

## Senior Re-Assurance Program

A program of scheduled visits to area senior citizen apartments, meal sites and centers that involves discussions about crime prevention issues and how they relate to senior citizens.

A program of daily telephone calls, made by members of the Weaverville Police, to citizens, who live by themselves, to check on their wellbeing. It is intended to give its participants the assurance that if they ever need help, it will reach them quickly.



### What are Reassurance Calls?

Reassurance Calls are an important service of the Weaverville Police Department. A reassurance call is a daily personal telephone call made by police staff to senior adults living alone who might not otherwise be in touch with anyone during a 24-hour period and to persons who are medically fragile. At a regularly scheduled time, a telephone call will be placed (between 8:30am and 10:00 am). These calls are placed to share a few brief minutes in a friendly telephone visit and to assure that the person is in reasonably good health that day.

If the person receiving the call does not answer the telephone, a member of the police department will respond to their residence and attempt to make contact. If no contact can be made at the residence we will call the emergency contact person you have provided to respond to aid us in locating you.

A Reassurance CONTACT call gives a person, their family, and friends the security of knowing that someone will check on him or her and get help if it is needed.

### Who is eligible for Reassurance Calls?

Our Reassurance Call service is available to residents of the Town of Weaverville, North Carolina.

Anyone living alone, who is elderly and in frail health or homebound may subscribe to this service. The service will begin as soon as the Department receives and processes the application. Reassurance Calls may be scheduled for every day, on specific days, or on a temporary basis depending on the needs of the subscriber.

### Are there any limitations on the Reassurance calls?

Reassurance calls are made only once a day. Whenever a subscriber is unable to answer the telephone, Staff will try placing the call several times before assuming something is wrong and sending someone to check.

### What are the responsibilities of the subscriber?

The person subscribing to this service must select the time that (s)he wishes to be called and agree to be available to answer the call at the designated time each day. The subscriber must notify staff when (s)he will be away from home so that emergency numbers will not be called.

The police recommend that each subscriber make a house key available to the person who is to check on him or her in case of an emergency.

Subscribers should understand the police staff making their daily reassurance calls, also receive incoming helpline calls. There may be an occasion when we will not be able to place the reassurance call at the designated time but the call will be made as close to that time as possible.

How does one become a subscriber?

Fill out the Reassurance CONTACT Application form located under Forms and Documents