



Telephone Buddy

Volunteering as telephone buddy you will be supporting shipmates by providing comradeship to those experiencing loneliness or social isolation.

By offering a listening ear and building a relationship, you will provide companionship that helps reduce their isolation and loneliness.

You don't need any specialist skills to do this, but you do need to:

- Have the time. It will be important to both shipmates to set days and times.
- Have patience and be friendly
- Be comfortable using the telephone
- Be good at chatting but more importantly, be a good listener
- Have a positive outlook and a good sense of humour
- Be able to call from your own telephone.
- Enjoy meeting and talking to people and having good interpersonal skills.
- Empathising with and offering comradeship to members of the RNA and other Naval Veterans.
- Being a reliable and dependable team player
- Being able to respect the confidentiality of those you visit and being sensitive to the needs of the shipmate.
- Committed to acting in line with RNA policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.

If you suspect that further help and assistance is required, or if you have any concerns regarding the calls that you make, then please do report to your Branch or Area Welfare Officer.