



## Yuma County Sheriff's Office

Leon N. Wilmot  
Sheriff of Yuma County

141 S. 3rd Avenue, Yuma, AZ 85364  
Tel: (928) 783-4427 • Fax: (928) 539-7837  
www.yumacountysheriff.org

# PRESS RELEASE

Contact: Alfonso Zavala  
Phone: (928) 783-4427  
DR# NA

FOR IMMEDIATE RELEASE  
August 24, 2018 – 10:15 AM

## "Are You Ok?" Telephone Reassurance Program

**Location of Incident:** Yuma, AZ

Over the past few months, the Yuma County Sheriff's Office (YCSO) has received numerous calls requesting welfare checks on elderly persons who have not been seen or heard from by family members or friends. Unfortunately, in many these cases, the welfare checks led to the discovery of these persons in severe medical distress.

Due to the increase of calls for welfare checks on elderly persons, the YCSO would like to remind the public of the "Are You Ok?" Program which is available to all senior citizens and disabled persons living anywhere in Yuma County.

The "Are you OK?" Program is a **FREE** telephone reassurance service provided by the YCSO that ensures daily contact with senior citizens and disabled persons that live alone and may not have a family member living locally that can check on them every day. "Are You OK?" helps to reassure the subscriber's well-being and give them a feeling of security.

### **How the Program Works:**

The "Are You Ok?" system makes daily computer generated calls to subscribers at their pre-determined time each day, seven days a week, 365 days a year. If the subscriber is okay, they simply hang up the phone after hearing the pre-recorded message.

If the subscriber does not answer or if the telephone line is busy, the computer will call the subscriber a second time. If there is still no answer or the telephone line stays busy after the second attempt, the computer will issue an alert and generate a printout with the subscriber's name, address and other pertinent information.

Upon receiving the alert, a dispatcher will attempt to contact the subscriber by phone to check on their welfare. If the dispatcher is unable to make contact with the subscriber, a deputy will be dispatched to the residence to check on the welfare of the subscriber or the appropriate agency will be contacted to request a welfare check.

Since the program's launch in September 1996, several lives have been saved as a result of subscribers not being able to answer their daily "Are You Ok?" call. By bringing awareness to this free service, we hope to save many more lives.

Applications for the "Are You Ok?" Program are available at the YCSO Main Office, Foothills Substation, online at [www.yumacountysheriff.org/forms.html](http://www.yumacountysheriff.org/forms.html) or by calling the YCSO Volunteer Office at (928) 819-2212 or (928) 819-2213.

If you or someone you know would benefit from daily contact with the Yuma County Sheriff's Office, or for more information, please contact Sgt. Scott Bjornstad at the (928) 819-2212 or visit our website at <https://www.yumacountysheriff.org/services-ruok.html>

**Information Released By: Alfonso Zavala – Public Information Officer**