



What is Telephone Reassurance?



The Telephone Reassurance program is a free service provided by the Department of Aging and Disabilities to residents of Anne Arundel County. Volunteers place daily phone calls to older adults and individuals with disabilities to help them remain independent in their home for as long as possible.

Older adults and individuals with disabilities can expect a friendly phone call at the same time every day of the year. Family members have the reassurance that their loved ones are in daily contact with a Department of Aging and Disabilities volunteer. The program helps individuals maintain their independence, reduces isolation, and helps them feel safer in their homes and more connected to their community.

Volunteers make it work!

If you would like to learn about becoming a Telephone Reassurance volunteer, call us at (410) 222-4375

Department of Aging and Disabilities
Karrisa Kelly, Director
Heritage Office Complex
2666 Riva Road, Suite 400
Annapolis, Maryland 21401

National Family Caregiver Support Program
Mary Chaput, Program Director
Patricia Lortie, Program Coordinator
7320 Ritchie Highway
Glen Burnie, MD 21060
www.aacounty.org/Aging

Phone: 410-222-4257
Fax: 410-222-7015
www.aacounty.org/Aging

Additional Department of Aging & Disabilities Programs:

- Information & Assistance (I&A)
- Adult Evaluation & Review Service (AERS)
- Adult Public Guardianship
- Americans with Disabilities Act Office
- Assisted Living Facilities Program
- Health Promotion Classes
- Long Term Care Bureau
- National Family Caregiver Support Program (NFCSP)
- Nutrition
- Ombudsman Program
- Respite Care Referral Program
- Senior Activity Centers and Nutrition Sites
- Senior Center Plus
- State Health Insurance Program (SHIP) and Senior Medicare Patrol (SMP)
- Volunteer Programs.

For office use only:

Special Instructions:

Telephone Reassurance Program



**DEPARTMENT OF AGING AND
DISABILITIES**

410-222-4257

*Providing Support
to Older Adults,
Individuals with
Disabilities, and
Caregivers*

Telephone Reassurance Program Application

Date ____/____/____

Referred by: _____

Name of Client _____

D.O.B. ____/____/____

Address _____

City _____ Zip Code _____

Cross Street(s) _____

Phone _____

Use oxygen? Yes No

Live alone? Yes No

Use wheelchair/walker/cane? Yes No

Fan or air conditioner in house? Yes No

Do you drive a car? Yes No

If yes, where do you keep it parked?

If yes, what is license plate number?

Do you use an answering machine?

Yes No

If you attend a Senior Center, which one?

Demographics (please check)

African American () Asian () Hispanic ()

American Indian () Hawaiian/Pacific Island ()

White () Other _____

**The following people have agreed to be called
in the event the Telephone Reassurance
Volunteers cannot reach me.**

*Please list emergency contacts who are available
to check on you if needed.*

1. Name _____

Address _____

Phone #1 _____ Phone #2 _____

Relationship to you? _____

Does this contact have a key? Yes No

2. Name _____

Address _____

Phone #1 _____ Phone #2 _____

Relationship to you? _____

Does this contact have a key? Yes No

3. Name _____

Address _____

Phone #1 _____ Phone #2 _____

Relationship to you? _____

Does this contact have a key? Yes No

List Medical problems & medications (including
insulin):

**Telephone Reassurance calls
Are made between
8:00 a.m.—10:00 a.m.**

Specify the block of time you prefer to be called:

8:00—8:30 a.m. ()

8:30—9:00 a.m. ()

9:00—9:30 a.m. ()

9:30—10:00 a.m. ()

Waiver of Property Damage

I hereby authorize any City, County, State Police, Paramedical, Fire, or ambulance unit to forcibly enter my home as listed in this application in the event there is reasonable cause to suspect that I am in need of immediate medical assistance. I agree to hold the City, County and State, together with its agents and employees, harmless or any damage to my property, both personal and real, resulting from said forcible entry.

Signature: _____

Date: _____

Completed application can be scanned to:

caregiver_support@aacounty.org

OR

Mailed to:

Department of Aging & Disabilities
ATTN: Telephone Reassurance
7320 Ritchie Highway
Glen Burnie, MD 21060