

Phone Friends Volunteering FAQ

What training do I need?

We will provide you with all the training you need. This will be done on-line, but don't worry if you are not on-line as it can be delivered over the telephone as well. We are here to support you whenever you need it, you will not be left alone.

What if my Phone Friend doesn't answer?

Don't worry, there are many reasons why the call may not be answered. Just try again in 5 minutes and throughout the hour. If there is still no answer you will have been given an emergency contact number for your Phone Friend so you can try this. You can also contact the Phone Friends team and we will investigate and get back to you.

What if I am ill and cannot make my call?

Please just let us know before the call is due and we will call your Phone Friend for you and explain.

What happens when I am on holiday?

Just let your Phone Friend know that you are going on holiday and give them the date of their next call. If you are lucky enough to be going away for more than 2 weeks, the Phone Friends team can check in on your Phone Friends for you.

What if my Phone Friend needs some advice or assistance?

Just let us know and we will arrange this, this is what we are here for.

Can I send a card or small gift to my Phone Friend for a special occasion?

Of course, and this is a lovely thing to do. Just let us know and we will give you the address of our office to send it to and we will forward to your Phone Friend.

Can I meet up with my Phone Friend?

Sadly no! Phone Friends is a telephone befriending service only. We do not hold insurance, have risk assessments or protocols in place to support a face-to-face meeting.

Can I get any help with the costs of making calls?

Yes you can! We offer expenses to cover call costs.