



SENIORS HOME SUPPORTS PROGRAM

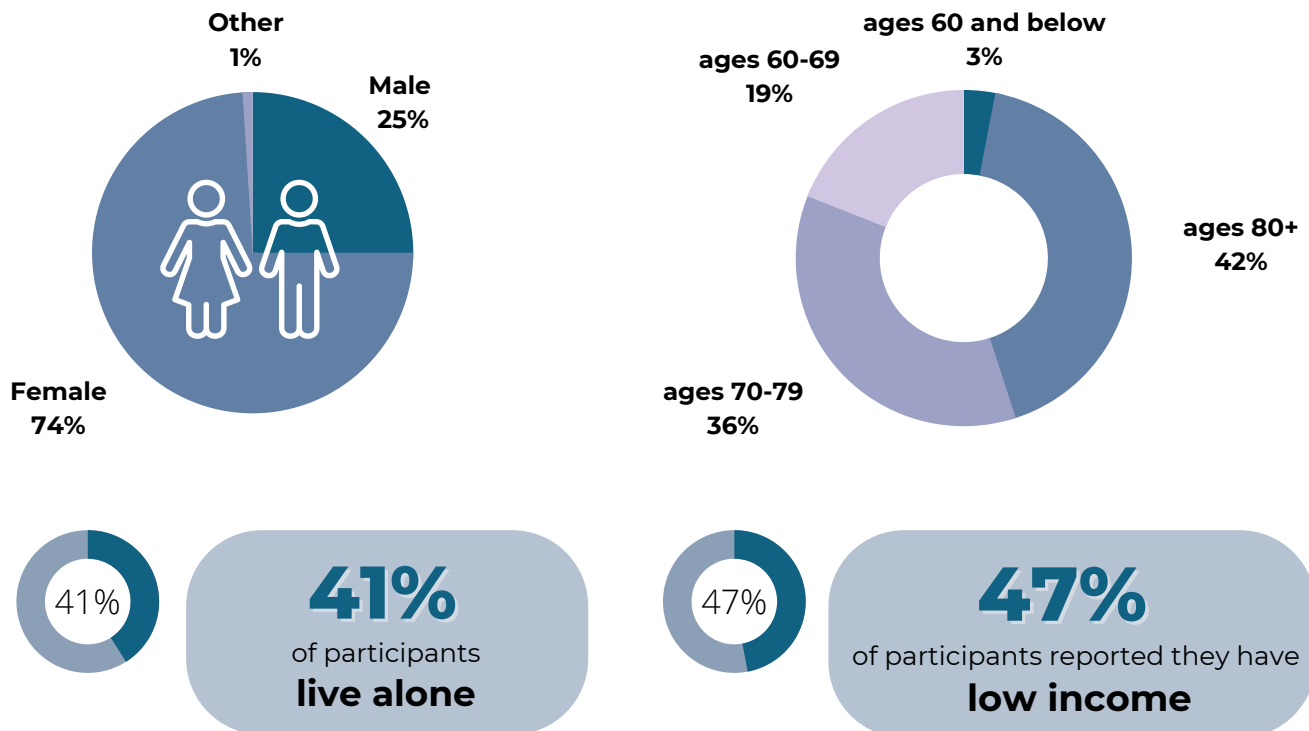
QUICK FACTS

The Seniors Home Supports Program helps seniors age in Edmonton and the surrounding community by providing referrals to service providers offering snow removal, yard help, housekeeping, home repair and maintenance, personal services, and moving help.

Who is being helped by the program?

6,191 participants

used the program in the last 5 years

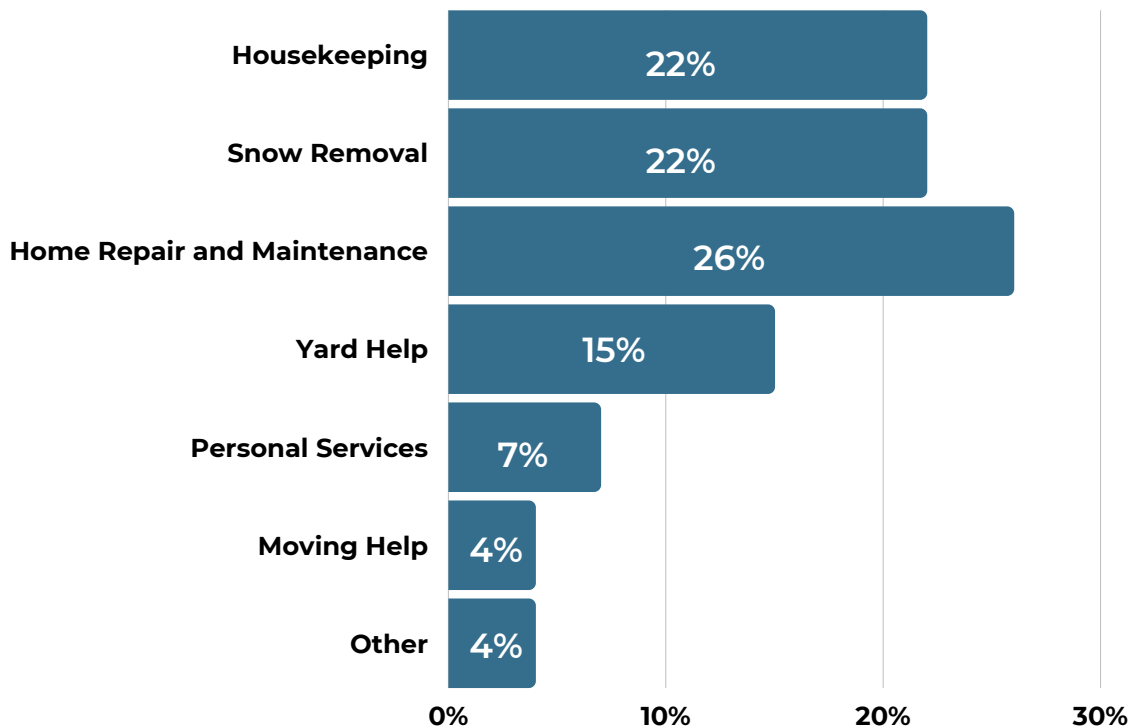


Referrals to Services

Overall referrals grew by **11,131**

Services Requested by Seniors

Over 5 years, referrals were provided to services in the following categories:



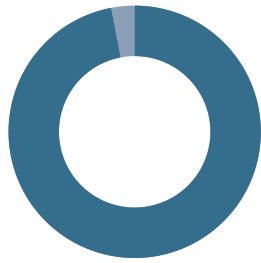
Services Beyond Home Supports

The Seniors Home Supports Program is a gateway for access to other vital services. Every call to the Seniors Home Supports Program helps to connect the senior to the other things they need.

In addition to home support referrals, the program provided referrals to:

- Outreach services offered by seniors organizations - **23%**
- Government benefits - **33%**
- Health services - **10%**
- Transportation - **5%**
- Other - **29%**

Satisfaction with the Program



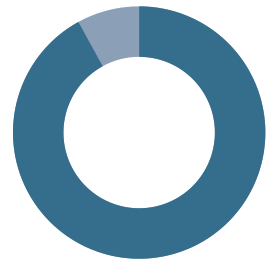
97% of seniors

were satisfied with the program

"The program is fantastic. I have told all my friends to use this program to find vetted service providers to feel safe."

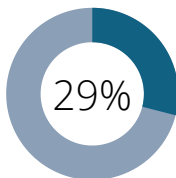
With the support of the program, these seniors were able to continue to live in their homes.

92% of seniors



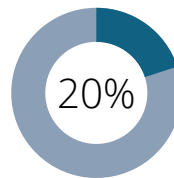
used a service provider and would use them again

Seniors reported many positive outcomes of using the program:



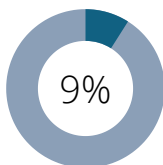
SAFETY

"I feel safer and happier to get all repairs done in my home."



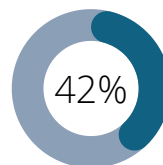
INDEPENDENCE

"You helped me keep my house clean, because I cannot do it anymore."



BELONGING

"I am happy you remember me and are following up."

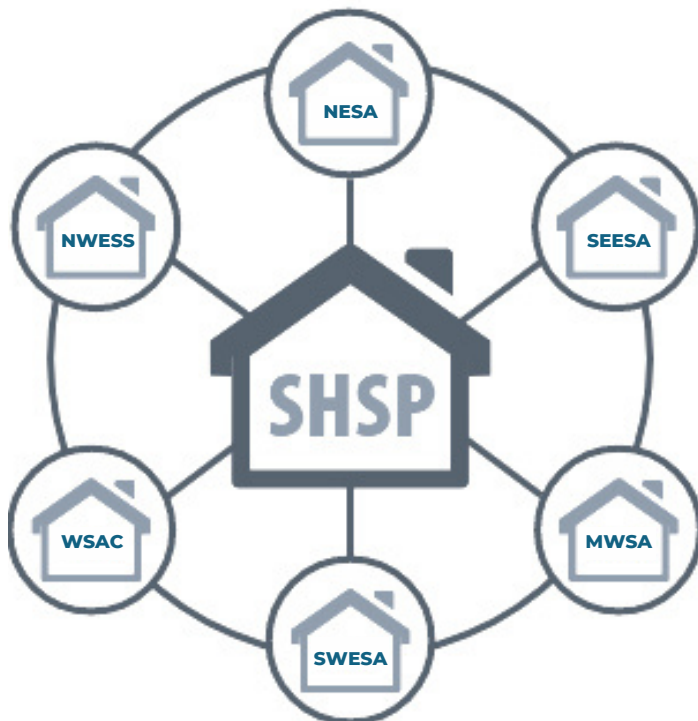


PEACE OF MIND

"I have a peace of mind knowing the providers are screened."

The Model

The Edmonton Seniors Home Supports Program (SHSP) is funded as a collaborative with the Edmonton Seniors Coordinating Council as the backbone organization and six seniors organizations responsible for geographic district defined by postal codes.



The six organizations are:

- North Edmonton Seniors Association (NESA)
- North West Edmonton Seniors Society (NWESS)
- Mill Woods Seniors Association (MWSA)
- South East Edmonton Seniors Association (SEESA)
- South West Edmonton Seniors Association (SWESA)
- Westend Seniors Activity Centre (WSAC)

The six district centres:

- Recruit and screen third-party service providers (individuals, businesses, and organizations)
- Provide seniors with referrals to service providers
- Follow-up with referral recipients

The Edmonton Seniors Coordinating Council:

- Facilitates the design of common service delivery practices with the districts
- Maintains a collective database used for program activities and outcomes
- Oversees developmental evaluation for ongoing improvements of the program
- Develops promotional material for the districts and does city-wide promotion

For more information on this data, contact the Edmonton Seniors Coordinating Council at 780-423-5635 or info@seniorscouncil.net.

Learn more www.seniorshomesupports.com

Compiled using data from July 2017 - June 2022

Supported by

