



*TeleCare*

*is an RSVP/Volunteer Center*

*Signature Program*



RSVP/VC is a Rutland Community Program  
of the Community Care Network and  
a proud member agency of United Way



## RSVP & The Volunteer Center

provides individuals with a variety of interesting & diverse volunteer opportunities.

RSVP/VC designs and implements Signature Programs such as TeleCare in response to the needs of our community.

We invite you to consider exploring the world of volunteering. See how you can make a difference, one person at a time.

Trained Volunteer Coordinators will assist you in selecting from hundreds of opportunities to find what suits your needs best. You can be sure their professional and personalized support will make your volunteer experience satisfying and successful.

Contact us today to get started:

RSVP & The Volunteer Center  
6 Court Street  
Rutland, VT 05701  
802-775-8220

email: [rsvprutland@aol.com](mailto:rsvprutland@aol.com)

Check out our website at  
[www.volunteersinvt.org](http://www.volunteersinvt.org)



# TeleCare Program

*a friend  
is only  
a phone call  
away*



## What is RSPV TeleCare?



TeleCare provides FREE telephone reassurance, check-in and friendly phone calls to area seniors who are in need of some one to touch base with them to ensure their well-being and/or to have a friendly conversation on a regularly scheduled basis. TeleCare is NOT a telemedicine provider or medical alert service.

## Who is eligible for RSPV TeleCare?

Individuals may self refer or be referred by a caregiver, family member or service provider. TeleCare is intended to serve area seniors or disabled adults who are homebound, isolated, living alone or otherwise in need of contact to ensure personal safety. This may be temporary while recuperating from an illness or it may be a permanent situation. Married couples who are homebound or isolated are also eligible for TeleCare.

## How does RSPV TeleCare work?

RSPV/VC volunteers who are interviewed, trained and screened, place calls to TeleCare clients at mutually agreed upon times. Volunteers are instructed to allow the phone to ring at least 15 times and if there is no answer to try again in 15 minutes. If there is still no answer they will try to reach designated Emergency Contact(s) and if that fails 911 will be called to respond.

## Why is TeleCare valuable?

TeleCare offers peace of mind to clients, family and friends as well as socialization.

## What if there is a medical emergency while the TeleCare call is in progress?

If, during the course of a phone call, the TeleCare volunteer determines that there is a medical emergency, they are instructed to direct the client to hang up and call 911. The volunteer also calls 911 to ensure the emergency is being handled. The volunteer will then call RSPV AND one of the Emergency Contacts to make sure all parties involved are aware of the situation.

## What if I am hurt or unable to get to the phone?

If you do not answer the phone for whatever reason, the TeleCare volunteer will try to reach your three Emergency Contacts who you have chosen to be called in case you do not answer the phone. Usually these are relatives, neighbors or close friends who you may give a key to and who are willing to go into your home to check on you. If the volunteer is unable to reach any of them they may then contact 911.



## What if I won't be home for the call?

If you are going to be away for whatever reason at the time of the scheduled call, it is very important that you let your caller AND RSPV know as soon as possible.

## How do I sign up for RSPV TeleCare?

Whether you want to receive the service or become a volunteer, you may fill in and mail the slip to the right or you can call the RSPV offices at 802-775-8220 (Rutland County) or visit 802-388-7044 (Addison County) or visit [volunteersinvt.org](http://volunteersinvt.org).

I am interested in the TeleCare Program for myself

I am interested in the TeleCare Program for a friend, relative, or client

I would like more information about becoming a TeleCare volunteer

I would like information about other volunteer options with RSPV/VC

I am enclosing a tax deductible donation for the TeleCare Program

Name \_\_\_\_\_ Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_ Phone # \_\_\_\_\_

Return to : **RSPV & THE VOLUNTEER CENTER**

6 Court Street OR 48 Court St.

Rutland, VT 05701 Middlebury, VT 05753