Edmonton Seniors Sector Outreach Worker Toolkit

Resource List

The toolkit also includes:
- Manual
- Interview Guide
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Thanks to all who supported the work of the Edmonton Seniors Coordinating Council Outreach Project. Your commitment of time and energy to graciously share your expertise in this collaborative effort has led to a better set of tools to support workers as they reach out to isolated and at-risk seniors in Edmonton.

Our sincere appreciation to those who contributed to the development of this manual, interview guide and resource list through your participation on committees including the Steering Committee, the Executive Director/Designate Group, and/or Outreach Workers Project Group including staff from the following agencies:

Alberta Health Services–Home Care; Catholic Social Services; City of Edmonton Community Services-Seniors Team; City of Edmonton Family and Community Support Services; Edmonton Aboriginal Seniors Centre; Edmonton Meals on Wheels; Edmonton Senior Centre; ElderCare Edmonton; Jewish Family Services; Mill Woods Seniors Activity Centre; Multicultural Health Brokers Cooperative; Multicultural Women and Senior Services Association; North Edmonton Seniors Association; North West Edmonton Seniors Society; Operation Friendship Seniors Society; Seniors Association of Greater Edmonton; Senior Citizens Opportunity Neighbourhood Association; Seniors Outreach Network Society; South East Edmonton Seniors Association; Strathcona Place Senior Centre; and Westend Seniors Activity Centre.

Additional consultation and input was received from the following organizations and people:

Alberta College of Social Workers; Alberta Health Services–Addiction and Mental Health; Strathcona County Family and Community Services; and Carol Kodish-Butt.

For more information contact the Edmonton Seniors Coordinating Council
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With support from:
Resources for Edmonton Outreach Workers

1. Activities of Daily Living
   - Alberta Health Services Home Care: 780-496-1300, albertahealthservices.ca/4482.asp
   - Snow Removal/Yard Maintenance List edmton.ca/for_residents/programs/help-around-the-home-for-senio.aspx
   - Sage Directory of Senior Services, MySage.ca
   - A Guide to Mobility and Independence (on line listing of In-Home Services & Transportation Providers) mard.ualberta.ca/

2. Food Security/Nutrition
   - Edmonton Meals on Wheels: 780-429-2020, mealsonwheelsedmton.org
   - Edmonton Food Bank Hamper Program: 780-425-4190 or community food depots
     (Question: what has changed that they now need a food bank referral? E.g. finances, feeding others, etc. Personal Health Care # needed for referral)
   - Collective Kitchens, contact: Diane Thursby, Alberta Health Services Collective Kitchens Coordinator: 780-735-3044
   - Wecan Food Basket Society: 780-413-4525, Email: info@wecanfood.com
   - Bread Runs: edmontonsfoodbank.com/hungry/
   - Tough Times Handbook: 211edmonton.com/resources.html
   - Budget Counselling (e.g. Money Mentors)
   - Community Meals: edmontonsfoodbank.com/hungry/
   - Discount Groceries: edmontonsfoodbank.com/hungry/
   - Edmonton Meals on Wheels Chef’s Choice (hot meals, frozen meals, grocery delivery, nutrition and cooking workshops): www.mealsonwheelsedmton.org/
   - Grocery stores delivery service (Safeway, Family Foods on Jasper, etc.)
   - Grocery Shopping and Delivery Businesses (Shop for You, Care for a Ride, etc.)
   - Dietician, get referral from family physician
3. Housing

- For range of housing options see Sage Directory of Seniors Services or call Sage Housing Coordinator: 780-423-5510, MySage.ca
- Hoarding behaviors, This Full House Program (Sage): 780-423-5510
- Operation Friendship Senior Services (OFSS) Registry/Facilities for inner city seniors 55+ (manage over 300 housing units): 780-429-2955 ofss.org
- AHS Care Options: albertahealthservices.ca/604.asp

Shelters:

- Hope Mission: 9908 – 106 Ave NW, 780-422-2018
- Herb Jamieson Centre: 10014 – 105 A Ave, 780-429-3470
- WEAC (Women’s Emergency Accommodation Centre): 9611 – 101A Ave, 780-423-5302

4. Physical Health

- Pharmacies may be willing to do presentations, e.g. Medication Management

5. Transportation

- Alberta Drivers Safety Pamphlet transportation.alberta.ca/544.htm
  transportation.alberta.ca/content/docType45/Production/SeniorsPamphlet.pdf
- ETS Enhanced Service for Seniors: Seniors Mobility Training Program, travel tools, annual bus pass
  edmonton.ca/transportation/ets/riding_ets/mobility-choices-training-program.aspx
  edmonton.ca/transportation/ets/riding_ets/customer-mobility-travel-tools.aspx
- AMA 55+ Drivers Education: 1-800-642-3810,
  ama.ab.ca/auto-and-driving/driver-education/drivers-ed-courses/mature-driver-refresher-course/
- Booklets: Drivers 65 Plus – Check Your Own Performance, Transportation Cost worksheet, Getting There worksheet
- Taxi vouchers: most taxi companies offer 10% – 20% discount if voucher books bought.
- Seniors’ Transportation Information Guide, ESCC & AMA
- A Guide to Mobility and Independence, MARD website: mard.ualberta.ca/
6. Financial/Legal

- Alberta Supports: 780-644-9992 or albertasupports.ca; all financial benefits (ASB & AISH)
- Sage: Guardian and Co-Decision Making, Trusteeship forms
- Local MPs: Advocacy around obtaining immigration paperwork (e.g. Proof of Landing)
- Local MLAs: advocacy for provincial benefits and services

Budgeting:

- Money Mentors: Alberta-based, not-for-profit credit counselling agency. 1-888-294-0076, moneymentors.ca
- Edmonton Credit Counselling Society: #201, 10612 – 124 St., 780-701-0083

Legal Assistance:

- Edmonton Community Legal Centre: 10115 – 100A St., 780-702-1725
- Student Legal Centre: 11011 – 88 Ave, 780-492-2226

7. Caregiving Issues

- Alberta Health Services Community Care Services — to access Home Care, Respite, Supportive and Facility Living 780-496-1300
- Alberta Caregivers Association — Offers support, resources, education groups and workshops for the caregiver 780-453-5088
- Alzheimer’s Society — Offers support and education: 780-488-2266 Toll Free 1-866-950-5465
- Eldercare Edmonton — Provides caregivers with referrals, information, advocacy, support and Caregiver Support Group weekly meetings. EC also offers day programs for seniors affected by dementia or social isolation. These programs provide respite to the caregiver. 780-434-4747 Ext. 2
8. Grief & Loss

- Suicide Bereavement Program: 780-482-0198 (Grieving a Person Who Died by Suicide)
- Edmonton Healing Centre for Grief and Loss: 780-454-1194 (General Losses and for Parents Grieving a Child of Any Age)
- Pilgrims Hospice Bereavement Programs: 780-413-9801 (Expressive Arts for Grieving Children, Teens and Families)
- Catholic Social Services: 780-420-6081 (The Journey of Grief – 10 week Group Program)
- Alberta Cancer Board: 780-482-8703 (Support groups for people who have lost a loved one to cancer)
- Alberta Lung Association: 1-800-363-7437 (SIDS Support Group)
- Parent Care Society of Alberta: 780-988-3747 (Support for loss from miscarriage, still birth or neonatal death)
- Victims of Homicide of Edmonton Support Society: 780-478-4544
- Paws to Remember: 780-413-4682 (support when having difficulty coping with the death of a pet)
- Suggested Website: centerforloss.com (Dr. Alan Wolfelt)

9. Mental Health

- Adult Mental Health Crisis Response Team: 780-342-7777
- Community Geriatric Psychiatry, Covenant Health, Intake: 780-342-9107
- Glenrose NARG/START program, Inpatient: 780-735-8800, Outpatient: 780-735-8880
- CHOICE Mental Health Day Program; Intake: 780-735-3360
- Alzheimer’s Society support groups: 780-488-2266
- NE Health Centre (Dr. Duke/Teresa Genge): 780-342-4121
- Psychiatric Treatment Clinic, U of A Hospital: 780-407-6501

10. Addictions

- Addiction Services Edmonton: 10010 – 102 A Ave, 780-427-2736
11. Social/Recreation/Spiritual/Community
- Physical Activity and Recreation Directory for Older Adults ESCC: 780-423-5635 or seniorscouncil.net/programs
- Edmonton Federation of Community Leagues: 780-437-2913

12. Elder Abuse
- Seniors Abuse Helpline: 780-454-8888 (24/7)
- Elderly Abuse Intake Line/Elderly Adult Resource Service (EARS): 780-477-2929
- Sage Seniors’ Safe House: 780-702-1520

13. Cultural Diversity
- Multicultural Health Brokers: 780-423-1973
- Multicultural Women’s and Senior Services Association: 780-465-2992
- Edmonton Aboriginal Seniors Centre: 780 476-6595
- Catholic Social Services-Immigration and Settlement (Senior Council): 780-424-3545
- Edmonton Mennonite Centre for Newcomers: 780-424-7709

For more information about the Personal Information Protection Act consult: servicealberta.ca/pipa/