

Switchboard Mission Statement

To provide a lesbian/gay telephone and face-to-face befriending, information and support service for the Isle of Man, its residents and visitors of whatever age, sex, race, creed, sexual orientation or ability which will primarily direct itself to enabling callers to arrive at self directed decisions with regard to their sexuality and associated problems.

The service will continue with its existing volunteers and will also recruit new volunteers who will undergo intensive and professional recruitment, selection, training and preparation. It will operate as frequently as volunteers, funding and demand allow but at least one evening per week for several hours.

The service will continue to operate by phone and by appointment for face-to-face befriending. Face-to-face counselling will be developed on both an appointment and a drop in basis now that premises are available and we have sufficient volunteers. We will try and develop weekly drop-in/social services in the next twelve months.

The service will be staffed by lesbians, gay men and bisexuals who have undergone the selection and preparation referred to above and who have entered in to a contract to observe this mission statement, the Constitution and codes of practice.

There will always be two volunteers on duty on the line at any time during the line's opening hours and all volunteers will be provided with essential back up and support as necessary.

The line will be run to the highest ethical standard with caller's confidentiality being maintained as a first priority at all times.

The group will liaise with as many caring institutions and support services as possible such as Samaritans, Youth Line, Government, medical, mental health and social services, local clergy and outside switchboards.

Consultant professionals will be recruited regardless of sexuality who are skilled in their field and sympathetic to the aims of the service to whom callers can be referred if necessary.

All possible avenues open regarding financial support and funding will be explored and in particular it is intended to recruit as patrons or vice presidents prominent members of the local and national community who will be able to assist by providing positive public image and support both moral and financial.