

FAQ Cares for Seniors

- **Will Social Prescribing cost me anything?**

- Social Prescribing is funded by the Government of BC and managed by United Way British Columbia. In addition, MOSAIC is offering social prescribing for Burnaby seniors free of charge. However, services outside of MOSAIC may have costs.

- **Who is going to call me?**

- MOSAIC Senior Community Connector's name is **Zarif** and he is working with a team of volunteers who will be supporting you to achieve your wellness goals and to connect with community resources.

- **How long is the program?**

- The Senior Community Connector and volunteer will be available for you for a duration of 6-12 months, but the length of each activity that you will sign up for will be different.

- **What if I do not speak English?**

- MOSAIC Senior Community Connector speaks English, Farsi, and Dari and we try our best to match you with a volunteer who speaks your language.

- **What is CARES for Burnaby Seniors?**

- CARES for Burnaby Seniors (Social Prescribing) is a FREE, multilingual, non-clinical way to support older adults (65+) by addressing social challenges that may be affecting their health. Participants receive one-on-one information and referral sessions and supports to develop their wellness goals, overcome challenges and barriers, and to utilize senior services.



FAQ Cares for Seniors

- **How does it work?**

- After a health provider, such as a family doctor, identifies an older adult who can benefit from Social Prescribing, they send a referral to MOSAIC. Then Zarif, our Community Connector will contact the senior who lives in Burnaby for an initial appointment and discuss what Social Prescribing is. When the client agrees to enroll in the program, they will sign a consent form.
- Together with the Community Connector, the client will identify their own social challenges, needs, and interests. Community Connector and volunteers will follow up with the participants throughout their participation in the program and support them to overcome challenges, connect with the right services, and achieve their wellness goals.

- **Where can I access Social Prescribing Services in Burnaby?**

- MOSAIC Community Connector works from Highgate Village at [315-7155](tel:315-7155) [Kingsway, Burnaby, BC V5E 2V1](https://www.burnaby.ca/locations/200-Kingsway-Burnaby-BC-V5E-2V1), but we can meet participants in the comfort of their homes or a nearby public space. We can also look for transportation arrangements for the participants who wish to participate in social groups and activities in MOSAIC or elsewhere.
- If the Client lives in another city aside from Burnaby, there is a Community Connector assigned in their city.



FAQ Cares for Seniors

- **Which services does Social Prescribing provide?**
 - One-on-one information & referral sessions
 - Friendly phone calls/friendly home visits/walks
 - Emotional support
 - Wellness planning
 - Exploring nutrition/food security programs
 - Exploring social and physical activity programs

