

Visiting Program

Service Description:	CHATS Visiting Program provides isolated older adults and/or those with restricted access to their community, regular social contact for social engagement and security. The program uses one or a combination of any of three calling modalities: telephone calls, home visits, and/or video calls (virtual visits)
Service Provider(s):	Volunteers and/or Paid Staff.
Persons Served:	Individuals aged 55 years or older experiencing and/or at-risk of social isolation.
Eligibility:	<ol style="list-style-type: none"> Residents of the Central LHIN; Individuals who are 55 years of age or older or non-seniors with an age-related condition who are isolated. This includes individuals who are home alone or those who live with a family member who is away from the home for prolonged periods of time, including vacations. Residents of retirement homes are eligible if there is an identified risk of isolation <u>and</u> the retirement home agrees to act as the emergency contact for the client. Able to actively participate in telephone assessment; Able to actively participate in a home visit and assessment (Friendly Visiting); Able to provide accurate information to determine need; Able to provide at least one Emergency Contact, available during program hours; Agrees to be at home to receive call/visit on scheduled day and time, and to advise office of any cancellations or changed needs; Agrees to advise office of any dissatisfaction; and Gives consent for CHATS to contact non-emergency police in the event of a Not Seen and Not Found (NSNF) visit (see Client Emergency Response Policy).
Limitations:	<ol style="list-style-type: none"> Individuals who have mental and/or physical impairments that may prevent them from receiving a telephone call or answering the door. An assessment may be done to determine eligibility. Individuals having an unsafe home environment are ineligible for home visits however may qualify for community-based visits (i.e. coffee shop). In-person visits will be replaced by telephone or virtual visits as a result of the COVID-19 pandemic.
Program Location(s):	In or from the client's home, by telephone, with video calling technology, or through face-to-face visits when available. Occasionally, face-to-face visits may occur in the community (i.e., library, coffee shop, etc.).
Availability:	Monday to Friday, 8:30 a.m. to 4:30 p.m.
Frequency of Service:	1-2 hours per week for a minimum of 6 months.
Cost:	CHATS Visiting Program is provided free of charge.
Contact:	CHATS office at (905) 713-6596 or 1-877-452-4287.
Referrals Source(s):	Self, family, physicians, Central LHIN Home and Community Care.
Funded by:	Central LHIN.