

## Visiting Program

(Telephone Reassurance, Virtual Visiting, Walk and Talk)

**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 several modalities: telephone calls, video calls (virtual visits), walk & talk visits (new) or in-home friendly visits (where available).

**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:**
1. Residents of York Region or South Simcoe.
  2. Individuals who are 55 years of age or older or younger individuals 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.
  3. Residents of retirement homes are eligible if there is an identified risk of isolation, and the retirement home agrees to act as the emergency contact for the client.
  4. Able to actively participate in telephone assessment.
  5. Able to actively participate in a home visit and assessment (Friendly Visiting).
  6. Able to provide accurate information to determine need.
  7. Able to provide at least one Emergency Contact, available during program hours.
  8. Agrees to be at home to receive call/visit on scheduled day and time, and to advise office of any cancellations or changed needs.
  9. Agrees to advise office of any dissatisfaction; and
  10. 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:**
1. 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.
  2. Individuals having an unsafe home environment are ineligible for home visits however may qualify for community-based visits (i.e. coffee shop).

**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 3:30 p.m.

**Frequency Of Service:** 1-2 times 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, Ontario Health atHome

**Funded by:** Ontario Health