



PROGRAMS AND SERVICES FOR SENIORS AND OLDER ADULTS

Reducing isolation, enhancing quality of life and providing support for seniors to remain in their homes longer are all main pillars of JFSC. We deliver high quality programs, services and support with compassion, caring and exceptional service. Our vision is to enrich lives and strengthen communities, and we focus on engagement and creating a sense of belonging and connection.

JFSC programs and services for Seniors and Older Adults include:

- **Basic Needs Support**
- **Older Adult Supports: The Way In Network**
- **Memory Care Program**
- **Caregiver Support Programs**
- **Seniors Mental Health and Addictions Response Team**
- **Mental Health Support Line**
- **Private Home Support Services**
- **PCN/Acute Care Pilot Project**
- **Friendly Visitor Program**
- **Safta's Kitchen Program**

We meet clients in the community, in their homes or at our offices.

Eligibility: Anyone living in the City of Calgary

Fee for service: There is no cost for most programs with the following exceptions:

- Mental Health Line – 3 free sessions, sliding scale fees for additional service
- Private Home Support Services – fees apply

Contact us: 403-287-3510 or email info@fsc.org

Website: www.jfsc.org

JFSC is a non-denominational, accredited, non-profit social service agency dedicated to enriching lives and strengthening communities since 1961. We provide inclusive and accessible programs and services for individuals and families across their life spans, based on the values of compassion, social justice and improving the world.





BASIC NEEDS SUPPORTS



Sometimes people find themselves in a situation where they need a helping hand. You may be a single parent trying to make ends meet, a senior struggling to feed yourself or a beloved pet, a newcomer wanting help navigating a new environment or a family needing access to nourishing food.

Our dedicated and caring staff work one-on-one with clients to meet essential needs, foster independence and encourage self-sufficiency while preserving dignity.

We support individuals with:

- Food Security
- Connection to community resources
- Financial literacy and coaching
- Advocacy
- Housing support
- Initial and on-going assessment of needs



Our Wynne Thal Pantry carries a selection of food, hygiene products, cleaning supplies and even pet food for those in need.

We can meet clients in the community, in their homes or at our offices.

Eligibility: Anyone living in the City of Calgary

Fee for Service: None

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"I am very thankful for your support through my difficult time" – JFSC Basic Needs client



OLDER ADULT SUPPORTS: THE WAY-IN NETWORK



Our goal is to enhance the quality of life for seniors, connecting clients with programs and services to promote healthy aging, community inclusion and independence. We address the unique needs of seniors with the goal of successful aging in place.

Our dedicated, specialized Older Adult Team works one-on-one with clients providing:

- Services to reduce isolation
- Advocacy and emotional support
- Information, referrals and access to community resources to assist with food security, housing, transportation and health care
- Support completing forms for government benefits and income programs
- Financial literacy and coaching
- Connection to community and activities
- Education and health promotion

Our outreach model delivers services to Older Adults in the community, in their homes or at our offices.

We are part of the Way In Network, a four agency collaboration (JFSC, carya, Calgary Senior Resource Society, Calgary Chinese Elderly Citizens Association) supporting older adults in the City of Calgary.

Eligibility: Older adults living in the City of Calgary

Fee for Service: None

Contact us: 403-287-3510 or email info@jpsc.org

Website: www.jpsc.org



"...I am grateful for the services and feel confident because I know I can call and get help immediately" – JFSC client satisfaction survey comment



JFSC MEMORY CARE PROGRAM

The need for connection and engagement does not disappear with the diagnosis of memory loss, Alzheimer's Disease or dementia.

Our Memory Care volunteers come to your home for one-on-one activity support, while providing the opportunity for caregiver respite. Trained through the Alzheimer Society of Calgary's *Best Friends Approach*™, they use your Life Story and tailor activity toolkits to individual abilities and needs.

Our Program:

- Provides activities for cognitive, physical, social, emotional and creative support
- Builds connections and relationships
- Provides access to professional support and advocacy



Eligibility: Community individuals living with memory loss that disrupts daily life or a diagnosis of Alzheimers Disease or dementia. Eligibility is further determined by the assessed level of need, level of community or family support, health and/or circumstances of the caregiver, and diagnosis and severity of symptoms.

Fee for Service: None

Contact us: 403-287-3510 or email info@fsc.org

Website: www.jfsc.org

"My client's caregiver says that it is rare to have her remember anyone, but she always remembers and recognizes me" – JFSC Memory Care Volunteer



JFSC CAREGIVER SUPPORT PROGRAMS

“Alone we are strong, together we are stronger”

Caregiver roles are rewarding but can also pose challenges and have significant impacts on family and relationship dynamics. When “caregiver stress” is unaddressed, it can build into “caregiver burnout”, a physical, emotional and mental exhaustion.

Our support for caregivers of seniors:

- individual counselling
- group sessions
- education
- access to resources for aging, memory loss, dementia and Alzheimer’s Disease, chronic illness, coping and self-care strategies, grief and loss, and resiliency



Topics include:

- Specialized memory loss and dementia work focusing on dementia education, coping strategies and emotional support.
- Group sessions focusing on practical caregiving strategies, resource navigation and caregiver self-care.
- Individual counselling support

Eligibility: Unpaid caregiver to a senior (55+)

Fee for Service: None

Contact us: 403-287-3510 or email info@jpsc.org

Website: www.jpsc.org

“I have been to 4 or 5 other caregiver groups, and this is the best one I have attended. There is always a plan for our time together and resources shared.” – JFSC Caring Together Group Member



SENIORS MENTAL HEALTH AND ADDICTIONS RESPONSE TEAM (SMHART)

Depression, anxiety and other mental health issues can present in older adults as a result of the cumulative effects of loss, grief and sorrow. Our SMHART Team social worker and LPN work with older adults struggling with mental health and/or addictions.

SMHART:

- Focuses on early intervention and prevention
- Conducts screenings and assessments
- Connects clients to community resources
- Provides emotional support
- Acts as an advocate
- Monitors ongoing mental health
- Provides basic medical needs
- Implements action plans and service goals.



We work with AHS Geriatric Mental Health Unit, Family Physicians, Psychiatrists, Psychologists, Home Care, Kerby Centre, The Way-In Network, Senior Connect, Mental Health Support Line, and the Elder Abuse Response Team.

We meet clients in the community, in their homes or at our offices.

Eligibility: Older adults in the City of Calgary (aged 55+) experiencing mental health and/or addiction related concerns

Fee for Service: None

Contact us: 403-287-3510 or email info@fsc.org

Website: www.jfsc.org

"We thrive on going the extra mile – we do everything from addressing mental health to ensuring our clients have home safety equipment and linking them to fun community activities like karaoke. We see a renewed connection and a transformation in key areas such as depression, eating disorders, anxiety and dementia". – JFSC SMHART team member.



MENTAL HEALTH SUPPORT LINE 403-287-3511

The Mental Health Support Line is a resource you can access if you are struggling with poor mental health.

Our phone line is open to everyone and provides confidential, barrier-free, short term therapy with a registered psychologist. We provide up to three complimentary sessions with the option of continuing therapy on a sliding fee scale.

Our therapists are well experienced and offer support with:

- Grief and Loss
- Life transitions
- Family and inter-personal relationships
- Historical trauma
- Mental health diagnosis and coping strategies



Eligibility: Anyone living in the City of Calgary

Fee for service: 3 free sessions, sliding scale fees for additional service

Mental Health Support Line: 403-287-3511

Website: www.jfsc.org

"It's so nice to finally have the opportunity to talk about things that have upset me for a long time, I just never had the chance to do this in the past" JFSC Mental Health Support Line client



PRIVATE HOME SUPPORT SERVICES

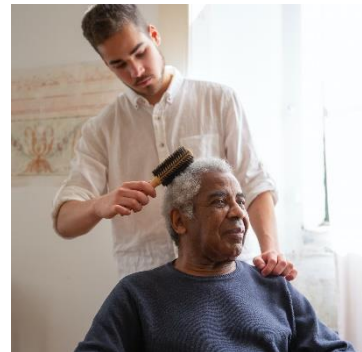


Sometimes we need extra help. You may be a caregiver needing respite, a new mother needing a hand, require short term help after surgery, assistance with housework, grocery shopping, meal preparation, or wound care.

Our In-home services are available for short and long-term support to help with physical and/or emotional limitations that impact daily living. We believe that every individual should have the opportunity to be as independent as possible.

Home Support workers are screened and trained in personal caregiving and/or as Personal Health Care Aides and supervised by an LPN. We also offer the following services in multiple languages:

- Homemaking
- Meal preparation
- Accompaniment to appointments
- Medication assistance
- Personal care
- Caregiver respite
- Advocacy and emotional support



We work with natural support networks, AHS, community resources and other service providers to meet the unique needs of every individual.

Eligibility: Anyone living in the City of Calgary

Fee for service: \$31 per hour (2-hour minimum commitment)

Contact us: 403-287-3510 or email info@fsc.org

Website: www.jfsc.org

"JFSC Home Support Program made it possible for my husband to remain at home. The caregivers are an integral part of our family and I do not know if we would manage without JFSC Home Support staff" – JFSC client



PCN/ACUTE CARE PILOT PROJECT

JFSC is part of a four-agency collaboration through AHS and the Primary Care Network to support Seniors discharged from hospital in navigating community resources.



"We are pleased with Jewish Family Service Calgary. When we first called we got a prompt response from you. A visit was arranged. We told them of our condition and needs. They were prompt and friendly and pleasant. We appreciate JFSC." -PCN pilot project client



FRIENDLY VISITOR PROGRAM

The Friendly Visitor Program pairs volunteers and seniors for weekly visits to explore common interests, shared experiences and building connections, with the aim of bringing joy to seniors and reduce isolation.

"It feels like we are friends just catching up" – JFSC Friendly Visitor volunteer



SAFTA'S KITCHEN PROGRAM



Safta's Kitchen is an innovative program for seniors aimed at enhancing joy and reducing isolation through cooking together. Through Covid seniors have been receiving meal kits and enjoying Zoom seminars, post-Covid events will be in person, cooking together as a group. This program is part of Igniting Neighbors, funded by New Horizons for Seniors.

VOLUNTEER PROGRAM

Volunteers are a valued and important part of JFSC providing client contact and engagement through multiple programs including Friendly Visitor, Memory Care and Safta's Kitchen. Training is provided through the Agency and volunteers feel a sense of purpose and enjoy the opportunity to get involved and give back to their communities.

"I love the work I get to do here! I feel influential and connected to other people, which is an achievement during the worst of Covid-19." – JFSC volunteer satisfaction survey comment



Eligibility: Anyone living in the City of Calgary

Fee for Service: None

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FREQUENTLY ASKED QUESTIONS

Do I have to be Jewish to access your services?

No, we provide services to all faiths and cultures.

What part of Calgary does JFSC service?

JFSC provides services in the City of Calgary.

How can I contact you?

JFSC's intake line is **403-287-3510**.

How can I get more information about JFSC?

Check out our website at www.jfsc.org or call our intake line **403-287-3510** for information on all our programs and services.

Is there a cost for your services?

There is no cost for most programs with the following exceptions:

- Mental Health Line – 3 free sessions, sliding scale fees for additional service
- Private Home Support Services – fees apply

I don't have access to transportation, how can I receive your services?

Our programs are designed to meet clients in the community, in their homes or at our offices.

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Intake Line: 403-287-3510

Website: www.jfsc.org