



HAMILTON
**SENIORS
ISOLATION**
IMPACT PLAN

OCTOBER 2017

INTRODUCTION

- Three year pilot funded by the Government of Canada's New Horizons for Seniors Program
- Seven agencies leading projects that contribute to shared goals
 - AbleLiving
 - Gilbrea Centre for Studies in Aging
 - Hamilton Council on Aging
 - St. Joseph's Home Care
 - Thrive Group
 - Wesley Urban Ministries
 - YWCA Hamilton
- Aiming to achieve positive outcomes for 20% of isolated seniors city-wide

IMPACT PLAN

POPULATION GOALS

Increase proportion of isolated seniors in Hamilton who:
Have support and help when they need it by 20%
Participate regularly in activities by 10%
Feel connected to family, friends and acquaintances by 20%
Feel valued by family, friends and acquaintances by 10%

SHARED OUTCOMES

1. Build a sustainable collaborative & mobilize public will

2. Understand isolation & facilitate community response

3. Identify isolated seniors

4. Connect seniors with community

5. Improve & coordinate supports

6. Evaluate & scale what works

ACTIVITIES

AbleLiving

Gilbrea Centre for Studies in Aging

Hamilton Council on Aging

St. Joseph's Home Care

Thrive Group

Wesley Urban Ministries

YWCA Hamilton

Supporting:
3, 4, 5

Supporting:
2, 5, 6

Supporting:
1, 2, 6

Supporting:
3, 4, 5

Supporting:
3, 4, 5

Supporting:
3, 4, 5

Supporting:
3, 4, 5

STRUCTURE

STEERING COMMITTEE
(PROJECT LEADERS)

Accountability, governance, decision-making, communications, data tracking, evaluation, grant compliance, reporting.

OUTREACH TEAM
(CONNECTORS)

Data tracking, problem solving, information sharing, making recommendations.

EXTERNAL GROUPS
(COMMUNITY PARTNERS)

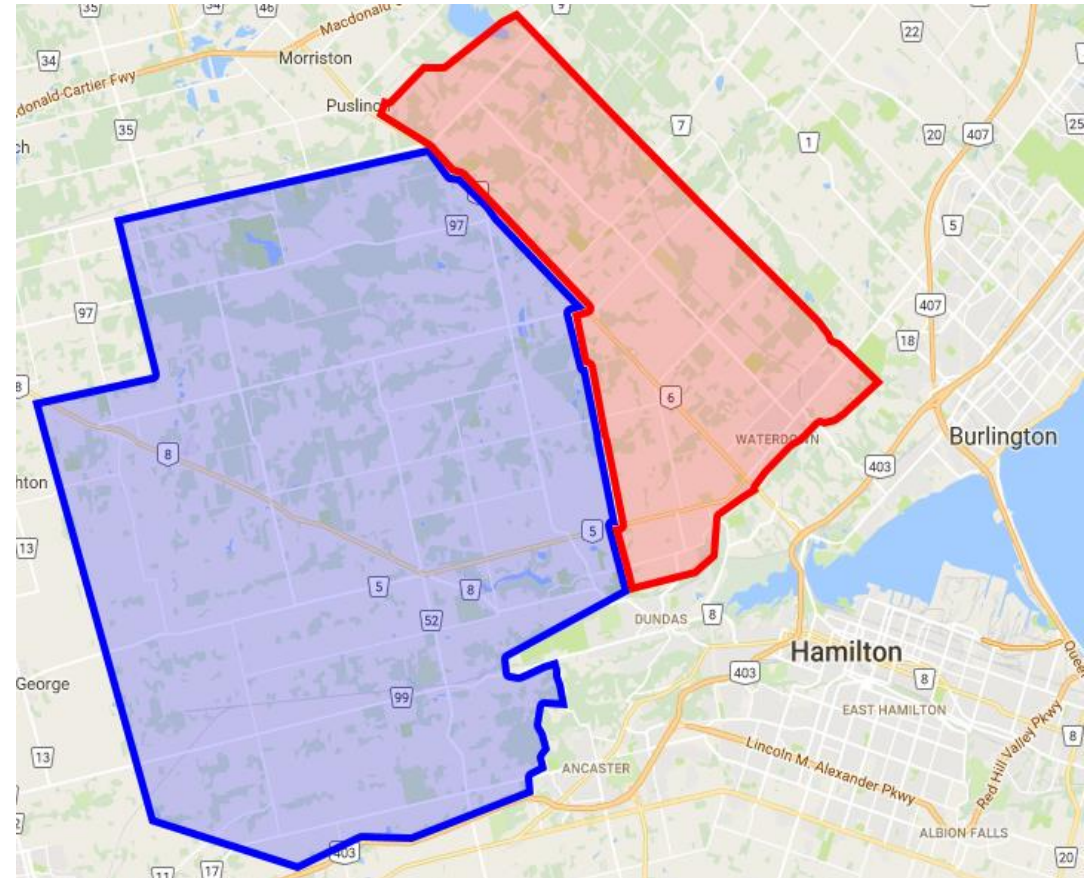
Seniors Inclusion Coalition, Seniors At-Risk Community Collaborative, HISST, etc.

TARGETED AREAS

CENTRAL & EAST MOUNTAIN



FLAMBOROUGH (WARDS 14 & 15)



BACKBONE PROJECT

- Managed by Hamilton Council on Aging
- Supports development and functioning of the HSIIP Collaborative:
 - Coordination
 - Facilitation
 - Strategic planning
 - Shared tools
 - Evaluation
 - Information sharing and knowledge translation
 - Outreach and partnerships
 - Marketing

CONNECTOR PROJECTS

- **Hospital Connectors** (AbleLiving & St Joseph's Home Care)
 - Serve isolated seniors being discharged from hospitals.
 - Assess needs and link them to activities and supports.
- **Community Connectors** (Wesley Urban Ministries)
 - Serve isolated seniors throughout Hamilton.
 - Assess needs and link them to activities and supports.
- **Peer Connectors** (YWCA Hamilton)
 - Volunteers provide friendly visits to seniors in targeted neighborhoods.
 - Can also accompany isolated seniors to health promotion programming offered by YWCA Hamilton.

CLIENT STORY #1

- **Situation**

- 68 year old woman referred to Community Connectors by landlord.
- No living family or friends.
- No family doctor, no ambulatory devices, very little furniture and food.
- Physical disability prevented her from washing and caring for herself.

- **Response**

- Connected to a family doctor.
- Connected to CCAC home care services.
- Connected to Grocer Ease program at Banyan Community Services.
- Registered for DARTS and taught her how to use it.
- Used Social Participation Fund to purchase bus tickets.
- Helped to purchase a walker.
- Advocated with landlord to fix a bug infestation.

CLIENT STORY #2

- **Situation**

- 63 year old woman referred by an acquaintance.
- Recently lost her husband, no children, estranged from living family.
- Diagnosed with a terminal illness, being discharged from hospital.
- Low income and behind on filing taxes.
- No access to transportation.

- **Response**

- Connected to St. Joseph's Home Care services.
- Connected to Cancer Assistance Program to get free rides to appointments.
- Connected to VON Palliative Friendly Visiting.
- Connected to Heart to Home Meals (helped her purchase frozen meals).
- Assisted with completing income tax returns and Power of Attorney documentation.
- Enrolled in the Taxi Scrip program and used Social Participation Fund to purchase taxi scrip booklets.
- Accompanied to medical appointments and liaised with health professionals to improve quality of care.

CLIENT STORY #3

- **Situation**

- Single male referred by hospital social worker.
- Returning home after spending three months in rehab following a stroke.
- Since his stroke he lost his job, health card and birth certificate.
- Behind on rent and facing eviction, late on multiple bill payments.
- Restricted mobility, no phone, no access to transportation.

- **Response**

- Advocated with landlord to arrange payment of arrears and assisted in postponing due dates for bills.
- Connected to ODSP for on-going income support.
- Connected to CCAC to get a home assessment from an occupational therapist.
- Helped apply for a health card and new copy of birth certificate.
- Enrolled in the Taxi Scrip program and used Social Participation Fund to purchase taxi scrip booklets.
- Communicated with neighbor to arrange occasional access to a phone.

CAREDOVE PROJECT


- Managed by Thrive Group
- Online platform to find local health and community services for seniors
- Can be used to send or receive referrals, and book appointments
- www.caredove.com/hamiltoncss

Hamilton CSS > Select a service advanced search

Most Popular	Daytime Activities	Meals & Help Around the House	Conditions	Other
Care Connectors ▶	Adult Day Programs ▶	Group Dining	Acquired Brain Injury	Assistive Equipment
Meals on Wheels	Friendly Visiting	Home Maintenance & Repair	Alzheimer & Dementia Services	Attendant Services ▶
Housekeeping	Personal Support	Housekeeping	Blind/Low Vision Rehab	Foot Care ▶
Rides & Transportation	Respite Care (In-Home)	Meals on Wheels	Palliative Care ▶	Individual/ Family Counselling
Adult Day Programs ▶	Seniors Gentle Exercise ▶	Shopping	Spinal Cord Injury Support	Support Groups ▶
				Telephone Reassurance

Enter your Address, City or Postal Code Map

Search for services at any address in Hamilton.



RESEARCH PROJECT

- Managed by Gilbrea Centre for Studies in Aging
- Researchers work alongside seniors and the HSIIP Collaborative to:
 - Better understand social isolation in Hamilton;
 - Deliver training and information; and
 - Share knowledge to improve project outcomes, inform policies and practices, and affect public attitudes.
- To access information sheets, research outputs and other resources visit www.socialisolation.ca

SOCIAL PARTICIPATION FUND

- \$50,000 grant from the Retired Teachers of Ontario Foundation.
- Each client of HSIIP is eligible to receive up to \$300 for a range of eligible expenses.
- Most requests have related to transportation (47%) and recreation (28%).
- Other eligible expense types include:
 - One time cleaning event to address hoarding
 - Language interpretation
 - Respite care
 - Volunteer expenses



“Working together to reduce social isolation of seniors in our communities.”

CONTACT Us:

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PARTNER ORGANIZATIONS:



SUPPORTING PARTNERS:

