



**The City
of
South Pasadena**

**Telephone
Reassurance
Program**



**Senior Citizens Center
1102 Oxley Street
South Pasadena, CA
(626)403-7360**

SOUTH PASADENA SENIOR CENTER

The Telephone Reassurance Program is a daily phone call, Monday through Sunday, to the older adults of South Pasadena and surrounding communities. The Center aims to serve those who live alone or are home bound. The program serves as a daily check on safety and/or welfare.

HOW DOES IT WORK ?

Everyday, at an agreed upon time, a volunteer from the South Pasadena Senior Center will phone. The participant is responsible to be home when the call is expected. If the volunteer is not successful after repeated attempts, he/she will contact the friend or relative whose name has been provided to us. If the volunteer still cannot locate the participant, he/she will call the local police department to make a routine, friendly house call.

WHEN WILL I BE CALLED?

The participant will help the Center decide what is the best time to be called. The participant will then be responsible for being home to answer the call at an agreed upon time. Calls are made Monday through Sunday.

WHAT WILL I SAY WHEN I AM CALLED?

Short or long conversations are welcome. A simple I am fine also works. We leave that up to each participant. That is why the volunteers call, they are flexible.



TELEPHONE REASSURANCE PROGRAM

WHAT IF I AM AWAY FOR A FEW DAYS ?

If you are planning to be away for any period of time, be sure to tell your volunteer. We would like for you to let us know the day before you plan on leaving. If you find out late in the day, arrange for someone to call us the following day. Simply leave a message with the receptionist.

WILL ANYONE ENTER MY HOUSE?

Only in an emergency situation will the police enter your home. By signing the registration form, you have placed a certain amount of responsibility on others for your welfare. The Center's concern is that you are well and not in any danger. The best way to handle entry is to have your emergency contact people aware of how you would prefer entry (whether a key is given or not).

HOW DO I GET THIS SERVICE?

Call the Senior Center at (626) 403-7360 for an application.

Program under the leadership of long time volunteer, Walter Cervantes.

This service is offered by:

City of South Pasadena
South Pasadena Senior Citizens Center
1102 Oxley St.
South Pasadena, CA 91030
(626) 403-7360

