

# TEL-A-TEND



*Seniors And Lawmen Together*

Ontario County  
SALT Council

---

## WHAT IS "TEL-A-TEND"

It is a computer generated telephone system that places calls on a regular basis to elderly subscribers. This provides homebound seniors with contact to the outside world.

### HOW DOES THE PROGRAM WORK?

A computer is located in the **Sheriff's 911 Emergency Dispatch Center**. At a designated time, the computer will automatically dial your number and wait for an answer. When you lift up the telephone receiver, you will hear a brief pre-recorded message from the Sheriff. Once you have done that, the computer assumes that you are O.K. and the call is completed when you replace the receiver on the hook. When there is no reply, help will be dispatched.

### WHAT IF I CAN'T ANSWER THE TELEPHONE IMMEDIATELY?

The phone will ring 8 times. If you do not answer, the dispatcher will telephone whomever you have designated as a holder of a key to your home. If your line is busy, the computer will call back in 5 minutes. It will only call three times and then the alarm will go off and your key holder will be called. If an answering machine answers, the computer will detect it, and consider it a not answered call. The computer will call you back a second time, and if you don't answer, it will sound an alarm.

### WHAT HAPPENS IF THE CONTACT PEOPLE CAN'T BE REACHED?

The Sheriff's Department or Police Department in your area will go to your residence to check on your well being.

### HOW MUCH DOES THIS SERVICE COST?

There is no charge for this service. It is FREE for residents of Ontario County who are 60 years of age and older.

### WILL I BE SPEAKING TO A LIVE PERSON?

No. A pre-recorded message from the Sheriff will play when you answer the phone.

### HOW DO I SIGN UP?

The Office for the Aging processes all referrals. You simply call one of these telephone numbers during normal business hours, 8:30a.m-5p.m, Monday-Friday. (585) 396-4040 or (315) 781-1321. Office for the Aging staff can answer any other questions you have.

*The Tel-A-Tend Program is provided by the Ontario County SALT Council (Seniors and Lawmen Together) for the safety and protection of the residents of Ontario County who are 60 years of age and older. This is an activity of the TRIAD agreement among the Sheriff, local Police Departments and senior citizens, represented by the American Association of Retired Persons, Ontario Chapter and the Ontario County Office for the Aging.*

(585) 396-4040      Ontario County Office for the Aging      (315) 781-1321  
[www.co.ontario.ny.us/aging/](http://www.co.ontario.ny.us/aging/)