

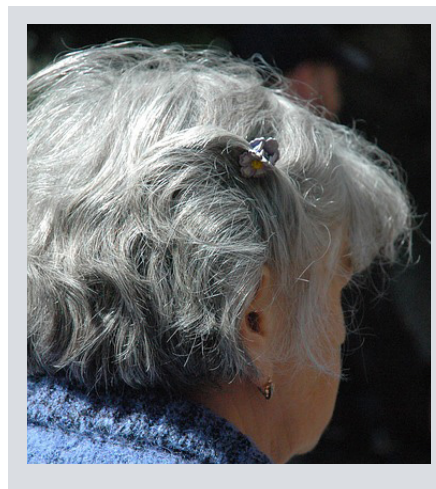
# HSIIP SUCCESS STORY #4

## MRS. LEE\*

### HOSPITAL CONNECTOR PROGRAM

Since May 2016, St Joseph's Home Care 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 St. Joseph Home Care's Hospital Care Connector helps seniors being discharged from St. Joseph's Hospital to connect with services and social opportunities. The Connector assesses their needs, links them to supports and activities, and follows up to ensure they are sustaining connections. Over the next 3 years, our Connector will work towards a goal of anchoring 356 isolated seniors in the communities where they live.



Are you socially isolated or do you know someone that is?  
Call 905-318-5781 to speak with a HSIIP Hospital Care Connector.

### MRS. LEE'S STORY\*

*Mrs. Lee is a 63 year old woman referred to a HSIIP Hospital Connector through an acquaintance. She was recently diagnosed with terminal cancer, and was returning home after being discharged from hospital.*

*Mrs. Lee was recently widowed, has no children, and is estranged from living relatives. She had no transportation, and was greatly concerned about accessing cancer treatments. The Connector developed a care plan with Mrs. Lee which involved her referring to multiple programs, including St. Joseph's Home Care (for help with daily living), the Cancer Assistance Program (for free rides to medical appointments), and VON Hamilton's Palliative Volunteer Visiting (for social support). She was then registered with the City of Hamilton's Accessible Transportation Services (making her eligible to access subsidized taxi rides), and was given information about a meal delivery service for seniors. In addition to making referrals, the Connector accompanied Mrs. Lee to medical appointments, liaised with health care professionals and care workers, and assisted her with filing taxes. Mrs. Lee is now more connected and in a better position to manage her condition.*

St. Joseph's  
Home Care

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 St. Joseph's Home Care and Gilbrea Centre, McMaster University