

# Are You OK? Program \*RUOK\*

Taking the fear out of being alone.

This is a free and confidential service. We will require some information from you and your permission, to provide this service.

## What is the “Are You O.K.” Program? (RUOK)

The **RUOK** program is a voice activated computer program that will phone each subscriber seven days a week at a time predetermined by the subscriber to ensure that they are O.K. and not in need of assistance or help.

## How does it work?

If the subscriber answers the telephone a recorded message will identify the caller as the **RUOK** program and instruct the person answering the telephone to do one of two things:

1. If the subscriber is O.K. and **NOT** in need of any assistance, the subscriber will be instructed to replace the receiver, *OR*
2. If the subscriber is **in need of assistance** he/she will be instructed to replace the receiver or end the call and call 911

**If the subscriber does not answer** the phone after a set number of rings the computer will hang up and dial the number again after an interval of between 5 and 15 minutes for 4-5 times.

If on the second call the subscriber answers the phone the same procedure will be followed as if he/she had answered the phone on the first call.

**If the subscriber still does not answer** the telephone after the set number of rings, the computer will sound an alarm and a printout will be made and an alert issued.

A volunteer at the North Bay Golden Age Club will then telephone the person or persons designated by the subscriber. The volunteer will then explain the situation and ask the designated person (next of kin, relative, friend or neighbour) to find out what the problem is and render whatever assistance he/she can and report back.

## How Do You become a subscriber?

Application forms are available at the North Bay Golden Age Club at 135 Worthington Street West. Contact the Golden Age Club office to arrange for an appointment 705 474 6520. We recommend that you and/or your emergency contact person attend at this

appointment. Your information will then be entered in the computer. These details will be given on the print-out should you not answer the phone for whatever reason when the computer calls your number for a second time.

## Waiver and Releases:

Included in the package is a Waiver and Release form which must be signed. The North Bay Golden Age Club, NECO, or any of the volunteers or representatives of these organizations cannot be held responsible for unforeseen interruptions in the program that may be caused by human error, hydro interruptions etc.

## Designated Person(s):

Should your designated emergency contact not be able to attend, it is your responsibility to notify them of your subscription to the **RUOK** program so that they will be aware and informed should they be called when we cannot contact you. Show them the procedures followed by the computer as described in this pamphlet.

## What happens if you plan to be away from home?

If you plan to be away from home at any time and will not be able to answer the phone it is **IMPERATIVE** that you advise the North Bay Golden Age Club of the dates you will be away, so that the calls can be suspended until your return. This

information will be entered into the computer.

The North Bay Golden Age Club will receive **notification of absences at 705-474-6520, Monday through Friday, between the hours of 9:00 a.m. and 4:00 p.m. There is also a weekend and holiday contact number** If, for any reason, you are not able to inform the North Bay Golden Age Club before, then you should notify your designated person of your absence or have someone else call us at this number.

#### **SUBSCRIBER OBLIGATIONS:**

Your only obligations are:

1. to ensure that you or your emergency contact **always notify** the North Bay Golden Age Club if you are going to be away from home and unable to answer your call.
2. To promptly make sure that your information is updated providing any changes in your status as record at set up of program.

#### **Is there a charge?**

**NO!** There is no charge to be accepted as a subscriber. As there are numerous operation costs involved such as telephone, notices, stationery, newsletters, etc., anyone wishing to

make a small donation at any time is appreciated. **HOWEVER, THIS IS NOT A REQUIREMENT.** This service is provided by the North Bay Golden Age Club and made possible through funding from NECO. for the benefit of all seniors and the disabled and not for profit to these organizations.



#### ***The equipment & software funded by:***

*NECO (Community Futures Development Corporation) from the "Local Initiative Project Fund" from FedNor/Industry Canada; And Nevada Ticket Sales*

***Administered & Operated by the North Bay Golden Age Club.***

*135 Worthington Street West  
North Bay Ontario P1B 8M6*

*Telephone: (705) 474-6520*



#### **Are You O.K.? Program**

**R.U.O.K.**

Operated by

The North Bay  
Golden Age Club

135 Worthington Street West  
North Bay, Ontario P1B 8M6

Telephone (705) 474 6520

Contact Person  
(705) 499 1732

[nbgacmbp@gmail.com](mailto:nbgacmbp@gmail.com)

