

AGE WELL AT HOME SERVICES FAQ for Users

What is the AGE WELL AT HOME Program?

Age Well at Home Support Services (AWAH) are in home supports that are designed to assist individuals who are 60+ and at risk of losing their ability to live independently in their homes. Individuals who are unable to maintain their home due to illness, recent hospitalization, disability, or advanced age, and have minimal social supports and low income may benefit from this program. These services include assistance with light housekeeping (including laundry), meal options, lawn care and snow removal. These services will allow people to live independently in their home for as long as they are able.

What services will I get?

The AWAH Coordinator will meet you in your home to assess your home and your needs. All service details will be agreed upon with you at that time.

How often will I get services?

Each person has unique needs. The frequency and schedule of your services will be determined through the assessment process with the AWAH Coordinator.



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Is this a FREE program?

No. The cost of these services are income dependent. A sliding scale will be used based on annual income of the individual senior or couple. Income thresholds follow the Alberta Senior Benefit guidelines however the AWAH Coordinator will do a financial assessment to determine the cost of your services. This will include verification through bank statements and line 15000 of your Income Tax return or your Notice of Assessment. Alberta Senior Benefit guidelines identify eligibility at income below \$31080 (Single) and \$50720 (Couple) but the assessment completed will guide costs which range from \$10-\$30 per hour.

How will I pay for services?

You will receive an invoice every month by mail or email, and can pay by email money transfer (EMT), cheque or credit card.

Will I have the same AWAH Support worker?

Ideally yes, however we cannot guarantee due to such issues as vacation, illness, staffing challenges. We will do our best to have a consistent support worker for you.

What happens if I am going to be away or not able to be home during my scheduled service time?

Please contact the AWAH Coordinator or your support worker directly, as soon as you are aware that you will need to make a change in your scheduled time. We request 24 hours' notice of cancellations.