



A & O: Support Services for Older Adults

This Full House Program – FAQ'S

Program Description:

This Full House is a voluntary program that helps individuals 55+ experiencing hoarding behaviors to live safely in their home. Our program can provide you with a social worker to help you to make difficult choices about the belongings in your home, and to decrease the anxiety you may feel about letting go of your belongings. The goal of This Full House is that you will learn skills that will help you to create change in your home environment and your life. Throughout this program, we work to develop a plan, of which you are in control.

Frequently Asked Questions:

How do I get referred to the This Full House program?

- If you would like information about the program or to be put on our waitlist, you can speak with our Intake Staff at (204) 956-6440. The Intake Staff will ask you questions about your home, your belongings, and how you feel about getting help. With your consent, a professional, friend, or family member can refer you to our program. If someone other than you completes the referral, you can expect to hear from Intake Staff within several weeks.

How long is the This Full House waitlist?

- The waitlist for This Full House changes frequently. Please direct questions regarding current wait times to Intake Staff. In consultation with management, cases may be prioritized based on need.

What can I expect when the social worker calls me?

- After you are referred to our program, you will be contacted by a social worker who will ask you some questions and schedule a time to meet in your home so that you and the social worker can decide together if this is the right program for you. If you are not comfortable meeting in your home, let the social worker know so that other arrangements can be made.

What happens during a home visit?

- During a home visit the social worker will ask for a tour of your home, and ask detailed questions about how you use your home and how you feel about the things in your home. With your permission, the social worker may want to take photos of the rooms in your home, in order to show progress throughout this process.

Will This Full House take my belongings away from me?

- No - This Full House staff will not touch or remove any of your belongings without your permission.

Can anyone force me to participate in This Full House?

- No - your participation in this program is completely voluntary.

What is expected of me?

- Being involved in This Full House means working to develop new habits and behaviors that will help you to live comfortably and safely in your home. Part of this change includes doing daily homework to help you build these new skills and habits. You and your social worker will decide together what kind of homework you do, and how often you do it.

Will This Full House come and clean up my home for me?

- This Full House is not a cleaning service, however occasionally there are situations where cleaning is necessary for safety. These situations are dealt with on a case-by-case basis. If you have questions about cleaning services, please speak with the intake worker or your social worker.

How much does This Full House cost?

- This Full House is offered to participants at no cost. In some situations, professional cleaning services may be recommended. Your social worker may provide you a list of services that you may contact. Staff social workers will work with clients to determine options available to cover these financial costs.

Are your staff professional organizers?

- This Full House staff are trained social workers who provide support for people struggling with Hoarding Disorder. While organization is one of the skills that we work on throughout This Full House, the staff are not professional organizers and the primary focus is your overall well-being.

How long will This Full House help me?

- This Full House is a time-limited service with the goal of helping create sustainable change in your life and home environment. You can expect to be involved with This Full House for approximately one year, provided that progress is being made towards your goals. The length of time This Full House stays involved depends on you and your social worker.