



Cleveland Care Calls

For Cleveland Senior Citizens **60 Years** of Age and Over

Cleveland Care Calls is an automated telephone reassurance system being offered to Cleveland Senior Citizens by the **Departments of Aging and Public Safety**. Through this computerized system, the senior receives a call, on the days they request, to check on their well-being.

They can select a time to receive the call between **7AM -11AM**. If the senior does not respond to his/her call:

- System will make several additional attempts in a thirty (30) minute period
- If no response within the thirty minute period, the system will then contact any person that the senior has designated as an emergency contact
- If the senior or any of his/her contacts cannot be reached, the Department of Public Safety may be asked to make a home check on the individual in question



CITY OF CLEVELAND
Mayor Frank G. Jackson

To participate in the Cleveland Care Calls Program a senior must complete an application.

Please tell your older neighbors and friends, especially those who are homebound, about this service.

For further information, please contact the **Cleveland Care Calls** Project Director at **216-664-6316** or **216-664-2833**.



CITY OF CLEVELAND
Mayor Frank G. Jackson

Cleveland Care Calls Application Form

Department of Aging
75 Erievue Plaza, Room 201
Cleveland Ohio 44114

Applicant: Please submit completed application to the address above.

What time (between 7 and 11am) would you like to receive your call?			Circle the day(s) of the week would you like to receive your call: MON TUES WED THURS FRI SAT SUN			
PHONE NUMBER (216)			Does your phone have an answering machine? <input type="checkbox"/> YES <input type="checkbox"/> NO			
LAST NAME			FIRST NAME		MIDDLE INITIAL	
STREET ADDRESS			APT. BUILDING NAME		APARTMENT #	
CITY Cleveland	STATE OH	ZIP	DATE OF BIRTH		NATIONALITY	
CO-RESIDENTS						
ARE YOU ABLE TO WALK? <input type="checkbox"/> YES <input type="checkbox"/> NO			LIST ANY PHYSICAL IMPAIRMENTS BELOW:			
<hr/> <hr/> <hr/>						
Do you have pets? <input type="checkbox"/> YES <input type="checkbox"/> NO		NUMBER	TYPE		LOCATION	
PLEASE NOTE ANY SPECIAL NEED THAT CLEVELAND CARE CALLS SHOULD KNOW ABOUT						
<hr/> <hr/> <hr/>						
EMERGENCY CONTACT INFORMATION						
I understand that the above person has registered with "Cleveland Care Calls" and is to be called daily to check on their well being. In the event that he/she does not respond to the call, I will be notified to check on their welfare. I am also aware that as an Emergency Contact I assume a responsibility to respond to the participant's residence when needed. I further acknowledge that if no of Emergency Contacts can be contacted or are able to respond, a City of Cleveland, Department of Public Safety, Emergency Unit may be dispatched and, if necessary, the participant's residence may be forcibly entered.						
EMERGENCY CONTACT 1				EMERGENCY CONTACT 2		
NAME			MI	NAME		MI
STREET ADDRESS				STREET ADDRESS		
CITY		STATE	ZIP	CITY		STATE ZIP
RELATIONSHIP		HOME PHONE		RELATIONSHIP		HOME PHONE
WORK PHONE		CELL OR PAGER		WORK PHONE		CELL OR PAGER
EMERGENCY CONTACT SIGNATURE				EMERGENCY CONTACT SIGNATURE		

KEY-HOLDERS (IF OTHER THAN EMERGENCY CONTACT PERSONS NAMED)							
KEY HOLDER 1				KEY HOLDER 2			
NAME			MI	NAME			MI
STREET ADDRESS				STREET ADDRESS			
CITY		STATE	ZIP	CITY		STATE	ZIP
PHONE NUMBERS				PHONE NUMBERS			

Cleveland Care Calls Participation Agreement and Waiver

I agree to participate in the City of Cleveland’s “Cleveland Care Call” program. I understand that through this program I will receive a telephone call daily at approximately the same time. My responsibility is to answer the telephone and follow the directions given. If I am unable to answer the telephone for any reason the program will continue to make several attempts for up to one half hour. At the conclusion of the half hour if there is still no response to the system, it will attempt to contact the person/persons that I have designated as emergency or key-holder contacts. These emergency or key-holder contacts will respond and may enter my residence to check on my well being. If for any reason my designated contacts are not available or otherwise not able to enter my residence, the City of Cleveland may forcibly enter my residence to check on my status. I understand that the City of Cleveland does not guarantee immediate response and will dispatch safety forces upon availability. I understand that if in the course of checking on my well-being, it is necessary for the Safety personnel to forcibly enter my home; I am responsible for any damages.

I acknowledge that the City of Cleveland is providing this program as a public service and for no compensation. I acknowledge and agree that the City of Cleveland may, in its sole discretion and without notice, terminate this service at any time. It is also acknowledged that the service may fail at any time due to technical problems, human error or other factors within and/or outside of the City of Cleveland’s control.

In consideration of these factors, I waive, release and hold harmless the City of Cleveland from any and all claims arising from a failure, for any reason, to provide the services contemplated by this Participation Agreement and I further waive, release, and hold harmless the City of Cleveland from any and all claims for direct, incidental consequential, or punitive damages arising from any act or omission of the City of Cleveland in the administration and/or performance of this program, including but not limited to, damage caused by forced entry into my residence to check on my safety and well being.

Date

Participant’s Signature

Date

Witness

This service is provided by City of Cleveland Departments of Aging and Public Safety