



Home Services Transition from Sage

FAQ

1. Why is the transition of Home Services occurring?

The senior serving sector and the Edmonton Seniors Coordinating Council (ESCC) believe in the strength of the Home Services program to enable seniors to live independently and in their own home. Currently, there are some gaps and overlaps in services being provided to seniors. The senior serving sector sees value in developing a model for Home Services; a structure that is consistent among senior-serving organizations throughout Edmonton. The goal of this model is to ensure seniors in Edmonton are able to access quality and equitable home support services no matter where in the City they live. The model, titled the “Seniors Home Supports Program (SHSP)”, includes six senior serving agencies in Edmonton. These six agencies will recruit local resources within their district as well as accessing services from companies that serve a wider area. Seniors will be connected to their local senior serving agency for Home Services. As Sage is the provider of specialized, city-wide services and it has been determined that Home Supports is best delivered at the local level, Sage is winding down its program.

2. How will I know which agency is providing Home Services in my area?

Moving forward, we would like to advise you of the senior centres now involved in delivering home support services. The senior serving organizations involved in this collaborative are: Mill Woods Seniors Activity Centre, South West Edmonton Seniors Association, South East Edmonton Seniors Association, West End Seniors Activity Centre, North West Edmonton Seniors Society and North Edmonton Seniors Association. Seniors may phone the Seniors Information Phone line 211 to be connected with an agency within their postal boundary that is providing home services. Please see below chart to determine which agency corresponds with your postal area:

Mill Woods Sr. Activity Centre (780) 496 2997	South East Edmonton Seniors Association (780) 468 1985	South West – Lifestyle Helping Hands Srs Assoc. (780) 450 2113	West End Seniors Activity Centre (780) 483 1209	North West Edmonton Seniors Society (780) 482 1958	Northeast *(780) 482 1958 (*until early 2016)
T6K T6L T6N T6T T6X	T6A T6B T6C T6P T6E	T6G T6H T6J T6R T6W	T5M T5N T5P T5R T5T T5S T6M T5V	T5E T5G T5H T5J T5K T5L T5X T6V	T5A T5B T5C T5W T5Z T6S T5Y

If you require Home Services, please phone the agency that corresponds with your postal boundary.

3. Will Sage still have other programs that assist seniors?

Yes. Please note, this program transition is only affecting Home Services. Other Sage programs will continue to serve clients as normal.

4. What categories of Home Services assistance with the new program have?

The SHSP will provide seniors with referrals primarily to these four categories: snow removal, yard maintenance, minor home repair and housekeeping.

5. Are the contractors on the SHSP referral list screened?

Yes, the contractors on the SHSP referral list have been screened and vetted. The contractors must meet certain eligibility requirements before they are able to be on the SHSP referral list.

6. Will businesses have to connect with all six agencies?

The six senior serving agencies involved in the program will be recruiting local business in their area to serve the seniors within their district (e.g., “mom and pop” type small businesses). The bigger business that serve city-wide or “multi-district” will be on a Multi District Referral List managed and maintained by South East Edmonton Seniors Association (SEESA). This Multi District Referral List will be accessible to all six agencies involved in the Seniors Home Supports Program. SEESA will be your main contact for connecting to the program but you may receive referrals from up to six agencies.

6. How will remaining on the referral list benefit businesses?

This is a great opportunity for businesses to increase referral rate, build clientele, develop community connections and receive referrals from six senior-serving agencies. By 2031, 1 in 5 Albertan's will be a senior. The new model is being developed with the intention and goal of increasing the number of seniors that are connected to service providers. This means, the Seniors Home Supports Program has a vast pool of potential clientele for your business.

7. Is there a fee for businesses to remain on the referral list?

No! There is no fee for businesses to be on the referral list.