

**QUESTIONS AND ANSWERS ON THE TELE-CARE SERVICE  
SPONSORED BY THE FORT HEALTHCARE PARTNER/VOLUNTEERS  
CALL 920-568-5276 FOR MORE INFORMATION**

Q. What is the Tele-Care Program?

A. It is a calling service primarily for people who live alone to assure them of having weekday telephone contact with someone who cares.

Q. Is it for old people?

A. It is not for any specific age group. It is for anyone who might gain comfort from such a contact.

Q. How do I join?

A. Applications can be obtained from Volunteer Services at Fort HealthCare. After you have filled it out completely and returned it to the hospital, you will begin to receive a phone call from a volunteer on Monday through Friday mornings.

**We do NOT call on weekends or holidays.**

Q. When will I receive the phone call?

A. Calls are made between 8:30 a.m. and 10:00 a.m. Subscribers may choose an approximate time that they would like to be called.

Q. What should I do if I am going to be gone?

A. If you are going to be away, even for a day, be sure and tell the Volunteer about your plans before you go. If you are unable to tell the volunteer, please call 568-5277 and leave a message for Tele-Care on the voicemail.

Q. Who pays for this service?

A. There is no cost to you. The Fort Memorial Hospital provides the telephone service, and hospital Volunteers make the calls.

Q. Why do you need contact names and information?

A. If you do not answer your phone, it is important that we find out why we cannot reach you. If your contacts don't know the reason why you are not answering your phone, we will ask them to go to your home to make sure you are all right.

Q. Who will come to my home if you have been unable to reach me?

A. Someone you know who is listed on your application or, as a last resort, the police.

Q. How will they enter my home?

A. No one will attempt to enter your home unless it is thought to be necessary, but by registering for this service, you are sharing responsibility for your welfare. Our concern is that you are well and not in need of help. Please tell the contacts that you list on your application, that you have the Tele-Care service. You will also need to let them know how to enter your home in an emergency. Please note how to get into your house on the application form.

Q. Does Tele-Care offer any other service?

A. No. Tele-Care is a calling service only.