

RYE MUTUAL AID

Mutual Aid Group for Rye and surrounding area

LISTENING SUPPORT PROTOCOL

We care about residents who might be feeling overwhelmed, lonely or frightened at this difficult time.

We have numerous volunteers who have offered to “have a friendly chat”

We now have a core team of experienced listeners (The listening support team) who will have their own protocols and recommended resources to deal with referrals from the dispatchers

Dispatchers may also find themselves affected by difficult calls they have had to deal with, they can make contact with the listening support team themselves and can also refer volunteers who may feel they need some support.

This Flowchart will guide dispatchers dealing with calls where it is apparent that a resident is feeling overwhelmed, lonely or frightened.

