



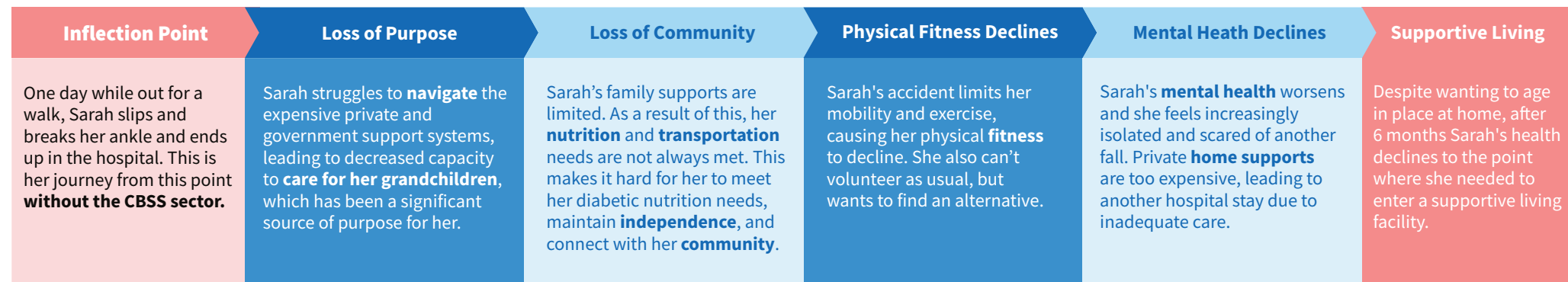
Sarah

- 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



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



Sarah's journey map with CBSS



Note: With support from the CBSS Sarah has gained new opportunities to connect with her community, contribute to society through 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.