



South-East Ottawa
Community Health Centre
Every One Matters.



Centre de santé communautaire
du sud-est d'Ottawa
Chaque personne compte.

A Guide for Clients

The Telephone Assurance Program (TAP)

South-East Ottawa Community Health Centre (SEOCHC) Community Support Services (CSS) helps seniors 60+ and adults with physical disabilities who live in the area bounded by the Rideau River and Industrial Avenue/Innes Road to the north, Highway 417 to the east, Hunt Club Road to the south and Bank Street to the west who live in their own homes.

The Telephone Assurance Program (TAP) provides staff/volunteers who regularly, on week days, phone to check on a client's well-being and provide a predetermined response if the call is not answered. Clients work with the Service Coordinator to decide on a response plan that best meets their needs. Sometimes a friendly call can be a great way to start the day!

SEOCHC/CSS encourages the TAP caller to monitor the well being of their clients and let the Service Coordinator/designate know of any changes in behaviour, ability to function, and /or matters of health and safety. This information will enable the Service Coordinator to help you remain at home. If there are any changes to your health and/or mobility, please advise the Service Coordinator.



FOR MORE INFORMATION

600-1355 Bank Street
Ottawa, ON
K1H 8K7

Telephone
(613) 737-5115

Fax:
(613) 739-3723

Web site:
www.seochc.on.ca





WHO CAN USE THE TELEPHONE ASSURANCE PROGRAM?

Clients who indicate a need for and can benefit from a daily weekday call for security, reassurance, and/or socialization. Clients must also be able to abide by the program guidelines, have a working phone, and be available to receive a regular call.

In order to be eligible for TAP you must live within the SEOCHC **catchment area**. You must also be **60+** or an **adult with a physical disability** who is between 18-59 years of age.

****Please note that TAP calls are not offered on weekends and on statutory and civic holidays****

SEOCHC WILL BE CLOSED AND NO CALLS ARE MADE ON THE FOLLOWING DAYS:

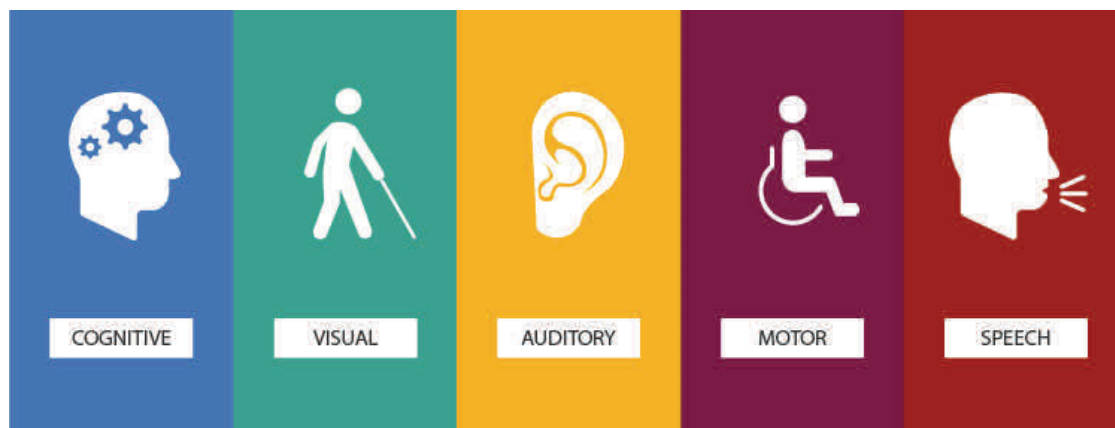
- * New Year's Day (January 1st)
- * Family Day (The third Monday in February)
- * Good Friday (The day before Easter Sunday)
- * Victoria Day (The Monday before May 25th)
- * Canada Day (July 1st)
- * Civic Holiday (The first Monday in August)
- * Labour Day (The first Monday in September)
- * Thanksgiving Day (The second Monday in October)
- * Christmas Day (December 25th)
- * Boxing Day (December 26th)



WHEN AND HOW OFTEN CAN YOU USE TAP?

Clients generally use the program for as long as they need it. Some clients only use the service for short period, perhaps only a few weeks while recuperating from a surgery, while others can receive a call for many years.

The individual calls are typically a maximum of 15 minutes; the calls, however, can often be less than 5 minutes, if that is what is preferred.



WHO WILL BE MY TAP CALLER?

At SEOCHC, we value diversity and inclusivity. Just like our clients, our callers come from diverse backgrounds and communities including many ethnic and cultural communities, the LGBTQ++ (lesbian, gay, bisexual, transgender) community, as well as a variety of faith backgrounds.

SEOCHC does not give out the phone number of volunteer callers. If you wish to get in touch with your caller, please contact the Service Coordinator who will pass on any messages.

Please feel comfortable to share any sensory challenges or other special needs that you might have with your caller so that we can work to accommodate your needs. If you need them to speak louder, for example, please politely let them know. If you need them to repeat something that they have said, please ask them to do so. Your caller wants to be sure that you understand them. Please do not be shy about helping them improve their communication skills with you, but please make every effort to be courteous when you do so.

All of our callers complete a screening process which includes: a clear police records check for work with the vulnerable sector; provide two satisfactory references, and an interview with the Volunteer Coordinator and the CSS Coordinator.





WHAT CAN YOU EXPECT FROM TAP?

You can expect to receive a telephone call at a pre-arranged time every weekday morning (except for the statutory and civic holidays, and other days listed earlier in this Program Guide).

If your caller does not reach you the first time that they call, they will try again in approximately 15 minutes. If the caller is not able to reach you after a few attempts, they will contact the Service Coordinator/designate. The Service Coordinator will also make another attempt to reach you.



WHAT IF I HAVE NO EMERGENCY CONTACTS?

If you are unable to or unwilling to provide SEOCHC with emergency contacts, we can still provide daily calls to check in on your well-being and provide you with an opportunity for regular social contact.

When your TAP caller is unable to reach you, the Service Coordinator will simply contact the Ottawa Police and request that they conduct a wellness check. For this reason, it is extremely important that you advise the Service Coordinator if you will be unavailable to receive your call. Clients without emergency contacts are only eligible for the 24 or 48 hour response.

Please note that SEOCHC reserves the right to accelerate your personalized response time if we have reason to believe that harm has come to you or if a holiday/weekend will interfere with the regular response time.

If you feel you would like additional social contact, please ask the Service Coordinator/designate about other programs and services available at SEOCHC such as friendly visiting or Seniors Health Promotion.

IS THERE ANYTHING THAT WE CAN'T DO?

Your caller may be a SEOCHC staff member or a screened volunteer. The volunteer callers are assigned to call you in the mornings. They are not allowed to help with other tasks or jobs that you might need assistance with; your volunteer caller **CANNOT** help you with activities such as laundry, grocery shopping, personal care, transportation etc.

Please do not ask your volunteer caller to become involved in family issues. You should contact the Service Coordinator for assistance with these matters or ask your volunteer to advise the Service Coordinator that you require some assistance.

Please do not ask your volunteer caller for legal, financial, or medical advice.

If you require additional support, you should contact the Service Coordinator to inquire about other services provided by SEOCHC and other community agencies. Staff at SEOCHC can help you find additional support and help.

IMPORTANT REMINDERS

It is important that you are available to receive your regular call. If you know that you will not be at your home to answer a phone call, SEOCHC must be informed in advance. When we cannot reach you, we worry about your safety.

If you forget to tell your caller that you will be unavailable or if something unexpectedly comes up, simply call SEOCHC and leave a message advising the Service Coordinator that you will not be home. If you are calling outside of SEOCHC regular business hours, please be sure to leave a message on the answering machine. Please include your name and a detailed message explaining that you are a TAP client who will not be available to receive your morning call.





FEEDBACK, COMMENTS AND CONCERNS

Your feedback will help us to improve the Telephone Assurance Program. Please let us know your experiences, both positive and negative.

From time to time you may receive a call from a volunteer or staff member from SEOCHC asking you a few questions about your experience with TAP. We ask that you are open and honest with us, as your comments will help us identify areas requiring improvement, while also helping us to recognize what is working well. If you have any concerns or comments about TAP, please do not hesitate to let us know.

Contact the Service Coordinator if:

- ♦ A problem or uncertainty arises relating to Telephone Assurance Program
- ♦ You change your address, phone number, or emergency contact (s)
- ♦ There are changes to health or mobility that should be updated on your file (a new walker, a diagnosis of a new allergy, etc.)



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SEOCHC is a not-for-profit agency funded by the Ontario Ministry of Health, Long Term Care Division, the Local Health integration Network, United Way/Centraide Ottawa, and the City of Ottawa to provide activities and services in our community.

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