Biggar Listening Ear

Thank you for volunteering to be part of this. We were set up by Biggar Community Action group originally to work alongside the shopping helpline so that they were free to focus on practical tasks whilst we offer a “listening ear” for those who want that. As a result we found that there are quite a few people in Biggar who for various reasons appreciate a regular phone call just for a chat. The following may seem basic but it is important that we are all operating in a similar way and keeping ourselves safe at the same time. Phone Linda on 220895 if you are unsure about anything

DO

Check for messages/missed calls and phone people back as appropriate - the phone has unlimited calls

Try to keep calls to about 20 minutes, or decide how long is comfortable for you

Let people know they are welcome to call the listening ear number and someone will get back to them, although it may not be the same day

Sanitise the phone before passing it on

Attend the monthly Zoom meeting for volunteers if you can

DON’T

Don’t give out your personal phone numbers or address

Offer practical help. People can phone the other BCAG line for that, or you can give them numbers from the list of other helplines as appropriate

Offer to meet people you are phoning

Offer advice, or try to “rescue” people. You can’t “fix” anything, you can only listen

Feel you have to keep going with this indefinitely, we have other volunteers who can give you a break