

SHADWELL NEIGHBOURS PHONE TREE

Could you phone 5 people you know every week?

We are trying to connect with one another across Shadwell. If we all committed to phoning up to 5 people every week just think how many branches we'd create between us...



It's so important to stay connected. Each call to someone you already know could achieve 4 things:

Connect: Listen to how the person is doing

Discover: Ask if they need help with anything

Encourage: Offer some simple words of encouragement or comfort

Invite: Discuss with the person about whether they can also be calling people

There are a number of Shadwell community organisations who are offering to support those in need during this difficult time especially. So if you identify a need that you can't meet (someone needing a food delivery, or some pastoral care) then do get in touch with one of the people listed on this website:

www.shadwellresponds.org

PHONE CALL GUIDANCE - SHADWELL NEIGHBOURS PHONE TREE

GENERAL

1. Enjoy the conversation
2. Give the person you are calling space to share.
3. Check in on how family members and friends are getting on
4. Do share something of how you are doing as well - this ensures the conversation is relational and mutual
5. It's ok to laugh. Sometimes a serious conversation will be appropriate and helpful.
6. Keep the conversations regular (weekly is best if possible)
7. The conversations don't need to be long. 30 minutes is probably long enough for a weekly call. If the calls regularly become longer than this it would be worth discussing with your point person whether the person being called needs more intensive emotional support by someone in a professional capacity

FOLLOWING UP

1. Always share your conversation with your organisations 'point person' so as to ensure accountability and safety for all.
2. If there were needs identified on the call that you feel able to meet (e.g. collecting and delivering some food) then please do so. Otherwise share this with the point person who will be able to help.

SAFETY

1. If you are concerned about something raised in the call, please have a conversation with your organisation's safeguarding officer.
2. If you feel emotionally burdened, distressed, or saddened by what you hear, please don't keep it to yourself. You don't help anyone by doing this. Talking through your emotions with your 'point person' or a trusted friend is an extremely important part of your emotional wellbeing.