

Telephone Reassurance & Virtual Visiting

Service Description:	CHATS Telephone Reassurance and Virtual Visiting program provides seniors with regular security checks by CHATS' volunteers using either the telephone or video calling technology. Regular contact promotes safety and security. Duration of calls is between 5 and 10 minutes. A small number of video calling devices are available for loan.
Service Provider(s):	Volunteers
Persons Served:	Individuals 55 years and older who are isolated, living alone or simply want reassurance
Eligibility:	<ol style="list-style-type: none">1. Residents of York Region and South Simcoe2. Able to actively participate in telephone assessment3. Able to provide accurate information to determine need4. Able to provide at least one Emergency Contact, available during the day5. Agrees to be at home to receive call on scheduled day and time and to advise office of any cancellations or change needs6. Agrees to advise office of any dissatisfaction regarding the calls or the volunteer caller
Limitations:	Individuals who have mental and/or physical impairments that may prevent them from receiving a telephone call. An assessment may be done to determine eligibility.
Program location(s):	By telephone or video calling technology in the homes of persons served
Availability:	Monday to Friday, 8:30 a.m. to 4:30 p.m.
Frequency of Service:	Once per week, minimum
Cost:	There is no charge for this service
Contact:	CHATS office at (905)713-6596 or 1-877-452-4287
Referral Source(s):	Self, family, physicians, Ontario Health atHome
Funded by:	Ontario Health
Stakeholders:	Persons served and caregivers

(Revised October 2024)