



LISTENING TO BLAIR COUNTY SINCE 1982

It is CONTACT Altoona's philosophy that most people have within themselves the resources to solve their own problems. By listening in a reflective way, we help people to sort out their concerns and make decisions about their own lives.

We believe each person has the right to make decisions affecting the direction and quality of his/her life, and has the right to live according to those decisions. Our intent is to relate to each other and to our callers in ways which give honor to individual choices and maintains integrity.

Our task is to be centered enough within ourselves so that we are able to enter the world of our callers, and fully experience their feelings and personal meanings to such an extent that we let go of our need to evaluate or change them.

CONTACT Altoona volunteers maintain confidentiality, anonymity, and a non-judgmental attitude in dealing with callers.

DONATIONS

Would you like to help CONTACT Altoona provide these incredible and needed resources? Consider making a donation by visiting www.contactaltoona.com/donate/ and use the easy online donation form or call (814) 946-0531.

CONTACT Altoona is supported by charitable donations. It is a 501(c)3 nonprofit, tax exempt organization fully accredited by CONTACT USA, and is a member of the Blair County Chamber of Commerce, Pennsylvania Association of Non-Profit Organizations, Explore Altoona, and the Alliance of Information and Referral (AIRS).

Your donation is appreciated.



**LISTENING TO BLAIR COUNTY
SINCE 1982**

CONTACT Altoona Administrative Offices

2729 Eighth Avenue
Altoona, PA 16602

Administrative Offices: 814-946-0531

Fax: 814-946-4573

Helpline: 814-946-9050

PA211: Dial 2-1-1

www.contactaltoona.com
contactoffice@contactaltoona.com



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Reassurance Program: 814-946-0531

Fax: 814-946-4573

Helpline: 814-946-9050

PA211: Dial 2-1-1

ABOUT CONTACT ALTOONA



CONTACT Altoona is a person-centered telephone helpline whose mission is to respond to the needs of callers by active, reflective listening and, when appropriate, to make referrals to needed services. Our goal is to enhance personal independence and quality of life.

CONTACT Altoona was established in Blair County in 1982 and has since been continuously providing services to the communities in and surrounding Blair County through its programs and services administered by staff and a volunteer Board of Directors. CONTACT Altoona is the extra arm of support for those in need, the friendly call to say "hello," and sometimes your saving grace.

Through its telephone helpline service, CONTACT Altoona provides listening services, reassurance calls, crisis intervention, and information and referrals services. Telephones are staffed 365 days a year by trained volunteers who are prepared to offer stability in times of confusion and to assist those of all ages to resolve their own problems and develop their inner resources. All services are always free and confidential.

Call or email CONTACT Altoona today, or visit the website to learn more about services available for you, your family, and friends.

814-946-0531

contactoffice@contactaltoona.com
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"Every call makes me feel safer, less lonely and less upset."

HELPLINE SERVICES

CONTACT Altoona's Helpline is the source community members can turn to when it seems there is nowhere to go. Sometimes you find yourself in complicated and confusing situations unexpectedly with no way to navigate the stress and frustration. Luckily, a caring voice is as close as the telephone!

CONTACT Altoona's Helpline is staffed seven days a week by volunteers trained to listen carefully and help callers identify problems and make decisions about their lives. Since 1982, CONTACT Altoona has assisted the community in the greater Blair County region to find solutions to a variety of problems, including: Crisis Situations, Drug and Alcohol Problems, Illness or Disability, Grief Stricken, Loneliness, or Depression. If you feel you are alone, there is a place to call. CONTACT Altoona's Helpline can be reached by calling (814) 946-9050.

REASSURANCE PROGRAM

The CONTACT Altoona Reassurance Program is designed to meet the needs of people who are living alone, aged, ill, lonely, or living with a disability. Volunteers with the Reassurance

Program place daily phone calls at pre-arranged times to Blair County residents requesting service from the Reassurance Program. These calls can be a gentle "good morning," a friendly reminder to take any medications, or a welcomed safety check, especially for those living alone and/or with a disability. If you are interested in receiving services from the Reassurance Program, please call (814) 946-0531 today.

To learn more about CONTACT Altoona's Helpline or Reassurance Program, visit www.contactaltoona.com/services/.

All services provide by CONTACT Altoona are free, confidential, and anonymous.

PA 2-1-1 SERVICES

211 is a three-digit dialing code designated by the Federal Communications Commission to provide public access to community information and referral services. 211 is like 411 or 911, but for health and human services information and referral. Callers speak with a call specialist who has access to a database of health and human services utilized by PA 211 call centers.

VOLUNTEER OPPORTUNITIES



CONTACT Altoona is the call to end the loneliness, the friendly "hello" in the morning, the gracious reminder to take your evening medications, and the calming "it's going to be okay." Becoming a CONTACT Altoona volunteer allows you to develop into much more than just yourself; it allows you to become someone's saving grace, a call of hope when they need it most.

"I'm always glad that you call me daily."

CONTACT Altoona's Reassurance and Helpline Programs are staffed solely by volunteers, people of all ages, education level, and skill that successfully completed the free required training to become a CONTACT Altoona volunteer. During these trainings, local professionals teach trainees about basic and advanced listening skills, understanding older adult, and helping people find information, all while remaining non-judgmental and maintaining confidentiality and anonymity.

CONTACT Altoona volunteers enjoy the flexibility of working from home and choosing their own schedule, working at least 8 hours a month, along with feelings of fulfillment from assisting those who need help the most.

Are you ready to become a CONTACT Altoona volunteer? Visit www.contactaltoona.com/volunteer/ or call (814) 946-0531 to learn more about qualifications, expectations, and steps to becoming a CONTACT Altoona volunteer.