

Town of Yarmouth
**SENIOR SAFETY COORDINATOR
PROGRAM POLICY**

Effective: September 11th, 2025
TOY 85



1.0 Purpose

The purpose of this policy is to establish the framework and operational guidelines for the Senior Safety Coordinator (SSC) Program in the Town of Yarmouth. This community-based initiative is designed to enhance the safety, well-being, and independence of seniors through education, outreach, advocacy, and connection to appropriate services in the Town. The Senior Safety Program is not an emergency service.

2.0 Goals & Objectives

The SSC Program aims to:

- a. Promote personal and home safety for seniors
- b. Reduce social isolation and vulnerability
- c. Support independent living through early intervention
- d. Connect seniors to appropriate community support and resources
- e. Collaborate with local partners to strengthen safety nets for at-risk seniors

3.0 Target Population

The SSC Program serves:

- a. Residents of the Town of Yarmouth
- b. Individuals aged 55 and older
- c. Seniors who are isolated, vulnerable, at risk of victimization, or experiencing safety concerns

4.0 Role and Responsibilities of the Senior Safety Coordinator

The SSC is responsible for:

- a. Receiving and triaging referrals
- b. Conducting intake assessments
- c. Developing individualized safety plans
- d. Educating clients on topics such as fraud, scams, elder abuse, and home safety
- e. Assist clients in navigating services: legal services, tenancy board, vial of life program
- f. Referring clients to community services (e.g., VON, food banks, housing supports)
- g. Collaborating with RCMP and other community agencies
- h. Maintaining accurate and confidential documentation and reports
- i. Leading and participating in community education and outreach efforts

5.0 Referral Process

Referrals to the program may come from:

- a. RCMP
- b. Family members or neighbors
- c. Community organizations (e.g., VON, Public Health)
- d. Self-referral

5.1 All referrals are logged in the Referral Tracking Sheet.

5.2 Initial contact is made with the client within three (3) business days.

5.3 Urgent cases will involve immediate consultation with the RCMP or emergency services as required.

6.0 Consent and Confidentiality

6.1 Participation is voluntary; clients must sign a *Consent to Participate* form.

6.2 Confidentiality will be maintained in accordance with Nova Scotia privacy legislation.

6.3 Information is only shared with explicit client consent unless legally required otherwise.

7.0 Partnerships and Collaboration

The SSC Program will maintain active partnerships with:

- a. Royal Canadian Mounted Police (RCMP)
- b. VON and Public Health
- c. Mental Health & Addictions Services
- d. Senior's clubs and community center's
- e. Emergency shelters and food programs
- f. Other municipal and community service providers

8.0 Training and Development

The SSC will receive and maintain training in the following areas:

- a. Dignity of Risk
- b. Elder abuse awareness and prevention
- c. Crisis intervention and de-escalation techniques
- d. Privacy and confidentiality regulations
- e. Local community resource navigation
- f. Documentation and report writing
- g. Trauma-informed practices

9.0 Safety and Risk Management

9.1 SSC shall not enter a client's home alone when safety risks are identified.

9.2 A check-in/check-out system will be used for all field visits.

9.3 The RCMP will be consulted in cases involving abuse, threats, or unsafe environments.

9.4 All safety concerns will be documented in the *Safety Concern Log*.

10.0 Evaluation and Reporting

The SSC will prepare:

- a. Monthly reports outlining:
 - i. Number of clients served
 - ii. Types of referrals made
 - iii. Key trends and challenges
 - iv. Success stories or notable outcomes
- b. An annual program review, to be submitted to Town Council, evaluating overall program effectiveness and recommendations for improvement.

Clerk’s Annotation for Official Policy Book

Date of Adoption: September 11th, 2025

I certify that this ‘Senior Safety Coordinator Program Policy’ was adopted by Council as indicated above.

Town Clerk:

Date: