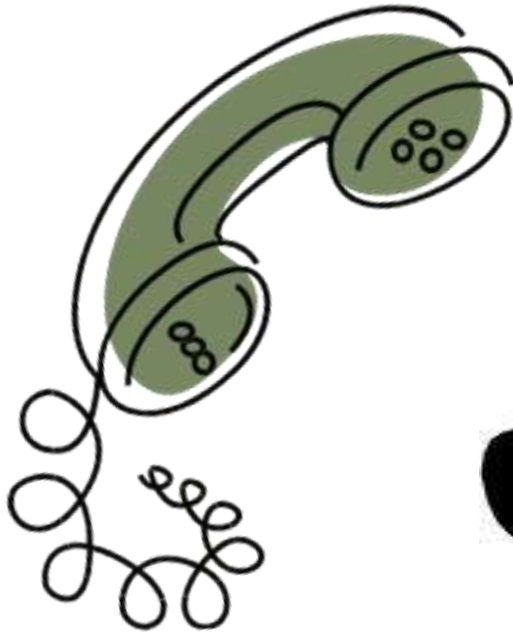


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**SEN**DOORS

RESOURCE CENTRE

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**2.WHAT**



### **What is the Information Line's purpose?**

To listen and link people with needed programs, and services.



### **What types of information can I obtain?**

Community services and programs, such as recreation, housing options, home support, legal resources, transportation and more! We also produce the Seniors' Guide to Services and Programs in NL.

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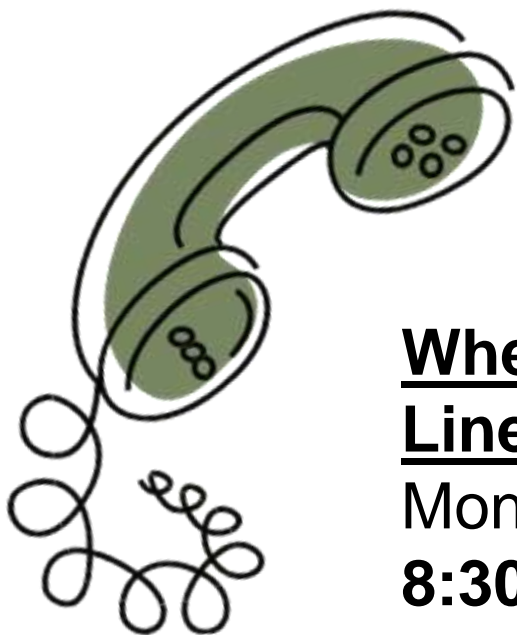
**SENIORS**

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**3. WHEN**



**When can I contact the Information Line?**

Monday through Friday  
**8:30 am to 4:30 pm**

**Email anytime!**

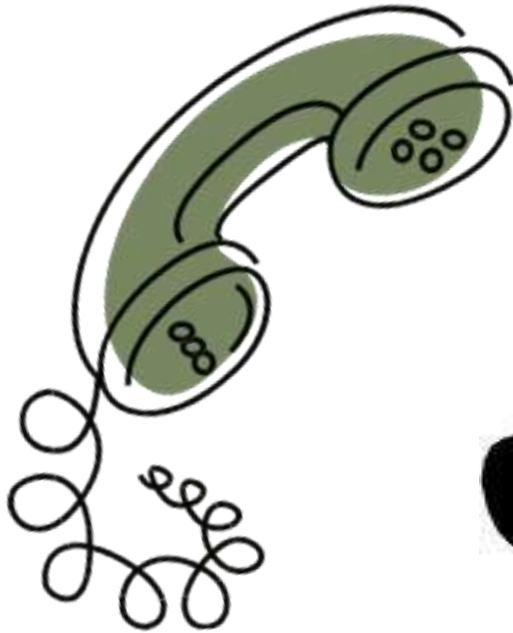
If the Information Line Peer Support Volunteers are busy, callers receive a recorded message telling them to leave a message and a Peer Support Volunteer will return the call.

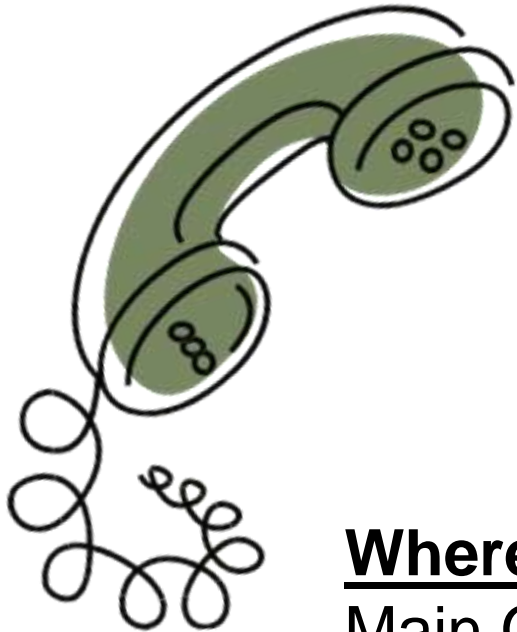
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**Where are you located ?**

Main Office 370 Torbay Road, Suite W 100

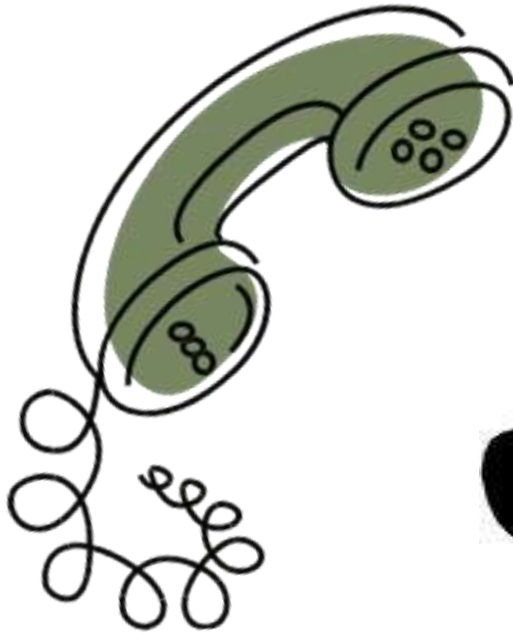
**Network of Provincial Peer Support  
Volunteers throughout the province –  
walking/talking Information Lines**

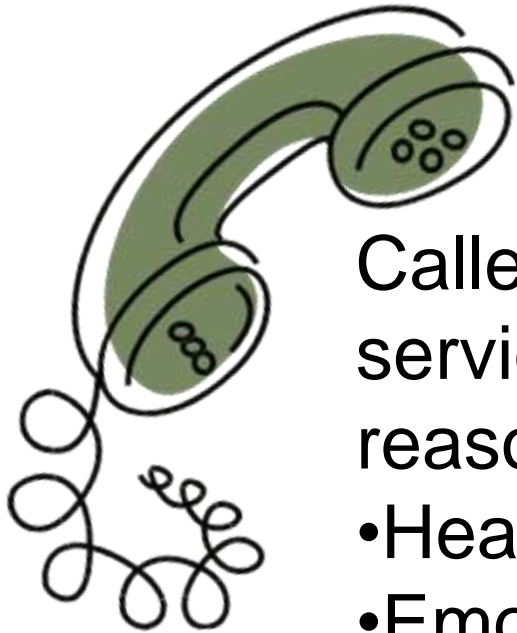
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**SEN**DOORS

RESOURCE CENTRE

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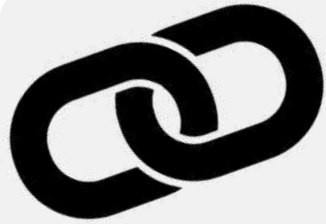




Callers need information about services and resources for many reasons:

- Health concerns
- Emotional issues
- Elder abuse and personal safety
- Transportation issues
- Financial issues
- Housing choices and repair
- Legal questions
- Home support





## **Our Mandate:**

The SRC-NL collaborates with older adults, family members, volunteers of all ages, and organizations across the province:

- To provide information for informed decision making
- To facilitate the development and implementation of programs
- To influence policies that affect older adults

# Barriers:

- Not knowing a service exists
- Not knowing how to access it
- Complex forms
- Telephone technology & the internet
- Social Isolation and Loneliness
- Fear of loss of independence

## Some Barriers con't:

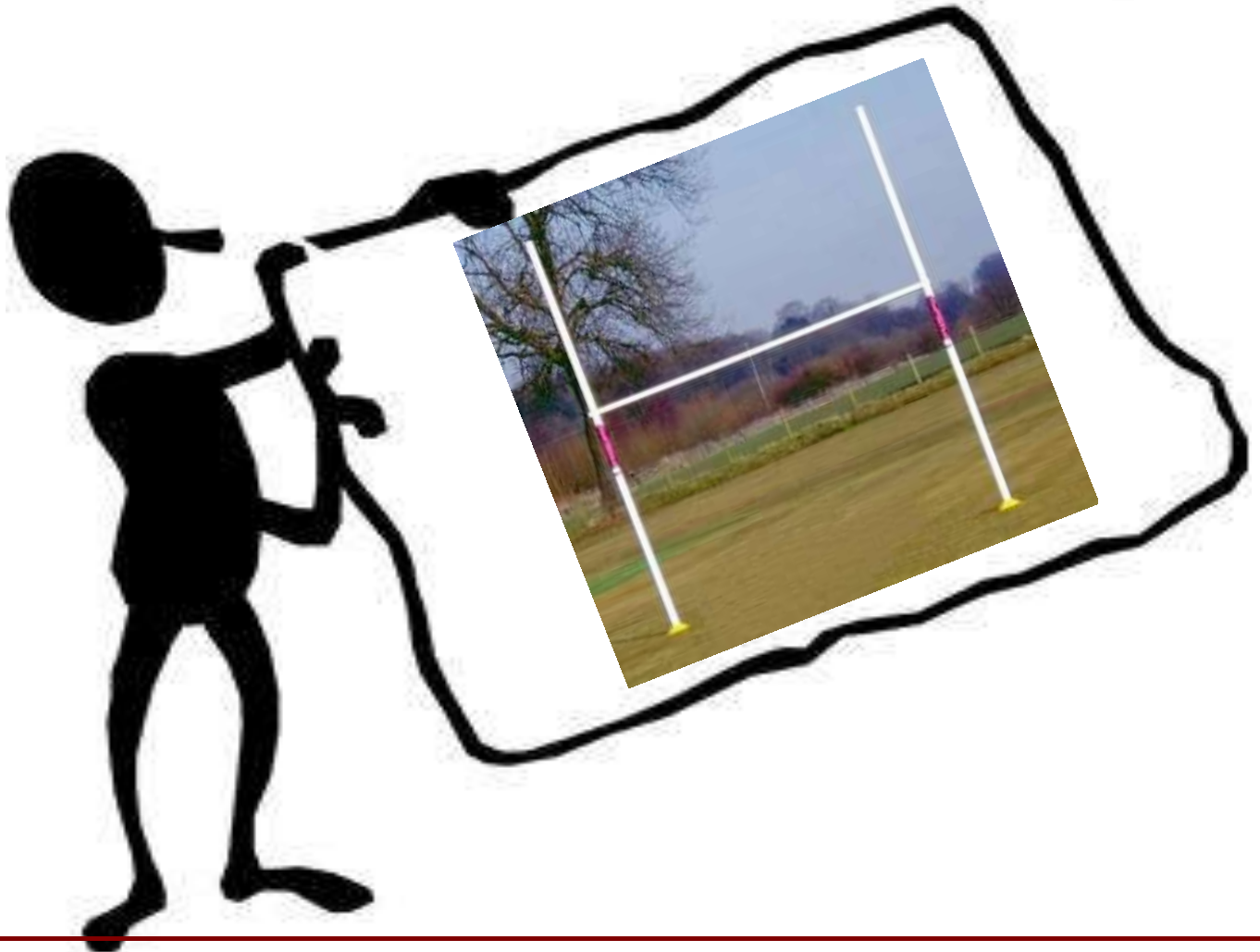
- Lack of transportation
- Elder abuse and ageism
- The cost of healthy living
- Lack of affordable age-friendly housing

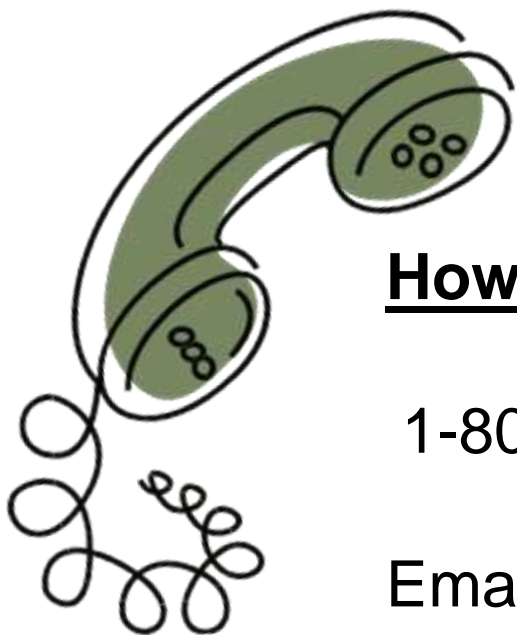
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## **How do I contact the Information Line?**

*Toll-free Information Line*

**1-800-563-5599 (toll free within NL only)**

**709-737-2333**

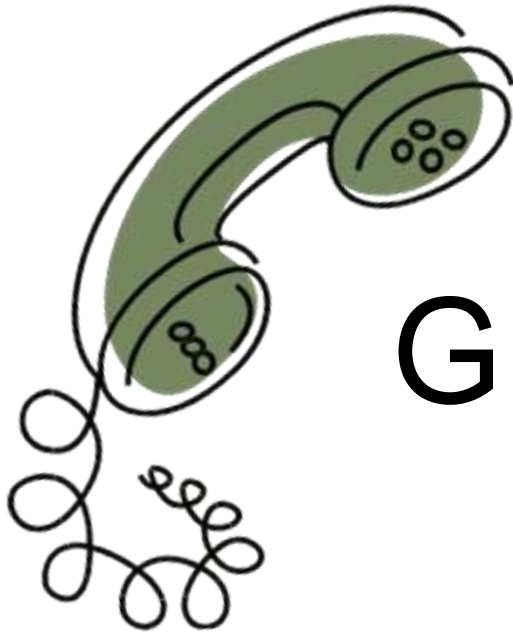
Email: [srcnl@seniorsresource.ca](mailto:srcnl@seniorsresource.ca) or  
[info@seniorsresource.ca](mailto:info@seniorsresource.ca)

Walk-in

## **How do we provide information?**

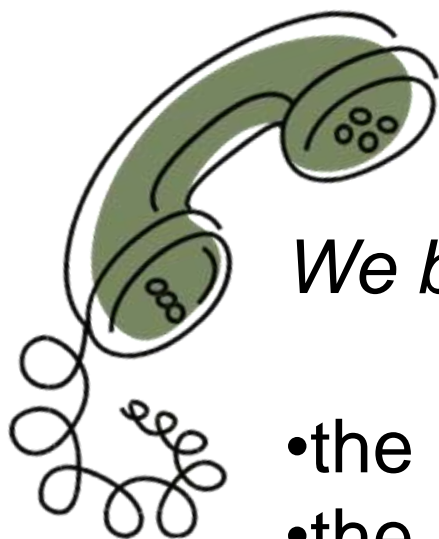
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# Guiding Principles





*We believe that seniors have:*

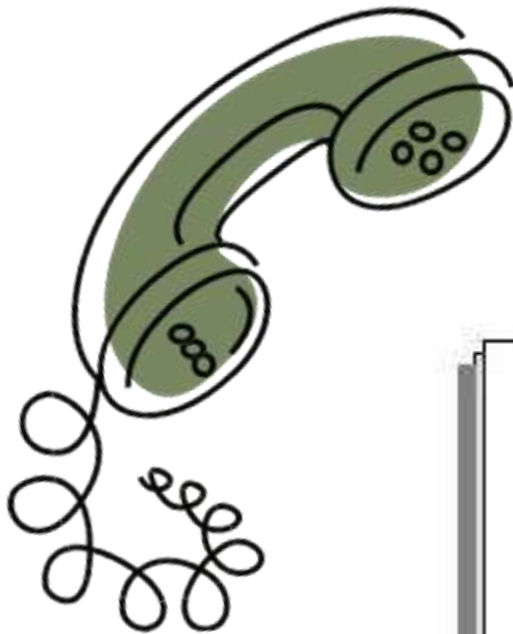
- the right to **respect**
- the right to **access and inclusion**
- the right to **full participation**
- the right to **self-identification of need**
- the right to **information**
- the right to **choice**
- the right to **take risks and change one's mind**
- the right to **confidentiality**

Newfoundland and Labrador

**SENIORS**

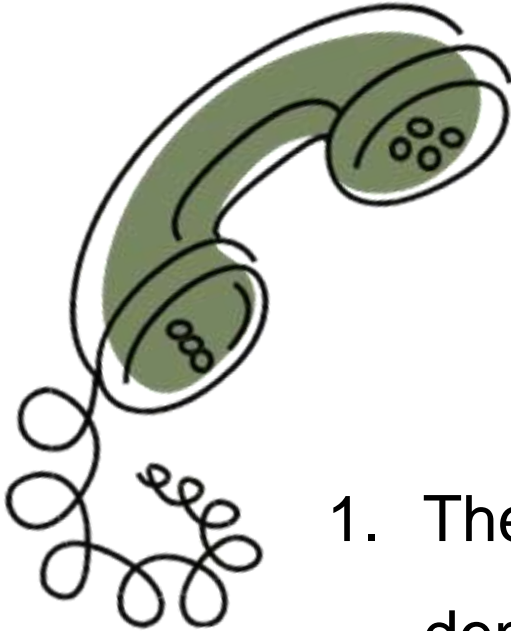
RESOURCE CENTRE

*opening doors*

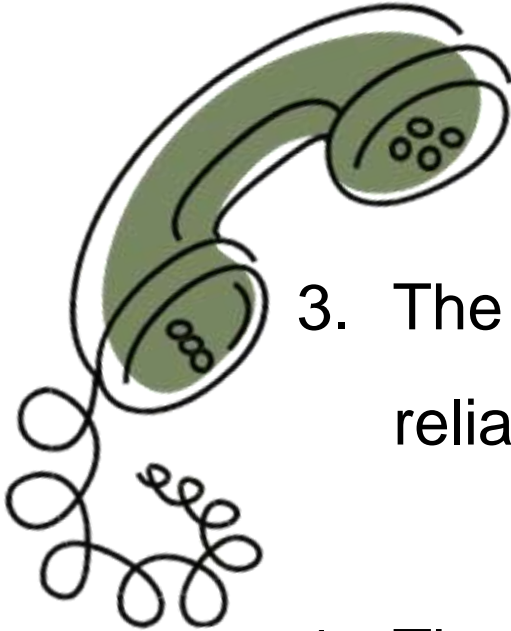


*Lessons  
Learned*

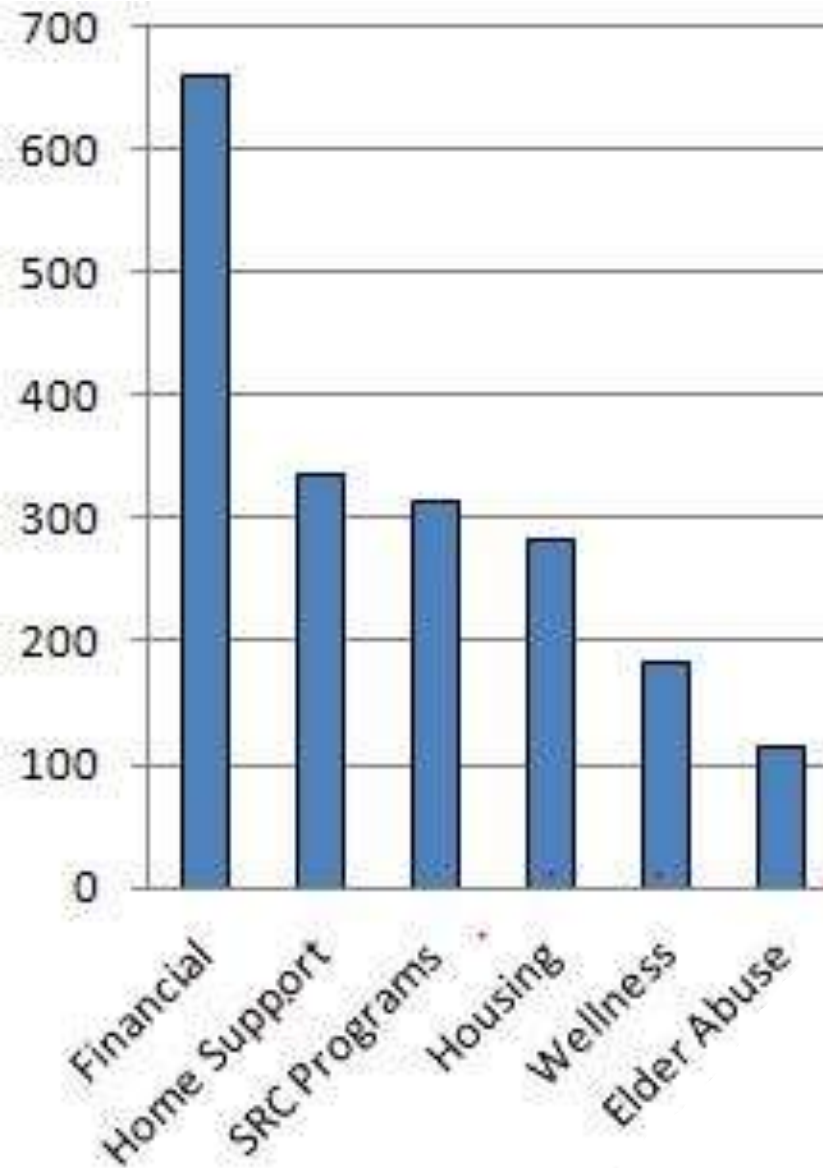




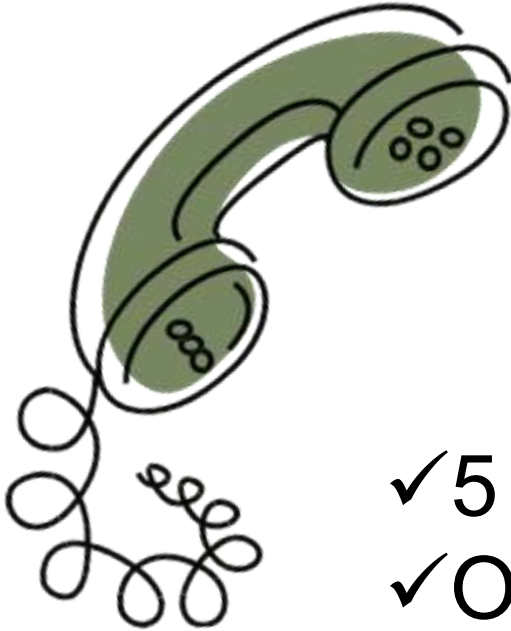
1. The importance of relating to and demonstrating respect for callers background, knowledge and values
2. The importance of empowering callers



3. The importance of providing accurate and reliable information
4. The need to provide information through a variety of methods
5. Ensuring information is solution oriented



# Top Five types of calls



# Summary

- ✓ 5 W's & goal post
- ✓ Our Guiding Principles & Lessons Learned
- ✓ Top 5 “What we are asked”
- ✓ Before Jeopardy . . . .  
Just Ask Us Anything –  
Questions?????

**A Good First Call!!**  
**We can direct you to services  
that you need.**  
*Call us with your  
questions and/or comments.*  
*We're listening!*

