



Benefits of this Program

- A reliable consistent voice to stay in touch with you
- Security of knowing someone will contact you every week
- The comfort of having someone listen
- Access to a social worker for information, referral or brief counselling on request
- The simple pleasure of a good conversation

What our clients say:

“My volunteer turns night into day for me” E.C.

“It always makes my day hearing from my volunteer on Monday morning.” G.N

“My volunteer always has time to chat and we share a laugh or two as well.” L.N.

Seniors Support Program
416-785-2500 ext. 5289

Visit us on-line at www.baycrest.org

- Click on Care
- Click on Care Programs
- Click on Community Programs
- Click on Seniors Support Program

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Seniors Support Program

Friendly Telephone Visits and ePals

Supporting seniors by staying in touch

Baycrest Health Sciences
is fully affiliated with
the University of Toronto



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Baycrest

Innovations in aging

What is the Seniors Support Program?

The Seniors Support Program provides support to seniors and family caregivers by consistently staying in touch with them. Our two free weekly services include Friendly Telephone Visits and ePals. Interested individuals speak with an expert community social worker and are then matched up, based on their situation and interests, with one of our trained volunteers.

Through a scheduled weekly telephone call or e-mail, each volunteer will patiently listen to their client, offer encouragement or provide helpful information as required. If individuals need more support a social worker is available to assist with case management or give referrals to other services at Baycrest or within the community.

Reaching out to support seniors in the community since 1997, this free program makes more than 10,000 contacts every year.

Our Friendly Telephone Visits and ePals volunteers establish a good rapport with their clients and everyone looks forward to their weekly contact.

Our Service

- A Friendly Telephone Visit (call) each week
- An e-mail message from ePals each week
- Access to a social worker for information, referral or brief counselling upon request
- The Friendly Telephone Visits are available in several languages
- Hours are Monday through Thursday from 9:00 a.m. to 4:00 p.m.
- These services are free

Services are for

Older adults living in the community who would benefit from additional social connection and/or support related to:

- Coping with health concerns
- New in Toronto
- Experienced a loss
- Isolated
- Recently discharged from a hospital
- Family caregivers interested in support



Who is eligible for these free services?

- Older adults living at home
- Caregivers to older family members
- Those living within the local calling area

How to enroll

- To request a service, please call 416 785 2500 ext. 5289
- After a short consultation with a social worker you will be matched with one of our trained volunteers based on your interests or situation
- Your personal volunteer will contact you on the same day every week