

55+ Volunteer Outreach Ambassadors Training

When: Monday and Thursday

Time: 1:00—4:00pm (total of 24 hrs)

Where: 4460 Beresford Street, Burnaby (just across Metrotown Skytrain)

Cost: FREE

Participants will learn:

- ⇒ Causes of Isolation!
- ⇒ Effective Communication
- ⇒ Active Listening Skills
- ⇒ Diversity & Intercultural Communication
- ⇒ Ethics of Helping others
- ⇒ Health and Social Issues
- ⇒ Community Resources & Referrals



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55+ Volunteer Outreach Ambassadors Training

In partnership with agencies in Vancouver and Lower Mainland, Burnaby Neighbourhood House is training 55+ individuals to become Seniors Outreach Ambassadors.

Working with the Outreach Coordinator the *Outreach Ambassadors* reach out to isolated seniors and help them to make valuable and enduring community connections.

* Welcoming Spaces Project *



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Seniors Outreach Ambassador Training Program

Are you 55+?

**Would you like to learn skills
to reach out to isolated seniors?**

FREE Training starts on
Monday, March 6 to Thursday,
March 31, 2017
Every Monday & Thursday
1:00—4pm

To register call Elizabeth
@ 604 431-0400
seniorsoutreach@burnabynh.ca

55+ Volunteer Seniors Outreach Ambassador Training

Training Session Schedule — March 6 to March 30, 2017

Week 1: Monday, March 6 & Thursday, March 9, 1:00 — 4:00pm

- Welcome & Program Introduction
- What are the Causes of Seniors Isolation!
- Understanding Isolated Seniors Faced with Disabilities
- Ambassadors Roles & Responsibilities

Week 2: Monday, March 13 & Thursday, March 16, 1:00 — 4:00pm

- Effective Communication Skills
- Active Listening Skills

Week 3: Monday, March 20 & Thursday, March 23, 1:00 — 4:00pm

- Community Resources and Making Referrals
- Diversity & Intercultural Communications

Week 4: Monday, March 27 & Thursday, March 30, 1:00 — 4:00pm

- Taking Action: Outreach Reminders & Marketplace Outreach
- Marketplace Outreach Feedback
- Closing Remarks & Celebration

Role of Outreach Ambassadors

Seniors Outreach Ambassadors are a trained group of individuals who have the role of providing outreach to isolated seniors. The volunteers will act as ambassadors, providing connections and relevant information within their communities and among their peers.

They will befriend seniors inviting and offering to accompany them to a range of different programs while also linking them to any other services that may be of benefit.

Additionally, Outreach Ambassadors will refer at-risk and vulnerable seniors they meet in the community to the *Seniors Outreach Coordinator* who will work with the referred seniors to develop a plan of action to address their needs.