

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
- [Seniors Home Supports Program](#)
- [Sage Directory of Senior Services](#)
- [A Guide to Mobility and Independence](#) (on line listing of In-Home Services & Transportation Providers)

2. Food Security/Nutrition

- [Edmonton Meals on Wheels](#) (hot meals, frozen meals, grocery delivery, nutrition and cooking workshops) 780-429-2020
- [Edmonton Food Bank Hamper Program](#): 780-425-4190 or community food depots
- [Tough Times Handbook](#)
- Budget Counselling (e.g. [Money Mentors](#))
- [Edmonton Food Bank Community Supports](#) (Community Meals, Discount Groceries, Collective Kitchens, Wecan Food Basket Society, Bread Runs, etc.)
- Grocery stores delivery service (Safeway, 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
- [Greater Edmonton Foundation Seniors Housing](#): 780-482-6561
- [Vista Housing for Seniors](#): 780-476-1470
- Hoarding behaviors, [This Full House Program \(Sage\)](#): 780-423-5510

- [Operation Friendship Senior Services](#) (OFSS) Registry/Facilities for inner city seniors 55+: 780-429-2955
- [AHS Continuing Care Options](#): 780-496-1300 (Intake)
- [Seniors Home Adaptation and Repair Program](#)

Moving Assistance:

- [Junk 4 Good](#): 780-761-9636
- [Seniors Home Supports Program](#)
- [Hire Good](#): 780-426-0500

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
- Health Link: Call 811
- Medical Assistance in Dying: [ACSW](#) and [AHS](#) resources

5. Transportation

- [Alberta Information for Mature Drivers](#)
- [ETS DATS](#) Enhanced Service for Seniors: [Seniors Mobility Choices Training Program](#), [mobility travel tools](#), annual bus pass
- [AMA 55+ Drivers Education](#): 1-800-642-3810
- [Taxi vouchers](#): most taxi companies offer 10% – 20% discount if voucher books bought
- [A Guide to Mobility and Independence](#), MARD
- [Drive Happiness](#): 780-424-5438

6. Financial/Legal

- [Alberta Supports](#) financial benefits (ASB & AISH), trusteeship, guardianship: 780-644-9992
- Sage: Guardian and Co-Decision Making, Trusteeship forms
- Local MPs: Advocacy around obtaining immigration paperwork (e.g. Proof of Landing) and fast track OAS/GIC payments if urgent
- Local MLAs: advocacy for provincial benefits and services
- Disability Forms: [Voice of Albertans with Disabilities](#), 780-488-9088
- [OAS/ CPP](#)
- [Office of the Public Guardian and Trustee](#): 4th Floor, Brownlee Building 10365-97 Street, 780-427-2744
- Seeking employment: [Employabilities](#)

Budgeting:

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

Legal Assistance:

- [Edmonton Community Legal Centre](#): Second floor 10020 – 100 Street., 780-702-1725
- [Student Legal Services](#): 11011 88 Ave, 780-492-2226
- [Center for Public Legal Education Alberta](#): resources to help people understand their rights and obligations under the law.

7. Caregiving Issues

- Alberta Health Services Community Care Services — to access Home Care, Respite, Supportive and Facility Living 780-496-1300
- [Caregivers Alberta](#) 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

- [Canadian Mental Health Association](#): Suicide Grief Support Services: 780-732-6654
- [Edmonton Healing Centre](#): 780-454-1194 (Support for Grief and Loss)
- [Pilgrims Hospice Bereavement Programs](#): 780-413-9801 (Expressive Arts for Grieving Children, Teens and Families)
- [Catholic Social Services](#): 780-391-3233 (individual counselling)
- 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)
- [Center for Loss & Life Transition](#) (Dr. Alan Wolfelt)
- Funeral Planning: [Funeral Planning in Alberta](#), Alberta Health [Saying Farewell](#)

9. Mental Health

- Community Urgent Services and Stabilization Team (CUSST): 780-342-7777
- Community Geriatric Psychiatry [Referral Form](#) Covenant Health, Intake: 780-342-9107
- [Glenrose Rehabilitation Hospital](#): 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
- [Kaye Edmonton Clinic Geriatric Outpatient](#)
- 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

- [Recreation and Wellness Directory for Older Adults](#) ESCC: 780-423-5635
- [Edmonton Federation of Community Leagues](#): 780-437-2913
- [The Pride Centre of Edmonton](#): 780-488-3234
- [Inclusive Services for LGBT Older Adults –A Practical Guide to Creating Welcoming Agencies](#)

12. Elder Abuse

- Seniors Abuse Helpline: 780-454-8888 (24/7)
- [Elder Abuse Intake Line/Seniors Protection Partnership](#): 780-477-2929
- [Sage Seniors Safe House](#): 780-702-1520

13. Cultural Diversity

- [Multicultural Health Brokers](#): 780-423-1973
- [Multicultural Seniors Outreach Program](#), Sage and Multicultural Health Brokers: 780-701-9018
- [The Shaama Centre](#): 780-465-2992
- [Catholic Social Services](#)-Immigration and Settlement (Senior Council): 780-424-3545
- [Edmonton Mennonite Centre for Newcomers](#): 780-424-7709
- [Centre for Race and Culture](#): 780-425-4644
- Edmonton Aboriginal Seniors Centre: 587-525-8969
- [Bent Arrow](#): 780-474-2400
- Metis Child & Family Services: 780-452-6100 ext. 225

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