

L&A SOS Seniors' Centre Without Walls Introduction Guide



A seniors' centre from the comfort of home

WHAT IS IT?

- A completely **FREE** telephone-based seniors' activity program
- Programs are multi-person phone conversations, averaging 10-12 people
- No special equipment required, any phone will do, however speaker capabilities is advantageous. Participants call into the program on a dedicated toll free line

WHO CAN PARTICIPATE?

- Seniors 55+, adults with disabilities & living in L&A County & surrounding area who have access to a telephone.

WHAT ARE THE BENEFITS?

- Promotes community and friendships
- Promotes laughter
- Removes barriers and relieves Isolation

For more information or to Register:

Call 613-354-6668 ext. 110

OR

Email Brittany@lasos.ca

Website: www.lasos.ca



L&A SOS-Seniors' Centre **Without Walls (SCWW)**

SCWW is a program within L&A SOS that is a free interactive telephone-based program that connects seniors 55+ living in Lennox and Addington and the surrounding area.

SCWW provides opportunities to socialize, learn new skills and stay connected from the comfort of home. New programs and topics are added regularly. Programs include games, exercise classes, meditation and mindfulness, nutrition, book clubs and Health & Wellness presentations.

STEPS TO CONNECT TO A **PROGRAM**

1. Five minutes prior to start of session, dial the dedicated toll free phone number provided upon registration.
2. Once you have been connected to the session, state your name and wait for others to join.

Respectful Conduct Policy

To ensure a safe and welcoming space, we ask participants, facilitators and guest presenters to observe our Conduct Policy and Group Etiquette:

1. To be respectful towards all staff, volunteers, participants and telephone operators (including our conference call provider).
2. To use appropriate subject matters and language.
3. To respect all group members and their opinions, even if they differ from your own.
4. Create an inclusive environment that honours people of all cultures, traditions, faiths, genders, sexual orientation, abilities, and life experiences.
5. To allow everyone to contribute by not dominating the conversations.

Tips on Having a Successful **Phone Call**

BE ON TIME

In order for our programs and services to run smoothly for facilitators/volunteers and participants we ask that you call yourself into your scheduled program on time.

LET THE FACILITATOR LEAD

To reduced confusion on the phone it is important to let the facilitator or guest speaker guide the conversation or activity.

USE THE ME/NOT ME RULE

Remember to give everyone a chance to speak.

BE MINDFUL

Be mindful that everyone has a story, a background, and a different way of looking at the world, and/or different communication styles.

REDUCE BACKGROUND NOISE

Plan to be in a location with reduced background noise. Be aware that the facilitator may mute your line.