

Office Hours:

Monday - Thursday 8:30am - 4:00pm
Friday 8:30am - 3:00pm



How do I get Started? Contact Information

Call the Intake Department and the Intake Coordinator will guide you through the intake process.

Your referral will be forwarded to the program coordinator who will conduct an in-home assessment and provide additional information and answer questions.

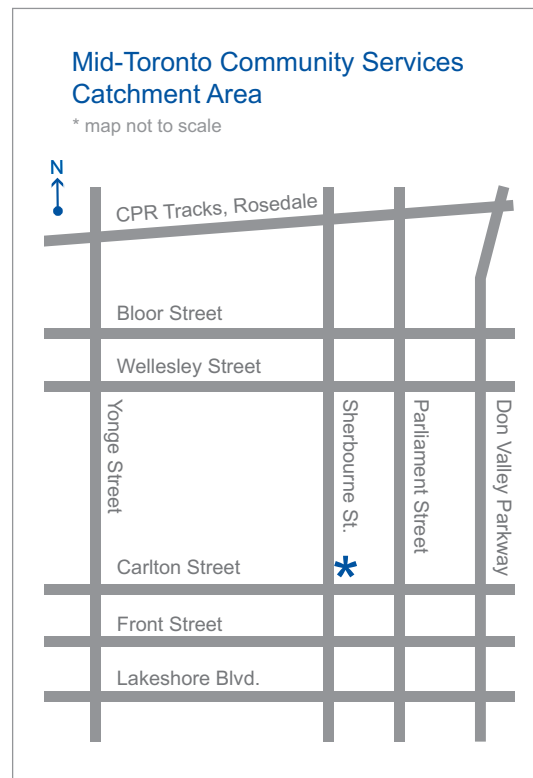
Contact the Intake Coordinator at:

416-962-9449 ext. 222

intake@midtoronto.com

Hours: Mon. – Thurs. 10:00am – 2:00pm

Fri. 10:00am – 3:00pm



Telephone Reassurance Program

Friendly visiting over the phone



The Telephone Reassurance Program provides stimulation, support and security checks for isolated and at-risk clients. Committed volunteers make regular telephone calls to clients in need of reassurance to provide support and to relieve isolation.

The Goals of the Program are:

- Provide social support and interaction
- Relieve isolation
- Provide a security check for frail and vulnerable individuals
- Provide medication reminders
- Client's wellbeing is monitored through telephone calls

Eligibility

- Seniors
- Adults with a disability or illness
- Must have a telephone
- Live in the Mid-Toronto service area

Referrals

Referrals are accepted from family, friends, doctors, community care access centres, health care professionals and social workers. Self referrals are also permitted.

Operating Hours

Telephone calls to clients can be made anytime throughout the day or early evening based on the volunteer's availability and the pre-arranged time made with the client.

Fees

There are no fees for this program.

Program Details

- Volunteers are matched up with a client
- A volunteer calls the client on a regular basis at a pre-arranged time
- Follow-up is done with staff if the volunteer has concerns or if the client is not home for a regularly scheduled call