

Sarah

- Sarah is 77 years old, retired, and lives alone
- She receives a pension and government payments that allows her to age in her home but doesn't provide much margin for extra expenses
- She is fairly mobile and an active volunteer at the local food bank. She also loves to learn new things and is part of a weekly book club
- Sarah is generally healthy, has some joint pain and is managing arthritis and type 1 diabetes. She likes to walk for exercise
- · Her spouse passed away but she is socially connected through her community, children, and grandchildren. She supports her children by regularly looking after her four grandchildren
- Sarah has a smartphone and computer but would not consider herself tech savvy and sometimes needs help



Sarah's journey map without Community-Based Seniors Services (CBSS)

Inflection Point Loss of Purpose

One day while out for a walk, Sarah slips and breaks her ankle and ends up in the hospital. This is her journey from this point without the CBSS sector.

Sarah struggles to **navigate** the expensive private and government support systems, leading to decreased capacity to care for her grandchildren, which has been a significant source of purpose for her.

Loss of Community

Sarah's family supports are limited. As a result of this, her nutrition and transportation needs are not always met. This makes it hard for her to meet her diabetic nutrition needs. maintain independence, and connect with her community.

Physical Fitness Declines

Sarah's accident limits her mobility and exercise, causing her physical **fitness** to decline. She also can't volunteer as usual, but wants to find an alternative.

Mental Heath Declines

Sarah's mental health worsens and she feels increasingly isolated and scared of another fall. Private **home supports** are too expensive, leading to another hospital stay due to inadequate care.

Supportive Living

Despite wanting to age where she needed to

Sarah's journey map with CBSS

One day while out for a walk, Sarah slips and breaks her ankle. This is her journey from this point with the CBSS sector.

Inflection Point

After her accident. Sarah turns to a local organization for help in navigating the **system** of services, which allows her to get organized and adjust her day-to-day life.

Gets Proper Help

Community Support

With the help of a community organization, Sarah accesses affordable home supports and appropriate online fitness classes and activities to improve her limited mobility. A local organization supplements her family's efforts with prepared meals and optimal nutrition.

New Ways to Connect

Sarah finds alternative volunteering options and uses CBSS **transportation** services to attend community activities.

Injury is Properly Managed

Sarah's injury is manageable, and she can take care of her grandchildren again. She accesses mental health services to prevent any decline and maintains confidence to remain in her home.

Return to Independence

Thanks to CBSS services, Sarah's injury is a minor setback, and she returns to her usual activities without significant financial burden or time in continuing care.

Note: With support from the CBSS Sarah has gained new opportunities to connect with her community, contribute to society though additional volunteering and knows where to turn when she needs support. She has not only returned to wellness but continues to thrive and improve her overall well-being.