

Category: Holocaust Survivor Services

The agency's name and community: Jewish Family Service Calgary serves the Jewish and greater Calgary communities. Additionally serving clients requiring Russian and Hebrew language service provision.

2016 Homecare Program Budget: \$1,400,000.00 for direct services plus \$156,000.00 for Case Management Services

JFSC Operating Budget: between \$1 million and 2.5 million

Contact Person: Robyn Winograd, Director Community Support Services. 403-287-3510. robynw@jfsc.org

Staff involved:

- Director of Community Support Services
- Home Care Program Coordinator
- Claims Conference Coordinator
- Support workers
- Administrative Support

Description of the program:

The Jewish Family Service Calgary (JFSC) Homecare program provides homecare services to over 80 Holocaust survivors. JFSC contracts two Home Care agencies to provide services such as personal care, housekeeping, companionship, meal preparation, accompanied medical appointments and shopping; in addition to housing a small team of Support workers on site. All program staff are involved personally in the everyday lives of the clients in order to improve quality of life and help specifically to reduce isolation.

We work in a holistic and client-centred manner meeting client's distinctive needs. This is done by creating unique service plans that intend to help the client remain independent and live with dignity and pride for as long as possible with services provided in a language specific and culturally sensitive way. Imperative to the program, is establishing relationships with other service providers, Alberta Health Services and family members. Without the program, many clients would live at high risk and would not be able to remain in their own home.

Some of our clients refer to the program as "Garden of Eden" because it helps them to live with dignity by themselves in their own homes. They also attest to feel "safe, cared for and connected".

Production cost of the program: \$1,556,000.00

Program's description: attached pdf file taken from JFSC Orientation Package

Outcomes:

- 1) Client has increased social and community connections (reduce isolation) – survey
- 2) Client has increased confidence to work with services they are involved in – survey
- 3) Client experiences increased quality of life – survey

Every client has conveyed they have experienced positive outcomes from the implementation of this program. Surveys are done via anonymous phone calls and also personal interview by the program Coordinator. We have outcomes for an agency wide survey response as well as from a review from the program by way of regular feedback.