

TELEPHONE REASSURANCE CALLS

The CareGivers, Inc. has developed a “Telephone Reassurance Call Program” designed to meet the needs of the individual who would benefit from a daily phone call. The purpose of this call is to provide comfort and companionship for the client. Calls are made at a determined time, set up through a mutual agreement of the client and the volunteer. This can be flexible as long as all parties are aware of the time the calls will be made.

There are three basic forms that these calls can take:

1. **Telephone Reassurance** – calls that are regularly scheduled to those individuals who live alone in order to provide them with some friendly conversation and to check on their safety.
2. **Safety Check** – calls that are aimed at those people who live alone and whose health places them at risk and, therefore, would benefit by being monitored on a daily basis. A short 5-minute check in call is made to determine that this individual is “safe”.
3. **Friendly Conversation** – calls that are designed to help stimulate interest in the outside world and to help renew the sense that someone cares for them. In many cases, these people are ill or have lost a loved one, have experienced changes in their economic circumstances, have restricted mobility or are no longer active in their community. A friendly conversation is helpful in dealing with isolation. This call usually lasts 10-15 minutes in length and is made once a week.