

FCSO: ARE YOU OK?



A FREE SERVICE OF DAILY PHONE CALLS TO CHECK ON YOUR SAFETY.

Who calls to ask ***“ARE you OK?”*** when your loved ones are not around. The ***“ARE you OK?”*** telephone reassurance program has been established to help ease the concern of friends and loved ones, who may find it difficult to maintain constant reliable contacts.

HERE IS HOW IT WORKS!

“Good morning-ARE you OK today?” the same time each morning (or other time you set) you will be receiving this free call to check on your well being.

Your normal response will be just answering the phone or you may be asked to press a random number on the touch tone key pad. This response tells the automatic system that there is no need for a follow-up contact. If you have an answering machine, you will be asked to press a random number so the system knows that you answered the phone not the machine. (If you have an answering machine be sure to indicate it on your form.)

WHAT HAPPENS IF YOU DON'T ANSWER THE PHONE?

If the system receives a busy response or if there is no answer, the system will call back three more times about 5 minutes apart. If there is still no answer or the line stays busy, the information on your data sheet will appear on the screen at the computer center at the Floyd County Sheriff's Office, and emergency action will begin. This will be first a person trying to call you. If still no answer, we will call the emergency contact person(s) that you have listed on your form. If we are unable to contact your emergency contacts we will dispatch a Deputy Sheriff or other Sheriff's Office volunteer to your home.

WHEN WILL YOU BE CALLED?

The ***“ARE you OK?”*** calls are made every day at a time that you select. It can be in the morning or in the evening. For seven (7) days a week you will routinely receive your call at the same time each day.

WHAT IF YOUR DOOR IS LOCKED?

When you become a subscriber to the ***“ARE you OK?”*** program, you will be asked to identify other key holders who may assist in an emergency situation. Also if there is a key hidden at your home please put this on your form so we will know where to find it so that we can check on you.

