

Homecare Program- "Garden of Eden"

Jewish Family Service Calgary (JFSC)

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Engaging with Aging Conference, Montreal

How are the services structured in JFSC?

Let's say a person calls/walks in to JFSC and asks for help:

During an initial intake the client gets assessed by a worker for:

1. Financial needs
2. Physical health needs
3. Mental health needs
4. Social needs

If the client is a Holocaust Survivor:

Client's eligibility is established for specific programs for survivors:

1. Emergency Assistance
2. Homecare Services
3. Alpha Omega Oral Health

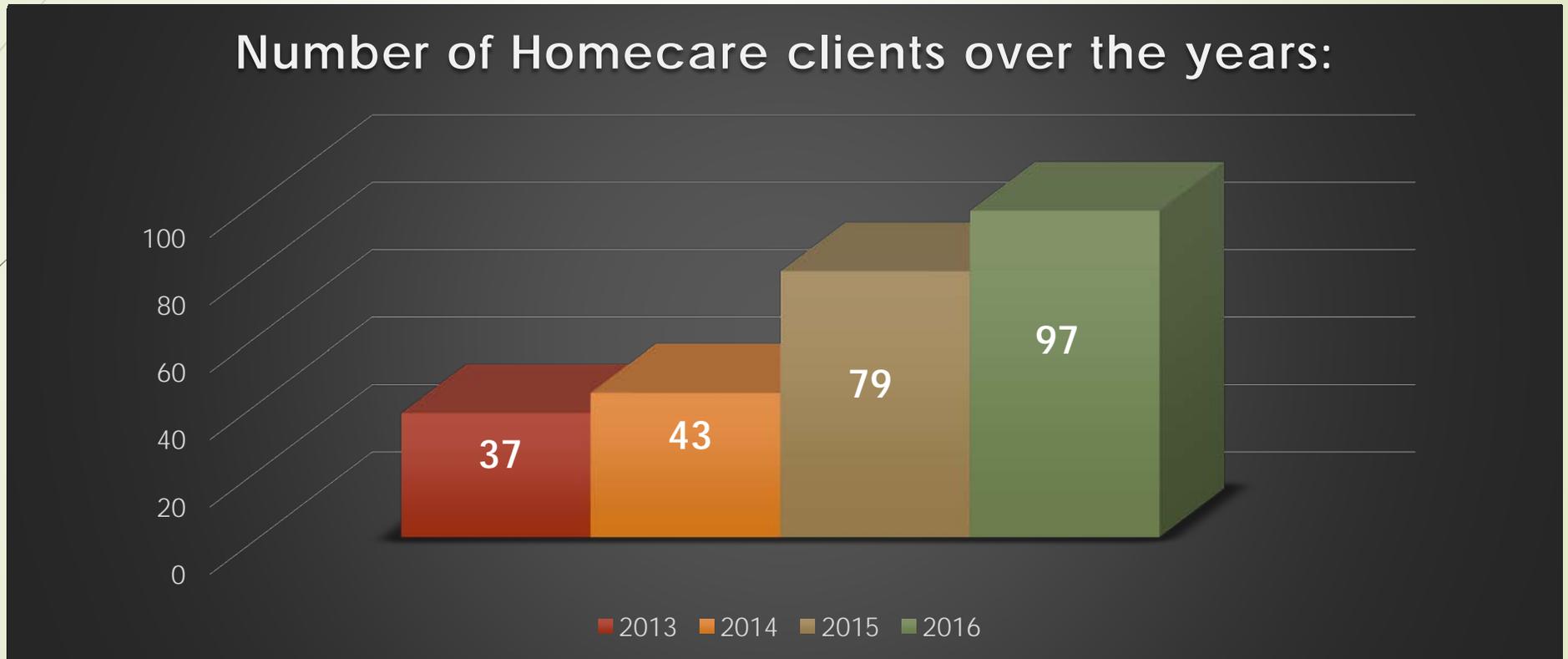
If there are services required that are out of the scope of the Claims Conference services, such as counselling and housing the client is referred inside the agency to another professional



Senior Services Statistics:

- ▶ JFSC provides outreach to all seniors in South Calgary, the Jewish community, Russian and Hebrew speakers throughout the city, as well as anyone that would like to be served by us
 - ▶ JFSC seniors department serves almost 400 seniors
 - ▶ Claims Conference Emergency Funds Assistance serves 86 survivors
 - ▶ Claims Conference Homecare Program serves 97+ survivors
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A little bit of history:





What a client receives by joining the Homecare Program

- ▶ Housekeeping
- ▶ Accompaniment to medical appointments
- ▶ Accompanied shopping
- ▶ Meal preparation
- ▶ Companionship: reducing isolation by walking, reading, talking, gardening together etc.
- ▶ Personal care - shower assistance*, incontinence care, grooming

* Alberta Health Services (AHS) provides shower assist and medication administration. JFSC shower assist is on top of that already provided by AHS.

The holistic, wrap around model and why the program is successful



JFSC's case managers



External
Homecare
Contractors



JFSC Homecare
Support Staff

WE ALL WORK TOGETHER AND HAVE DIRECT AND CONTINUOUS CONTACT



The holistic, wrap around model and why the program is successful

- ▶ Client centred and directed care
- ▶ Marketing
- ▶ Information sessions
- ▶ Leadership in JFSC
- ▶ Open communication with Cummings Centre, Claims Conference (New York), Service Providers and clients

The benefits of a holistic model

Immediate and direct access to information about the client's situation

Timely response in case of emergencies

Client Directed Service Provision

Referrals to other services such as: AHS, AADL etc.

Regular client feedback and adjustment of services based on need





Some of the feedback we have received from clients

- ▶ "It is like a Garden of Eden for us."
- ▶ "You have great people working this program."
- ▶ "You make my life better!"
- ▶ "I know you do as much as you can and give all your heart very nicely."
- ▶ "In my opinion the Holocaust Survivors Program is very timely and works well because it's very well managed by the Calgary Jewish Family Service."
- ▶ "I could not live like this without you!"
- ▶ "Thank you for your caring and compassionate work you put your heart in. Your help enhanced the last chapter of my life."

(from evaluations of the information session, June 2016)



Projections for the future

- ▶ Need to identify and reach out to isolated survivors that do not receive services (new clients)
- ▶ Increased service requests as we continue to build rapport with existing clients (existing clients)
- ▶ Increased need for services due to social isolation and decreased health conditions in the aging population (new and existing clients)



Ways to contact JFSC:

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Claims Conference ועידת התביעות
The Conference on Jewish Material Claims Against Germany



Thank you!