

## What is Niagara Gatekeepers?

Niagara Gatekeepers is a phone line that anyone in the community can call to help connect at-risk older adults with programs and services. The Niagara Gatekeeper program works in collaboration with local partner agencies. Referrals are made by the Niagara Gatekeeper program to the most appropriate partner agency. Upon consent from the older adult, the partner agency will provide education around local programs and assist in the coordination of referrals to a range of services and supports. Services are intended to help individuals remain safe and independent at home for as long as possible.

The referral line is open 8:30 a.m. - 8:30 p.m. and calls are free of charge. All information gathered during the call is confidential and callers may remain anonymous.



## Niagara Gatekeeper Referral Line:

# 905-684-0968

8:30 a.m. - 8:30 p.m.  
365 days a year.

## Other Seniors Community Programs

- Adult Day Program
- Healthy, Safe and Strong Exercise Program
- Outreach Services
- Respite Companion Program
- South Niagara Health and Wellness Centre
- Virtual Wellness Services
- Assisted Living

## Seniors Community Programs

Niagara Region, Campbell East  
1815 Sir Isaac Brock Way, PO Box 344  
Thorold, ON L2V 3Z3

**Office Hours:** Monday - Friday  
8:30 a.m. - 4:30 p.m.

**905-984-2621**

**or toll free 1-877-212-3922**

Program funding is supported  
through Ontario Health

## Seniors Community Programs

# NIAGARA GATEKEEPERS



**Referral service to connect  
at-risk older adults with  
programs and services**

Niagara  Region

[niagararegion.ca/seniors](http://niagararegion.ca/seniors)

Niagara  Region



## Signs of an at-risk older adults

**A senior showing the following signs may need assistance:**

- Difficulty communicating, including confusion, memory loss, becoming withdrawn, hostile or angry
- Changes to personal appearance, including poor hygiene, grooming, wearing dirty or inappropriate clothing
- Deteriorating home conditions, including extreme neglect or disrepair, bad odours, excessive clutter, neglected pets, lack of food
- Deteriorating health such as difficulty seeing, speaking or hearing, poor mobility or balance, recent falls, significant weight loss, injuries or untreated wounds
- Decreased ability to handle money or pay bills. Unusual transactions
- Inability to cope with the recent loss of a spouse or family member, friend or pet
- Neglect or abuse (emotional, financial, sexual or physical), isolation, wandering

## Who can make a referral/eligibility?

Typical referrals come from those who have regular contact with seniors in their personal or professional life such as bank tellers, pharmacists, apartment managers, emergency services personnel, family members and neighbours. Seniors looking for support may also call themselves. Anyone can learn to recognize the signs of an at-risk senior. If you feel that a senior may be having a difficult time maintaining their independence, call the Gatekeeper referral line.

## How to make a referral?

Call **905-684-0968** if you know of a senior who may need the help of an agency. The Gatekeeper Line is open 8:30 a.m. - 8:30 p.m., 365 days a year.

Information provided will be forwarded to one of our partner agencies. The agency will contact the senior and arrange services to help the senior maintain independence and stay safe at home. Services are only provided with the consent of the senior. All information is kept confidential and callers may remain anonymous.

## Is there a cost?

There is no cost to making the call and for initial agency follow up.

## Partner Agencies

- Ontario Health atHome
- Alzheimer Society of Niagara
- Niagara Region Seniors Community Programs
- Niagara Region Mental Health Program
- Centre de Santé Communautaire



## Volunteer Opportunities

Niagara Gatekeepers relies on a network of volunteers to help create awareness in the community about the program. Volunteers are needed to make presentations, help organize events and other activities. For more information about volunteering, call Intake 905-984-2621 or toll free 1-877-212-3922.