



# Telephone Reassurance Program



Department of Aging & Disabilities  
[www.aacounty.org/aging](http://www.aacounty.org/aging)  
410-222-4257

## What is Telephone Reassurance?

The Telephone Reassurance Program is a free and voluntary community service provided by the Anne Arundel County Department of Aging and Disabilities. The program provides daily phone calls to Anne Arundel County older adults and adults with disabilities to help them remain independent in their home. The Telephone Reassurance calling staff include dedicated and caring volunteers. Telephone Reassurance participants will interact with multiple volunteers, establishing a daily caring community connection and a safety check-in. Calls are made seven (7) days a week, including holidays.

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.

## Additional Department 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 (In-home Services)
- National Family Caregiver Support Program (NFCSP)
- Senior Nutrition Program and Nutrition Sites
- Ombudsman Program
- Senior Activity Centers
- Senior Center Plus
- State Health Insurance Program (SHIP) and Senior Medicare Patrol (SMP)
- Veterans Services Coordination Center
- Volunteer Programs

## For an application or to become a volunteer, please contact:

[caregiver\\_support@aacounty.org](mailto:caregiver_support@aacounty.org)  
410-222-4257  
Department of Aging & Disabilities  
ATTN: Telephone Reassurance Program  
7320 Ritchie Highway  
Glen Burnie, MD 21061



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

## Connect With Others

### For Participants

Daily calls help people feel safer, make a real social connection, and they work to combat isolation, loneliness, and its impacts.

### For Volunteers

The program provides a way to engage and connect with someone and positively impact their mood, outlook, and safety while helping to diminish their feelings of loneliness, isolation, depression, and anxiety.

## Do You Need a Daily Call?

The Telephone Reassurance Program places daily well-check telephone calls to adults 55 years of age. Older adults and adults with disabilities can count on a friendly telephone call everyday of the year from a department volunteer or staff member. Family members, who may live outside of Anne Arundel County, have the reassurance that their loved ones are in daily contact with a Department of Aging and Disabilities representative. The program helps individuals maintain their independence and their contact with the outside world.

## Do You Want to Volunteer?

Our mission at the Anne Arundel County Department of Aging and Disabilities is to improve the quality of life of our citizens by providing options and resources to older adults and individuals with disabilities to enable them to live independent and meaningful lives. The Telephone Reassurance Program volunteers provide daily telephone well-check phone calls to these individuals to help them remain independent in their home as long as possible and to provide support to family caregivers.



**Making Life Better**

### Eligibility Requirements

- Age 55 or older
- Adult with a Disability
- Resident of Anne Arundel County
- Complete an application

### Volunteer Qualifications

- Be a resident of Anne Arundel County;
- Submit a completed application;
- Have a clean background check void of any charges or convictions;
- Provide two (2) references from current or previous supervisors at time of application. (Family members cannot be used as references);
- Complete the required training.