



# A&O

## Support Services for Older Adults

### **A & O: Support Services for Older Adults**

#### **CENTRAL OFFICE**

200-207 Donald St., Winnipeg, MB R3C 1M5

Phone: 204-956-6440 Fax: 204-946-5667

Toll-free: 1-888-333-3121

e-mail: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

website: [www.aosupportservices.ca](http://www.aosupportservices.ca)

**All calls are strictly confidential.**

## **A & O: PROGRAMS & SERVICES**

### **I. SAFETY & SECURITY**

#### **1. Elder Abuse Prevention Services**

Registered Social Workers respond to the needs of individuals 55+ who are experiencing neglect, emotional, financial, sexual or physical abuse. Information and resources are provided to family and friends who may be concerned about an older adult. **All calls are strictly confidential.**

#### **2. Safe Suite Program**

The Safe Suite Program provides temporary housing for individuals 55+, regardless of gender, who are in need of a safe place to stay due to abuse or neglect. Clients are provided with furnished accommodations for up to 60 days at no cost. Registered Social Workers provide counselling services and practical assistance in accessing housing, financial and legal services.

#### **3. Older Victim Services**

The agency works in partnership with the Winnipeg Police Service to help individuals 60+ who are victims of crime. Program staff provides emotional support and counselling. They also provide information about the investigation, court procedures and assistance with the Victim Impact Statement and Compensation for Victims of Crime Programs.

#### **4. SafetyAid: Falls Prevention Program**

SafetyAid is a FREE Falls Prevention Program for Older Adults. SafetyAid is an evidence-based community fall prevention program for older adults aged 65 years and older living in Winnipeg, Manitoba. The purpose of the SafetyAid program is to prevent falls and support the safety and independence of older adults in the home and community. The SafetyAid: Fall Prevention Program has three components:

- Fall risk assessment (Fall Clinic)
- Exercise component with educational sessions
- Home assessment

#### **5. This Full House**

This program is the first of its kind in Canada and is designed to assist older adults whose “stuff” fills their home and limits their lives. Houses full of saved items result in falls and injury, loss of relationships, isolation and emotional distress and can cause fires and evictions.

## **II. SOCIAL ENGAGEMENT**

### **1. Senior Centre Without Walls**

This program is the first of its kind in Canada and offers a unique opportunity for Manitobans, 55+, to join educational and interactive programs from the comfort of their own homes. Programming topics include; educational presentations, language classes, book clubs, travelogues and support groups. The free programs are accessed through a toll-free number and are offered during the day and evenings.

### **2. Connect Program**

Registered Social Workers assist socially isolated Winnipeggers 55+ living in the community by connecting them to resources that will facilitate independent living. Clients of the program may be connected to: Volunteer Visitors & Callers, Community Resources, Senior Centre Without Walls, Safety and Security Programs, Counselling and Support Services.

### **3. Senior Immigrant Settlement Services**

The program offers a wide range of settlement services for newcomers 55 years of age and over. Our Entry for Seniors program is a group orientation where participants learn about important settlement topics such as law, health and safety, housing, transportation, money and banking and community information. Upon completing Entry for Seniors, participants are referred to The Winnipeg English Language Assessment and Referral Centre (WELARC) for a language assessment appointment. They may then register for our English Language Program for seniors or are welcome to join one of our English Conversation Circles. A settlement worker is also available to provide additional information about community programs and services, to assist with forms and documents and offer opportunities to connect with other older adults in the community.

## **III. COUNSELLING SERVICES**

### **1. Counselling**

A range of counselling services are available. Some of the services available address: loneliness, death of a family member, loss of health and adult child, grandchild / aging parent relationships.

### **2. Information and Referral**

The Agency provides pertinent information about a wide range of services for older adults and links or refers them to the network of programs that exist in the community.

### **3. Intake**

The Agency's Intake Worker acts as first point of professional contact between A & O: Support Services for Older Adults and potential clients. The Intake Worker will also provide direct service including: client assessment, resource coordination, consultation, advocacy, outreach, and community education to older adults and their families. The Intake process works in close contact with the Social Work team to coordinate clients' social, emotional, and cultural needs.

### **4. Caregiving with Confidence- supports informal caregivers in Winnipeg**

- **Time Out for Caregivers** - This respite program provides the caregiver with some relief by allowing them to take a break from their caregiving duties.
- **Ring-a-Ride** - With aging there may be losses including the loss of independence through the inability to drive. This program helps older adults in the community.

- **Telephone Support** - A phone call to provide encouragement, information and support can help a caregiver know they are not alone in their journey.

## 5. Housing

One-on-one consultations with the Housing Consultant are available by appointment. The consultant will provide clients and their families with information to assist them with the selection of an appropriate housing option. A & O publishes the *Winnipeg Housing Directory for Older Adults* that contains information on housing for older adults in Winnipeg. The directory includes information on: Independent Living, Life Leasing, Assisted Living, Companion Care, Long Term Care, Supportive Housing, Intermediate Personal Care Homes and Personal Care Homes.

## 6. Legal Services

Legal services are provided on-site to individuals 55 years of age and older on matters such as wills, powers of attorney and health care directives.

---

## MISSION STATEMENT

---

A & O: Support Services for Older Adults improves the quality of life for Older Manitobans.

---

## LONG-TERM IMPACT

---

- Older adults have more social connections (decreased social isolation)
- Older adults' safety and security is increased
- Increase public awareness of issues facing older adults

---

## A & O: Support Services for Older Adults Administration

---

**Chief Executive Officer**  
Amanda Macrae

**Manager, Community Services**  
Stacey Miller

**Manager, Finance & Administration**  
Jenna Harding

**Manager, Senior Immigrant  
Settlement Services**  
Maureen Keelan



# A&O

Support Services  
for Older Adults

*Stay tuned for the*

*upcoming  
Events!*