



Outreach: Aging in Community Supports Project

1.0 The Way In Network and Project Background

The Way In Network is a collaboration of four agencies (JFSC, Calgary Seniors, carya, and CCECA) with over ten years experience providing in-home supportive referrals, and case management services for older adults across Calgary.

Building on the strength of The Way In collaboration, this project aims to improve the integration of health and community based seniors services. The focus is on improving coordination of non-health related services that support healthy aging in community and enhancing the quality of life for seniors.

2.0 How We Can Help your Patients

Working collaboratively with PCNs and AHS acute care staff, The Way In Network has dedicated an Outreach Worker who is assigned to a designated quadrant within the City of Calgary who will work in the client home to coordinate a plan to support their return to independent living in the community setting. With every client, we complete a comprehensive in-home social work assessment and service plan to address their individual needs.

We can help clients with:

- Accessing in-home support programs
- Social connection and reducing loneliness
- Connection with the health home in their community
- Referrals and access to mental health/addiction supports
- Accessing financial benefits and income support
- Navigating support for medication costs
- Finding help with transportation

All services will be delivered to the individual, in their home with cultural and language sensitivity.

Clients will be assessed within 48 hours of the referral being received.

3.0 Eligibility Criteria

Vulnerable individuals 55 years of age and older with limited natural supports who require community-based services. This program will focus on clients discharged from hospital and will also accept referrals beyond this scope as required to promote a broad barrier free service.

4.0 Outcomes

It is the goal of the project is to: Reduce emergency room visits
Reduce length and frequency of hospital stays
Reduce isolation and feelings of loneliness for Older Adult/Seniors
Increase natural support networks/community connections

5.0 Centralized Intake

Ageing in Community Supports Centralized Intake	Sairose Kassam	Phone: 403-287-3511 Fax: 403-287-3735 Email: Sairosek@jfsc.org
Calgary Chinese Elderly Citizens' Association will provide support to clients with language barriers.	Asura Law	403-269-6122 or Asura.law@cceca.ca

For additional information, concerns or inquiries please contact Project Lead: Jocelyn Cuthbert Mora – carya jocelync@caryacalgary.ca 403.650.2700

6.0 Additional Information

- This project supports clients living within Calgary city limits.
- For clients with language barriers there is support that can be provided. Please note this requirement upon referral.