



41 Club Buddies – Do's and Don't's

Do:

- Be welcoming and friendly when you answer the phone – remember it has been a big step for the caller to pick up the phone
- Be prepared to listen and let the person talk
- Use open questions to encourage the caller to expand on what their problems are
- Observe confidentiality at all times
- Be empathetic, helpful and sensitive
- Respect the client as an individual
- Inform your Buddy Supporter of any concerns regarding the caller
- Record summary notes after the call

Don't:

- Answer a Buddy call if you are busy or in the middle of something that can't be interrupted
- Say to the caller that you cannot talk right now – if you answer a call, you must take the time to listen to the caller
- Admonish the caller and imply he needs to sort thing out
- Accept money from clients
- Suggest any medication
- Become involved in family disputes or personal affairs
- Enforce your own religious or political opinions on a person
- Give your personal contact details to the caller unless you feel comfortable with this. If unsure, take the caller's contact details and check with your Buddy Supporter

These lists are not exhaustive and will depend on the volunteer role and the scheme.