

# HSIIP SUCCESS STORY #3

## MRS. WILLIAMS\*

### COMMUNITY CONNECTOR PROGRAM

Since May 2016, Wesley Urban Ministries has been a contributing member of the Hamilton Seniors Isolation Impact Plan (HSIIP), a collaborative initiative to reduce social isolation among seniors in Greater Hamilton.



The Wesley Urban Ministries Community Connector identifies isolated seniors through outreach and engagement in target neighborhoods, and through healthcare touch-points. The Connector assesses needs and opportunities, develops sustainable connections with community services and activities, creates plans to link isolated seniors to resources, and follows up to ensure seniors are anchored and sustaining connections.

Are you socially isolated or do you know someone that is? Call 905-528-5629, ext. 284 to speak with a HSIIP Community Connector.



### MRS. WILLIAMS' STORY\*

*Mrs. Williams is a 68 year old woman introduced to a HSIIP Community Connector after her landlord called with concerns about her welfare. The Connector met with her and discovered she was isolated, and had no living family or friends. Mrs. Williams was struggling with a physical disability that prevented her from washing and caring for herself. She was not receiving medical or home care, had no ambulatory devices, and had very little furniture or food in her home. The Connector worked closely with Mrs. Williams over a few months. In this time, the Connector secured a family doctor, connected her to services including home care, helped her to purchase a walker, and registered Mrs. Williams for a subsidized transportation service for people with disabilities. They taught her how to use the booking system to get low-cost rides to appointments and linked her to a grocery program, which now regularly delivers groceries to her door for a small fee. In addition, the Connector advocated with Mrs. Williams' landlord to address a bug infestation in her apartment, and helped her to obtain some furniture. Mrs. Williams is now surrounded by more of the supports and resources she needs to be active and well.*



### Support, every step of the way

Learn more about the Hamilton Seniors Isolation Impact Plan:

**WEBSITE:**

<http://socialisolation.ca>

**EMAIL:**

[socialisolation@mcmaster.ca](mailto:socialisolation@mcmaster.ca)

\*Materials co-developed by Wesley Urban Ministries & Gilbrea Centre, McMaster University