

TeleCare

REASSURANCE IS A PHONE CALL AWAY

Many residents who live alone face the danger that a fall, stroke or sudden illness could incapacitate them to the point that they may not be able to seek immediate help. One of the most effective means of reducing isolation, victimization, and health concerns is daily contact through a telephone reassurance call.

TeleCare is a FREE telephone-based service that offers a regular connection and supports caregiving and services already in place. Our trained staff and volunteers provide daily telephone calls to community members, including seniors and people with disabilities. Calls can be scheduled as early as 7:00am and as late as 9:50pm and are made 365 days a year.

TeleCare offers:

- Emotional support and a friendly check-in
- Medication reminders and well-being checks
- Temporary support upon hospital discharge

TeleCare provides clients the comfort of knowing that someone will contact them on a regular basis. It also offers families the peace of mind that their loved ones are being checked on. Each client has a safety plan in place and a designated contact is alerted if we are unable to reach a client by telephone.

TeleCare clients are referred by:

- Family, friends, neighbors, clergy
- Medical personnel
- Community or government agencies
- The Contact Hotline

Know someone who needs us?

If you or someone you know wants to learn more about how TeleCare can help, please call 315-251-1400 x115 or visit our website at contactsyracuse.org/telecare/

The intake process is a brief 20-minute phone call and service can start as soon as the next day.