

Telephone Reassurance



Seniors and Adults (18 +)

Overview

A daily phone call with one of our friendly volunteers for a brief chat and a check -in. Telephone Reassurance calls may last between 5-7 minutes as volunteers sometimes have a list of clients to call that same day. Social calls as part of our friendly visiting program may include evenings, weekends and holidays

Service Benefits

Telephone Reassurance provides peace of mind for clients and their care partners with a regularly scheduled phone call for the purpose of a social interaction. Clients accessing the program have the opportunity to build a meaningful relationship with a volunteer, allowing for regular socialization. Text Messaging is also available

Clients Supported

Individuals who live alone, or who lack caregiver support and would benefit from a social interaction with a volunteer. Durham Region Residents 18 years of age and older.

Limitations

Every effort is made to select Volunteers with an array of backgrounds in order to accommodate clients whose first language is not English.

Service Provider

Volunteers are carefully selected, and trained before being matched for visits. Trained volunteers offer confidential, one-to-one companionship to support older adults who are ill, lonely or isolated. Clients receive a call from the same volunteer on regularly scheduled days. This creates a rapport and consistency.

How long are the calls?

Telephone Reassurance calls may last between 5-7 minutes, however the length of the call varies depending on the needs of the persons served.

When can I receive a call?

Clients choose the day(s) of the week they wish to receive a call. The service is available 7 days a week. Calls are generally made at the start of the day, between 10-11am.

Cost

There is no charge for this service.

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Referrals

Referrals and follow-up to other programs and services as required.

Related Services

communitycaredurham.on.ca/services/telephone-reassurance/
communitycaredurham.on.ca/services/luncheon-out/

Program Location(s): Durham Region

Availability: 7 days a week.

Accessibility: text messaging is available.

Contact: For more information about the Telephone Reassurance program, please call 1-888-255-6680

Referral Source:

Central East Local Health Integration Network Home and Community Care (HCC). Please contact HCC Care Coordinator at 1-800-263-3877

Self-referral, caregiver referral or community partner.

Contact the central intake department at 1-888-255-6680.

Lifeline information can be provided upon request.

Active clients can also contact Lifeline for more information at 1-866-434-3463.

