



Sherborn Council on Aging

19 Washington Street

Sherborn, MA 01770

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Sherborn SureLine Program

Telephone Reassurance Phone Calls

The SureLine Program offers reassurance to seniors who need a daily friendly phone call or have been placed on the SureLine list due to safety reasons. Clients are placed on the SureLine list either directly by the COA staff, Sherborn Police/Fire Department or a family member or close friend. All clients are notified about the SureLine program and what to expect from the daily phone calls prior to the first SureLine call.

All phone calls are made by volunteers or the COA staff. Phone calls are made from the COA office or from the volunteer's home if prior arrangements are made. All calls are generally made between the hours of 9:30am and 10:30am. Volunteers are urged not to give their telephone number to seniors.

Volunteers provide daily contact with the clients and offer advice and reassurance when needed. Generally the calls are of a social nature while at the same time inquiring about the client's well being. If a volunteer does not reach a client on a particular day, the volunteer should notify the COA who will in turn contact the name listed as a closest relative/friend or make a visit to the home of the client in question. The Sherborn Police Department will be notified to make a home visit if the client has not been reached for over 24 hours.

All SureLine calls must be logged in the SureLine binder in the COA office. This can occur by following one of the four options listed below:

1. Log in your calls/comments on the SureLine Log Sheet in the COA office.
2. Complete the SureLine Log Sheet and email it back to the COA office at coavolunteer@sherbornma.org.
3. Email your comments to coavolunteer@sherbornma.org.
4. Call the COA office at 508-651-7858 and inform a COA staff member of the results of your daily calls.

Common Questions for SureLine calls:

- *How are you doing today?*
- *Do you have any plans for the week?*
- *Do you have any appointments this week?*
- *Have you had any visitors lately?*
- *Will you be attending the "drop-in luncheon" this Thursday?*
- *Is there anything that the COA office can do to help you?? (transportation, visitors, health care, etc.)*

A CORI (Criminal Offender Record Information) will be conducted on all Town of Sherborn volunteers.