

DETROIT AREA AGENCY ON AGING
FY 2023-2025 MULTI-YEAR PLAN REQUEST
FOR PROPOSAL

SERVICE REQUEST & DESCRIPTION
Friendly Reassurance

Applicant/Organization's Name:

Geographic Area to be Served:

Funding Sources: Title III-B

Reference: AASA Operating Standard for Service Programs VII. B-10 General In-Home Service Guidelines

Unit of Service: Each contact with a homebound older person.

Instructions: Read the following service standards and check (X) the boxes in the 'Agree' column to indicate if the organization agrees to abide by that standard. Asterisks in the 'Agree' column indicate the need to respond to the statement or question in bold italics. Responses should be typed in the text box given. *Note: Refer to AASA Operating Standards for Service Programs for more information.*

	Agree (X)
Definitions & Service Delivery	
1. Friendly Reassurance is making regular contact through either telephone or in-home visits with homebound older person to assure their well being and safety and to provide companionship and social interaction. Describe how your organization will provide allowable services under this service category.	<input type="checkbox"/> *

<p>2. Friendly reassurance programs may use service funds to pay wages for reassurance workers. Service funds may also be used to pay for calling expenses, out of pocket expense for in home visits, and program supplies. Describe your organization's allocation/distribution of service funds for Friendly Reassurance programs.</p>	<input type="checkbox"/> *
<p>3. Reassurance workers shall receive an orientation training which covers at a minimum: the needs of isolated, homebound elderly persons; the functions and limitations of reassurance contacts; communication and interpersonal skills; and, emergency procedures. Describe your organization's orientation training process and who will be providing the training.</p>	<input type="checkbox"/> *
<p>4. Each program shall have a staff person designated to provide direction to both paid and volunteer reassurance workers and be available for contact in emergency or problem situations. Describe the direction that will be provided to both paid and volunteer reassurance workers in case of an emergency.</p>	<input type="checkbox"/> *

<p>5. Each program shall establish and provide to all paid and volunteer reassurance workers a copy of procedures to be followed in emergencies and when a client does not call or answer or is not home as arranged. These procedures must include at a minimum:</p> <ul style="list-style-type: none"> a. Provision for an immediate visit to the client's home by program staff or emergency service personnel (i.e., police, ambulance, fire department, etc.). b. Contact of the individual named to be notified in case of an emergency regarding each individual client. c. Verification that either subsequent contact has been made with the client or that the client's location has been identified 	<input type="checkbox"/> *
<p>6. Each program shall develop procedures for screening prospective clients and reassurance workers to attempt to match persons who are compatible. Describe your organization's process for screening prospective clients and reassurance workers.</p>	<input type="checkbox"/> *
<p>7. Each program shall require each paid and volunteer reassurance workers to agree to not solicit contributions of any kind, attempt the sale of any type of merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy while making a reassurance contact.</p>	<input type="checkbox"/> *

Please answer these additional questions specific to the delivery of Friendly Reassurance.

- a) Indicate why your organization feels that providing Friendly Reassurance is important to older adults in your area.
- b) Describe how trained volunteers and/or student interns can better improve your reach and better provide services in your area.