

## Visiting Program

Service Description:	CHATS Visiting Program provides isolated older adults and/or those with restricted access to their community, regular social contact for social engagement and security. The program uses one or a combination of any of three calling modalities: telephone calls, home visits, and/or video calls (virtual visiting).
Service Provider(s):	Volunteers.
Persons Served:	Individuals aged 55 years or older experiencing and/or at-risk of social isolation.
Eligibility:	<ol style="list-style-type: none"> <li>1. Residents of the Central LHIN;</li> <li>2. Individuals who are 55 years of age or older or non-seniors with an age-related condition who are isolated. This includes individuals who are home alone or those who live with a family member who is away from the home for prolonged periods of time, including vacations.</li> <li>3. Residents of retirement homes are eligible if there is an identified risk of isolation <u>and</u> the retirement home agrees to act as the emergency contact for the client.</li> <li>4. Able to actively participate in telephone assessment;</li> <li>5. Able to actively participate in a home visit and assessment (Friendly Visiting);</li> <li>6. Able to provide accurate information to determine need;</li> <li>7. Able to provide at least one Emergency Contact, available during program hours;</li> <li>8. Agrees to be at home to receive call/visit on scheduled day and time, and to advise office of any cancellations or changed needs;</li> <li>9. Agrees to advise office of any dissatisfaction; and</li> <li>10. Gives consent for CHATS to contact non-emergency police in the event of a Not Seen and Not Found (NSNF) visit (see Client Emergency Response Policy).</li> </ol>
Limitations:	<ol style="list-style-type: none"> <li>1. Individuals who have mental and/or physical impairments that may prevent them from receiving a telephone call or answering the door. An assessment may be done to determine eligibility.</li> <li>2. Individuals having an unsafe home environment are ineligible for home visits however may qualify for community-based visits (i.e. coffee shop).</li> </ol>
Program Location(s):	In the client's home, by telephone, with video calling technology, or through face-to-face visits. Occasionally, face-to-face visits may occur in the community (i.e., library, coffee shop, etc.).
Availability:	Monday to Friday, 8:30 a.m. to 4:30 p.m.
Frequency of Service:	1-2 hours per week for a minimum of 6 months.
Cost:	CHATS Visiting Program is provided free of charge.
Contact:	CHATS office at (905) 713-6596 or 1-877-452-4287.
Referrals Source(s):	Self, family, physicians, Central LHIN Home and Community Care.
Funded by:	Central LHIN.