

## WHAT OUR CLIENTS SAY

"We are grateful for the compassionate and professional care provided. The team's dedication has made a meaningful difference in our experience. They go above and beyond to ensure comfort, dignity and well-being."

"It is a wonderful program for aging seniors to support their independence. Thank you!"

"Thank you for this wonderful service. It means so much that I can receive this wonderful help."

For more information, please contact:

**Seniors Support Services**  
Phone: 905.528.5877 x3284  
Fax: 905.525.4149  
Email: seniorsupportservices@gsch.ca

goodshepherdcentres.ca  
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# GOOD SHEPHERD Seniors Support Services

## *What it means to have Faith in People*

It means seeing the whole person. Hearing the warmth in their voice. Recognizing that everyone is a mother, a father, a son or a daughter.

We see potential and promise.

For those we serve at Good Shepherd, our faith in people means all of this. It also means helping people discover their faith in themselves.

Our services depend on the support of people who share our vision. There are lots of different ways to get involved – from volunteering your time and talent, donating food and clothing, to making a financial donation. To find out more, please contact us or visit our website.

*To donate:*

Good Shepherd Development Office  
10 Delaware Avenue, PO Box 1003  
Hamilton ON L8N 3R1  
905.528.6565  
goodshepherdcentres.ca



 Good Shepherd  
Faith in people.

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Faith in people.

# GOOD SHEPHERD SENIORS SUPPORT SERVICES

Good Shepherd's Seniors Support Services promote client safety, independence, and overall well-being while clients continue to live comfortably in their own homes. These programs are funded by Ontario Health and are provided at no cost to eligible clients.

Our seniors programs are accepting self-referrals. Referrals may also be made by Ontario Health at Home, primary care providers or other health care professionals, including hospital or community support staff.



The amount and frequency of services are based on each client's assessed needs and personal preferences. Depending on the program, services may be available up to 24 hours a day, seven days a week.

**Personal Support Services:** Our personal support workers assist with bathing, dressing, personal hygiene, toileting, mobility, safety checks and medication reminders. Homemaking services such as light housekeeping, light meal preparation and laundry support may also be provided.

**Nursing:** Provides general health assessment, chronic illness management, health teaching, medication management, care planning, crisis management and coordination with primary



care providers. This service does not provide wound care.

**Social Work:** Provides outreach and system navigation, support with complex family dynamics, brief mental health support, assistance with government programs, financial and housing support, and referrals to community resources.

**Physiotherapy:** Provides general physiotherapy assessment and assistance, falls prevention, gait and mobility support, maintenance programs (i.e. stretching, strength training) and weekly group exercise classes.

**Community Health Navigation:** Provides individual support in key areas such as social integration, financial stability, food security, and home safety to help clients live comfortably and confidently in their community.

## OUR CLIENTS

Clients must live within the designated catchment area and meet home care eligibility criteria which may include:

- Adults and seniors who can direct their own care
- High-risk seniors
- Persons with an acquired brain injury or physical disability
- Persons living with HIV/AIDS
- May be marginalized or equity-deserving

## SENIORS AT RISK

Seniors at Risk in Hamilton facilitates timely interventions and offers support for seniors impacted by issues such as dementia, abuse, exploitation, mental and physical health challenges, precarious housing, food insecurity and social isolation. The program is a collaboration between Good Shepherd Centres, the Alzheimer's Society and St. Matthew's House.

## OUR SERVICES

The amount and frequency of services are based on each client's assessed needs and personal preferences. Services are offered from Monday through Friday from 8:30 a.m. to 4:30 p.m.

- Case Management
- Dementia and Caregiver Support
- Homelessness Prevention and Intervention
- Telephone support by trained volunteers
- In-person and virtual groups

## OUR CLIENTS

- Older adults in Hamilton (age 55+)
- Older adults who may be:
  - Vulnerable and at risk of abuse, neglect and self-neglect, lonely and isolated without support, physical & mental health challenges
  - Living with cognitive impairment/dementia (with or without diagnosis)
  - From diverse cultural and ethnic backgrounds and are underserved
  - Facing eviction or home safety concerns related to hoarding issues

