

FRIENDLY CALLS

The **Friendly Calls program** matches people over 18 years old with trained Red Cross personnel who connect with them regularly over the phone to check-in, provide emotional support, encourage healthy coping strategies, and suggest well-being resources and community connections to other existing services.

Make a connection,
one *call* at a *time*.



Call **1-833-979-9779 toll-free** from 9 a.m. to 5 p.m. local time on weekdays or visit redcross.ca/friendlycalls to sign up, refer someone who could benefit from Friendly Calls or to become a volunteer.

The **Friendly Calls program is safe, accessible, free, and available nationwide.**

F.A.Q.

Who can participate in the Friendly Calls program?

No matter where you live in Canada, the Friendly Calls program is open to anyone over the age of 18 who could benefit from greater connection, or may have limited social and family links, and can receive regular support over the phone for encouragement and the power of feeling heard.

What skills do Friendly Calls volunteers require?

It's easy to become a Friendly Calls volunteer — all they need to bring is kindness, compassion, and up to a few hours weekly. The Canadian Red Cross will provide training and ongoing support from experts to ensure they feel confident and prepared to make a positive impact in their community - one call at a time.

How long do Friendly Calls usually last?

The frequency and length of phone calls is tailored to suit a participant's individual needs. Generally, phone calls occur on a weekly basis and can last anywhere from 20 to 60 minutes.

What if the participant needs more than emotional support?

Red Cross personnel can provide additional support, including enhanced coping strategies and community connections to other existing services, including crisis lines providing urgent mental health support such as Crisis Services Canada or the Hope for Wellness Helpline for Indigenous peoples.

What languages are being offered?

Currently, phone calls are being conducted in English and French.

For more answers to frequently asked questions, please visit redcross.ca/friendlycalls.

It's more than just a phone call, it's about *connections* and *community*.