

Office of Aging Offers Weekly Phone Calls with a Designated Case Worker

Those looking for support and consultation can weekly receive calls and check-ins.

Lehigh County, PA- Starting Monday, April 6th, Lehigh County's Office of Aging and Adult Services will be offering a new option for elderly individuals struggling with isolation and loneliness during COVID-19 crisis. On a weekly basis, those looking to have a case worker contact them for check-ins and guidance can sign up to do so. It should be noted this is not a hotline service, but instead a weekly phone call made from a case worker.

This friendly phone call program will provide social support consultations, but also provide resources as well. The case worker calling in will be consistent throughout the weeks, maintaining a steady relationship with the individual along with understanding their current situation.

If you or a loved one is looking to be added to the list of contacts, please contact Lehigh County's Department of Aging office at 610-782-3034.

Other related resources:

The Lehigh County Warmline is another resource that is available to those who are experiencing loneliness, isolation, stress and anxiety. The Warmline accepts calls between 6:00 AM and 2:00 AM seven days a week. Call 610-820-8451 to reach Warmline.

The Department of Human Services (DHS) statewide Support & Referral Helpline staffed by skilled and compassionate staff who will be available 24/7 to assist Pennsylvanians struggling with anxiety and other challenging emotions due to the COVID-19 emergency and refer them to community-based resources that can further help to meet individual needs. The toll-free, round-the-clock support line is officially operational. The number to call is 1-855-284-2494. For TTY, dial 724-631-5600.

Please note there is a separate 24-hour hotline for reporting elder abuse that is still available to the public at 1-800-490-8505. This line has and always will be active during the length of the COVID-19 pandemic for Lehigh County residents.