

Role/Scope of Outreach Program

Effective Date:

Policy Statement: The Outreach Dept. serves seniors, age 60+ and their family members in the Town of Hamilton by providing information, support and assistance in assessing needs and accessing senior services. Outreach staff provides services through telephone contacts, home or office visits and community presentations. Outreach staff abides by client confidentiality, consent to release and/or obtain information and mandated reporting policies.

Who should know about this policy: Hamilton Seniors, family members, Hamilton Senior Center staff, volunteers, service providers and general public.

Procedures:

Referrals and Client Finding:

- Referrals to contact seniors or family members are accepted by Senior Center Staff from seniors, family members, service providers and senior center staff, volunteers and general public. The referral source should be able to share basic contact information with staff, as well as, reason for referral. It is preferable that the senior be aware of the referral prior to Staff making the initial contact.
- Staff works to identify (client finding) and serve seniors who may need Outreach services, especially those who are homebound, socially isolated or low-income. Client finding strategies include building relationships with service providers, community organizations and faith communities' through meetings and presentations. Staff does marketing in the community through print media, the internet and facilitating or coordinating community presentations in locations where seniors live or frequent. Staff also works within the senior center to build relationships with seniors who attend programs or volunteer. Outreach staff works closely with other departments regarding seniors who may be in need of services.
- If a referral is determined to inappropriate in relation to the scope of the work of the Outreach Program. Staff will do their best to give an appropriate referral to a community resource.

Initial Telephone Contacts:

- Following receipt of a referral, Staff will attempt to make a telephone contact with senior/caller in a timely manner. Contacts are normally made within 48 hours with exception of a Home Delivered Meals Assessment which is made within 2 weeks of the start of meal delivery. COA staff no longer does meals assessments.
- Staff will offer information via telephone contact or offer an office or home visit.

Provision of Information:

Staff is required to provide information regarding senior services to both seniors and general public upon request.

Home & Office Visits/Assessments:

Home and office visits may be one-time, short-term or on-going. Home or office visits may be offered for the following types of services: introduction/informational, senior assessment, care planning & assistance accessing services, senior support or ongoing check-in visits.

The primary responsibility of the Outreach Program is to assess seniors' strengths and needs through an assessment process, provide senior with information, assist senior in developing a short or long term care plan and assist in accessing services. The following are areas addressed in the assessment process: safety, health, abilities to perform activities of daily living, signs of cognitive impairments, emotional and social well-being, helpful in determining needs and eligibility for senior services. The length and extent of the assessment is based on the complexity of the issues identified in the intake and the seniors desire to receive services.

Note: the Outreach Program respects the senior's right to self-determination and their choice not to disclose information however this may limit the senior center's ability to provide appropriate services and referrals.

Staff and senior will determine a plan of action at the end of the assessment or end of visit. If needed, Staff will research appropriate referrals and may make contact with the referral source on behalf of the senior and provide any additional information as appropriate. See [Consent to Obtain and/or release information Policy](#).

Emergency Preparedness:

Seniors who may need assistance in times of emergency or evacuation will be encouraged to complete the [Silver Alert Form](#).

Client Confidentiality and Consent to Release & Obtain Information:

Seniors/caregivers are informed of policies regarding client confidentiality and consent to release & obtain information during the initial assessment. See [Client Confidentiality Policy and Consent to Release & Obtain Information Forms](#).

Documentation:

All interactions with seniors, caregivers and service providers and senior center staff are documented in My Senior Center Software, Services Section. Any "hard copy" screening tools and forms are filed in the current Fiscal Year Client File Drawer in the Director's Office in a locked cabinet.

Follow-up:

Staff will make follow-up contact as appropriate. Additional telephone contact and/or office or home visits will be made in a timely manner.

Monthly and Annual Reports:

- A monthly report is completed by the Staff working with residents and submitted to the Director.
- The Staff is responsible for submitting the annual outreach report to the Director for the Executive Office of Aging & Independence.