

# Telephone Reassurance Program



The Community Services Department, with the encouragement and support of Mayor Procuk, consistently attempts to aid all residents to live independently, safely, and maximize the quality of life in our Village. As part of this on-going dedication, we are offering a new telephone reassurance program for our residents.

The program offers you the peace of mind that if an urgent situation occurred and you are unable to call for help; a support system is in place. The program is simple and is basically a “check-in” so that we know you’re okay, or, if something is wrong, we can offer help or get emergency assistance to you. Short-term service can be arranged when a family goes on vacation and leaves a loved one home alone; when a person returns home from a hospital, or during a period of recuperation.

We hope that you will give careful consideration and sign up for this program. We would all like to believe that, “...it won’t happen to me...” or, “...I’ll be able to handle the situation...” however, many times this is not the case. Imagine these scenarios:

You lose your balance, fall, and cannot reach the telephone. You’re unable to get up and it hurts to even move. *Now what?*

You have lost consciousness and are lying on the floor. *Now what?*

These scenarios are real and happen every day. Our goal is to have a system in place that could save valuable time, your dignity, possibly your life!

## **Option One - Daily Call In**

*The program is for any resident who would like the comfort of knowing that should an urgent situation occur, a support system is in place.*

The participant is responsible to call our designated call-in line by 10:00 a.m. daily (Monday through Saturday) and leave your name in the voice mail box. At promptly 10:00 a.m. daily, we will log all calls and check off the name of each participating individual. If a call is *not* received in our office by the specified time, we will attempt to reach you by phone. Once we have established that you are “okay”, we will check your name off the list. See “For Both Options” below.

## **Option Two - Wellness Check**

*This program is designed for individuals who live alone or are homebound, feel isolated, are elderly, or are physically challenged.*

It is a daily telephone call (Monday through Saturday) from a caring individual from the Community Services Department. The call is made at a pre-arranged time of day, seven days per week, and is a brief, casual conversation.

## **For Both Options**

If we have *not* received your call or *cannot* establish your well-being by making phone contact, we will then call the pre-designated emergency contacts (family, neighbors, or friends) to check on possible appointments you may have gone to. If we cannot determine your safety and well-being, we will proceed to contact the Fire Department for assistance.

In addition to this new program, we offer Health Watch, which, with the push of a button, alerts the Fire Department, and the Knox Box Program, which gives the village paramedics immediate access to your home without causing damage. These are just two examples of safeguards available that could make a difference in the event of an emergency. It is recommended that participants contact our office for additional information on these programs.

