



# SENIORS SOCIAL SUPPORTS (S3) Referral Toolkit



The Seniors Social Supports department ignites people to provide practical and social support for seniors, and in turn their lives, communities, and organizations are enriched by the shared knowledge and meaningful relationships that are created.



## PROGRAMS

Seniors Social Supports offers a variety of programs to help reduce isolation for seniors living in Calgary:

### FRIENDLY VISITING

Volunteers provide in-person social companionship with seniors, reducing feelings of isolation and loneliness.

### ESSENTIAL TRANSPORTATION

Volunteers offer social companionship while providing transportation to medical appointments.

### SHOPPING COMPANION

Volunteers accompany seniors on shopping trips, offering both practical assistance and social companionship.

### PET ASSIST

Volunteers offer social companionship while providing help with pets.

### FRIENDLY CHECK-IN

Volunteers offer social support over the phone, providing a reassuring presence and a listening ear.

### PRACTICAL KINDNESS

Volunteers provide short-term on-demand support for compassionate reasons, addressing needs with care and empathy.

### CAREGIVER KINDNESS

Volunteers help caregivers by providing different forms of social support that are tailored to their individual needs.

### CHEER MAIL

Volunteers send snail mail to seniors, spreading kindness and community cheer through thoughtful messages and gestures.

### HOLIDAY HELPERS

Volunteers assist seniors during holiday seasons, ensuring they feel supported and included in festivities.

# Program Delivery Models

We use two delivery models to provide services to our seniors:

## ONE-ON-ONE MATCH

Seniors are matched one-on-one with a volunteer and receive long-term support from them



## ON-DEMAND

Seniors receive on-demand short-term or long-term support from a diverse pool of volunteers

## MATCHING PROCESS

The timeline for matching seniors and volunteers can vary greatly, influenced by factors like location, interests, and availability. Our client-centered approach prioritizes finding the perfect match, which can take a few months or more. This thorough process ensures compatibility and fosters meaningful relationships, even though it may require time and patience.



- Create a bio on the senior and receive consent to share.
- Volunteers are sent seniors they can choose from.
- Follow up with the senior to ensure program is still needed.
- Once confirmed, volunteer will receive a confirmation email with further instruction.
- Two-week initial check-in is completed. If the match is not working out as expected, we close the match and add the senior back to the waitlist to be re-matched in the program (if applicable).

## PROGRAM WAITLISTS

- Due to high demand, we currently have lengthy waitlists for different programs. Unfortunately, we are unable to provide an exact timeframe for when new clients can be accepted. This is due to the program's capacity limitations and the availability of our volunteers. Thank you for your understanding and patience.
- Referrals are triaged based on the urgency level indicated and/or situation described in the request description on our online referral form.
- If the type of support requested is not appropriate for a volunteer or if the program is not able to offer support, we will notify the referrer via email.

# ONE-TIME AND SHORT-TERM ASSISTANCE

One-time and short-term assistance ensures those in immediate need receive the necessary support despite the existing waitlist.

- For critical and time-sensitive appointments: Seniors who meet our eligibility criteria can access Essential Transportation's one-time assistance for the following medical visits: surgeries, colonoscopies, eye injections, cancer treatments, and dialysis appointments. Seniors who access the program's one-time assistance are not considered fully registered ET clients.
- Short-term support: Fully registered seniors waiting to be matched can access short-term support (i.e. grocery delivery or in-person shopping trips, social visits/calls, and social support for caregivers).

## Urgency Levels

### Urgent

- Senior has **minimal/no** support from family and friends.
- Urgent necessities need to be delivered (i.e. pet food hamper, food, prescription, toiletries).
- Urgent transportation (i.e. surgery, cancer and dialysis)

### Semi Urgent

- Senior has **moderate** support from family and friends.
- Running **low** on necessities and has moderate support from family and friends.
- Transportation to appointments that are 5 business days away.

### Non Urgent

- Senior has **stable** social support from family and friends.
- Non-urgent necessities to be delivered (i.e. crafts, hobbies, snacks).
- Requests for non-urgent/ next month appointment rides/in-person support.

## SENIORS SOCIAL SUPPORTS DEPARTMENT

### VOLUNTEER ENGAGEMENT TEAM

#### PROGRAMS AND SERVICES

- Volunteer Intake, onboarding, training
- Informal volunteers
- Kind Neighbour

#### TEAM EMAIL

volunteer@calgaryseniors.org

### SOCIAL CONNECTIONS TEAM

#### PROGRAMS

- Shopping Companion
- Friendly Visiting
- Friendly Check-In
- Caregiver Kindness
- Holiday Helpers

#### TEAM EMAIL

socialconnectionsteam@calgaryseniors.org

### PRACTICAL SUPPORTS TEAM

#### PROGRAMS

- Essential Transportation
- Practical Kindness
- Pet Assist
- Cheer Mail

#### TEAM EMAIL

essentialtransportation@calgaryseniors.org  
practicalsupports@calgaryseniors.org

# Seniors Social Supports Referrals

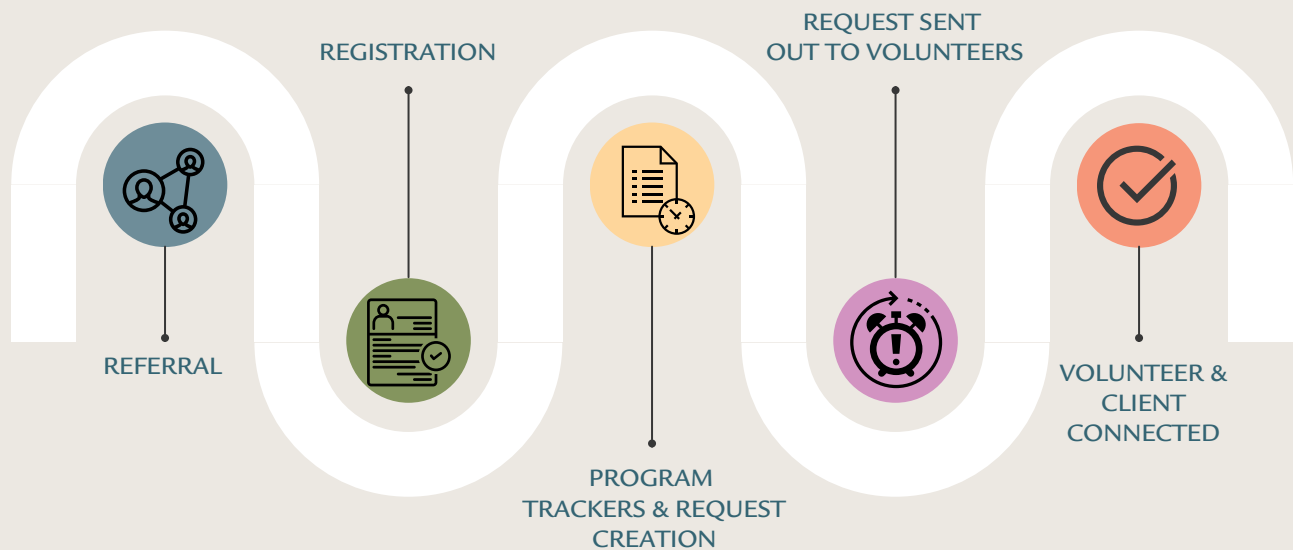
Methods	Referrers	Eligibility	Waitlists	Temporary Assistance
Online Form	Self	Typically aged 65+	Timeline varies significantly	One-Time Assistance: Urgent appointments that require a companion
Phone	Social Workers	Self-transferring (transportation requests only)	Urgent requests are prioritized	Short -Term Requests: Designed to help seniors on the waitlist receive support
Email	Friends/Family/Neighbours	Limited social supports		
Fax Form	Healthcare Professionals	Lives within the Calgary area		
	Caregivers			

## S3 Referrals: What to Include

Additional details we'd like you to include in the referrals:

- Appointments - the date, time, full address, and the type of appointment (e.g. surgery, ACCESS interview, pet grooming).
- Transportation - client mobility, vehicle preference, smoker status, self transfer status, access to an animal carrier, and animal car ride behaviour.
- Urgency level - indicate in the referral description and use the “Urgency Levels ” diagram above to gauge your client’s urgency level. Please note we are not an emergency service and try our best to provide services based on program capacity and volunteer availability.

## S3 Client Intake Process



Referrals will be contacted by a Program Coordinator after an initial assessment of program eligibility is made.

- Referrals are triage based on urgency, program capacity, and volunteer availability.
- Referrals submitted after 3:30 PM will be processed the following business day. Our office is closed weekends and stat holidays. If you have an urgent referral, please state in the referral form.