

What Is the Telephone Reassurance Program?

Most senior citizens desire to live independently and safely in their homes for as long as possible.



The goal of the Telephone Reassurance program is to provide isolated or elderly individuals with a sense of security through regular phone contact with trained volunteers.

A "no answer" situation triggers a call to a relative or friend to determine if other assistance is needed.

Telephone Reassurance volunteers offer a friendly and familiar voice, socialization, and reassurance to assigned homebound Citrus County seniors who live alone.

The service, which confirms safety and imparts care and concern, is available at no cost.

How Does the Program Work?

After a new client is signed up for the program, they are matched up with a volunteer who will make calls at a mutually agreed upon time. It is suggested that calls be made at least four times a week but, if the client and volunteer agree, they can be made more or less frequently.

If, for some reason, the client will not be home at the agreed upon time, we ask that the Volunteer Center be notified. We understand that this is not always possible, depending on the circumstances.

If the Telephone Reassurance client does not answer their phone at the agreed upon time, the call-down procedure is initiated.



Telephone Reassurance Volunteers

- Provide scheduled phone contact with homebound seniors
- Become a friend to those in need of friends
- Initiate a brief, friendly conversation and share news from the community and the world
- Provide information regarding community resources available and notifications regarding extreme weather or emergency alerts
- Serve as a source of communication between clients and the Nature Coast Volunteer Center

How Do I Get Started?

If you or someone you know is interested in receiving the Telephone Reassurance service or becoming a volunteer, please call NCVV at 352-527-5959

How Can I Help?

If you are a good listener, and care about others, you may be qualified to become a Telephone Reassurance volunteer. You will discover how your interests and skills can blend with that of a homebound person and enrich the quality of both of your lives.



Volunteers are provided with orientation and training that covers the needs of isolated, homebound elderly persons; the functions and limitations of reassurance callers; communication and interpersonal skills; and the importance of established emergency procedures.

We request that Telephone Reassurance volunteers submit their hours to NCVV on a monthly basis.

Join our terrific team of Telephone Reassurance volunteers today!

For persons with disabilities requiring reasonable accommodations please contact our office at 352-527-5959.

What is the Nature Coast Volunteer Center?

The Nature Coast Volunteer Center (NCVC) was created in 2000 as an umbrella organization to support volunteer activities throughout Citrus County.

NCVC currently supports over 60 volunteer programs, including the Retired & Senior Volunteer Program (RSVP), Homeland Security Volunteer Team, and the Senior Companion Program.

The goal of the Nature Coast Volunteer Center is to expand services to the citizens of Citrus County through the dedicated efforts of volunteers of all ages.

For information please contact:

Nature Coast Volunteer Center

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352-527-5959

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Telephone Reassurance Program



*Reaching out
to those who
are alone.*