



Seniors Abuse and Information Line

Are you interested in reaching out to seniors by answering a telephone help line for older adults?



The B.C. Centre for Elder Advocacy and Support operates the Seniors Abuse and Information Line (SAIL), a provincial helpline. SAIL is a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention.

We are seeking volunteers for the Seniors Abuse and Information Line (SAIL). We would like to hear from those who:

- are interested in providing information, referrals and support on elder abuse and neglect
- have good telephone manner and listening and inquiry skills
- can communicate fluently in English
- have basic computer skills
- can volunteer at least 4 hours a week, between 9:00 a.m. to 5:00 p.m., Monday to Friday (excluding holidays) at our office in Downtown Vancouver (1199 West Pender Street)
- can attend ongoing meetings and training
- are interested in long-term volunteer commitment
- may attend to BCCEAS display at community events, seniors fairs and outreach activities
- are age 19+ and must submit to a criminal records check

Volunteering for the Seniors Abuse and Information Line provides an opportunity to learn, share knowledge and work with older adults and their family to help seniors who are abused or neglected; make a difference in the lives of older adults and be part of the coordinated community strategy and response to prevent and end elder abuse and neglect. Ongoing support and recognition will be provided. Transit cost will be covered. Training will be between mid-May and mid-June, 2013.

If you are interested, please complete the volunteer application form at www.bcceas.ca, send an email to info@bccceas.ca and indicate "SAIL Volunteer Application" in the subject line, or call Grace Balbutin – Director, SAIL at 604.688.1927 ext 222.

Comments from SAIL callers:

"I just want to thank you so much for taking the time to talk to me yesterday. I told my husband about the conversation we had. And he would like to thank you as well. This whole situation has been devastating to us. But knowing that there are services, organizations and people - like yourself - available to families going through similar difficulties, it does help tremendously. Thank you again for all your kind words and support. Such a wonderful service you and BCCEAS provide!"

"It was a revelation to me that resources existed that could provide help".

"Thank you for coming to my rescue. I know I can count on you."