



## **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. A Social Worker can assist clients in making difficult choices about the belongings in their home, and to decrease the anxiety they may feel about letting go of belongings. The goal of This Full House is to assist clients to learn skills that will help create change in their home environment and life.

Throughout this program, we work to develop a plan, of which the client is in control.

#### **How do I refer to the This Full House program?**

- If you would like information about the program or to add a client to our waitlist, you can speak with our Intake Staff at (204) 956-6440. The Intake Staff will ask you questions about their home, belongings, and how they feel about getting help.

#### **How long is the This Full House waitlist?**

- The waitlist for This Full House changes frequently. Cases may be prioritized based on need.
- Once a client is referred to the program, our program staff will conduct a phone screen with the client to determine level of risk.
- If deemed low risk, the client will be placed on the wait-list for Low Risk Stream. The client will be provided with the opportunity to take part in a Buried in Treasures support group. Buried in Treasures is a 15-session group -- delivered over a 20-week time period -- aimed at providing education, support, and realistic strategies for older adults 55+ who struggle with clutter in their homes. This group and all relevant materials are provided at no cost to participants.
- If there are factors that exclude the client's participation – including, but not limited to, evictions, cognitive impairments, mobility issues, or preference for individual services, the client would be redirected to the most appropriate program stream.

- If deemed high risk, Social Work staff would contact the client at the earliest opportunity.

### **What is expected of client?**

- Being involved in This Full House means working to develop new habits and behaviors that will help the client live comfortably and safely in their home. Part of this change includes doing daily homework to help the client build these new skills and habits. Client and their Social Worker will decide together what kind of homework they do, and how often it is completed.

### **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.

### **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, program staff are not professional organizers.