

Quick Reference: **Seniors Outreach/Support Workers (SOSW)**

What is a Seniors Outreach/Support Worker?

Seniors Outreach/Support Workers are employed by non-profit, community based agencies that serve older adults. Many SOSW are social workers or related professionals. SOSW provide one-time and ongoing services to seniors and their families in their own homes, seniors centres or elsewhere in the community.

Who do SOSWs serve?

Older adults*, living in the community, who have some or all of the following characteristics:

- Complex needs or circumstances
- Not able to address needs on own
- Unaware of what help is available
- Limited or no contact with family/friends
- Socially isolated (even if living with or supported by family)
- Needs help with transportation
- Does not have sufficient finances to meet needs

* Referral age may vary by agency.

A SOSW might be able to help if your client needs support in any of these areas:

- Help finding a place to live
- Help finding house or yard care
- Help filling out forms (Financial Benefits or other)
- Help filing taxes/connecting to a tax clinic
- Help finding transportation for getting to appointments, shopping, banking
- Help getting meal services or food from the food bank
- Help connecting to social opportunities and supports
- Help with private guardianship and trusteeship processes
- Help with language/cultural barriers
- Help dealing with grief and loss, mental health problems or addictions
- Help when elder abuse is suspected
- Help addressing hoarding issues (Sage "This Full House" program)

What information will a SOSW need to know about my client?

- Name
- Gender
- Date of Birth or Age
- Phone number
- Home address
- Marital status (married, divorced, widowed, common law, single)
- What language the client speaks and if interpreting services will be required
- What services the client is receiving from Home Living, including if client is in a day program or CHOICE
- If there are any issues that might impact the safety of the SOSW (e.g. suspected elder abuse, extreme hoarding, large animals in home, someone in the home who smokes, etc.)

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How can I contact a SOSW?

Call 211 and ask for Seniors Outreach/Support Services OR call one of these offices directly:

Seniors Outreach/Support Program	Postal Code Area	Phone
All Postal Codes and/or Specialized Services		
Bent Arrow Traditional Healing Society (Aboriginal seniors)	All	780-474-2400
Jewish Family Services	All	780-454-1194
Multicultural Seniors Outreach via Sage Outreach (languages/communities served: former Yugoslavian, Spanish speaking, Kurdish, Eritrean, Korean and the Africa Centre)	All	780-701-9019
Multicultural Women & Seniors Services Association	All	780-465-2992
Sage (city-wide outreach services, specializing in guardianship/trusteeship, elder abuse, hoarding)	All	780-701-9019
Strathcona Place 55+ Centre	All	780-433-5807
North Home Care Office (191 Boudreau Rd, St. Albert)		
North West Edmonton Seniors Society	T5X-T6V	780-451-1925
Northeast Home Care Office (10611 Kingsway Ave.)		
Edmonton Seniors Centre	T5B-T5G-T5H-T5J-T5K-T5W	780-342-8124
North Edmonton Seniors Association	T5A-T5C-T5Y-T5Z	780-414-8790
North West Edmonton Seniors Society	T5E-T5L	780-451-1925
Operation Friendship Seniors Society	T5B-T5G-T5H	780-429-2626
Westend Seniors Activity Centre	T5M-T5N	780-483-1209
Southeast Home Care Office (1090 Youville Drive)		
Mill Woods Seniors Association	T6K-T6L-T6N-T6T-T6X	780-508-9253
SCONA (Seniors Citizens Opportunity Neighbourhood Association)	T6C-T6E-T6G	780-433-5377
South East Edmonton Seniors Association (SEESA)	T6A-T6B-T6C-T6P	780-468-1985
Southwest Home Care Office (16930-87 Ave)		
North West Edmonton Seniors Society	T5V	780-451-1925
South East Edmonton Seniors Association (SEESA)	T6E	780-468-1985
Westend Seniors Activity Centre	T5P-T5R-T5S-T5T-T6M-T6R	780-483-1209
Strathcona Home Care Office (Bower Dr, Sherwood Park)		
Family and Community Services Strathcona County		780-464-8076

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