

Comments from previous Tel-Check clients:

It makes me feel as though someone cares.

The volunteers are like guardian angels that tuck me in to bed at night.

Tel-Check is my only contact with the outside world.

Tel-Check has helped me to stay at home but I think I'll probably move to a retirement home this year. Two thumbs up for the volunteers.

I was an invalid 5 years ago, post-recovery check-in means I can live alone.

I know someone will call me every day and if there is no answer they will contact my family members.

I can talk honestly to the volunteers about my feelings and about how I'm doing.

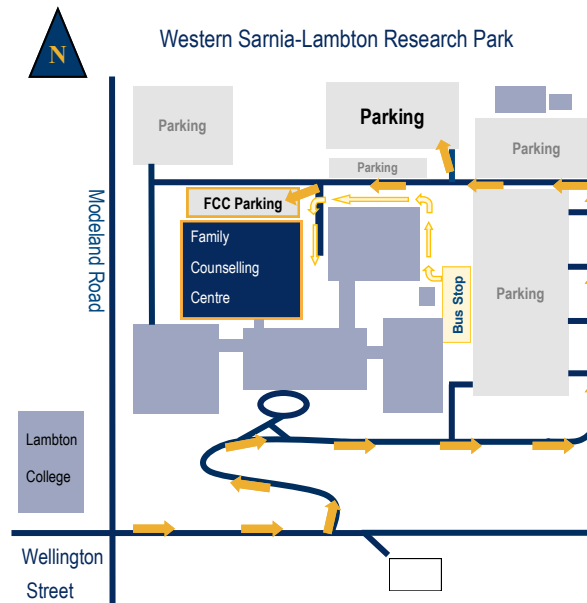
It helps me when I'm stressed, I don't need to deal with things on my own.

It's a voice in the darkness....relief from depression..

To make a referral or for more information about Tel-Check or volunteer opportunities please contact:

**Donna Martin,
Program Coordinator**

FAMILY COUNSELLING CENTRE
1086 Modeland Road, Building 1030, 2nd Floor
Sarnia, Ontario N7S 6L2
Tel: 519-336-0120 ext. 251 Fax: 519-336-8517
www.familycounsellingctr.com
Distress Line-519-336-3000 or 1-888-DISTRES



Tel-Check

is operated by Family Counselling Centre and funded by the Ministry of Health Long Term Care and United Way Sarnia-Lambton

TEL-CHECK

Provides a daily phone call to elderly or people with disabilities living alone in our community.



About Tel-Check

Tel-Check is a voluntary telephone support service which enables clients (seniors and those with mental or chronic health issues) to stay in their home, while receiving a daily telephone call from trained Volunteer Distress Line Workers. The workers provide the individual with social contact, reassurance and a sense of connectedness while unobtrusively monitoring physical, nutritional and mental health needs during the telephone conversation. Besides the socialization aspect, the workers can offer support, referral, or if necessary, contact the appropriate agency or service on behalf of the individual.

Tel-Check Services

The Tel-Check program has evolved into a service which meets the individual needs of the clients in terms of the type of support that is provided:

Clients can be called 7 days a week or on specific days as required.

- Clients can choose their daily call to be in the morning, afternoon or evening.
- When clients are going through a particularly difficult time, they can receive an afternoon and evening call for a period of time
- If necessary, reminders may be provided regarding safety including that doors are locked and appliances are turned off
- For clients who are experiencing emotional health issues, a review of coping strategies may be offered.
- Clients will be offered a listening ear and reassurance
- When required, clients may be referred to other community agencies for additional services
- Clients who feel lonely and isolated gain new telephone friends

How to Make a Referral

Clients can self-refer or may be referred to the program by their health-care providers or by other agencies such as Local Health Integration Network (LHIN), Geriatric Emergency Management (GEM) nurses at Bluewater Health, Lambton Elderly Outreach or Canadian Mental Health Association (CMHA).

Family members and friends can also make referrals on behalf of the client. Referrals are made by contacting the Program Coordinator directly at Family Counselling Centre.

Fees

Tel-check is a service that is provided at no cost to seniors or individuals with disabilities living alone in the community.

Funding is provided by the Ministry of Health Long Term Care and United Way Sarnia-Lambton.