



**ELSMERE POLICE DEPARTMENT**  
4501 Dixie Highway Elsmere, KY 41018  
(859) 342-7344 - [cityofelsmere.com](http://cityofelsmere.com)



### **Are You Okay (RUOK?) Program**

The Elsmere Police Department is pleased to announce the implementation of a new public service intended to increase the feeling of independence for older adults, disabled persons, shut-ins who live alone or anyone in Elsmere who desires to be checked on daily. A computer-automated telephone reassurance system will contact each subscriber once a day. This is a FREE service only offered to residents of the City of Elsmere.

Applications for the RUOK? program may be obtained in person at the Elsmere Police Department at 4501 Dixie Highway Elsmere, KY 41018. To have an officer deliver and assist you with filling out the application at your residence, please call (859) 342-7344.

### **Frequently Asked Questions**

#### **What is R.U.O.K.?**

Are You O.K.? (R.U.O.K.) is a computer-automated telephone reassurance system that contacts subscribers once each day. It's a totally FREE service offered to residents of the City of Elsmere. There is no cost at all to any subscriber.

#### **Is R.U.O.K. for me?**

Do you live in Elsmere? If you are a senior citizen, if you are disabled, or you feel you would benefit from daily contact with the Elsmere Police Department, then R.U.O.K. is for you.

#### **How does it work?**

When you enroll in the program we will set up a short interview with you. During this interview, we will gather some important information, including contact information for your family, friends, neighbors, physicians and clergy.

The system will call you once each day. When you answer the telephone, the system plays a pre-recorded announcement. If the system doesn't receive an answer, the system will automatically call back a short time later.

If the system is unable to reach you, we will then have an officer call you. If we still cannot reach you, we will dispatch an officer to check on you. If you do not answer the door we will begin contacting the people you have listed as your emergency contacts.

#### **Why should I sign up for R.U.O.K.?**

The system is designed to help us stay in touch with our seniors and disabled citizens who live alone. Many adult children of seniors already telephone their parents daily to check on their well-being. This system does the same thing, as an added reassurance.

#### **Who decides what time I am called?**

When you are interviewed for the program you will decide when you will be called.

#### **What if I go away on vacation?**

No problem. Just call at us before you leave with the dates you will be gone. The system will not call again until you return.

#### **What if I have a doctor's appointment?**

That's okay, just give us a call and we can program the system not to call on that day.

#### **How do I get started?**

Simply call the Elsmere Police Department at (859) 342-7344 and an officer will set up a time to conduct a brief interview. You may also stop by the Elsmere Police Department and we will be glad to help you fill it out there.

