

TAPN/Contact Pilot Program  
Telephone Reassurance for Seniors  
September 2005

OVERVIEW

At the September 20<sup>th</sup> TAPN Executive Board meeting, it was decided that TAPN and Contact would develop a telephone reassurance pilot project involving 10-15 seniors for 3-6 months providing a basic "friendly visit" type of calls. No special funds will be required during this trial period. Contact will maintain basic statistics on the program for review at the end of the trial period. TAPN member agencies will provide referrals for program participants.

Currently, the primary goal of this project is to provide regular community contact with isolated, homebound seniors for the purpose of facilitating ongoing external communication and decreasing loneliness.

PROGRAM HIGHLIGHTS

- This service, at least initially, will only provide friendly conversation. It will not be used for "on time" medication reminders, client assessment, etc. If contact can not be made with the senior during a scheduled call, no action will be taken or responsibility assumed on the part of Contact or TAPN to reach the senior. The communication will simply be put off until the next scheduled call.
- Initially, calls will be made by Contact paid staff members.
- Contact will provide basic I & R and supportive listening during calls for issues brought up by the seniors.
- Contact staff will stress to seniors that their agency is available 24/7 and if the senior would like to initiate a call at some time, between their "scheduled" calls, they can feel free to do so.
- Within the boundaries of the law, all call information will be kept confidential in order to allow the seniors to speak freely and without reservation.
- Contact can fax formal referrals to appropriate agencies, as the staff member deems appropriate, with a senior's verbal permission. No formal referrals will be made at this time without the consent of the individual senior.
- It is hoped that this type of program will help isolated seniors to develop a trust in working with the senior services system that will better allow them to reach out for services as necessary.
- This program could also help to identify the needs of isolated seniors from their own perspective.

FUTURE POSSIBILITIES

- At some point, a special number could be established for incoming senior calls.
- Guardian Angels and/or other volunteers may be able to work with Contact in providing this service after the trial period, if the program is to continue.
- Ideally, at some future point, funds would be available within senior services to allow Contact to hire one staff member specifically for this program.
- This service could be expanded, at a later date, to be used as a means to remind seniors to take medications, provide a very basic form of daily assessment, check up on the well being of isolated seniors, etc.

## Is Telephone Reassurance Right for You?

- Are you isolated due to a health problem?
- Do you often feel alone because of losses in your life?
- Are you lonely because you don't have any family nearby?
- Are you often frustrated while trying to set up services?
- Would you like someone to call you occasionally to see how you are doing and answer your questions about your needs?

*If you answered yes to any of the above questions,  
you are in luck!!*

The Trumbull Advocacy and Protective Network and CONTACT have launched a new program to provide "telephone reassurance" to seniors. The worker who gave you this flyer can, with your permission, sign you up to receive daily, weekly or monthly calls from someone who truly cares about your well being. You can just chat for a while, ask questions about services that are available, or vent about whatever is frustrating you! Of course, all of the information discussed is confidential, so you can speak freely about any topic you choose! Under most circumstances, no service related action will result from the call(s) unless you specifically request it.

Wouldn't it be nice to receive periodical phone calls from someone who could put you in touch with the agencies who could improve your daily life?

**So, you have nothing to lose and so much to gain!  
Ask your worker to sign you up and you can be  
connected to a new world of support and friendship!**

If you are not sure you want to sign up today, but you decide later that you would like to try this new service, you can call \_\_\_\_\_  
(worker's name)  
from \_\_\_\_\_ at \_\_\_\_\_  
(agency) (phone)

Brought to you by :



&

