

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:**
1. Residents of York Region and South Simcoe
 2. Able to actively participate in telephone assessment
 3. Able to provide accurate information to determine need
 4. Able to provide at least one Emergency Contact, available during the day
 5. Agrees to be at home to receive call on scheduled day and time and to advise office of any cancellations or change needs
 6. 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