

## Frequently Asked Questions

**Seniors' Centre Without Walls (SCWW) is a free, phone-based program that offers:**

- Interactive health and well-being sessions
- Educational and recreational activities like music and games
- Interesting guest speakers and special events
- Friendly conversations
- A welcoming community.

SCWW is hosted by the Edmonton Southside Primary Care Network (PCN) with support from other PCNs and community agencies. We regularly invite exciting guest speakers- from local libraries, museums, not-for-profit groups, and volunteer community members. Our community connects seniors and community partners to enhance social connections and well-being.

**How do participants benefit from the program?** There are many reasons why people may not be out and about in the community. Older adults are at increased risk of becoming socially isolated. But research shows staying connected to others improves health and wellbeing. That is why SCWW exists- to ensure everyone can benefit from barrier-free community connection.

**Who can join?** This program is open to older adults aged 55+ living anywhere in Alberta who find it difficult to leave their homes and participate in social activities in their community. You do not require a family physician that is connected to a Primary Care Network.

**How can participants sign up?** Seniors can self-refer to our program! Health and community support workers can also assist individuals to connect with us. Just call 780.395. 2626, Press 1, and leave a message for one of our facilitators.

**What can participants expect when they join?** Participants can join up to 4 or 5 audio programs each day, Monday to Friday, by calling a toll-free number on their telephone or from any device. We can also arrange for additional support by calling participants into programs if needed. All programs are moderated by our SCWW Program Assistants. We also make regular outreach calls to stay connected, offer friendly conversation, and support referrals to other community services. Participants also receive our regular SCWW Community Connection newsletter.

**Why is the SCWW program largely only audio?** Not everyone likes or can use an electronic device, though you can connect to our programming through one if you prefer. The phone is a common connection for most and we do not want technology to be a barrier to participation. Being an audio program also encourages people to share their perspectives and have conversations. As well, some participants like to connect and enjoy programming on days when they do not feel like worrying about their physical appearance.

**Is there a cost to SCWW?** There is no cost to users of the program.

**How can I learn more?** We welcome anyone who wishes to shadow a program to reach out to us.

