



# Calgary Seniors'

RESOURCE SOCIETY

**SeniorConnect:** Chris Cann (He/Him)

**Seniors Social Supports:** Brittany Romansky (She/Her)

# Calgary Seniors' Resource Society

## Social Work Supports

### **Outreach:**

- Long-term
- TWIN / 403-Seniors

### **SeniorConnect:**

- Short-term
- Crisis stabilization and prevention

## Seniors Social Supports

- Volunteer Engagement Team
- Social Connections Team
- Practical Supports Team

# SeniorConnect

## **Professional Response:**

- Urgent / Short-term social work intervention
- Crisis prevention and stabilization
- Cold calls / Initial consent not required
- Links at-risk older adults with community support services

## **Education:**

- Agency presentations
- General public through online modules (addictions, ageism, caregivers, diversity, elder abuse, mental illness)
- [www.seniorconnectcalgary.org](http://www.seniorconnectcalgary.org)

# Eligibility

## **Older Adults who are 60+ and:**

- Experiencing a non-medical/non-emergent crisis (where EMS or Police are not required)
- Require urgent social work response (connection within 24-hours)
- Believed to be at-risk (socially, emotionally, physically, financially, etc.)
- Lacking social and professional supports
- Family / community members concerned about an older adult
- Residing in Calgary and surrounding area (Airdrie, Cochrane, Chestermere, Okotoks, Strathmore, and High River)

# How to Access SeniorConnect

## Service Hours

Seven days a week:

- 8:30 am to 4:30 pm

Statutory holidays (closed Christmas, Boxing Day, New Years' Day):

- 10:00 am to 2:00 pm

Same-day response (triaged)

## Referral Methods

General Public:

- Call the Distress Centre's 24-hour Crisis Line (403-266-4357)

Professionals:

- Call the SeniorConnect Intake Line (403-269-5445)



# Seniors Social Supports





## Shopping Companion

- Bi-weekly (typically) shopping assistance for 2-3 hours
- Drop offs or In-person
- One-on-one match
- Short term support for seniors if needed

**Wait List**



## Friendly Visiting

- Weekly in-person visits for 1-2 hours of companionship
- One-on-one match
- Short term support for seniors if needed

**Wait List**



## Friendly Check-In

- Weekly socialization phone calls
- Art/letters can be delivered
- One-on-one match

**Wait List**



## Holiday Helpers

- Preventing further isolation over the holiday seasons
- One-time holiday tasks like:
  - Transportation (gifts)
  - Phone calls
  - Home-cooked meals

**Accepting**



## Caregiver Kindness

- Providing weekly social support for senior care recipient and relief to the caregiver
- Short-term support available if needed

**Accepting**



## Essential Transportation

- On-demand transportation to medical appointments
- One-time assistance available for urgent appointments
- Appointments triaged based on urgency
- Transit to COVID-19 vaccine appointments

**Wait List**



## Cheer Mail

- Provides kindness and connection to seniors in the community
  - Holiday Seasons
  - Birthdays
  - Thinking of You

**Accepting**

## Practical Kindness

- One-time / Short-term miscellaneous tasks
  - In-person support
  - Non-medical rides
  - Facemask/medical equipment deliveries
  - Technology assistance

**Accepting**



## Pet Assist

- Long-term assistance
  - Dog walking
  - Cat litter
- One-time assistance
  - Transportation to vets/groomers
  - Pet supply drop offs

**Accepting**





# Seniors Social Supports Client Referrals

## Method

Online Form  
Phone  
Email  
Fax Form

## Referrers

Self  
Social Workers  
Friends/Family/Neighbours  
Healthcare Professionals  
Caregivers

## Eligibility

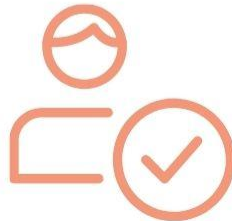
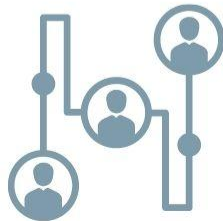
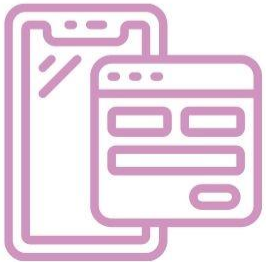
Typically aged 65+  
Self-transferring  
Limited Social Supports

## Waitlists

Common across programs  
Timeline varies significantly  
Urgent requests are prioritized

## Temporary Assistance

One-Time Assistance:  
Urgent appointments that require a companion  
Short Term Requests:  
Designed to help seniors on the waitlist receive support





# Thank You!

## **Calgary Seniors**

Website: <https://www.calgaryseniors.org/>

Phone: 403-266-6200

## **SeniorConnect**

Chris Cann: [ccann@calgaryseniors.org](mailto:ccann@calgaryseniors.org)

## **Seniors Social Supports**

Brittany Romansky: [bromansky@calgaryseniors.org](mailto:bromansky@calgaryseniors.org)