



"Solutions for
Independent Living"

ECHO Telephone Reassurance

❖ WHAT IS ECHO?

- ◆ ECHO (Elderly Call and Help Organization) is a telephone reassurance program in which volunteers call senior citizens to see that they are safe and well
- ◆ ECHO is a link to emergency services and crisis intervention
- ◆ ECHO is also a link to information in the community to meet needs

❖ WHO CAN BENEFIT FROM ECHO?

- ◆ People age 60 and older who live alone
- ◆ People who have chronic, disabling medical conditions
- ◆ People who do not have family living nearby to check on them and help with needs

❖ HOW DOES ECHO WORK?

Each weekday morning, ECHO volunteers phone Ada County seniors to check for emergency needs, provide information, and socialize. Some ECHO participants prefer to call the ECHO program themselves each morning. Others enjoy the more personal touch of having a volunteer call them.

ECHO volunteers call the ECHO office after they have phoned their assigned ECHO participants, to report on the well-being of the participants and to let ECHO staff know of any problems. The ECHO Coordinator has the services of Senior Solutions social workers who help with problems, when needed.

If contact is not made with ECHO participants by noon each scheduled day, the ECHO Coordinator contacts neighbors or relatives to make sure all is well. If an ECHO participant cannot be reached by neighbors or relatives, and there is concern about his or her well-being, a social worker goes to the client's home to do a welfare check. If the social worker is unable to ascertain the client's whereabouts or well-being, ECHO will contact the police for further assistance.

ECHO will also make calls on an as-needed basis to check on seniors whose family members are out of town.

❖ IS THERE A FEE FOR ECHO?

Although there is currently no charge for ECHO, donations are strongly suggested to help defray costs of managing the ECHO Program. ECHO receives funding from Ada County, and through donations.

❖ HOW DO I APPLY?

Contact Senior Solutions at 345-7777.