

### Why not join us at Visiting Friends?

We know that simple friendship through befriending really works to combat loneliness! If you join us at Visiting Friends you'll be part of a small charity that really cares, and you'll benefit from:

- Regular visits or calls from a kindred spirit — a chance to share your stories, hobbies and interests with a new friend.
- Invitations along with your friend, to regular Visiting Friends social events, where if you wish, you can meet other members and widen your social circle.
- Information on local groups and services — if you feel ready and able to meet a wider circle of friends we can point you in the right direction!

Here's what Danny has to say about his befriender David .....

David has made a big difference to me. He's a nice person and we have a good laugh—Having David as a befriender has helped me psychologically

... and David's thoughts ...

Volunteering is most definitely a two way street. My visits to Danny make me feel good!

**Phone** 01436 269 336

**Email** debbie@visitingfriends.org  
jayne@visitingfriends.org

**Write** Jayne Burnett, Manager  
Debbie Beggs, Co-ordinator

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Visiting Friends is supported by  
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**Visiting Friends**  
**Your local**  
**befriending charity**  
**across**  
**Helensburgh & Lomond**



**Contact us on**  
**01436 269 336**

**Ask for Debbie or Jayne**

## What is Visiting Friends?

Visiting Friends is a Scottish registered charity. Our befriending services are **free** to adults (18 years upwards) living in the Helensburgh and Lomond area.

## Why consider a befriender?

Feeling lonely is very common and affects people of all ages and backgrounds. Maybe you're new to the area, live alone or are in care? Or maybe you have been bereaved, lost confidence or have an illness that prevents you from getting out and about? Whatever the reason, if you feel lonely a lot of the time it can really affect your physical and mental wellbeing.

Here at Visiting Friends we understand how loneliness can really eat away at your confidence and mood, making it difficult to feel like joining a group or making new friends. We also know that not everyone is physically able to get out and about and stay connected with their communities.

So we'd like to help you if we can!

## We offer two services:

- **Visiting Friends** — our volunteers can visit you once a week — at home or go out with you for a cuppa etc.
- **Talking Friends** — our volunteers can make a regular weekly telephone call for a chat and a catch up.

When you get in touch our Co-ordinator Debbie can help you decide which service is best for you

## So how does it work?

Once we have met or phoned you, we carefully match you with one volunteer befriender who will be your Visiting or Talking Friend, so you will see or talk to the same person each time.

(Please note that our Volunteers do not provide personal or medical care)



Sue has been friends with Barbara for 5 years!

## Who are our Volunteers?

Our befrienders are male and female, all ages and from all walks of life – just like our clients!

- They are reference checked and undergo a disclosure check as part of the government Protecting Vulnerable Groups scheme to ensure that they are suitable to be matched.
- We train and support our volunteers so that you both get the most out of your friendship. You can tell us if you would prefer a male or a female befriender.

## Could you be our next Volunteer?

Maybe you're thinking at this point you don't need or want a befriender - but perhaps you could **be** one!

Volunteering is a great way to stay connected and make a difference. Why not call us for a friendly chat to find out more? (see overleaf for details)

## If you're interested in our services...

You, a friend or family member can contact us directly by calling the number on the front of this leaflet. Your GP, nurse or social worker can also make a referral for you.

## What happens next?

Once we know about you, we contact you to discuss your preferences, tell you a bit more about us and answer any questions you might have.

We can do this in your home or by phone.

If you decide to go ahead, we will place you on our waiting list while we find you a suitable volunteer match.

## How quickly will I be matched?

That just depends on the volunteers we have available at any given time. We are keen to make the right match for you, rather than just any match, so it may take time to get set up. We promise that we will keep in touch and let you know how things are progressing.



## What if things don't work out?

Although we make every effort to find you someone suitable, occasionally things don't work out. Don't worry, that's why we stay in touch regularly!

If you change your mind or have any concerns, at any point in the process simply give us a call and we will sort out any issues.