

# Telephone Reassurance



Seniors and Adults (16 +)

## 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 5-10 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 16 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 a visit. 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 5-10 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. These calls can be scheduled during the day or evening at a mutually agreed upon time.

## **Cost**

There is no charge for this service.

## **Referrals**

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

## **Related Services**

[communitycaredurham.on.ca/services/telephone-reassurance/](http://communitycaredurham.on.ca/services/telephone-reassurance/)  
[communitycaredurham.on.ca/services/luncheon-out/](http://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.**