



A&O

Support Services for Older Adults

November 18, 2019



The Agency

- A not-for-profit organization that provides programs and services to older Manitobans - 55+
- Established in 1957 in response to the need from older adults
- Governed by a volunteer Board of Directors
- Assisted 31,575 older adults last year (age 55-106)



A & O Services

Safety & Security

- Elder Abuse Prevention Services
- Safe Suite Program
- Older Victim Services
- SafetyAid
- This Full House

Social Engagement

- Senior Centre Without Walls
- Connect Program
- Senior Immigrant Settlement Services

Counselling

- Information & Referral
- Intake
- Counselling
- Housing
- Legal Services



Senior Centre Without Walls

- Provides isolated older adults access to a variety of programs and services through a conference call format
- Program is free and participants follow along with materials mailed to them
- Health and educational presentations, language classes, book clubs and short stories, support groups, celebrity bingo
- 2018-19 = 247 participants from 46 communities and every region
- We have assisted Ottawa and Edmonton start SCWW programs



Senior Immigrant Settlement Services (SISS)

ENTRY FOR SENIORS - GROUP ORIENTATIONS: A settlement orientation for newcomers who are 55 +. Participants learn about living in Manitoba, Canada.

SETTLEMENT WORKER PROVIDES: Information, assistance connecting with resources, Help with forms and documents, and opportunities to connect with older adults in the community

ENGLISH CONVERSATION CIRCLES FOR SENIORS: Older adults practice their English skills, Meet other older adults from their community and around the world, Learn about resources for older adults in Winnipeg

ENGLISH LANGUAGE PROGRAM (ELP) FOR SENIORS: Learn English needed to do everyday tasks such as going to the doctor, shopping, banking etc., and connect with other older adults in their community



Connect Program

- RSW works with isolated Winnipeggers to determine root cause of social isolation
- Matches isolated Winnipeggers 55+ with volunteer visitors who have similar interests for regular visits
- Phone-a-Friend / Volunteer Visitor
- Volunteers undergo an interview, reference check and criminal record search (cost is reimbursed by the agency) and Adult Abuse Registry (free for A & O)
- Making & Keeping Important Connections psychoeducational group (8 weeks)



Making and Keeping Important Connections

Discussions include:

- Risks of loneliness and social isolation, as well as the benefits of meaningful relationships
- Verbal and non-verbal communication, the different styles of communication
- Self esteem, core beliefs, and how these beliefs may affect how we interact with others
- Expectations, (Expressed, realistic, do they need renegotiating? Maladaptive thinking?)
- Being your own best friend, the components of self love: self care, boundary setting, self-compassion, forgiveness, and gratitude
- Extending ourselves, creating an action plan, community resources



Referral

Clients can be referred to the Connect program by:

- Calling the Intake line
- Filling out an online referral form on the agency website
- Self referral or other agency staff, family member, friend or community member (With client consent)



Thank you!

Contact info:

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