



Provincial Agencies & Resources Designed to  
Help the Elder

*Provided by*

Canadian Initiative for Elder Planning Studies

# **PROVINCIAL AGENCIES & RESOURCES DESIGNED TO HELP THE ELDER**

## **INTRODUCTION**

The main objective for any EPC using this CD is to provide some valuable resources for the elder. As there are many organizations and associations who provide help and advice for the elder, it would virtually be impossible to list them all.

CIEPS will try and make reference to as many of the Provincial Policies and Programs as we can in order to provide a cross section of information that the EPC can use to refer the elder and their family to when the need arises.

## **ALBERTA**

### **Addiction Prevention and Education Services**

Prevention programs are developed in consultation with communities and are designed to fit each community.

The prevention programs aim to:

- ❖ Educate people about problems related to abuse of alcohol, other drugs and gambling.
- ❖ Participate in building healthy, supportive communities.
- ❖ Help people learn the skills they need to live without depending on addictive substances and activities.

Alberta Alcohol and Drug Abuse Commission  
2nd Floor, 10909 Jasper Avenue  
Edmonton, AB T5J 3M9  
Phone: (780) 422-1558; Fax: (780) 427-2352

## **Age Credit**

The age credit amount is calculated in the provincial non-refundable tax credit block. The maximum amount that can be claimed is \$3,619, which is reduced when the individual's net income exceeds \$26,941. The amount is then multiplied by 10%, the provincial tax rate, so that the maximum deduction from the provincial tax payable is \$361.90. Both the credit amount and the income threshold will be indexed to inflation.

Ministry of Finance  
Edmonton, Alberta T5K 2C3 - Phone: (780) 427-8727

## **Alberta Aids to Daily Living (AADL)**

AADL's mandate is to assist individuals who have a chronic disability or illness and those who are end stage palliative to receive authorized basic medical equipment and supplies for independent functioning in a home or home-like setting. NOTE: The AADL Program provides benefits to eligible clients of all ages, and is not restricted to seniors.

AADL Program, Alberta Health and Wellness  
2nd Floor, Seventh Street Plaza, South Tower, 10030 - 107 Street  
Edmonton, Alberta T5J 3E4  
Phone: (780) 427-0731; Fax: (780) 422-0968

## **Alberta Blue Cross Coverage for Seniors**

To provide Alberta Seniors, their spouses and dependants, with premium-free supplementary coverage for health related services not covered by Alberta Health and Wellness.

## **Alberta Blue Cross Palliative Care Drug Program**

Provides premium-free coverage for needed medications for patients who have been diagnosed as being palliative and are treated at home.

## **Alberta Health Care Insurance Plan (AHCIP)**

To protect, promote and restore the physical and mental well being of Alberta residents, and to facilitate reasonable access to medically required health services provided by physicians and allied professionals without financial or other barriers.

Alberta Health and Wellness  
PO Box 1360, Edmonton, Alberta, T5J 2N3

## **Alberta Inter-Community Public Transportation Guide**

This website found at <http://www.infras.gov.ab.ca> provides transportation information covering bus, rail and air services, as well as local service providers, and includes full information on accessible services.

Alberta Transportation

3rd Floor, Twin Atria Building, 4999 - 98 Avenue  
Edmonton, Alberta T6B 2X3

Phone: (780) 427-9781; Fax: (780) 422-1070

## **Alberta Seniors (Ministry of Seniors)**

Alberta Seniors is the Alberta Ministry of Seniors. The ministry coordinates seniors' issues across government, administers seniors' income support, coordinates seniors' housing programs, and ensures government's ongoing communication with seniors.

Assistant Deputy Minister, Housing Services Division - Alberta Seniors  
4th Floor, Standard Life Centre, 10405 Jasper Avenue  
Edmonton, Alberta T5J 4R7

Phone: 422-0104; Fax: 422-8462

## **Alberta Seniors Benefit (ASB)**

The purpose of the Alberta Seniors Benefit program is to uphold the Ministry goal to ensure that seniors in need have access to the financial supports that enable them to live in a secure and dignified way as independent and contributing members of society.

Seniors Division  
Ministry of Seniors  
Box 3100  
Edmonton, Alberta T5J 4W3  
Phone: 1-800-642-3853; Fax: 1-780-422-5954; TTY: 1-800-232-7215

## **Breaking Down the Barriers**

This newsletter provides information about transportation issues of interest to persons with disabilities and seniors. It is distributed to consumer groups, service providers, municipalities, and provincial organizations in Alberta. To be added to the distribution, phone (780) 427-7944 or dial (780) 310-0000 for a toll free connection outside Edmonton.

Alberta Transportation  
Policy and Economic Analysis Branch  
3rd Floor, Twin Atria Building, 4999 - 98 Avenue  
Edmonton, Alberta T6B 2X3  
Phone: (780) 427-9781; Fax: (780) 422-1070

## **Cancer Services - Alberta Cancer Board (ACB)**

To reduce the burden of cancer and improve the quality of life of Albertans by providing and coordinating high quality comprehensive cancer services including prevention, screening, diagnosis, treatment and education. All are based on research and founded on compassion, equal accessibility and wise use of resources.

Alberta Cancer Board  
1220, 10405 Jasper Ave.  
Edmonton, Alberta T5J 3N4  
Phone: (780) 412-6300; Fax: (780) 412-6326

## **Enhanced Home Adaptation Program**

Provide a grant to assist severely disabled persons requiring use of a wheelchair to make permanent modifications that will increase mobility into and within their home.

Alberta Seniors  
P. O. Box 927  
Edmonton, Alberta T5J 2L8  
Phone: (780) 427-5760; Fax: (780) 427-0418

## **Extended Health Benefits**

Increase the affordability of basic dental and optical goods and services, which have a positive health outcome.

Alberta Health and Wellness  
PO Box 1360  
Edmonton, Alberta T5J 2N3  
Phone: (780) 427-1432; Fax: (780) 422-0102; TTY: 711 (operator assisted)

## **Grants in Place of Taxes**

To assist eligible non-profit seniors' housing facilities with the municipal portion of their property taxes.

Alberta Municipal Affairs  
17th Floor, Commerce Place, 10155-102 Street  
Edmonton, Alberta T5J 4L4  
Phone: (780) 427-2225; Fax: (780) 422-9133

## **GUARDIANSHIP - Government of Alberta, Office of the Public Guardian**

Under the Dependent Adults Act, a guardian may be appointed by the Court to assist a dependent adult to make decisions about personal matters. This program would appeal to Albertans 18 years of age or older who are repeatedly or continuously unable to care for themselves and unable to make reasonable personal decisions

Provincial Public Guardian Coordinator - Ministry of Human Resources & Employment  
Office of the Public Guardian  
6th Floor, Centre West, 10035 - 108 Street  
Edmonton, Alberta T5J 3E1  
Phone: (780) 422-1868; Fax: (780) 422-6051

## **Healthy Aging Partnership Initiative**

Provide one-time capital grant for up to one-quarter of eligible capital costs to assist management bodies and private non-profit organizations fund new supportive housing projects or modify existing projects to accommodate aging in place for low and moderate income seniors.

## **Lodge Assistance Program**

Provide financial assistance (per diem grant) to management bodies that operate senior citizens' lodges.

## **Seniors Supportive Housing Incentive Program**

Provide one-time capital grant for up to one-quarter of eligible capital costs to assist management bodies, private non-profit housing organizations and other organizations to fund new supportive housing for low and moderate-income seniors. \$10 million has been budgeted for this program

Manager, Housing Programs, Housing Services Division  
Alberta Seniors  
P. O. Box 3100  
Edmonton, Alberta T5J 4W3  
Phone: (780) 427-4190; Fax: (780) 422-8551

## **Housing Registries**

Provides flexible services to disabled, single and low income families, hard to house and seniors. This includes providing lists and contacts for housing. Three registries primarily assist seniors and one registry assists seniors interested in home sharing.

Alberta Seniors  
P. O. Box 927  
Edmonton, Alberta T5J 2L8  
Phone: (780) 427-6897; Fax: (780) 427-0418

## **International Year of Older Persons and Alberta Transportation**

This comprehensive website found at <http://www.infras.gov.ab.ca> describes Alberta Transportation's overall mandate and relationship to the International Year of Older Persons; tips on safe driving and maintaining health (concentrating on seniors), advice on public transportation alternatives, and Alberta Transportation's efforts in improving accessibility for older persons.

This policy statement is aimed at encouraging the full consideration of public transportation needs before programs are implemented. It focuses on the vital link between community based living programs and the provision of accessible transportation services.

Policy Advisor, Passenger Service Development

Alberta Transportation  
Policy and Economic Analysis Branch  
3rd Floor, Twin Atria Building, 4999 - 98 Avenue  
Edmonton, Alberta T6B 2X3  
Phone: (780) 427-9781; Fax: (780) 422-1070

## **Mental health services**

The purpose of this program is to act as an advocate for the provision of mental health services. To develop and monitor standards for the delivery of mental health services by utilizing (2) mental health hospitals, (2) care centres and (70) mental health clinics across the province.

Public Enquiries Coordinator  
Alberta Mental Health Board  
Box 1360  
Edmonton, Alberta T5J 2N3  
Phone: (780) 415-2568; Fax: (780) 422-0823

## **Pension Income Credit**

Individuals with private pension income can claim up to \$1,000 of this income as an amount in the provincial non-refundable tax credit block. As these amounts are multiplied by 10%, the tax rate in the province, this credit can reduce provincial income tax payable by up to \$100. The credit amount will be indexed to inflation.

Tax Policy Analyst, Ministry of Finance  
Room 564, Terrace Building  
Edmonton, Alberta T5K 2C3

## **Personal Directives**

Enables adult Albertans to promote self-determination by appointing an agent (substitute decision-maker) and/or prepare written instructions regarding personal matters in the event of future loss of mental capacity.

Provincial Public Guardian Coordinator  
Ministry of Human Resources & Employment  
Office of the Public Guardian  
6th Floor, Centre West 10035 - 108 Street  
Edmonton, Alberta T5J 3E1  
Phone: (780) 422-1868; Fax: (780) 422-6051

## **Protection for Persons In Care Act**

The Protection for Persons In Care Act was enacted on January 5, 1998. The legislation protects adults in government run care facilities from abuse, by requiring anyone whom suspects abuse to report it to the government or police.

Alberta Community Development - Seniors Services and Housing Division  
Box 3100  
Edmonton, AB T5J 4W3  
Phone: 1-888-357-9339; Fax: (780) 422-5954

## **Provincial Cultural Facility Discount Rates**

Seniors can obtain discounted admission rates to provincial museums, interpretive centres, and historical sites. Seniors' rates vary according to the facility, but for most major sites is \$5.50. Regular adult rate for major sites is \$6.50. Some facilities have additional discounts on Tuesdays and off-season.

Assistant Deputy Minister - Alberta Community Development  
8820 - 112 Street  
Edmonton, Alberta T6G 2P8  
Phone: 431-2300; Fax: 427-5598



### **Senior Citizens' Cottages**

Seniors who are functionally independent with or without help from community based services. While not specifically targeted to lower-income seniors, priority is given to this group.

### **Senior Citizens' Lodge Program**

Seniors who are functionally independent with or without help from community based services. While not specifically targeted to lower-income seniors, priority is given to this group.

### **Senior Citizens' Self-Contained Housing Program**

Lower-income senior citizens who are functionally independent with or without help from existing community-based services will use this service. This program provides subsidized rental bachelor or one-bedroom units.

Some handicapped units are available. Rent is based on 30 percent of a household's adjusted income. Rental rate includes fully serviced accommodation except for electricity.

### **Unique Homes Assistance Program**

Homes that provide lodge-type accommodations, are occupied primarily by non-profit organizations, provide a level of care which falls between senior citizens' lodges and nursing homes, and do not qualify for assistance under the Nursing Home Act or the Alberta Housing Act (i.e. contract nursing homes and lodges managed by provincially legislated management bodies are ineligible).

Alberta Seniors  
P. O. Box 3100  
Edmonton, Alberta T5J 4W3  
Phone: (780) 427-4190; Fax: (780) 422-8551

### **Seniors Advisory Council for Alberta**

The purpose of the Council is to advise, report to and make recommendations to the Government on matters relating to senior citizens in Alberta, their well-being and their opportunities for full and equal participation in the life of the Province.

### **Seniors Advisory Council for Alberta**

Alberta Seniors  
  
330 Standard Life Centre, 10405 Jasper Avenue  
Edmonton, Alberta T5J 4R7  
Phone: (780) 422-2321; Fax: (780) 427-1689

## **Seniors Client and Information Services**

Comprehensive information on programs and services for seniors is available to seniors and their families, caregivers and seniors' agencies and organizations.

### **Special Needs Assistance for Seniors program**

The Special Needs Assistance for Seniors program is an income-based program that provides lump sum cash payment to help lower-income seniors who are having financial difficulties. Special Needs Assistance is a source of funding of last resort to protect seniors who cannot make ends meet and have no other resources to draw on. Seniors are expected to exhaust all other sources including applying to other programs, using their own resources and family resources as their first options.

Client and Information Services, Seniors Services Division  
Alberta Seniors  
Box 3100  
Edmonton, AB T5J 4W3  
Phone: 1-800-642-3853; Fax: (780) 422-8762

### **Supports for Independence**

SFI is a program of last resort that meets the basic needs of eligible applicants and recipients. SFI is a temporary resource, acting as a bridge to assist clients towards maximum independence. Where clients are not able to become fully independent, SFI provides assured financial support based on need and eligibility.

Program Manager, Assured Support  
Department of Human Resources and Employment Income and Employment  
14th Floor, Seventh Street Plaza, 10030 107 Street  
Edmonton, Alberta T5J 3E4  
Phone: (780) 422-2905; Fax: (780) 422-0032

### **The Protection Against Family Violence Act**

The Protection Against Family Violence Act was proclaimed into effect June 1, 1999. This legislation provides additional protection from family violence for all family members - seniors, women, men and children. The Act defines family violence as: - injuring or threatening to injure a family member - damaging or threatening to damage property - not allowing a family member to leave the home - sexual abuse.

Office/Prevention of Family Violence  
11th floor-10030-107 Street (Seventh Street Plaza)  
Edmonton, Alberta T5J 4W3  
Phone: 1-780-422-5916; Fax: 1-780-427-2039; TTY: 1-780-422-3823

## **BRITISH COLUMBIA**

### **Adult Guardianship Act**

Outlines role of Community Response Networks (CRN) and designated agencies in responding to reports of abuse, neglect or self-neglect of vulnerable adults. Selective proclamation of this new legislation comes into effect Feb. 28, 2000 along with 3 other Act's that work together to provide protection and support to vulnerable adults. (Other acts are: Representation Agreement Act, Health Care (Consent) and Care Facility (Admission) Act and Public Guardian Trustee Act.

Adult Guardianship Implementation Secretary  
700-808 West Hastings Street  
Vancouver, BC V6C 3L3  
Phone: 604-775-0847; Fax: 604-775-0207

### **Angling License for Seniors**

To provide seniors with a reduced rate for angling licenses.

Regulations Coordinator  
Planning Regulations and Licensing Unit  
Ministry of Fisheries  
PO Box 9363 STN Prov Gov't  
Victoria, BC V8W 9M2  
Phone: 250-356-7285; Fax: 250-387-9568

### **BC Ferry Discount for Seniors**

To provide discounted travel on BC Ferry routes. Seniors who are residents of BC and who have a gold CareCard are eligible for this discount.

BC Ferries  
1112 Fort Street  
Victoria, BC V8V 4V2

### **BC Sales Tax Credit**

To provide those with low or modest income a tax credit.

Senior Auditor  
Income Taxation Branch, Revenue Division  
Box 9434, STN Prov Gov't  
Victoria, BC V8W 9V3  
Phone: 250-387-3332; Fax: 250-356-9243; TTY: 1-800-663-7867

## **BC Seniors Games Society**

This program is to promote active participation by seniors in sport, recreation and fitness. BC Seniors Games are open to all permanent residents of BC who are 55 years of age or older by August 15th of the year of the Games. Participant must be a member of the BC Seniors Games Society.

President - BC Seniors Games Society  
200-990 Fort Street  
Victoria, BC V8V 3K2  
Phone: (250) 387-1375; Fax: (250) 387-4489

## **BC Transit/Translink Seniors' Fare Discount**

To provide discount fares to seniors on BC Transit systems. Residents must be over the age of 65 and have appropriate government issued proof of age.

## **Taxi Saver Program**

To provide subsidized taxi service for those persons with disabilities. Any person who has been issued a BC Transit HandyPass. A person is eligible for a HandyPass if he or she has a physical or mental disability which prevents the use of regular, high floor, fixed route public transit and so are eligible for handyDART.

Vice President - Customer Services  
BC Transit  
520 George Rd. East  
Victoria, BC - V8W 2P3  
Phone: 250-385-2551; Fax: 250-995-5643

## **Bus Pass Program**

To provide affordable transportation to low income seniors and persons who are disabled.

General Enquiries - Bus Pass Program  
Box 9430 Stn Prov Gov't  
Victoria, BC V8W 9V2

## **Camping Subsidy**

To provide seniors with a reduced rate for camping fees during the shoulder season.

Eligible to all BC residents who are 65 years of age or over. The fees applicable to a senior apply to a party if the party includes one or more seniors, and no person, other than the seniors or the spouse of the seniors, is an adult.

Recreation Services Officer

Ministry of Water, Land and Air Protection  
PO Box 9398 STN PROV GOVT  
Victoria, BC V8T 5K7  
Phone: 250-387-4662; Fax: 250-387-5757

## **Driver Examinations and Medical Reports**

To help ensure road safety in British Columbia. All drivers 80 years of age and over are required to have a medical examination and submit a medical report every two years.

## **Senior Citizen Automobile Insurance Discount**

To provide reduced rates for compulsory automobile insurance to seniors.

Insurance Corporation of British Columbia (ICBC)  
West Esplanade  
North Vancouver, BC V7M 3H9  
(604) 661-2800

## **Driver Licensing**

To provide reduced fees or free services offered by ICBC. Eligible to those persons who are 65 years or older.

ICBC  
PO Box 3750  
Victoria, BC V8W 3Y5  
Phone: 604-453-4200; Fax: 604-453-4203

## **Fair PharmaCare**

PharmaCare assists British Columbians with the cost of eligible prescription drugs and certain other medical supplies ordered by physicians, dentists or podiatrists. PharmaCare is designed to provide fair access to prescription drug users across the province.

The program focuses PharmaCare financial assistance to British Columbians who need it most: the lower the income, the more assistance the government will provide for prescription drugs

Fair PharmaCare assists permanent residents of BC born 1940 or later. The Seniors' Fair Pharmacare Program provides assistance at age 65 to British Columbians born in 1939 or earlier. Seniors who live in a government funded licensed, long-term care facilities are also entitled to additional benefits (Plan B).

Executive Director's Office - Pharmacare  
Box 9655 Stn Prov Gov't  
Victoria, BC V8W 3P2  
Phone: 250-952-1706; Fax: 250-952-2790

### **handyDART Custom Transit**

The handyDART is a special transportation service for eligible persons with disabilities who cannot use regular public transportation. Any person unable to use regular transit due to a physical or mental impairment is eligible for handyDART service

Vice President - Customer Services  
BC Transit  
520 George Rd. East  
Victoria, BC V8W 2P3  
Phone: 250-385-2551; Fax: 250-995-5643

### **Health Care (Consent) and Care Facility (Admission) Act**

The Act requires valid consent for all Health Care decisions and prescribes who can be a temporary substitute decision maker when an adult is not capable.

Public Guardian and Trustee is given power to authorize others as a temporary substitute decision maker, or act in this role themselves as a last resort. Selective proclamation of this new piece of legislation comes into effect Feb. 29, 2000 along with 3 other Acts that work together to provide protection and support to vulnerable adults. The other 3 acts are: Representation Agreement Act, Adult Guardianship Act, and Public Guardian Trustee Act.

### **Adult Guardianship Implementation Secretary**

700-808 W. Hastings  
Vancouver, BC V6C 3L3  
Phone: 604-775-0847; Fax: 604-775-0207

## **Heritage Sites and Museums**

To provide seniors with discounts at designated provincial heritage sites and museums.

Phone: 604-660-2421

## **Home and Community Care**

To assist people to maintain their independence and remain in their own homes for as long as possible and to provide residential care when a person is no longer able to manage at home. A wide range of community-based, residential and supportive health care services are available for persons with disabilities, or clients with chronic health related problems needing support and assistance to maintain their independence. Services include: assessment, individual service delivery plan (including home support services and adult day centres), coordination of health-care services and referral to appropriate community resources, community home care nursing, community rehabilitation, assisted living and community care.

Executive Director - Home and Community Care

6-2, 1515 Blanshard St.

Victoria, BC V8W 3C8

Phone: 250-952-2176; Fax: 250-952-1289

## **Home Owner Grant Program**

This program was designed to reduce the amount of property taxes that a senior must pay. Those who are, or will be, 65 in the calendar year, are registered owners of a home and are paying property taxes on that home. The person must permanently reside in BC and occupy the residence as their principal residence when they claim the grant.

Collections and Compliance Clerk - Provincial Home Owner Grant

Administration Branch

Box 9991 Stn Prov Gov't

Victoria, BC V8W 9R7

Phone: 250-356-8904; Fax: 250-356-8994

## **Hunting License for Seniors**

To provide seniors with a reduced rate for buying a hunting license, this program is eligible to all BC residents who are Canadian citizens and who are 65 years of age or over.

License and Permit Officer  
Ministry of Water, Land and Air Protection  
Box 9374 Stn Prov Gov't  
Victoria, BC V8W 9M1  
Phone: 250-387-9739; Fax: 250-356-9145

## **Independent Living BC**

Independent Living BC provides a range of housing and support services available for seniors with low to moderate incomes and people with disabilities. For all British Columbians age 65+ and people with disabilities.

BC Housing  
Burnaby, BC  
Phone: 604-433-2218

## **Information for Seniors Guidebook**

Your Guide to Programs and Benefits in British Columbia provides a comprehensive description of the various programs and benefits available to seniors in B.C. This includes federal programs such as OAP and CPP, provincial programs, and programs and benefits offered by Crown Corporations and Agencies and Health Authorities.

Senior Policy Analyst  
Office of the Special Advisor, Women's and Seniors' Health  
Victoria, BC - (250) 952-1261

## **Land Tax Deferment**

To allow qualifying British Columbian homeowners to defer the payment of annual municipal or rural property taxes on their home. Homeowners age 60 years and over or homeowners of any age who are widowed spouses, or who meet the definition of a person with disabilities in the Disability Benefits Program Act.

Tax Deferment Analyst - Property Taxation Branch  
Tax Deferment Section  
Box 9446 Stn. Prov. Govt.  
Victoria, BC V8W 9V6  
Phone: 250-387-0599; Fax: 250-356-5347



## **Mental Health and Addictions**

To provide mental health services to the residents of British Columbia.

Executive Director - Mental Health and Addictions  
Ministry of Health Services  
3-1520 Blanshard St.  
Victoria, BC V8A 3C8  
Phone: 250-952-1608; Fax: 250-952-1689

## **Public Guardian and Trustee of British Columbia**

The Public Guardian and Trustee of British Columbia operates under provincial law to protect the legal rights and financial interests of children to provide assistance to adults who need support for financial and personal decision making, and to administer the estates of deceased and missing persons where there is no one else able to do so. The Public Guardian and Trustee is accountable to clients, the Court and the public at large.

## **Representation Agreement Act**

The Act allows adults to choose who they would like to be their decision makers if they become unable to make these decisions for financial and/or personal affairs. It also allows an adult to give advance direction that a substitute decision maker must follow.

Selective proclamation of this new piece of legislation comes into effect Feb. 28, 2000 along with 3 other Acts: Adult Guardianship Act, Health Care (Consent) and Care Facility (Admission) Act, and Public Guardian and Trustee Act.

Manager, Communications - The Public Trustee of BC  
700-808 West Hastings Street  
Vancouver, BC V6C 3L3  
Phone: 604-660-4474; Fax: 604-775-0207

## **Seniors Supplement**

The Seniors Supplement provides a guaranteed monthly income to low income BC seniors.

General Enquiries - Seniors Supplement  
Box 9471 Stn Prov Gov't  
Victoria, BC V8W 9V9  
Phone: 7-800-665-2656; Fax: 250-356-7751

### **Shelter Aid for Elderly Renters (SAFER)**

To provide direct cash assistance to eligible residents of BC age 60 and over who pay rent for their homes.

People may be eligible if each of the following conditions are met: 1) Canadian citizen or landed immigrant; 2) renting; 3) 65 years or over and entitled to receive Canadian Old Age Security, or age 60-64 and has resided in Canada for a period of not less than 10 continuous years as an adult

### **Social Housing for Seniors**

To provide affordable housing for seniors with low to moderate incomes.

Income tested seniors over age 55 in most cases. (Some older housing societies [i.e. housing built under older programs] may set the age minimum at 60 or 65).

Senior Housing Assistant - Housing Services  
BC Housing  
601-4555 Kingsway  
Burnaby, BC V5H 4V8  
Phone: 604-439-4172; Fax: 604-439-4729

### **Travel Assistance Program (TAP)**

To provide assistance with travel costs when medical care is not available through local specialists. All BC resident who are enrolled in the Medical Services Plan (MSP), whose medical travel expenses are not covered by third-party insurance plans or other government programs, and who receive a physician's referral to travel for medical care services insured under MSP, are eligible for TAP discounts from participating carriers. TAP discounts also apply to the escorts of children under 16, persons with disabilities, or in other cases where a physician deems an escort necessary. Parents and guardians are encouraged not to allow children under 16 to travel unsupervised.

MSP/Travel Assistance Program  
3-1, 1515 Blanshard Street  
Victoria, BC V8W 3C8  
Phone: 250-952-2657; Fax: 250-952-3101

## **MANITOBA**

### **55 PLUS Program - A Manitoba Income Supplement**

The 55 PLUS Program provides quarterly income supplements to lower-income Manitobans who are 55 years of age and over.

Manager - Manitoba Family Services and Housing  
Income Supplement Programs  
Box 3000, 203 South Railway St.  
Killarney, Manitoba R0K 1G0  
Phone: 1-800-563-8793 or 204-523-5235; Fax: 204-523-5240

### **Adult Day Care Program**

To provide recreational, social and peer group interaction and health promotion to frail at risk or disabled individuals. Frail, at risk or disabled adults who are individuals assessed by the Home Care Program as needing an Adult Day program.

### **Adult Mental Health Program**

To assess, reduce suffering from, and treat mental health disorders. To address the needs of elderly persons with mental health problems, and their caregivers. To optimize independent functioning in the community. To address the needs of professional caregivers through educational and consultation services. To address the needs of professional caregivers through educational and consultation services.

Executive Director - Regional Support Services  
Manitoba Health  
2nd -300 Carlton Street  
Winnipeg, Manitoba R3B 3M9  
Phone: (204) 786-7358; Fax: (204) 779-5898

### **Citizen Complaints re: Driver Ability**

The purpose of this program is to investigate information received from the general public, family members, police officers and/or other agencies related to driver ability to determine if intervention in the interest of public safety is warranted.

Manitoba Transportation and Government Services  
Division of Driver & Vehicle Licensing  
1075 Portage Avenue  
Winnipeg, Manitoba R3G 0S1  
Phone: 204-945-5137; Fax: 204-945-5324

### **Complementary Assistance Program (CAP)**

Provides grants to housing co-operatives to subsidize housing charges for co-op members meeting income eligibility guidelines.

Manager - Shelter Assistance  
Main Floor, 280 Broadway  
Winnipeg, MB R3C 0R8  
Phone: (204) 945-2611/877-587-6224; Fax: (204) 945-3930

### **Consumer Education Volunteer Program**

To help prevent common consumer problems by educating consumers about their rights and responsibilities. To make people aware of Consumer Protection legislation administered by the Consumers' Bureau as well as other services offered.

Volunteer Program Manager - Consumers' Bureau  
Manitoba Consumer and Corporate Affairs  
Room 302, 258 Portage Avenue  
Winnipeg, Manitoba R3C 0B6  
Phone: 204-945-4421; Fax: 204-945-0728

### **Cooperative Housing Program**

To support the production and operation of cost-effective cooperative housing to provide security of tenure for low to moderate-income households who cannot afford homeownership.

Portfolio Administration  
205 - 280 Broadway  
Winnipeg, MB R3C 0R8  
Phone: 945-4661; Fax: 945-1249

### **Driving Assessment and Management Program**

The purpose of the program is to assess the effect that a driver's medical condition has on his or her ability to drive safely. Persons served include those with neurological, orthopedic and psychiatric disorders, and those with disabilities associated with aging.

Division of Driver and Vehicle Licensing  
Room 100 - 1075 Portage Avenue  
Winnipeg, Manitoba R3G 0S1  
Phone: 204-945-7385; Fax: 204-945-5324

## **Elder Abuse Consultant**

The consultant works directly with communities, health care professionals, social service workers, law enforcement officers, financial professionals, seniors and other organizations to increase community awareness of elder abuse and how to respond to abuse complaints. Health care professionals, social service workers, law enforcement officers, financial professionals, seniors and other organizations that may come in contact with victims of elder abuse.

Executive Director - Manitoba Seniors Directorate  
822-155 Carlton Street  
Winnipeg, Manitoba R3C 3H8  
Phone: 204-945-1884, 1-888-896-7183; Fax: 204-948-2514

## **English for Seniors Program**

The English for Seniors Program is delivered in partnership with Age and Opportunity Centre Inc. (A&O), with support from other community organizations. English for Seniors is intended to meet the language learning needs of immigrant seniors and provide access to other senior's activities, information and services. It takes into consideration the needs of the learners, identifies the language requirements and follows an "English for Specific Purposes" (ESP) approach to curriculum content.

English for Seniors is for immigrant seniors (55+) who may have one or more of the following characteristics: limited proficiency in English communication, isolation, lack of confidence, and unfamiliarity with Canadian culture.

English for Seniors Program Manager - Age and Opportunity, Inc.  
2nd floor-283 Portage Avenue  
Winnipeg, Manitoba R3B 2N5  
Phone: 204-956-6440; Fax: 204-946-5667

## **Family Living Costs Fact sheet**

Based on the annually updated database, Budget Guides, the Family Living Costs Fact sheet provides Manitoba specific costs of living for Manitoba families.

Marketing & Farm Business Management  
Manitoba Agriculture and Food  
915 - 401 York Avenue  
Winnipeg, Manitoba R3C 0P8  
Phone: 204-945-8597; Fax: 204-945-6134

## **Family Violence Court**

The policy of Manitoba Justice is to proceed with substantive charges, which are grounded in a pattern of abuse against elderly victims. There is a "zero tolerance" policy on these types of cases, which are to be prosecuted vigorously. The Crown is to exercise vigilance and take tough positions on bail, plea negotiations and sentencing.

Victims of crime who are 60 years and older and who are involved in a dependent relationship with the accused.

Supervising Senior Crown Attorney  
Family Violence Unit, Manitoba Justice  
5th Floor, 405 Broadway Avenue  
Winnipeg, Manitoba R3C 3L6  
Phone: 204-945-2852; Fax: 204-948-3210

## **Home Adaptation for Senior's Independence Program (HASI)**

HASI provides assistance for minor home adaptations for seniors, with age related disabilities, who have difficulty with day-to-day living activities in the home.

Eligible applicants under the program are individuals aged 65 or over where the income of the household is less than the Housing Income Limit (HIL) which ranges from \$18,000 to \$36,500 depending on location.

Coordinator - Special Programs  
Manitoba Family Services and Housing  
202 - 280 Broadway  
Winnipeg, MB R3C 0R8  
Phone: 945-0778; Fax: 945-4710; TTY: 984-5804

## **Home Care Program**

The Home Care program provides community-based supports to enable individuals to remain at home or to be discharged from a care facility (e.g. hospital). The Program serves as an alternative to long term institutional care and also assesses for placement in a long-term care facility / option (e.g. personal care home, supportive housing) when providing care at home is no longer a safe or viable alternative

Manitoba residents who are at risk of institutionalization, and whose functioning is likely to deteriorate, and who without supports are not able to remain in the community / home.

Based on assessed need and other available supports, the following services may be provided: nursing, personal care, home support services such as cleaning and laundry and meal preparation, therapy (ot/pt), assessment / case coordination, assessment for long-term care placement, respite care, adult day care.

## **Home Oxygen Therapy Program**

Through the Home Care Program, home oxygen therapy services are provided to eligible individuals to enable them to remain at home, or be discharged home from hospital.

Children and adults in urban and rural areas who meet Home Care and specific medical eligibility criteria.

Consultant - Continuing Care  
Regional Support Services - Manitoba Health  
100-300 Carlton Street  
Winnipeg, Manitoba R3B 3M9  
Phone: (204) 788-6641; Fax: (204) 772-2943

## **Homeowner Emergency Loan Program (HELP)**

HELP provides interest free loans to assist low-income homeowners with emergency repairs of a health and safety nature.

Manitoba Family Services and Housing  
Special Programs  
202 - 280 Broadway  
Winnipeg, MB R3C 0R8  
Phone: (204) 945-4714/1-888-243-7415; Fax: (204) 945-4710

## **Insured Benefits - Eye Examinations**

Persons aged 65 years and older are entitled to one free complete routine eye examination in a fixed 24-month period.

Manitoba Health - Insured Benefits  
100-300 Carlton Street  
Winnipeg, Manitoba R3B 3M9  
Phone: (204) 788-2525

## **Long-Term Care Program**

The Long-Term Care Program supports Manitoba adults whose ability to function independently is affected by health problems. The objective is to increase or maintain the individual's level of physical, social and psychological functioning to his/her maximum potential in order to promote functional independence and improve quality of life in a home-like atmosphere. Services are accessed through a single entry system managed by Home Care.

Manitoba adults requiring care for basic nursing and personal care assistance in a supervised setting.

Executive Director

Manitoba Health – Urban Regional Support Services, Continuing Care

2nd floor-300 Carlton Street

Winnipeg, Manitoba R3B 3M9

Phone: (204) 786-7358; Fax: (204) 772-2943

### **Managing The Present...Planning The Future: Family Farm Business Transfer Educational Resources**

To maintain or improve the current level of successful family farm transfers which contributes to achieving a viable and successful rural economy. By providing an opportunity for the next generation of family members to remain on the farm through a systematic transfer of farm operations, the family, the farm business and the rural community stands to benefit both economically and socially.

All Manitoba farm families, of which approximately 30% have family members who are 55 years of age or over are eligible for this benefit.

Farm Management Specialist

Marketing & Farm Business Mgmt Branch

Manitoba Agriculture and Food

903 - 401 York Avenue

Winnipeg, Manitoba R3C 0P8

Phone: 204-945-3860; Fax: 204-945-6134

### **Manitoba Council on Aging**

The Manitoba Council on Aging serves as an advisory board to the Minister responsible for Seniors on the issues, concerns, and needs of seniors.

Chairperson - Manitoba Council on Aging

822-155 Carlton Street

Winnipeg, Manitoba R3C 3H8

Phone: 204-945-2127,1-800-665-6565; Fax: 204-948-2514

### **Manitoba Council on Aging Recognition Award**

The Recognition Award was created to honour and formally recognize organizations, businesses or individuals whose exceptional acts or efforts benefit Manitoba seniors.

### **Manitoba Council On Aging**

822-155 Carlton Street

Winnipeg, Manitoba R3C 3H8

Phone: 204 - 945-2127,1-800-665-6565; Fax: 204-948-2514



## **Manitoba Family Tax Reduction (FTR)**

Provides income tax relief for low-income taxpayers. For seniors age 65 and over there is an additional \$225 age credit for an individual and spouse. The overall impact of this provision results in seniors paying less provincial income tax than Manitobans under age 65. The tax credit is administered by Canada Customs and Revenue Agency, on behalf of the Province, through the annual income tax return.

Manager of Information Services - Manitoba Finance  
Manitoba Tax Assistance Office  
309 Norquay Building,

401 York Avenue  
Winnipeg, Manitoba R3C 0P8  
Phone: 1-800-782-0771 or 204-948-2115; Fax: 204-948-2263

## **Manitoba Hydro Information Programs for Seniors**

Manitoba Hydro strives to provide excellent customer service and information to customers in a variety of formats. Lifestyles 2000 is a Power Smart Program for seniors, designed to provide information to senior customers on topics of interest to them. The program material is available in both French and English. Your Guide to Manitoba Hydro Services provides answers to questions most often asked by customers. The brochure is available at all Manitoba Hydro offices and the content is available under Customer Services at [www.hydro.mb.ca](http://www.hydro.mb.ca)

Education & Safety Supervisor - Marketing Programs, Manitoba Hydro  
820 Taylor Avenue  
Winnipeg, Manitoba R3C 2P4  
Phone: 204-474 -3391; Fax: 204-452-3976

## **Manitoba Seniors Directorate**

The Seniors Directorate promotes the interests of seniors by ensuring policies; programs and services are sensitive to seniors' needs and concerns.

### **Seniors Abuse Line**

The Seniors Abuse Line is designed to provide seniors, family members, professionals, and others with a confidential one-stop information resource on elder abuse.

### **Seniors Information Line**

The Seniors Information Line provides information to seniors and their families and assists them in accessing government departments, programs, and services.

## **Through Other Eyes**

Through Other Eyes is a sensitivity workshop that enables management, staff, students and volunteers to experience directly the daily challenges faced by seniors.

Organizations of all kinds who want to accommodate the needs of seniors.

Executive Director - Manitoba Seniors Directorate  
822-155 Carlton Street  
Winnipeg, Manitoba R3C 3H8

## **Manitoba Women's Directorate**

The Women's Directorate is a department of government that works to influence government decision-making to ensure that the unique needs and concerns of women are integrated into public policy, legislation and programs.

All women of Manitoba. To the extent that Senior Women require information or wish to forward information to government, they are eligible beneficiaries of our services.

Policy Manager - Manitoba Women's Directorate  
Status of Women  
100 - 175 Carlton Street  
Winnipeg, Manitoba R3C 3H9  
Phone: 204-945-5021 or 204-945-3476; Fax: 204-945-0013

## **Older Victim Services**

This program is intended to address issues of crime prevention and victim assistance for seniors. Citizens and crime victims who are over 60 years of age will benefit from this program.

Director - Public Safety Branch, Criminal Justice Division  
200-379 Broadway Avenue  
Winnipeg, Manitoba R3C 0T9  
Phone: 204-945-5556; Fax: 204-948-2740

## **Operation Public Alert (PAL)**

Designed to help the public and law enforcement authorities to prevent and report crime, and send aid to people in distress.

Marketing Programs - Manitoba Hydro  
820 Taylor Avenue  
Winnipeg, Manitoba R3C 2P4 - Phone: 204-474-3391

## **Pension Benefits Legislation**

The Pension Commission is a regulatory agency responsible for administration of The Pension Benefits Act and regulations. The mandate of the Pension Commission is to promote the establishment, extension and improvement of pension plans. The Act prescribes minimum standards for employer-sponsored pension plans and protects benefits accrued by employees in employer-sponsored pension plans through application of minimum legislative requirements for solvency and funding, information to employees, employer contributions, vesting, portability and locking-in. Establishing employment pension plans is voluntary. About 50% of the work forces have access to an employer-sponsored pension plan.

Manitoba Labour and Immigration - Pension Commission  
Room 1004, 401 York Avenue  
Winnipeg, Manitoba R3C 0P8  
Phone: 204-945-2740; Fax: 204-948-2375

## **Pensioners' School Tax Assistance (PSTA)**

Provides school tax assistance to seniors age 55 and older, to both homeowners and tenants. The PSTA is administered by Canada Customs and Revenue Agency, on behalf of the Province, through the annual income tax return.

## **Personal Tax Credit (PERSTC)**

Provides income-related assistance from provincial sales taxes to Manitoba tax filers. The PERSTC is administered by Canada Customs and Revenue Agency, on behalf of the Province, through the annual income tax return.

Manager of Information Services - Manitoba Finance  
Manitoba Tax Assistance Office  
309 Norquay Building, 401 York Avenue  
Winnipeg, Manitoba R3C 0P8  
Phone: 1-800-782-0771 or 204-948-2115; Fax: 204-948-2263

## **Personal Care Home Drug Program**

A component of the Long-Term Care Program, the purpose of this program is to facilitate the provision of prescription drugs to residents of personal care homes (nursing homes).

Consultant - Continuing Care. Manitoba Health  
Regional Support Services  
300 Carlton Street  
Winnipeg, Manitoba R3B 3M9  
Phone: (204) 788-6638 ;Fax: (204) 772-2943

## **Pharmacare**

Assist permanent residents of Manitoba in the purchase of pharmaceutical products when application for benefits under the Pharmacare program is made.

Director - Pharmacare and Ancillary Services

Manitoba Health - Insured Benefits  
100-300 Carlton Street  
Winnipeg, Manitoba R3B 3M9  
Phone: (204) 786-7396; Fax: (204) 786-6634

## **Public Housing**

To provide adequate and affordable accommodations to individuals and families of low to moderate income who would not normally be able to provide such housing for themselves at market rates.

Seniors age 55 plus who could not otherwise afford housing in the private sector market for more than 25% (singles) or 27% (couples) of their total household income.

The Manitoba Housing Authority  
100 – 185 Smith Street  
Winnipeg, MB R3C 3G4

## **Rent Supplement**

To assist low-income individuals, families and senior citizens to obtain affordable, adequate and suitable housing accommodation in designated private rental accommodation, non-profit rental housing projects and non-for-profit continuing co-operatives.

Acting Manager - Shelter Assistance Branch  
Main Floor, 280 Broadway  
Winnipeg, MB R3C 0R8  
Phone: (204) 945-2611/877-587-6224; Fax: (204) 945-3930

## **Residential Care Licensing**

Residential Care Licensing undertakes the licensing of community-based facilities, which provide care and supervision to persons who are experiencing the manifestations of the aging process, whereby there is a significant reduction in functioning in the activities of daily living. Through the licensing function, Residential Care Licensing ensures that there are minimum health safety and care standards for adults living in residential care facilities. Authority to operate the program is contained in The Social Services Administration Act and Manitoba Regulation 484/88R.

Director - Residential Care Licensing  
Manitoba Family Services and Housing  
119 - 114 Garry Street  
Winnipeg, Manitoba R3C 4V6  
Phone: 204-945-1042; Fax: 204-944-0254

## **Respite Care**

To provide a period of planned relief to families / caregivers who are committed to maintaining/supporting their dependent person in the community; and to support and maximize community living status for dependent persons.

Executive Director - Manitoba Health – Urban Regional Support Services  
Continuing Care  
2nd floor-300 Carlton Street  
Winnipeg, Manitoba R3B 3M9  
Phone: (204) 786-7358; Fax: (204) 772-2943

## **School Tax Assistance for Tenants 55 Plus (STAT 55 PLUS)**

Provides an annual grant of up to \$175 to renters/tenants aged 55 years or older, to offset school tax portion of rental costs.

Manager - Shelter Assistance  
Main Floor, 280 Broadway  
Winnipeg, Manitoba R3C OR8  
Phone: 945-2611/877-587-6224; Fax: 945-3930

## **Services to Seniors - Seniors Centres**

Seniors centres provide a community focal point on aging where older persons can come together for services that enhance their dignity and promote independence, health and involvement in the community. For Manitobans age 55 and older.

Executive Director  
Regional Support Services - Manitoba Health  
2nd-300 Carlton Street  
Winnipeg, Manitoba R3B 3M9  
Phone: (204) 786-7358; Fax: (204) 779-5898

## **Shelter Allowance for Elderly Renters (SAFER)**

The SAFER program provides monthly assistance to eligible elderly (55+) persons in private rental accommodation, to help keep rents reasonable in relation to income.

Acting Manager - Shelter Assistance  
Main Floor, 280 Broadway  
Winnipeg, MB R3C 0R8  
Phone: (204) 945-2611/877-587-6224; Fax: (204) 945-3930

## **Special Services for Customers with Special Needs**

Manitoba Hydro strives to provide excellence in customer service by treating customers with vision, hearing or mobility challenges with dignity.

Marketing Programs - Manitoba Hydro  
820 Taylor Avenue  
Winnipeg, Manitoba R3C 2P4  
Phone: 204-474-3391; Fax: 204-452-3976

## **Support Services to Seniors**

A grant-based program that assists communities in developing and establishing services for seniors to help them remain in their own homes, and that reduce the reliance on home support services from the Home Care Program.

Executive Director - Regional Support Services  
Manitoba Health  
2nd-300 Carlton Street  
Winnipeg, Manitoba R3B 3M9  
Phone: (204) 786-7358; Fax: ((204) 779-5898

## **The Public Trustee**

To represent the interests or manage the financial affairs of Manitobans who are incapable of managing their affairs or representing their own interests.

Manager of Client Administration - Office of the Public Trustee  
Department of Justice  
13th Floor-405 Broadway Avenue  
Winnipeg, Manitoba R3C 3L6  
Phone: 204-945-2729; Fax: 204-948-2251

## **Transportation of the Mobility Disadvantaged in Rural Manitoba**

The Department makes provision for grants to assist in defraying the cost of acquiring and operating equipment to provide transportation for those who are unable to utilize available transportation services without special facility or planning. To qualify for funding the community must be sponsored through its local governing body (Rural Municipality, Village, Town). The transportation provided must meet standards for service and safety as outlined in the Program Guidelines. The service must be made available to all mobility disadvantaged residents of the community.

Program Coordinator - Manitoba Intergovernmental Affairs  
Municipal Finance & Advisory Services  
Box 22080, 2022 Currie Blvd.  
Brandon, Manitoba R7A 6Y9  
Phone: 204-726-6571; Fax: 204-726-6290

## **Urban Native Non-Profit Housing Program**

To provide modest, affordable housing appropriate to the needs of low and moderate-income Native families and individuals through Urban Native non-profit corporations.

Manager - Portfolio Administration  
205 - 280 Broadway  
Winnipeg, MB R3R 0R8

## **NEW BRUNSWICK**

### **Addiction Services**

Services directed toward the abuse of alcohol, other drugs and gambling are provided and include prevention and treatment (detox, outpatient counselling, short-term residential and long-term residential). These services are targeted to all age groups. In some regions, education programs have been developed specifically for seniors. In addition, a variety of resource information is available from regional Addiction Services offices.

### **Ambulance Services**

Ambulance transportation is provided free to residents of New Brunswick with a valid Health Card, provided the service is to or from a hospital. This program covers such situations as ambulance transportation between a person's residence and the hospital. This program applies to New Brunswick residents on income assistance, subsidized nursing home residents and child welfare cases only.

Treatment Consultant Department of Health and Wellness  
Hospital Services - Institutional Services Branch  
P.O. Box 5100  
Fredericton, New Brunswick E3B 5G8  
Phone: (506) 453-8446 Fax: (506) 453-2958

### **Adult Protection Program**

Adult protection provides services to seniors and to adults with disabilities who are victims of abuse or neglect. Abuse can be physical, sexual or mental cruelty. Neglect can be self-neglect or caused by others. An individual is considered an adult protection case if services are required and/or if the client's mental competency does not enable him/her to recognize this and accept the needed services. The Department then has recourse to the Court to seek appropriate legal authority to protect vulnerable individuals. "Seniors" are defined as persons 65 years of age and older. "Disabled adults" are ages 19-64 inclusive.

### **Approval of Community Placement Resources**

Community placement resources include a special care home and a community residence. Care and supervision services are provided to residents who have significant functioning limitations in their activities of daily living. Community placement resources need to be approved to ensure that there are minimal care, health and safety standards for clients in those facilities.



## **Long Term Care Program**

To provide services to those individuals who require assistance, to carry out normal daily activities.

Director - Services to Adults with Disabilities and Senior Services  
Department of Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 457-6811; Fax: (506) 453-2869

## **Campsite Fees**

Discounted campsite fees are available to senior citizens age 65 and over through the Department of Natural Resources and Energy. The reduced daily fees for seniors apply to unserviced and wilderness campsites at Mount Carleton Provincial Park.

## **Hunting and Fishing License Fees**

To provide appropriate licenses for fishing and hunting to residents of New Brunswick, aged 65 and over.

## **Hunters with Physical Disabilities**

A Disabled Hunter Card is available for persons having a permanent serious physical disability. The card authorizes the holder to hunt from a stationary motor vehicle. Persons who have a permanent serious physical disability.

Policy Administrator - Department of Natural Resources and Energy  
Natural Resources and Energy,

Forestry Complex

P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 453-6075; Fax: (506) 457-6762

## **Emergency Repair Program**

To assist households in existing housing; to undertake emergency repairs that are required for the continued safe occupancy of their units.

## **Federal / Provincial Repair Program**

To provide financial assistance for: \*low income homeowners occupying existing substandard housing to repair, rehabilitate or improve their dwellings to a minimum level of health and safety \*modifications to low income homeowner and rental units to improve the accessibility of the dwelling for disabled occupants \*adaptations for low income seniors who have difficulty with daily living activities in the home \*limited modifications to eligible households to accommodate an aging parent.

## **Rent Supplement Program**

To assist low-income seniors in need to obtain affordable, adequate and suitable rental housing by subsidizing rents in eligible rental dwellings.

Program Consultant  
Housing and Income Support  
Department of Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 453-7132; Fax: (506) 444-5768

## **Extended Benefits Program**

This program is intended to provide financial support to persons and families for whom dependency on the department is long term due to a particular disability.

## **Health Card**

A Health Card may be given to an individual who does not qualify for basic assistance, but who is experiencing financial hardship due to high prescription drug costs.

Consultant - Housing and Income Support  
Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 457-6923; Fax: (506) 444-5768

## **Home Health Care Services**

All Regional Health Authorities provide home health care through the New Brunswick Extra-Mural Program. The New Brunswick Extra-Mural Program is a provincial home healthcare program that provides comprehensive healthcare services to New Brunswick residents in their home and/or community.

The mission of the Extra-Mural Program is to provide a comprehensive range of coordinated health care services for individuals of all ages for the purpose of promoting, maintaining and/or restoring health within the context of their daily lives.

Department of Health and Wellness, Hospital Services - Institutional Services  
P.O. Box 5100  
Fredericton, New Brunswick E3B 5G8  
Phone: (506) 453-2833; Fax: (506) 453-2958

### **Home Support Services**

The purpose of in-home support services is to assist individuals to live in their homes as independently as possible for as long as possible. The large majority of clients are seniors and disabled adults in need of long-term care services. Seniors and adults who have significant functioning limitations in their activities of daily living and where staying at home is an appropriate option.

Director - Services to Adults with Disabilities and Senior Services  
Department of Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 457-6811; Fax: (506) 453-2869

### **Hospital Services**

Acute care is available to entitled residents of New Brunswick through either in-patient or ambulatory basis at a hospital facility, or through at-home services provided by the Extra-Mural Program.

Health professionals in hospital facilities offer a variety of services to seniors. Some examples include: medical, nursing and all diagnostic and therapeutic services such as diagnostic imaging, laboratory services, respiratory therapy, physiotherapy, occupational therapy, and more. Admission of individuals to a hospital facility is the responsibility of an authorized physician.

Executive Director -Department of Health and Wellness  
Hospital Services  
P.O. Box 5100  
Fredericton, New Brunswick E3B 5G8  
Phone: (506) 444-4722; Fax: (506) 453-2958

### **Low-Income Seniors' Benefit**

To assist low-income seniors by providing a \$100 (tax-free) benefit

Tax Program Officers - Department of Finance  
Revenue and Taxation Division  
P.O. Box 3000  
Fredericton, New Brunswick E3B 5G5  
Phone: (506) 453-2404; Fax: (506) 457-7335

### **Mental Health Services Division**

Mental Health Services' mission is to provide access to a range of mental health services, including prevention, promotion, assessment, treatment, rehabilitation and support for residents of New Brunswick, who have mental health problems.

Acting Executive Director - Department of Health and Wellness  
Mental Health Services Division  
P.O. Box 5100  
Fredericton, New Brunswick E3B 5G8  
Phone: (506) 444-4442; Fax: (506) 453-8711

### **New Brunswick Medicare**

New Brunswick Medicare covers most services provided by medical practitioners to eligible residents of New Brunswick, regardless of age. The plan generally covers medical services rendered in New Brunswick and in Canada.

Department of Health and Wellness - Medicare/Prescription Drug Program  
P.O. Box 5100  
Fredericton, New Brunswick E3B 5G8  
Phone: (506) 684-7901 outside NB

### **New Brunswick Prescription Drug Program**

The Prescription Drug Program provides prescription drug benefits to eligible residents of New Brunswick.

The program consists of several individual drug plans each designed to meet the needs of specific beneficiary groups. Beneficiary groups include: Eligible NB residents 65 years of age or older who receive the Guaranteed Income Supplement (GIS) or qualify for the Prescription Drug Program based on an income test.

Nursing Home residents registered with Medicare; persons diagnosed with cystic fibrosis, who are registered and deemed eligible; organ transplant recipients, who are registered and deemed eligible; individuals who have growth hormone deficiency, who are registered, and deemed eligible; persons who are HIV positive, who are registered and deemed eligible; persons suffering from Multiple Sclerosis. (MS)

Clients in possession of a valid health Card, for prescription drug coverage, issued by the Department of Family and Community Services; children in care of the Minister of Family and Community Services.

Prescription Drug Program - Department of Health and Wellness  
Prescription Drug Program Branch  
P.O. Box 690  
Moncton, New Brunswick E1C 8M7  
Phone: 1-800-332-3692 in NB; Fax: 1-888-455-8322 in NB

### **Non-Profit Housing Program**

To assist low-income seniors in need of subsidized rental accommodation.

### **Public Housing Program**

To assist low-income seniors in need of subsidized rental accommodation.

Housing and Income Support - Department of Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 453-7447; Fax: (506) 444-5768

### **Nursing Home Services**

To provide nursing care services for eligible individuals whose care needs are greater than the family, and residential facilities outside of nursing homes can provide.

Nursing Home Services - Department of Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 453-3821; Fax: (506) 457-4909

### **Public Health Services/Inspection Services**

This service is concerned with the health aspects of water and food supply, waste disposal, and sanitation as it relates to the community in general, institutions and recreational areas

Department of Health and Wellness - Office of the CMOH  
P.O. Box 5100  
Fredericton, New Brunswick E3B 5G8  
Phone: (506) 453-2638; Fax: (506) 453-8702

### **Public Health/Health Promotion**

The health promotion services available from Public Health staff are intended to help seniors understand their health and the aging process.

Project Manager - Department of Health and Wellness  
Office of Chief Medical Officer of Health  
P.O. Box 5100  
Fredericton, New Brunswick E3B 5G8  
Phone: (506) 444-4633

### **Senior Goodwill Ambassador Program**

To promote a positive image of New Brunswick both within the province of New Brunswick and in other areas to which they travel.

Coordinator / Provincial Seniors' Issues Consultant  
Adults with Disabilities and Senior Services Branch  
Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 457-6811; Fax: (506) 453-2869

### **Seniors' Rehabilitative Equipment Program**

Residents of New Brunswick who are age 65 and over may borrow, without charge, rehabilitative equipment from the Canadian Red Cross Society.

Project Manager - Department of Health and Wellness  
Office of Chief Medical Officer of Health  
Canadian Red Cross Society, New Brunswick Division  
P.O.Box 39

Saint John, New Brunswick E2L 3X3  
Phone: (506) 444-4633; Fax: (506) 453-8702

## **Special Care Homes**

Generally, Special Care Homes are privately owned facilities, approved by the Department, to provide level 1 and level 2 care to an approved number of long-term care clients (adults and seniors) who do not require a high level of care and professional nursing services on a regular basis. These facilities provide a supportive and nurturing environment for these residents, who for a variety of reasons associated with health, disabilities or old age require supervision and personal care services in a residential setting.

Director - Adults with Disabilities and Senior Services  
Department of Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 457-6811; Fax: (506) 453-2869

## **Special Needs Benefits Program**

Special needs benefits are supplementary to basic assistance and can be provided to meet one-time emergencies or can be provided for a longer term. The majority of benefits are for medically related services, fuel and school supplements as well as the monthly income supplement benefit.

Consultant - Housing and Income Support  
Family and Community Services  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 457-6923; Fax: (506) 444-5768

## **Vital Statistics**

The Vital Statistics office has the responsibility for collecting, recording, tabulating and registering births, marriages and deaths. Birth, marriage or death certificates are available for a fee by contacting the above office.

Registrar General - Department of Health and Wellness  
Administration and Finance, Vital Statistics  
P.O. Box 6000, 435 King Street, Suite 203  
Fredericton, New Brunswick E3B 5H1  
Phone: (506) 453-2385; Fax: (506) 453-3245

## **NEWFOUNDLAND AND LABRADOR**

### **Adult Day Care Program**

Adult Day Care provides short and long term respite for caregivers. The service provides structural, supervised activities in a group setting for eligible adults. Rehabilitation, medical and nursing services are provided to clients as deemed necessary.

### **Community Based Long Term Care - Case Management Services**

Individuals with a chronic health care or debilitating conditions who are homebound and require assessment, intervention, or ongoing monitoring by community health professional staff.

### **Community Care Boarding Home Program**

Boarding Home program for persons with severe and persistent mental illness requiring 24 hour support. Twenty-four hour case management services available as well as therapeutic recreation Mon - Fri.

### **Continuing Care Overview**

Continuing Care is a system of service delivery, which includes a single point of entry to a continuum of services following an assessment and placement process by an interdisciplinary team. The service continuum assists individuals to live independently at home and when this is no longer possible gives them access to facility services. Continuing care provides information, approval and monitoring to home support agencies in the region. In cooperation with Gov't Service Centre provides information, registration and approval to new personal care homes and monitor standards within existing homes.

### **Falls Prevention Services - Specialty Rehabilitation Program**

Seniors living in the community who are at risk of having falls or have a history of falls

### **Geriatric Day Hospital – Medicine**

Individuals living in the community who has multiple, overlapping medical and functional disorders, which can be addressed on a short-term outpatient basis.



## **Geriatric Day Hospital – Respite**

To provide rehabilitation, socialization medicine and nursing services to dementia patients as deemed necessary. To provide long-term respite for caregivers.

Individuals are typically age 65 or older who resides in the community and are ambulatory with or without assistance devices. Admissions are prioritized based upon availability and client-family need.

## **Geriatric Inpatient Assessment and Rehabilitation**

This program is designed to serve as an assessment, rehabilitation, and referral unit for frail elderly. In most cases, therapeutic intervention and/or rehabilitation will optimize the patient's ability to regain and/or maintain their desired life style and decrease or delay institutionalization. In other cases, referral to residential care becomes a necessity.

This program would appeal to the frail elderly, i.e. patients who are typically 75 plus and are considered frail because of a variety of medical, physical, social and functional disorders that have made it difficult for them to live independently. As well as patients with complex medical problems in which the treatment of one condition is complicated by other conditions but who are medically stable at the current time.

## **Geriatric Outpatient Rehabilitative Services – GORS**

Geriatric Outpatient Services aim at decreasing the number and length of outpatient admissions and promoting functional independence of older adults

Individuals age 65 or older who are motivated to participate in required therapies and/or treatments.

## **Geriatric Psychiatry Assessment Unit**

The goals of the service are to provide quality care to the clients who are admitted with acute Psychiatric illness, suspected dementia or behavioural challenge, and to optimize the patient's ability to regain and/or maintain their desired life style and decrease or delay institutionalization. Clients are usually 65 years of age or over.

## **Home Care Nursing - Professional Nursing**

Home Care Nursing is an important component of the continuing care program throughout the province. It provides professional nursing care in a client's home.

It assists in enabling seniors to maintain their desired lifestyle while at the same time avoiding hospitalization. The program also facilitates early discharge from hospital resulting in optimal utilization of hospital beds.

## **Home Support Services for Seniors**

To provide home support services to individuals/families that promote, maintain, & enhance independent living in their own home as long as possible. Services are based on a care plan developed by a continuing care professional in partnership with individuals/families whose continued well being in their own home is dependent on the provision of formal support.

## **Palliative Care Program**

The overall purpose is to promote the quality of end of life care by providing information about palliative care services available within the health regions to patients, their families and health care providers, and by providing direct palliative care services to patients, their families and health care providers within certain regions of the province. While direct palliative care, services are provided within certain regions of the province, the level of services provided varies throughout the province from discrete units and beds to consultative teams and committees

## **Personal Care Homes**

These homes are privately owned, licensed or approved by the appropriate agency to provide level I, and level II care, to an approved number of dependent adults. Such facilities provide a supportive and nurturing environment for these individuals, who for a variety of health, ability or age related reasons, require personal care and supervision in a residential setting, supplemented by support and monitoring from Allied Health Agencies, but do not require on site professional nursing care.

## **Speech Language Pathology Services for Seniors**

Individuals who, from result of a stroke: have an impairment with the ability to speak, understand speech, read and write. They may have slow, slurred speech, which is difficult to understand. Or, they may have difficulties chewing and/or swallowing food or fluids

Manager of Seniors Programs - Department of Health and Community Services  
P.O. Box 8700, 1st Floor, West Block, Confederation Bldg.  
St. John's, Newfoundland A1B 4J6  
Phone: (709) 729-5246; Fax: (709) 729-5824; TTY: 1-800-563-2172

## **Income Support Benefits for Seniors**

To provide income support to seniors who receive a social assistance supplement to their OAS/GIS. Income support is also provided to seniors who are not eligible for the basic social assistance supplement to OAS/GIS but who periodically qualify for benefits/services depending on their requirements and income in any given month. A needs test would be applied in these cases.

Social Assistance clients age 65 and over, who become eligible for income support through application of the Social Assistance Needs Test.

Program Development and Policy Specialist  
Department of Human Resources and Employment  
P.O. Box 8700, 3rd Floor, West Block, Confederation Bldg.  
St. John's, Newfoundland A1B 4J6  
Phone: (709) 729-2485; Fax: (709) 729-5560

### **Mental Health Program**

To promote and maintain mental health in seniors; to help alleviate suffering from mental disorders; to assist those suffering with such disorders to function independently in the community in a variety of settings; or provide referral, treatment & rehabilitation in an institutional setting.

Director of Program Development - Department of Health and Community Services  
P.O.Box 8700, 1st Floor, West Block, Confederation Bldg.  
St. John's, Newfoundland A1B 4J6  
Phone: (709) 729-3658; Fax: (709) 729-5824; TTY: 1-800-563-2172

### **Neglected Adult Service**

A service to protect an adult against life health and safety risk due to physical and mental infirmity.

Manager of Adult Programs - Dept. of Health and Community Services  
P.O. Box 8700, Confederation Bldg., 1st Floor, West Block  
St. John's, NF A1B 5J6  
Phone: (709) 729-2436; Fax: (709) 729-6382; TTY: 1-800-563-2172

### **Newfoundland & Labrador Heart Health Program**

The Newfoundland and Labrador Heart Health Program (NLHHP) is a community - based health promotion program aimed at improving health and reducing the rate of heart disease in the province.

Heart Health Consultant - Newfoundland & Labrador Heart Health Program  
P.O.Box 8700, 1st Floor, West Block, Confederation Bldg.  
St. John's, Newfoundland A1B 4J6  
Phone: 709 729-5021; Fax: (709) 729-5824; TTY: 1-800-563-2172

## **Nursing Homes**

To provide Long term care residential accommodation for persons 65 yrs+ and/or persons under 65 yrs with chronic disabling diseases who can no longer live independently or with family supports in the community.

Director of Board Services - Dept. of Health and Community Services  
P.O.Box 8700, 1st Floor, West Block, Confederation Bldg.  
St. John's, Newfoundland A1B 4J6  
Phone: (709) 729-3105; Fax: (709) 729 4009; TTY: 1-800-563-2172

## **Provincial Home Repair Program**

Program provides funding to correct fire and life safety deficiencies in residential homes or to make accessibility modifications for persons with disabilities and to respond to urgent repair needs.

## **Rent Supplement Program**

Assists low-income households to obtain suitable and affordable rental housing by paying a portion of the rent in private rental accommodations.

## **Rental Housing Program**

To assist low-income households that cannot obtain suitable and affordable rental housing on the private market.

Director, Programs - Newfoundland and Labrador Housing Corporation  
2 Canada Drive, P.O. Box 220  
St. John's, NFA1C 5J2  
Phone: (709) 724-3226; Fax: (709) 724-3250

## **Senior Citizens Drug Subsidiary Plan**

To provide affordable access to needed medications for persons 65+.

Pharmaceutical Services Division - Department of Health and Community Services  
P.O. Box 8700, West Block, Confederation Complex  
St. John's, Newfoundland A1B 4J6 - Phone: 709-729-6507; Fax: 709-729-2851

## **Special Assistance Program**

To alleviate the costs of supportive health services to assist with activities of daily living for clients in the community that would ordinarily be a benefit extended to persons in hospitals or nursing homes.

Director, Service Quality - Department of Health and Community Services  
P.O. Box 8700, 1st Floor, West Block, Confederation Bldg.  
St. John's, Newfoundland A1B 4J6  
Phone: (709) 729 - 3120; Fax: (709) 729 - 4009; TTY: 1-800-563-2172

## **The Provincial Strategy for Alzheimer Disease and Other Dementias**

This document reflects the key priorities arising from the discussions conducted by the Alzheimer Society of Newfoundland and Labrador with families, caregivers, community partners and professionals at various sessions, as well as input from the organizations represented on the Steering Committee and their networks.

It outlines the foundation for successfully fulfilling the Alzheimer Society's mission of alleviating the physical and social consequences of Alzheimer Disease and the mission of the Department of Health and Community Services to ensure access to services and programs enabling optimal health by maximizing an individual's health and well-being in the context of his/her life.

Policy Specialist/Executive Director -  
Department of Health and Community Services  
Alzheimer Society of Newfoundland and Labrador  
PO Box 8700  
St. John's, Newfoundland A1B 4J6  
Phone: 709-729-0011/709-576-0608; Fax: 709-729-5824/709-576-0798

## **NORTHWEST TERRITORIES**

### **Extended Health Benefit Seniors Program**

The Government of the Northwest Territories will provide assistance to eligible persons in the Northwest Territories who require health services beyond those covered by the Northwest Territories Health Care Plan.

Health Benefits Coordinator - Department of Health & Social Services  
Health Services Administration  
Bag #9  
Inuvik, NT X0E 0T0  
Phone: 867-777-7402; Fax: 867-777-3197

## **Guardianship Program**

To ensure that appropriate decisions are made for those persons who are unable to understand information for making decisions or appreciate the consequences of their decisions about personal or health care.

Public Guardian - Department of Health and Social Services  
Box 1320  
Yellowknife, Northwest Territories X1A 2L9  
Phone: (867) 920-8029; Fax: (867) 873-0248

## **Home Care Program**

Care services are provided to eligible recipients with an assessed need, as close to their home or home community, in an effort to prevent, delay or substitute for acute or long term care alternatives.

Home Care Consultant - Department of Health and Social Services  
Box 1320  
Yellowknife, Northwest Territories X1A 2L9  
Phone: (867) 920-8746; Fax: (867) 873-7706

## **Long Term Care**

Long-term care is the provision of a continuum of care and support services for the aged, disabled and chronically ill person who have or may be at risk of having functional limitations that significantly diminish or threaten their independence.

## **Personal Allowance - Elderly and Disabled Program**

A Personal Allowance is money provided to an individual in a long-term care facility to purchase items that are not supplied by the facility.

## **Rehabilitation Program**

The program seeks to assist persons with developmental delays and disabilities and persons of all ages who have experienced a disabling illness or injury to recover and reach their highest possible level of functioning.

Manager, Wellness, Planning and Development - Department of Health and Social Services Box 1320 - Yellowknife, Northwest Territories X1A 2L9

Phone: (867) 873-7403; Fax: (867) 873-7706

### **NWT Senior Citizens' Supplementary Benefit**

The N.W.T. Senior Citizens' Supplementary Benefit Program was introduced to assist low-income seniors with the high cost-of-living in the N.W.T. It provides a monthly benefit of \$135 to seniors who are resident in the NWT, and is governed by the Senior Citizens Benefit Act.

### **Seniors Home Heating Subsidy Program**

The Seniors Home Heating Subsidy assists to low-income Northern seniors 60 or over, to offset the high cost of household heating fuel during the winter months in the NWT.

Manager, Income Support Programs - Department of Education, Culture and Employment  
Government of the Northwest Territories  
BOX 1320  
YELLOWKNIFE, NORTHWEST TERRITORIES X1A 2L9  
Phone: 867 920-8921; Fax: 867 873-0443

### **NWT Seniors Advisory Council**

The Advisory Council acts on behalf of all the seniors of the Northwest Territories.

Executive Director  
NWT Seniors' Society  
#3, 5710-50th Avenue  
Yellowknife, Northwest Territories X1A 1E9  
Phone: (867) 873-7444; Fax: (867) 873-4318

### **Residential Rehabilitation Assistance program**

Financial assistance is provided to households in Core Housing Need. The home must be below minimum health and safety levels.

### **Senior Citizens Home Repair Program**

This program helps you to repair your home so you can remain independent. The help comes in the form of a once-in-a-lifetime grant, with a maximum value of \$15,000 plus freight. The money pays for repairs to your home that improves its condition. To qualify for the program you must own your own home, be 60 years-of-age or older and have lived in the NWT for at least five years.

### **Senior's Independent Living Strategy**

Each year the NWT Housing Corporation builds sixteen, specially designed senior's independent housing units. These are usually in the form of fourplexes. The NWT Department of Health and Social Services determines where the units will be built. After the units are built, they are turned over to the local housing organization for operation. This program is for seniors over the age of 60.

Public Affairs Coordinator - Northwest Territories Housing Corporation  
Box 2100  
Yellowknife, NT X1A 2P6  
Phone: 867-873-7854; Fax: 867-669-7901

### **Senior Citizens and Disabled Persons Property Tax Relief**

Provides Property Tax Relief for properties which Senior Citizens and Disabled persons own or co-own and are resident on, based upon submission of an application and declaration. Persons over 65 years of age or disabled who own or co-own their own home and are resident in that property.

Director, Community Financial Services  
Department of Municipal and Community Affairs  
Government of the Northwest Territories  
Suite 500, 5201-50th Avenue  
Yellowknife, Northwest Territories X1A 3S9  
Phone: 867-873-7672; Fax: 867-873-0609

### **Seniors Discount**

To provide improved mobility for seniors and affordable costs through the provision of reduced registration and licensing fees. All residents of the Northwest Territories who have attained the age of 60 years and over are eligible for this program.

Registrar, Motor Vehicles Act - Department of Transportation  
Government of the Northwest Territories  
Box 1320  
Yellowknife, NT, X1A 2L9  
Phone: 867-873-7406; Fax: 867-873-0120



## **Seniors' 1-800 Information Line**

The Seniors' Information Line is available for all seniors/elders across the NWT to access information. Seniors/elders, families, caregivers, and professional workers are able to call with questions or concerns. It is a one-stop information line.

Executive Director - NWT Seniors' Society  
#3, 5710-50th Avenue  
Yellowknife, Northwest Territories X1A 1E9  
Phone: 1-800-661-0878; Fax: (867) 873-4318

## **NOVA SCOTIA**

### **Access-A-Home**

Assist homeowners with the removal of architectural barriers to make the housing unit wheelchair accessible.

### **Community Access-ability Program**

To improve access to community facilities and venues for persons with disabilities.

### **Community Transportation Assistance Program**

To provide for a diverse range of safe and affordable personal transportation services to meet the needs of all Nova Scotia residents, including those with special mobility needs.

### **Emergency Repair Program (ERP)**

Assist eligible homeowners/occupiers in rural areas to undertake emergency repairs required for continued safe occupancy of their homes

### **Home Adaptations for Seniors Independence**

The program helps homeowners and property owners' pay for home adaptations to extend the time that low-income seniors can live in their own homes independently.

### **Parent Apartment**

Provide low interest loans to homeowners wishing to create housing accommodation for senior family members within their single-family dwelling.

### **Residential Rehabilitation Assistance Program (Disabled)**

Provide financial assistance to allow homeowners to improve their dwellings so that they become more accessible to persons with disabilities.

## **Residential Rehabilitation Assistance Program (Homeowner)**

Financial assistance to household's in core housing need that own and occupy substandard housing to enable them to repair their dwellings to a minimum level of health and safety.

## **Senior Citizens Assistance Program**

Provide assistance to senior citizen homeowners who wish to remain in their own homes, but cannot afford to carry out necessary repairs.

Program Coordinator - Nova Scotia Department of Community Services  
Housing Service Division  
P.O. Box 696  
Halifax, Nova Scotia B3J-2T7  
Phone: (902) 424-4818; Fax: (902) 424-0661

## **Home Energy Action Tips**

To help Nova Scotia residents reduce their home heating costs by providing them with easy access to energy-saving tips and ideas.

## **Partners Against Crime and Theft**

To help vulnerable Nova Scotia residents avoid becoming victims of fraud.

This program targets seniors because statistics reveal that two of every five victims of telefraud are over 60 years of age.

Policy Analyst - Service Nova Scotia and Municipal Relations  
P.O. Box 1003  
Halifax, Nova Scotia B3J 2X1  
Phone: (902) 424-0656

## **Long Term Care**

Through the Long Term Care program, the Department of Health provides housing and care for eligible seniors in nursing homes or homes for the aged. Some homes admit adults under 65 years of age, one home admits children. Nursing homes are all independently operated.

There are three types of Nursing Homes: private homes operated for-profit, private homes operated not-for-profit, and municipally operated homes. The Provincial Government's involvement in Nursing Homes includes inspecting and licensing the Homes to ensure safety and care standards are met, setting budgets and per diem rates for nursing homes, and developing and administering laws and policies related to nursing homes.

Long Term Care is not an insured service, therefore, all residents are expected to pay the full costs of their housing and care if they have the means to do so. For those who are eligible for care and cannot pay the full costs, financial assistance is available through the Long Term Care program.

Secretary, Long Term Care - Department of Health  
PO Box 488  
Halifax, Nova Scotia B3J 2R8  
Phone: 902-424-4476; Fax: 902-424-0558

### **Mobility Disabled License Plates and Permits**

To provide for the distribution of mobility disabled plates and permits for use by qualified individuals.

Service Nova Scotia and Municipal Relations  
Phone: 1-800-670-4357 / (902) 424-5200

### **Nova Scotia Seniors' Pharmacare Program**

The Seniors' Pharmacare Program is a provincial drug insurance plan to help seniors manage their prescription drug costs. Participation in the program is optional.

Manager, Pharmacare Administration  
Nova Scotia Department of Health  
PO Box 488  
Halifax, Nova Scotia B3J 2R8  
Phone: 902-424-7150; Fax: 902-424-0558

### **Public Non-Profit Housing (Seniors)**

To provide adequate, affordable rental housing to senior citizens who demonstrate a need.

Coordinator - Nova Scotia Department of Community Services  
Housing Service Division  
P.O Box 696  
Halifax, Nova Scotia B3J 2T7

Phone: (902) 424-7486; Fax: (902) 424-0661

## **Rent Supplement Program**

This program is designed to assist those needing adequate, affordable rental housing. A rental subsidy is paid to private property owners, allowing individuals to pay rent based upon income.

Program Officer - Nova Scotia Department of Community Services  
Housing service Division  
P.O. Box 696  
Halifax, Nova Scotia B3J 2T7  
Phone: (902) 424-3220; Fax: (902) 424-0661

## **Senior Citizens Secretariat**

The overall Mission of the Secretariat is briefly stated as follows: - To facilitate the planning and development of services and programs for seniors by the appropriate departments of the Provincial Government - To work cooperatively with federal and municipal governments in respect to the development of appropriate policies and programs in the field of aging and the aged - To serve as a resource and information centre in respect to all matters relating to aging and the aged - To promote fact finding and research in respect to aging and the aged - To encourage the development of voluntary activity on behalf of seniors and provide assistance and encouragement to the private sector in promoting services and programs for seniors - To work cooperatively with universities, vocational schools and all other organizations concerned with developing educational programs in gerontology and by doing so, increase the numbers and quality of personnel, professional and others providing services

Coordinator - Nova Scotia Senior Citizens Secretariat  
PO Box 2065  
Halifax, Nova Scotia B3J 2Z1  
Phone: (902) 424-4649; Fax: (902) 424-0561

## **ONTARIO**

### **A Guide to Programs and Services for Seniors in Ontario**

The need for a seniors guide for programs and services was identified in consultation with Ontario's major seniors organizations. In response, the Ontario government has produced A Guide to Programs and Services for Seniors in Ontario as part of its commitment to meeting seniors' needs and providing seniors with information to enhance their quality of life. The 200-page guide, available in print - and for the first time on-line - covers a wide range of programs and services for seniors throughout the province, wherever they live.

It includes program and service information from all levels of government - municipal, provincial and federal - as well as from a wide variety of seniors service providers, plus a directory of telephone numbers, mailing addresses and Web site addresses. Sources of information for the guide came from 16 provincial government ministries, 12 federal government departments and numerous non-profit organizations. The Ontario Seniors' Secretariat Liaison Committee, a key stakeholder advisory group, provided valuable input on the guide. This comprehensive and user-friendly guide will help users find services offered to seniors by government and seniors service providers.

77 Wellesley St. W., 6th Floor, Ferguson Block  
Toronto, Ontario M7A 1R3  
Phone: 1-888-910-1999; Fax: 416-325-7136; TTY: 1-800-387-5559

### **Addiction Program, Mental Health and Addictions Branch**

The mandate of Addiction Programs is to work with Regional Offices that fund direct treatment programs for people with substance abuse problems; to co-ordinate government-wide planning and policy on substance abuse issues; and to fund programs (counselling, public awareness, education and research) to address problem and problem gambling.

Senior Substance Abuse Program Analyst  
Addiction Programs, Mental Health and Addictions Branch  
Ministry of Health and Long-Term Care  
5th Floor, 5700 Yonge Street  
Toronto, ON M2M 4K5  
Phone: (416) 327-4541; Fax: (416) 327-0854

### **Adequacy Standards Regulation: Guideline on Elder & Vulnerable Adult Abuse**

The Adequacy Standards Regulation, Under the Police Services Act, filed on January 8th, 1999 took effect on January 1, 2001. The regulation is part of the government's overall strategy to provide police services boards and police services the structure and tools they need to ensure the delivery of adequate and effective services. As part of the Ministry's support for the implementation of the Adequacy Standards Regulation, the Ministry released this past February 2000 guidelines and sample board policies on 58 topics, including a new guideline on elder and vulnerable adult abuse.

Manager - Policing Services Division  
Ministry of Public Safety and Security  
25 Grosvenor Street, 12th Floor  
Toronto, ON M7A 2H3  
Phone: (416) 314-3079; Fax: (416) 314-5068

## **Advance Care Planning**

Advance Care Planning is about making choices now, while you are capable, about how you wish to be cared for in the future if you become incapable of making decisions. Every year many Canadians become unable to make their own decisions about their personal care. You can take steps now, while you are capable, to both ensure your wishes are followed and provide someone you trust with the authority to act on your wishes.

Ontario Seniors' Secretariat - Ministry of Citizenship  
77 Wellesley St. W., 6th Floor, Ferguson Block  
Toronto, Ontario M7A 1R3  
Phone: 1-888-910-1999; Fax: 416-325-7136; TTY: 1-800-387-5559

## **Assisted Public Housing & Rent Supplement**

The Assisted Public Housing program is designed to provide permanent housing to households of low income, in publicly owned and managed housing, made affordable through rent-geared-income assistance, whereby tenants pay 30% of their income in rent. The private Rent Supplement program is designed to subsidize permanent housing for low-income households, in private rental housing made affordable - through rent-geared-income assistance, whereby tenants pay 30% of their income on rent. As of January 1, 2001, this program will operate at the municipal level. Please contact your local municipality.

## **Assistive Devices Program (ADP)**

Assistive Devices Program (ADP): to financially assist Ontario residents with long-term physical disabilities, to obtain basic, competitively priced, personalized assistive devices for the individual's needs and essential for independent living.

Assistive Devices, Operational Support Branch  
Ministry of Health and Long-Term Care  
5700 Yonge Street, 7th Floor  
Toronto, ON M2M 4K5  
Phone: 1-800-268-6021; Fax: 416-327-8192; TTY: 1-800-387-5559

## **Chronic Care**

Chronic care is provided in hospitals for people who have long-term illnesses or disabilities, which cannot be treated at home or in Long-Term Care Facilities (LTCF). Chronic care provides patients with room, board and other necessities in addition to medical care (Chronic Co-payment fact sheet, 2002). Hospital-based continuing care is provided in MOHLTC designated chronic care beds in either free standing chronic care rehabilitation hospitals or in designated beds or units in acute care hospitals (2001, Hospital Report Card).

Health Care Programs Information Officer  
Ministry of Health and Long-Term Care  
80 Grosvenor St., 5th floor, Hepburn Block  
Toronto, ON M7A 1R3  
Phone: 416-327-7366; Fax: 416-212-2869

## **Chronic Disease Prevention Program**

This mandatory program is implemented by 37 local boards of health to increase awareness and knowledge, build skills and improve the social and physical environment to support tobacco-free living, healthy eating, healthy weights, regular physical activity and reduced exposure to ultraviolet radiation. Goal - To reduce the premature mortality and morbidity from preventable chronic diseases.

### **Disease Objectives:**

- ❖ To reduce the mortality from ischemic heart diseases by 25 percent by the year 2010;
- ❖ To reduce the mortality from stroke by 10% by the year 2010;
- ❖ To slow the rise in incidence of lung cancer;
- ❖ To slow the rise in mortality from chronic obstructive lung disease;
- ❖ To reduce the morbidity from diabetes and hypertension;
- ❖ To reduce the incidence of oral cancer by 10% by the year 2010;
- ❖ To reduce the morbidity of osteoporosis; and,
- ❖ To slow the rise in incidence of skin cancers. Additional behavioural and policy objectives are aimed at achieving the above.

Senior Consultant, Public Health Nutrition  
Public Health Branch,  
Ministry of Health and Long-Term Care  
8th Floor, 5700 Yonge St.  
Toronto, Ontario M2M 4K5  
Phone: (416) 327-7380; Fax: (416) 327-7438; TTY: 1-800-387-5559

### **Collision Re-Examination Program for Drivers Aged 70 and Over**

The Licensing & Control Branch, Road User Safety Division, of the Ministry of Transportation is responsible for this program. The aims/purposes of this program are: 1) Improve driver performance for drivers over 70 years of age; and, 2) Reduce the number of "at-fault" collision rates for driver's aged 70 and over.

### **Driver License Renewal Program for Controlled Class Drivers, 65 years of age and older.**

The Licensing and Control Branch of the Road User Safety Division, of the Ministry of Transportation is responsible for this program. Policy or Program Purpose: To promote road safety by ensuring that senior drivers who hold controlled class drivers' licenses possesses the necessary capability and skills for operating commercial class vehicles. Senior drivers aged 65 years old and over holding Class A, B, C, E, or F driver's license, and air brake endorsements.

### **Research & Development of Licensing Policies Governing Senior Drivers**

The Road User Safety Branch of the Road User Safety Division of the Ministry of Transportation is responsible for this program. Program Purposes: 1) Undertake behavioural science research to support the development of policies/programs that help to reduce collision risk of senior drivers; 2) Provide data to support the development of licensing options based on functional ability and the availability of mobility options; and, 3) Evaluate effectiveness of senior driver programs.

Beneficiaries include: 1) senior drivers aged 80 years old and over; 2) senior drivers aged 70 years old and over who are charged and convicted of a collision-related offence; 3) senior drivers aged 65 years old and over holding Commercial Drivers licenses.

Driver Control Analysts  
Licensing and Control Branch, Road User Safety Division  
Ministry of Transportation  
East Building, 1201 Wilson Avenue  
Downsview, ON M3M1J8  
Phone: (416) 235-1086; Fax: (416) 235-4415

### **Common Sense Nutrition for Seniors (publication)**

This publication promotes the consumption of Ontario food products to the senior population strengthening the market for the Ontario Agri-Food Sector and improving the nutrient intake of seniors. The publication, "Common Sense Nutrition for Seniors", is available by calling OMAFRA at: 1-888-4OMAFRA or [www.gov.on.ca/omafra/english/products/publicat.html](http://www.gov.on.ca/omafra/english/products/publicat.html) at a cost of \$5.00/copy.



## **Community Food Advisor Program**

The Community Food Advisor Program is a volunteer peer education program. Citizens of selected communities with knowledge and skills in food handling are provided with technical and leadership training. Upon successful completion of the training, the volunteer peer educators become certified to improve and promote safe and healthy food selection, preparation and storage practices. Ontario Ministry of Agriculture, Food and Rural Affairs and the Ministry of Health fund this program.

Ontario Public Health Association  
468 Queen St. East, Suite 202  
Toronto, ON M5A 1T7  
Phone: (416) 367-3313; Fax: (416) 367-2844

## **Community Health Centre Program**

Community Health Centres (CHC) are organizations that offer a range of integrated primary care and health promotion programs with an emphasis on one or more priority groups. A priority group is one that has difficulty gaining access to an appropriate range of primary health services, has a higher burden of ill health or a higher risk of developing health problems. A health centre's multi-disciplinary team may include physicians, nurses, health promoters, peer counsellors, community health workers, nutritionists, and chiropodists. All staff, including physicians, is paid by salary. CHC clients do not require a health card to receive CHC services. Each health centre is established and governed by a community-elected board of directors. Currently, there are 56 CHCs offering services in 29 Ontario communities.

Manager of Administration - Community Health Centre Program  
5700 Yonge Street, 4th Floor  
Toronto, ON M2M 4K5  
Phone: (416) 327-7534; Fax: (416) 327-7550

## **Community Injury Prevention Program (CIPP)**

CIPP was initiated in relation to the Emergency Health Services Branch's mission to reduce morbidity and mortality resulting from sudden illness and injury. Pertaining to Seniors: Falls in the Elderly

Emergency Health Services Branch - Ministry of Health  
6th Floor, 5700 Yonge Street  
Toronto, Ontario M2M 4K5  
Phone: 1-888-910-1999

## **Community Outreach Programs in Addictions (COPA)**

To develop and provide treatment/health recovery approaches for seniors.

Adults 55 years and older.

Community Outreach Programs in Addictions (COPA)  
27 Roncesvalles Avenue, Suite 407  
Toronto, ON M6R 3B2  
Phone: (416) 516-2982; Fax: (416) 516-2984

## **Consumer Awareness Program**

According to statistics gathered by the Ontario Provincial Police Phonebusters Unit, 79% of total monies lost by Canadians in telemarketing scams last year was by people over the age of 60. The numbers are similar for other types of scams (e.g. door-to-door, home renovation, etc.) as well. The goal of the MCBS Consumer Awareness Program is to reduce the reported incidence of losses due to fraud among Ontario seniors and other vulnerable groups.

## **Consumer Protection Program**

The goal of the consumer protection program is to ensure ethical marketplace conduct on the part of all marketplace participants; fairness in consumer-to-business transactions and to help vulnerable Ontarians avoid scams that may be costly in both financial and personal terms.

Account Executive -  
Communications Services Branch,  
Ministry of Consumer and Business Services  
250 Yonge Street, 32nd Floor  
Toronto, ON M5B 2N5  
Phone: (416) 326-8537; Fax: (416) 326-8387

## **Consumer Health Information Service (CHIS)**

The Consumer Health Information Service provides consumers with reliable, current information on health-related topics. The public at the Toronto Reference Library accesses CHIS, by telephone through local and 1-800 numbers and electronically by e-mail. Individually tailored information packages are prepared for those outside the local calling area who require in-depth information. Referral services to other organizations and libraries are also provided by CHIS.

Consumer Health Information Service, Manager  
Consumer Health Information Service - Toronto Reference Library  
789 Yonge St.  
Toronto, Ontario M4W 2G8  
Phone: (416) 393-7056; Fax: (416) 393-7181

### **Disabled Person Parking Permit (DPPP)**

The Licensing and Control – Operations Branch of the Road User Safety Division of the Ministry of Transportation is responsible for this program. DPPP was implemented to support the Government's strategic direction by increasing access to services for persons who are mobility challenged and assisting municipalities in carrying out their parking-related responsibilities for persons with disabilities.

### **Senior Driver Group Education Program**

The Licensing and Control Branch of the Road User Safety Division of the Ministry of Transportation is responsible for this program. Policy or Program Purpose(s): 1) Reduce collision rate for senior drivers; and, 2) Heighten senior drivers' awareness of potential safety risks associated with aging, and their ability to avoid these risks when driving a vehicle. This program is for senior drivers 80 years of age and over.

Manager, Operational Policy Office  
Licensing & Control – Operations Branch, Road User Safety Division  
Ministry of Transportation  
Lower Level, East Building, 1201 Wilson Avenue  
Downsview, ON M3M1J8  
Phone: (416) 235-4616; Fax: (416) 235-4646

### **Early Detection of Cancer**

This mandatory program is implemented by 37 local boards of health to promote the early detection of breast and cervical cancer. Goal: to reduce mortality from breast and cervical cancer by increasing early detection.

Objectives: 1.) To reduce female breast cancer mortality by 10 percent by the year 2010; 2.) To increase to 70 percent the proportion of women aged 50-69 years who receive screening mammography through the Ontario Breast Screening Program (OBSP) by the year 2010; 3.) To reduce the mortality from cervical cancer by 50 percent by the year 2005; and, 4.) To increase the proportion of women screened according to the guidelines of the Ontario Cervical Screening Collaborative Group to 85 percent and to increase the proportion of ever-screened to 95 percent by the year 2010.

Sr. Consultant PHN Chronic Disease -Public Health Branch,  
Ministry of Health and Long-Term Care  
8th Floor, 5700 Yonge Street  
Toronto, Ontario M2M 4K5  
Phone: (416) 327-7379; Fax: (416) 327-7438; TTY: 1-800-387-5559

## **Extended Care Capital Assistance Program (ELDCAP)**

Capital assistance is provided to northern communities to build extended care/long-term care (LTC) facilities with populations not exceeding 5,000. A hospital must be located within town boundaries and no nursing home can exist in the community. The facility can be a freestanding building or an extension of the existing hospital. This facility will enable seniors to live their later years in their home community close to family and friends.

## **Food Safety / Safe Water Programs**

These mandatory programs are implemented by 37 local boards of health in Ontario. The purpose of the Food Safety program is to improve the health of the population by reducing the incidence of food-borne illness.

The objectives are:

- ❖ To ensure that food is stored, prepared, served and distributed in a manner consistent with accepted public health practices
- ❖ To stop the sale or distribution of food that is unfit for human consumption because of disease, adulteration, impurity or other cause.

The purpose of the Safe Water program is to reduce the incidence of water-borne illness in the population. The objective relevant to seniors is: To ensure that community drinking water systems meet the health-related chemical, physical, microbiological and radionuclide objectives as published in the "Ontario Drinking Water Standards" 2000 and The Guidelines for Canadian Drinking Water Quality (sixth edition).

## **Infection Control**

This mandatory program is implemented by 37 local boards of health to prevent unnecessary morbidity and mortality related to the transmission of infectious diseases. Goal: to reduce transmission of infectious diseases in institutions.

Objectives relevant to seniors include:

- ❖ To ensure that infection control programs are in place in all nursing homes and homes for the aged
- ❖ To provide representation on infection control committees of institutions; 3.)
- ❖ To ensure that a qualified person is responsible for infection control programs
- ❖ To provide ongoing consultation on surveillance, policy development and appropriate management of nosocomial infections, including an outbreak contingency plan
- ❖ To protect seniors from influenza by promoting annual vaccination to staff
- ❖ To ensure annual in-service education for care staff on infectious diseases.

Public Health Branch -Ministry of Health and Long-Term Care  
8th Floor, 5700 Yonge Street  
Toronto, ON M2M 4K5  
Phone: (416) 327-7423; Fax: (416) 327-7439; TTY: 1-800-387-5559

## **Guaranteed Annual Income System (GAINS)**

To provide financial assistance to qualifying seniors to ensure that they do not fall below the provincial guaranteed income level.

Program Information Officers - Ministry Information Centre  
Revenue Operations & Client Services Branch - Ministry of Finance  
33 King Street West  
Oshawa, ON L1H 8H5  
Phone: 1-800-263-7965; Fax: (905) 433-6777; TTY: 1-800-263-7776

## **Health Care Programs, Long-Term Care**

Long-Term Care (LTC) supports best practices, monitors & takes corrective action with the province's 526 LTC centres and approximately 1,200 community agencies providing visiting health professionals, homemaking & community supports to seniors, adults with physical disabilities and people of any age who need health services at home or in publicly funded schools.

The LTC mandate is:

- ❖ to design, implement, fund and monitor a comprehensive long-term care service system that delivers on the ministry's long-term care policy agenda and serves its clients in as efficiently and effective a way as possible.
- ❖ to manage services within a decentralized structure that includes stakeholders as partners and promotes collaborative problem-solving at all levels; and,
- ❖ to develop, in accordance with government directions, policy recommendations that reflect the perspectives of consumers, caregivers, volunteers, workers, service providers and funders, for the creation of an improved long-term care (LTC) system in Ontario.

Information Officer - Ontario Ministry of Health  
Operational Support Branch, 80 Grosvenor Street, 5th Floor Hepburn Block  
Toronto, Ontario M7A 1R3  
Phone: (416) 327-7366; Fax: (416) 326-1218

## **Health System-Linked Research Units Program**

The goal of this program is to provide sustained core support to research units that are linked with partner agencies active in the health care system, investigating improvements in the provision of health services.

Manager - Research Unit, Corporate Policy Branch  
Ministry of Health and Long-Term Care  
2nd Floor, 5700 Yonge St.  
Toronto, ON M2M 4K5  
Phone: (416) 327-4420; Fax: (416) 327-1721

## **Home Oxygen Program (HOP)**

Home Oxygen Program (HOP) is designed to financially assist Ontario residents with chronic illness requiring long-term oxygen therapy essential for independent living.

Information Officer

Assistive Devices, Home Oxygen Program, Operational Support Branch,  
Ministry of Health and Long-Term Care

5700 Yonge Street, 7th Floor

Toronto, ON M2M 4K5

Phone: 1-800-268-6021; Fax: 416-327-8192; TTY: 1-800-387-5559

## **INFOline**

INFOline provides information and referral on the programs, services and activities of the Ministry of Community, Family and Children's Services by responding to telephone, in-person and written requests for information.

Client Services - Ministry of Community, Family and Children's Services

900 Bay Street, Room M1-57, Macdonald Block

Toronto, ON M7A 1N3

Phone: 1-888-789-4199; Fax: 416-325-7136; TTY: 1-800-387-5559

## **Information & Referral Service for Vulnerable Persons with Disabilities & Vulnerable Seniors**

A province-wide information and referral service for vulnerable persons with disabilities, vulnerable seniors, their caregivers and community professionals.

Manager, Client Services Unit - Ministry of Health and Long-Term Care

900 Bay Street, Room M1-57, Macdonald Block

Toronto, ON M7A 1R3

Phone: 1-800-665-9092; Fax: (416) 325-7136; TTY: 1-800-387-5559

## **Injury Prevention Including Substance Abuse Prevention**

37 local boards of health to prevent injuries and substance abuse and their deleterious effects implement this mandatory program. Goal: to reduce disability, morbidity & mortality caused by motorized vehicles, bicycle crashes, alcohol & other substances, falls in the elderly and to prevent drowning in specific recreational water facilities.

Objectives include:

- ❖ To reduce the rate of injuries caused by cycling crashes and motor vehicle crashes that lead to hospitalization or death by 20% by the year 2010;
- ❖ To reduce the rate of alcohol and other substance-related injuries or deaths by 20% by the year 2010;
- ❖ To reduce the percentage of the adult population who drink more than two drinks per day by the year 2010;
- ❖ To reduce the rate of illicit substance use and the non-medical use of drugs and of other psychoactive substances by 20% by the year 2010;
- ❖ To reduce the rate of fall-related injuries in the elderly that lead to hospitalization or death by the year 2010;
- ❖ To eliminate drowning in waters used for specified recreational purposes.

This program addresses the total population including seniors. The fall prevention component is directed to persons age 65 and over.

Senior Nursing Consultant - Ministry of Health and Long-Term Care  
Public Health Branch  
8th Floor, 5700 Yonge Street  
Toronto, Ontario M2M 4K5  
Phone: (416) 327-7228; Fax: (416) 327-7438; TTY: 1-800-387-5559

## **License-Free Fishing for Seniors**

To exempt seniors who are residents of Ontario and other Canadian provinces and territories from the requirement to purchase a resident fishing license to angle in Ontario waters.

Manager, Marketing and Client Services - Fish and Wildlife Branch,  
Ontario Ministry of Natural Resources  
300 Water Street  
Peterborough, ON K9J 8M5  
Phone: (705) 755-1802; Fax: (705) 755-1900



## **Lifestyle Enrichment for Senior Adults (LESA)**

To develop treatment/health recovery approaches for seniors 55 years and older.

Lifestyle Enrichment for Senior Adults (LESA)

420 Cooper Street

Ottawa, ON K2P 2N6

Phone: (613) 233-5430 ext. 2183; Fax: (613) 533-3987

## **Office of the Public Guardian and Trustee:**

- ❖ Protects the interests of individuals who are found to be mentally incapable of making financial or health care decisions when there is no one else willing or able to do so;
- ❖ Encourages and educates people to make their own private arrangements for substitute decision making; and,
- ❖ Promotes supportive networks of family and friends around mentally incapable people for whom the OPGT is substitute decision maker.

Manager - Office of the Public Guardian and Trustee

Ministry of the Attorney General

800-595 Bay Street

Toronto, Ontario M5G 2M6

Phone: 416-314-2804/1-800-366-0335; Fax: 416-314-2642

## **Older & Wiser**

Older and Wiser is intended to reduce the incidence of fire and burn injuries and deaths among older adults.

Program Specialist -Office of the Fire Marshal

Ministry of Public Safety and Security

5775 Yonge Street, 7th floor

Toronto, Ontario M2M 4J1 Phone: (416) 325-3151; Fax: (416) 325-3162

## **Ontario Disability Support Program**

To provide income support for people with disabilities who are in financial need and for people with disabilities who want to work. Eligible persons are: - residents of Ontario - age 18 or older, in financial need and who meet one or more of the following criteria: a) qualify as disabled, b) are 65 years or older and not receiving OAS, or c) were grand parented on June 1/98 from FBA.

Ontario Disability Support Program - Local Offices

Phone: 1-888-789-4199; TTY: 1-800-387-5599

## **Ontario Drug Benefit Program (ODB)**

The program provides as benefits over 3,100 quality-assured drug products listed in the Ontario Drug Benefit Formulary/Comparative Drug Index (the formulary/CDI) and over 300 other products, which are approved as limited use benefits to eligible residents of Ontario. Persons authorized to practice in Ontario, and supplied by Ontario dispensaries must prescribe drugs. Since its inception, the program has been a plan of limited assistance both in terms of eligibility and benefits provided.

All persons insured under the Ontario Health Insurance Act who are:

- ❖ 65 or older
- ❖ resident of Homes for Special Care
- ❖ residents of Long-Term Care facilities
- ❖ persons receiving Home Care benefits
- ❖ Trillium Drug Program recipients
- ❖ persons receiving social assistance  
(Family Benefits Assistance or General Welfare Assistance)

## **Ontario Health Network**

Through the Ontario Drug Benefit (ODB) Program, the Ministry of Health and Long-Term Care administers a province-wide computer network system called the Ontario Health Network. This network links Ontario pharmacies directly to the ministry. When a pharmacist enters an ODB eligible person's prescription and health number into the pharmacy computer, the ministry's Health Network will confirm the individual's eligibility, authorize payments for the prescriptions, and identifies co-payment levels for eligible recipients. The Health Network identifies possible drug interactions among a person's medications (two or more drugs which may cause an adverse reaction). In addition, the network identifies inappropriate or fraudulent use of the health care system. All Ontario Drug Benefits (ODB) recipients, including seniors 65 years of age and over.

Drug Programs Branch - Ministry of Health and Long-Term Care  
3rd Floor, 5700 Yonge Street  
North York, Ontario M2M 4K5  
Phone: (416) 327-8109

### **Ontario Heart Health Program (OHHP)**

The Ontario Ministry of Health and Long-Term Care implemented a five year provincial Heart Health Program to address the leading modifiable risk factors associated with cardiovascular disease. The goal of the program is to reduce the prevalence of the modifiable risk factors (unhealthy eating, physical inactivity and smoking) associated with cardiovascular disease. The provincial objectives are grouped into three categories: programming, knowledge and behaviour. The objectives are directional in nature, and where possible, specific targets identified.

Manager - Community and Health Promotion Branch  
Ministry of Health and Long-Term Care  
5700 Yonge St., 5th floor  
North York, Ontario M2M 4K5  
Phone: (416) 314-5911; Fax: (416) 314-5497

### **Ontario Joint Replacement Registry (OJRR)**

The purpose of the Ontario Joint Replacement Registry (OJRR) is to support the provincial management of quality of hip and knee total joint replacement surgery in Ontario. The OJRR will also assist in the management of provincial waiting lists for total hip and knee replacement surgery in Ontario. The OJRR aims to: - enable the collection of timely, relevant, Ontario-generated data on hip and knee total joint replacements performed annually in Ontario; -track regional and province-wide waiting times; -provide opportunities for research studies which aid in continuously improving the quality of primary total joint replacement surgery based on the data collected in the registry; and, -work toward reducing the number of revision total joint replacements performed based on the data collected in the registry.

Program Consultant - Priority Programs, Hospital Branch  
Ministry of Health and Long-Term Care  
5th Floor, Hepburn Block, 80 Grosvenor Street  
Toronto, ON M7A 1R3  
Phone: (416) 327-8803; Fax: (416) 314-5629

### **Ontario Parks' Senior Citizens' Fees**

To provide senior citizens with lower fees that will allow those with lower incomes to enjoy camping and day use in provincial parks. To encourage use of provincial parks by senior citizens.

Ontario Parks - Ministry of Natural Resources  
Phone: 1-888-668-7275

## **Ontario Self-Help Network (OSHNET)**

The Ontario Self-Help Network (OSHNET), a program of the Self-Help Resource Centre of Greater Toronto, is a network of self-help centres, groups and organizations that work together to further enhance self-help activity throughout Ontario. OSHNET provides knowledge and skills on self-help to organizations, groups and individuals through conferences, workshops, consultations and the distribution of resource materials such as newsletters.

OSHNET provides services to the general population of Ontario. These services have benefited seniors' organizations and groups by increasing their knowledge about self-help groups that address related health issues and learning the skills to initiate and maintain effective self-help groups in their communities.

OSHNET Co-Ordinator - The Self-Help Resource Centre  
40 Orchard View Blvd., Suite 219  
Toronto, Ontario M4R 1B9  
Phone: (416) 487-4355, 1-888-283-8806, Fax: (416) 487-0344

## **Ontario Senior Games (Actifest-Winterfest)**

The Ontario Senior Games is a program of the Ministry of Tourism and Recreation in partnership with the Ontario Senior Games Association.

The Objectives of the Ontario Senior Games (Actifest and Winterfest) are to:

- ❖ Establish an environment through multi sport and recreation games, which provides opportunities for friendly competition, fellowship and activities
- ❖ Be a venue to promote a healthy active lifestyle, thus improving fitness levels and social interaction in older adults
- ❖ Provide a multi-sport and recreation experience for seniors and the host community
- ❖ Provide a vehicle that will encourage wide participation among older adults in Ontario

Contribute to the development of communities by:

- ❖ providing a showcase for the host community,
- ❖ giving citizens the opportunity to see the Province's older adult athletes in action,
- ❖ giving opportunities for volunteers to mobilize, become involved and take pride in a large community event,
- ❖ promoting local senior clubs & associations. This is for seniors who are 55 years of age and older.

Program Consultant - Sport and Recreation Branch,  
Ministry of Tourism and Recreation  
400 University Avenue, 4th Floor  
Toronto, ON M7A 2R9  
Phone: (416) 314-7684; Fax: (416) 314-7458

## **Ontario Tax Credits System, Property and Sales Tax Credits for Seniors**

To provide property tax assistance, and offset provincial sales tax, to Ontario residents aged 65 years and over by providing:

- ❖ A credit to partially offset their property taxes paid
- ❖ A credit to partially offset their provincial sales taxes paid

Program Information Officers - Ministry Information Centre,  
Ministry of Finance  
33 King Street West  
Oshawa, ON L1H 8H5  
Phone: 1-800-263-7965; Fax: (905) 433-6777; TTY: 1-800-263-7776

### **Ontario Works:**

- ❖ to recognize individual responsibility and promote self reliance through employment
- ❖ to provide temporary financial assistance to those most in need while they satisfy obligations to become and stay employed
- ❖ to effectively serve people needing assistance
- ❖ to be accountable to the taxpayers of Ontario

Persons 65+ who are eligible for OAS/GIS/GAINS and are still in financial need may be eligible for Ontario Works. Persons age 65+ who are not eligible for OAS are referred to the Ontario Disability Support Program.

Ministry of Community, Family and Children's Services - Info Line  
Phone: 1-888-789-4199

### **Ontario's Public Health System**

The Public Health Branch provides leadership and support to Ontario's public health system through comprehensive consultant support services to 37 autonomous boards of health, advice to corporate management on public health issues, a provincial epidemiology service, response to control outbreaks of disease, and management of transfer payments for public health programs. The Branch also maintains a comprehensive database for health care planning at the ministry and local levels. The Office of the Chief Medical Officer of Health provides recommendations for policy and long-range planning to prevent the spread of disease promote and protect health. The Chief Medical Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health and, when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

Director and Chief Medical Officer of Health - Public Health Branch  
Ministry of Health and Long-Term Care  
8th Floor, 5700 Yonge Street  
Toronto, Ontario M2M 4K5  
Phone: (416) 314-5487; Fax: (416) 327-7438; TTY: 1-800-387-5559

### **Physical Activity Implementation Plan**

The Ministry of Health and Long-Term Care, in partnership with the Ministry of Citizenship, Culture and Recreation, has implemented a strategy, Active Ontario. The goal of Active Ontario is to increase physical activity among Ontarians to serve the health, social and economic priorities of the province.

The strategy supports effective activities by building on existing programs and opportunities; describes potential partnerships with the voluntary, public and private sectors; and, outlines resource requirements. The provincial objective is to increase the physical activity among all Ontarians to improve general health and to extend life expectancy.

This plan takes a population-based approach to reaching the people of Ontario, largely because of the widespread prevalence of sedentary living. Within this approach, however, initiatives will be specially tailored to meet the needs of specific groups, such as seniors, providing them with information and tools for skill building.

Manager, Provincial & Community Programs - Health Promotion & Wellness  
Ministry of Health and Long-Term Care  
5700 Yonge St., 5th floor  
North York, Ontario M2M4K5  
Phone: (416) 314-5911; Fax: (416) 314-5497

### **Regional Geriatric Program - Health Care Programs and Alternate Payment Programs**

To enhance the care of the frail elderly by providing specialized geriatric assessment, short-term medical treatment and geriatric rehabilitation. This program is affiliated with five academic health centres in Toronto, Hamilton, Ottawa, Kingston and London. This program includes clinical services, consultation and education/research with the intent to reduce hospital stay to foster independence in the community, and to prevent/delay long-term placements. Frail elderly insured residents (as defined by the Health Insurance Act) of the province of Ontario. Frail elderly are characteristically identified by the presence of at least one of the following: recent decline in mobility, or walking or frequent falls; recent change in ability to care for self; recent onset of confusion, mood change, hallucinations or delusions; more than 6 medications or compliance problems; wandering, aggression or agitation; and, recent unintentional weight loss or poor eating habits.

Program Consultant, HCP & Manager, APP  
Ministry of Health and Long-Term Care  
5th Floor, Hepburn Block, 80 Grosvenor St. M7A 1R3 and 3rd Floor, 5700 Yonge Street, M2M 4K5 Toronto, ON  
Phone: 416-327-8944 and 416-327-8444; Fax: 416-326-0888 and 416-327-7519

### **Senior Achievement Awards**

The purpose of the Senior Achievement Award is to recognize and honour outstanding seniors who, after age 65, have made significant contributions to their communities. The contribution must be given freely without thought of receiving any personal or financial gain.

## **Senior Of The Year Award**

The Senior of the Year Award was established in 1994 to give each municipality in the province the opportunity to honour one outstanding local senior. The recipient is someone who, after age 65, has enriched the social, cultural or civic life of the community - without thought of personal or financial gain. Each year approximately 200 municipalities take part in this program.

Administrative Assistant - Ontario Honours & Awards,  
Ministry of Citizenship  
400 University Avenue, 2nd Floor  
Toronto, ON M7A2R9  
Phone: (416) 314-7526; Fax: (416) 314-7743

## **SeniorBusters (an extension of PhoneBusters)**

Reduce the number of fraudulent pitches to seniors in respect to consumer fraud. This will be done through education and awareness. SeniorBusters presently consists of approx 60 volunteer members over the age of 50. These volunteer members come from diverse backgrounds and will bring many different skills to SeniorBusters in attempt to reduce the level of fraudulent telemarketing against seniors. SeniorBusters will contact if necessary family members, local police agencies, elder abuse committees and will provide options to the senior victims to effectively fight this crime. In addition, between 1995 and March 31, 2002 approx 83% of the \$51.9 million was taken from victims over age 60. SeniorBusters also assists PhoneBusters staff in special projects dealing with current frauds, assisting in returning monies intercepted, as well as giving presentation and displays to the public.

Program Coordinator - Ontario Provincial Police,  
Anti-Rackets Section, PhoneBusters  
Box 686  
North Bay, Ontario P1B 8J8  
Phone: 888-495-8501; Fax: 888-654-9426

## **Seniors' Month**

Seniors' Month, celebrated in June for over 20 years, presents an annual opportunity for the Ontario Seniors' Secretariat to promote awareness of seniors' issues as well as seniors' contributions to society.

Manager, Public Education and Awareness - Ontario Seniors' Secretariat  
Ministry of Citizenship  
6th Floor Ferguson Block, 77 Wellesley Street West  
Toronto, ON M7A 1R3  
Phone: (416) 326-7058; Fax: (416) 326-7078



## **Seniors' Rates**

Huronian Historical Parks manages and promotes two of Canada's foremost historic sites: Ste. Marie among the Hurons and Discovery Harbour. Huronia Historical Parks also offers educational programs for youth and adults, Niagara Parks, Discounted rates for seniors at golf, Marina and camping facilities to attract these users at certain times during the tourist season.

The St. Lawrence Parks Commission provides recreational and tourism opportunities along the St. Lawrence River through the presentation and interpretation of historic attractions (Upper Canada Village and Fort Henry) and the development and operation of parks, campgrounds, scenic parkways and recreational areas.

Ontario Place Corporation is a major provincial and local tourism attraction, showcasing excellence in the performing arts, entertainment, technology and recreation (55+)

Old Fort William operates the largest reconstructed fur trading post in the world as a major tourism attraction, heritage resource and focus for tourism activities in northwestern Ontario.

Seniors 60+ - Senior Consultant  
Tourism Agencies Branch - Ministry of Tourism and Recreation  
15th Floor, 700 Bay Street, LuCliff Place  
Toronto, ON M7A 2E1  
Phone: (416) 314-7001; Fax: (416) 314-7003

## **Vaccine Preventable Diseases**

This mandatory program is implemented by 37 local boards of health to prevent unnecessary morbidity and mortality related to vaccine preventable diseases. Goal: to reduce the incidence of vaccine preventable diseases.

Objectives relevant to seniors:

- ❖ To reduce the age-adjusted mortality rate for pneumonia and influenza (using a five-year moving average)

To achieve the following vaccine coverage targets by the year 2000:

- ❖ 95% coverage for pneumococcal and annual influenza vaccination of residents of long-term care facilities
- ❖ 70% coverage for pneumococcal and annual influenza vaccination for persons age 65 years and older and persons with high-risk conditions; and, 70% coverage for annual influenza vaccination of health care workers in contact with high risk individuals
- ❖ 3.) To maintain at zero the incidence of tetanus and diphtheria and indigenous polio.

This program addresses the total population, including seniors. Some of the program objectives address only persons age 65 and over.

Senior Medical Consultant - Public Health Branch,  
Ministry of Health and Long-Term Care  
8th Floor, 5700 Yonge St.  
Toronto, Ontario M2M 4K5  
Phone: 416-327-7419; Fax: 416-327-7439; TTY: 1-800-387-5559

## **PEI**

### **Adult Protection Program**

To provide assistance or protective intervention to vulnerable adults (unable to protect him/herself) from abuse or neglect.

Adult Protection Consultant - Health and Social Services  
P.O. Box 2000, 16 Garfield St.  
Charlottetown, P.E.I. C1A 7N8  
Phone: 902-368-6506; Fax: 902-368-6136

## **Community Care Facilities and Nursing Homes**

To ensure safe, appropriate and quality care services through licensing privately owned and operated facilities, which provide care services to five or more people for compensation.

### **Long Term Care**

Long term care is referred to a range of institutional care services (care of frail elderly, mentally or physically disabled of all ages). With increasing numbers and needs, these long term period of care clients, with clearly defined, relatively stable needs and services may be placed and served in a community setting, or institutional setting.

Community Care Facility & Nursing Home Coordinator  
Health and Social Services  
P.O. Box 2000, 16 Garfield St.  
Charlottetown, PEI C1A 7N8  
Phone: (902)-368-6506; Fax: (902)-368-6136

### **Diabetes Control Program**

To provide assistance for the coverage of oral hypoglycemic medications, insulin, and urine testing materials for diagnosed diabetics.

Pharmacy Services Consultant - Health and Social Services  
16 Garfield Street, PO Box 2000  
Charlottetown, PE C1A 7N8  
Phone: (902) 368-6711; Fax: (902) 368-6136

### **Financial Assistance Drugs Only Coverage**

To assist persons who are unable to afford the cost of required medications, including those normally obtained through other provincial drug programs.

### **Seniors Drug Cost Assistance Plan**

Provides seniors with assistance for the purchase of approved prescription medications.

Pharmacy Services Consultant - Health and Social Services  
P.O. Box 2000, 16 Garfield St.  
Charlottetown, PEI C1A 7N8  
Phone: 902-368-6711; Fax: 902-368-6136

## **Health Information Resource Centre (HIRC)**

The HIRC is a provincial health promotion initiative designed to improve access to information for all residents of PEI, thereby providing them with the opportunity to increase control over and improve their health.

Objectives:

- ❖ to enable access to information
- ❖ to gain a greater understanding of the impact of information on the health of individuals and communities
- ❖ to gain a greater understanding of health information needs
- ❖ to make the HIRC and its functions visible and inviting
- ❖ to ensure future sustainability in accessing information
- ❖ to respond to the recommendations of ongoing evaluations.

Coordinator - Health and Social Services  
PO Box 2000, 1 Rochford St.  
Charlottetown, PEI C1A 7N8  
Phone: 902-368-4986; Fax: 902-368-6524

## **Helping Hands For Seniors**

The program assists senior homeowners in doing yard clean up, minor paint jobs, and minor repairs around the home.

## **Senior Citizens Housing Program**

The program provides safe, affordable housing to seniors with low or moderate incomes.

Social Housing Coordinator - Dept. of Health and Services  
PO Box 2000  
Charlottetown, PEI C1A 7N8  
Phone: 368-6579; Fax: 368-6136

## **Home Care**

P.E.I. Home Care Support is a program that provides assessment, assistance, support, care and care planning to individuals in the community who would otherwise not be able to stay at home or return to their home independently.

Senior Health Planner - PEI Department of Health and Social Services  
Division of Acute and Continuing Care  
16 Garfield St.  
Charlottetown, Prince Edward Island C1A 7N8  
Phone: (902)- 368-6509; Fax: 902- 368-6136

## **Hospital & Medical Services Insurance- Coverage of Snow Birds**

To provide coverage for emergency or sudden illness for residents who are absent each year for winter vacations and similar situations. The term "snow bird" is used to define such a person who is absent from the province for these reasons.

Manager of Medicare Services, Division of Medical Services

Health and Social Services  
35 Douses rd  
Montague, PEI C0A 1R0  
Phone: 838-0931; Fax: 838-0940

## **Long Term Care Facility Dental Program**

Residents of provincial and private long-term care facilities are screened by a dentist annually. The oral health screening is to assess for signs of pain or pathology and to determine the need for follow-up preventive or treatment services.

Director, Dental Public Health - Queens Health Region  
Dental Public Health  
P.O. Box 2000  
Charlottetown, PEI C1A 7N8  
Phone: 902-368-4915; Fax: 902-368-4922

## **Office of the Public Guardian**

To provide, as a last resort, a guardian for those who are deemed incapable of managing their personal affairs and who have no family or other persons willing or able to assume these responsibilities.

Public Guardian -Health and Social Services  
P.O. Box 2000, 16 Garfield St.  
Charlottetown, P.E.I. C1A 7N8  
Phone: 902-368-4933; Fax: 902-368-6156

## **Seniors Advisory Council**

The Seniors Advisory Council was created in June '98 to serve in an advisory capacity to government through the Minister Responsible for Seniors on current and future issues that concern the seniors of PEI.

## **Seniors Web Site**

The Seniors Web Site was launched in 2000 improve access to info about PEI government and community services for seniors.

Senior Services Liaison - Department of Health & Social Services  
Division of Acute and Continuing Care  
P.O.Box 2000 16 Garfield Street  
Charlottetown, Prince Edward Island C1A 7N8  
Phone: 902-368-6194; Fax: 902-368-6136

## **Welfare Assistance**

The Welfare Assistance Program provides the necessities of living to those who for physical, mental, social or other reasons are unable to provide for their own basic needs. The program provides timely and appropriate services to prevent social dependency or the perpetuation of dependency. The program will strive to restore disabled or distressed individuals or families to normal social functioning to the extent possible.

Director of Welfare Assistance - Child and Family Services Division  
Health and Social Services  
PO Box 2000 16 Garfield St.  
Charlottetown, PEI C1A 7N8  
Phone: 902-368-6519; Fax: 902-368-6516

## **QUEBEC**

### **AccèsLogis Québec Program**

Allow for the production of social and community housing for low to moderate income households.

### **Affordable Housing Québec Program**

Allow for the production of social and community housing for low to moderate income households

### **Home Adaptation Assistance Program**

To help disabled persons, regardless of their income, to pay for work aimed at adapting their dwelling.

### **Home Adaptations for Seniors' Independence Program**

To help low-income individuals aged 65 or older who need to adapt certain elements of their home to be able to continue living there independently and safely.

### **Housing Allowance Program**

To grant a housing allowance of up to \$80 per month for individuals aged 55 or over and low-income families who spend more than 30% of their income on housing

### **Low-Rental Housing Program**

To enable selected low-income households to live in low-rental housing and pay a rent equal to 25% of the household's income.

### **Rent Supplement Program**

To enable selected low-income households to live in private rental market housing, co-operative housing or NPO housing, for which they pay a rent equal to 25% of the household's income.

SHQ Communications Directorate

1054 Louis-A. -Taschereau, St-Amable Wing, 3rd Floor

Quebec, Québec G1R 5E7

Phone: 418-643-7676, 514-873-8130 Fax: 418-643-4560, 514-873-8340

### **Amount for medical expenses**

Reduce or cancel income tax payable, where the taxpayer or the taxpayer's spouse paid medical expenses (provided the expenses were incurred for the taxpayer, the spouse or a dependant). Even if the full amount is not necessary in order to reduce income tax to zero, the balance is not refunded. Medical expenses that both spouses may deduct must be divided between them.

### **Amount respecting a severe and prolonged mental or physical impairment**

Reduce or cancel income tax payable, where the taxpayer has a severe and prolonged mental or physical impairment. Even if the full amount of the credit is not necessary in order to reduce income tax to zero, the balance is not refunded. This tax credit may be transferred to the taxpayer's spouse.

### **Amount respecting dependent children or other dependants (parent, grandparent, uncle, aunt)**

Reduce or cancel income tax payable, if the taxpayer had one or more dependent children or other dependants. (The term "other dependant" may refer to a parent, grandparent, uncle or aunt of the taxpayer or the taxpayer's spouse, but not to the taxpayer's spouse.) Even if the full amount is not necessary in order to reduce income tax to zero, the difference is not refunded. This amount may be split if more than one person is entitled to claim it with regard to the same dependant.

### **Amount with respect to age, for a person living alone or for retirement income**

Reduce or cancel income tax payable, where the taxpayer or the taxpayer's spouse was aged 65 or over, where the taxpayer lived alone, or where the taxpayer or the taxpayer's spouse received certain types of retirement income. Even if the full amount of the credit is not necessary in order to reduce income tax to zero, the balance is not refunded. This credit may be split between spouses, if both are entitled to it.

### **Refundable tax credit respecting home-support services for seniors**

Enable seniors to receive certain home-support services at a reduced cost, so that they can remain in their communities. The following services are covered: services related to daily activities (dressing, personal hygiene, eating); services related to meals; supervision services; civic-support services (transportation, budget management); services related to routine household tasks (housework, laundry, minor outdoor maintenance). Persons aged 70 or over who are resident in Québec.

Offices of the Ministère du Revenu du Québec  
TTY: (514) 873-4455, 1 800 361-3795

### **Centre du jour**

To help frail elderly persons remain in their homes and to promote their quality of life by maintaining their existing abilities on the biological, psychological and social levels and by delivering support services to caregivers.

### **Hébergement et soins de longue durée**

To provide a living environment and long-term care tailored to the needs of very frail persons.



### **Hébergement temporaire**

To provide a temporary alternate accommodation resource in certain circumstances (social welfare, convalescence and respite care, including emergency respite care).

Frail elderly persons living at home who are dependent on the assistance of a third person for the meeting of their basic needs.

### **Hôpital de jour**

To restore seniors' biological, psychological and social equilibrium, in order to help them remain at home, in suitable conditions, as long as possible.

Seniors 65 years of age and older, referred for one or more problems that cannot be handled at the primary-care level and that directly or indirectly result in the person's frailty.

### **Prévention et lutte contre la violence et les abus envers les aînés**

To prevent elder abuse and protect victims of such abuse. All seniors, but especially those who are physically or mentally frail.

### **Télé-surveillance**

To dispel the isolation of seniors and minimize reliance on resource-intensive services (e.g., hospital emergency departments).

### **Cliniques externes d'évaluation gériatrique**

Shorten time spent in emergency rooms and length of hospital stays by means of specialized and ad hoc intervention. Seniors who are ill or frail and have been released from hospital.

### **Services de soutien à domicile-aide domestique**

To enable persons with temporary or permanent disabilities to live in their natural environment. Any person, regardless of age, who has one or more temporary or permanent disabilities, the cause of which may be physical, social or mental, and who must receive some or all services at home.

### **Services de soutien à domicile-Assistance personnelle**

To enable persons with temporary or permanent disabilities to live in their natural environment.

### **Unité de courte durée gériatrique**

To ensure better case management, through an interdisciplinary approach, in connection with episodes of illness of frail elderly persons requiring hospitalization.

Seniors with an acute medical condition or deteriorating health who require hospitalization and have a number of gerontological or psychosocial problems.

Ministère de la Santé et des Services sociaux - General information  
1075 Sainte-Foy Road  
Québec, Quebec G1S 2M1  
Phone: 418-643-3380

### **Disability Pension**

To replace part of the income of workers whose health has deteriorated to the point where they can no longer work. Persons under the age of 65 who are not yet receiving a retirement pension, who have contributed sufficiently to the Pension Plan, and who have been declared disabled by the Régie.

### **Retirement Pension**

To provide Quebec workers with basic financial protection upon retirement.

Persons at least 60 years of age who have contributed for at least one year to the Quebec Pension Plan.

P.O. Box 5200  
Québec, Quebec G1K 7S9  
Phone: 1 800 463-5185; TTY: 1 800 603-3540

### **Shelter allowance program**

Provide financial assistance of up to \$80 per month to seniors and families whose income is low and who spend more than 30% of their income on housing.

The shelter allowance has been available, since October 1, 1998, to individuals aged 55 or over, couples in which one person is aged 55 or over, and families with at least one dependent child.

## **Volunteer program**

Provide free assistance to taxpayers with a low income who find it difficult to complete their own income tax returns, and who are unable to pay for tax-preparation services. Employed persons, recipients of last-resort financial assistance, seniors and retired persons, persons with disabilities and immigrants

The Ministère du Revenu du Québec and the Société d'habitation du Québec (SHQ)  
TTY: (514) 873-4455, 1 800 361-3795

## **SASKATCHEWAN**

### **Alcohol and Drug Recovery Services**

To provide recovery services to individuals who are affected by their own, or someone else's chemical dependency, through the provision of assessment, intervention, education and follow up support. Services are provided in residential (inpatient) and non-residential (outpatient) setting, depending on client need.

### **Pneumococcal Immunization Program**

To reduce the incidence of pneumococcal disease in persons most at risk of the disease and its complications.

Persons eligible for the pneumococcal vaccine without charge are those: who reside in nursing homes & personal care homes; 2 years of age and over with asplenia, splenic dysfunction, or sickle-cell disease; 2 years of age and over with chronic cardio- respiratory disease (except asthma), cirrhosis, alcoholism, chronic renal disease, nephrotic syndrome, diabetes mellitus, chronic cerebrospinal fluid leak, HIV and other conditions associated with immunosuppression; 65 years and over; and cochlear implant recipients (pre and/or post implant).

Program Consultant - Saskatchewan Health  
Community Care Branch  
3475 Albert Street  
Regina, Saskatchewan S4S 6X6  
Phone: 306-787-5826; Fax: 306-787-7095; TTY: 306-766-7555

## **Chiropractic Services**

Chiropractic visit and x-ray services with no limit. The program is a co-payment system for visit services and provides for a government payment to be made to chiropractors for each visit service provided. Chiropractors are also allowed to charge beneficiaries an additional amount beyond the government payment.

Supplementary Health Program beneficiaries, recipients of Family Health Benefits Program, and seniors (age 65+) receiving a Saskatchewan Income Plan supplement are fully insured for chiropractic services. Beneficiaries who receive services from an out-of-province chiropractor are reimbursed at Saskatchewan fee schedule rates.

## **Optometric Services**

Coverage is limited to beneficiaries under the age of 18 years, Supplementary Health Program beneficiaries, recipients of Family Health Benefits Program, and seniors (age 65+) receiving a Saskatchewan Income Plan supplement.

## **Physician Services**

The plan pays for insured physician services, generally on a fee-for-service basis, in accordance with Medical Services Plan payment schedules. These schedules reflect agreements reached with the Saskatchewan Medical Association. Alternate models of payment for insured services are also available using either population based funding for general practitioner services or salary, contractual or payment arrangements funded through District Health Boards.

Medical Services Branch - Saskatchewan Health  
3475 Albert Street  
Regina, Saskatchewan S4S 6X6  
Phone: (306) 787-3475; Fax: (306) 787-3761

## **Consumer Protection Branch**

To assist consumers in rectifying legitimate consumer complaints.

Registrar - Consumer Protection Branch  
Saskatchewan Justice  
1871 Smith Street  
Regina, SK S4P 3V7  
Phone: 306-787-5550; Fax: 306-787-9779; TTY: toll free in SK. 1-888-374-4636

### **Dependant Adults**

To administer the financial affairs of persons who are mentally incompetent. To protect their assets and maximize their returns on investments.

Director - Public Trustee  
Saskatchewan Justice  
6th Floor, 1874 Scarth Street  
Regina, SK S4P 3V7  
Phone: 306-787-5424; Fax: 306-787-5065

### **Drug Plan Emergency Assistance**

To assist residents who require immediate treatment with covered prescription drugs and who are unable to cover their share of the cost.

### **Drug Plan Palliative Care Program**

To provide drug coverage for palliative care patients.

### **Drug Plan Special Support Program**

To assist beneficiaries whose benefit drug costs are high in relation to their income.

### **Saskatchewan Prescription Drug Plan**

Providing Drug Plan benefits to the eligible Saskatchewan population.

Drug Plan and Extended Benefits Branch - Saskatchewan Health  
2nd Floor, 3475 Albert Street  
Regina, Saskatchewan S4S 6X6  
Phone: (306) 787-3317, 1-800-667-7581; Fax: (306) 787-8679

### **Emergency Repair Program (ERP)**

To assist eligible homeowner occupiers in rural areas to complete emergency repairs required for the continued safe occupancy of their homes.

### **Home Adaptations for Seniors' Independence (HASI)**

To assist low-income seniors with disabilities to make minor home adaptations to assist with daily living.

### **Home Modification for the Disabled**

To provide financial assistance for home modifications which increase the occupant's safety and independence. Clients must own their own home or have written permission from their property owner to qualify for this program.

### **Residential Rehabilitation Assistance Program - Homeowner (RRAP)**

To assist low-income homeowners who live in substandard dwellings by providing financial assistance to repair and upgrade their homes to a minimum level of health and safety.

### **Residential Rehabilitation Assistance Program - Rental (RRAP)**

To assist low-income households who live in substandard rental units, by providing financial assistance to property owners to renovate the building to a minimum level of health and safety.

### **Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP)**

Provide financial assistance to repair, improve or modify existing dwellings or rental units in order to improve accessibility for persons with disabilities.

### **Saskatchewan Assisted Living Services (SALS)**

Provide a community-based service option for low-income tenants in senior social housing who desire a combination of shelter and support services to maintain their independence and to remain living in their homes.

Low income tenants living in senior social housing units funded by SHC.

### **Social Housing for Seniors**

To provide quality rental accommodation that is affordable for low-income households throughout the province. Low-income seniors, families and people with disabilities.

Manager, Home Repair Programs - Saskatchewan Housing Corporation  
An Agency of Social Services  
500 - 1855 Victoria Avenue

Regina, Saskatchewan S4P 3V7  
Phone: (306) 787-7367; Fax: (306) 787-8571

### **Home Care**

The objectives of the home care program endure to help people who need acute, palliative and supportive care to remain independent at home, and to supplement, but not replace, support provided by family and community. Seniors are the major beneficiaries of the program. Home care programming is founded on philosophical principles centered on the provision of health care services under the most 'health-enhancing' conditions possible.

These conditions include facilitating care of clients in their own homes where they are most comfortable. This philosophy includes establishing home care services as a supplement, as opposed to a replacement to family care for the client. This community and home-based approach to therapeutic measures grants substantive benefits to the client, community and to the Provincial health care system.

### **Mental Health Services**

Promote, preserve and restore the mental health of the population; directly through provision of care and services; indirectly via support to other service sectors involved with persons with mental health problems. Services are divided in to 4 main program areas: Child & Youth, Adult Therapies, Rehabilitation and Inpatient. All but Child & Youth are directly relevant to seniors. Data reflects the 3 program areas relevant to seniors.

### **New Assessment and Classification System for Institutional Long Term Care**

To implement a new assessment and classification system for institutional supportive long-term care in all 32 health districts in Saskatchewan by April 2001.

### **Palliative Care Services**

Palliative care refers to interdisciplinary services that provide active compassionate care to the terminally ill at home, hospital or other care facility. It is a service made available to terminally ill persons and their supporters who have determined that treatment for cure or prolongation of life is no longer the primary goal. Palliative care emphasizes quality of life, maintenance of human dignity, comfort and concern for the terminally ill individual and family. Palliative care may start at any time in the course of one's illness when active treatment changes focus from cure to symptom management and support.

### **Personal Care Homes**

Personal care homes provide accommodation, meals, laundry service, and supervision/assistance with personal care to adults usually requiring light care, and who are not related to the operator. The Regional Health Authority must assess all personal care home residents, usually. Personal care homes are privately owned and operated with no public subsidy.

## **Special Care Homes**

The special-care homes program is targeted to individuals typically having heavy care needs that cannot be appropriately met in the community. Seniors are the major beneficiaries of the program. Special-care homes provide a residential care environment in which individuals can achieve and maintain as high a level of independence and life satisfaction as possible while, at the same time, maintaining the highest regard for the dignity and worth of each human being and the rights and privileges of the individual.

Researcher - Sask. Health, Community Care Branch  
Program Support Unit  
3475 Albert Street  
Regina, Saskatchewan S4S6X6  
Phone: (306) 787-1538; Fax: (306) 787-7095

## **Influenza Immunization Program**

To reduce the incidence of influenza in persons most at risk of influenza and its complications.

Persons eligible for the influenza vaccine without charge are those: 65 years and over; who reside in nursing homes & other chronic care facilities regardless of age; under 65 years with chronic health conditions such as cardiac or pulmonary disorders, diabetes mellitus, cancer, renal disease, immunosuppression, HIV, anemia and hemoglobinopathy; 6 months to 18 years of age with conditions treated for long periods with acetylsalicylic acid.

## **Senior Citizens' Ambulance Assistance Program**

The Senior Citizens' Ambulance Assistance Program (SCAAP) limits the cost of road ambulance services within the province for seniors (Saskatchewan residents age 65 and older), regardless of place of residence or distance traveled, to \$250 per trip.

Consultant, Immunization Program - Saskatchewan Health  
3475 Albert Street  
Regina, Saskatchewan S4S6X6  
Phone: 306-787-7113; Fax: 306-787-3237

## **Police-affiliated Victims Services Program**

To meet the needs of victims for timely information, support and referral.

Victims of reported crimes are the program's first priority. Special emphasis is placed on serving the needs of women, children, Aboriginal peoples and other people in vulnerable circumstances including seniors.



## **Specialized Victims Services Programs**

To meet the needs of victims for timely information, support and referral.

These programs provide services that respond to the immediate and short-term needs of victims. Services include: legal and medical information, accompaniment to hospital, court and police, referrals and advocacy. The programs also provide public education around the issues of domestic violence and sexual assault.

## **Victim/Witness Services**

To prepare and support victims and witnesses during their involvement with the justice system.

Priority service for Regina and Saskatoon is child victim/witnesses. Seniors would receive service where it has been requested.

Director - Victims Services  
Saskatchewan Justice  
6th Floor, 1874 Scarth Street  
Regina, SK S4P3V7  
Phone: 306-787-3500; Fax: 306-787-0081

## **Saskatchewan Aids to Independent Living (SAIL)**

To assist people with physical disabilities to be as independent as possible in their homes.

Drug Plan and Extended Benefits Branch - Saskatchewan Health  
3475 Albert Street  
Regina, Saskatchewan S4S 6X6  
Phone: (306) 787-7121; Fax: (306) 787-8679

## **Saskatchewan Income Plan (SIP)**

Provides additional income to senior citizens who have little or no income other than the federal Old Age Security pension and Guaranteed Income Supplement.

SIP Co-ordinator - Saskatchewan Income Plan  
Saskatchewan Social Services  
1920 Broad Street  
Regina, SK S4P 3V6  
Phone: 306 787-0148; Fax: 306 787-2134

# **YUKON**

## **Adult Services**

To provide a comprehensive range of social services and coordinate the development of these services for persons with disabilities and seniors so they can enjoy a basic standard of living with maximum independence.

### **Continuing Care - Extended Care**

To provide a comprehensive range of facility based services for seniors and disabled people of the Yukon and to coordinate and integrate these services with community based social services in order to address the challenge of equitable access, use and adequacy of services.

### **Continuing Care - Intermediate Care**

To provide a comprehensive range of facility based services for seniors and disabled people of the Yukon and to coordinate and integrate these services with community based social services in order to address the challenge of equitable access, use and adequacy of services.

### **Continuing Care - Personal Care Service**

Persons who require personal care services including supervision, room and board, recreational/social opportunities and personal care.

### **Continuing Care - Special Care**

Persons who are cognitively impaired and mobile, and are at some danger to themselves or others due to wandering and/or other behaviours.

### **Continuing Care - Therapy Services**

Persons who require rehabilitation or therapy services.

### **Continuing Care - Day Program**

Frail elderly persons and persons with early-stage dementia.

### **Home Care Program**

To provide a comprehensive range of social services and coordinate the development of these services for persons with disabilities and seniors so they can enjoy a basic standard of living with maximum independence and dignity.

### **Pioneer Utility Grant**

To provide a utility subsidy to Yukon Seniors living in the Yukon during the winter months.

Persons who - are aged 65 or older; or are aged 60 to 65 who are the surviving spouse of a deceased person who would be 65 or over, - own or rent a principal residence for the year in which the grant is to be paid, and - occupy the principal residence for a total period of not less than 183 days, 90 of which days occurred during winter months.

### **Seniors Income Supplement**

To provide an income supplement to seniors receiving the federal Guaranteed Income Supplement.

Persons who - are 65 and older who are in receipt of the federal Guaranteed Income Supplement, or spouses aged 60 - to 65 who are in receipt of the federal Spouse's Allowance, - make their home in the Yukon, - be ordinarily present in the Yukon, and - receive the Guaranteed Income Supplement or Spouse's Allowance in the Yukon and not elsewhere.

### **Social Assistance**

To provide employment counselling, income assistance, information, counselling and supportive outreach services; to enable access to employment and learning opportunities; to promote and participate in the development of community-based activities and resources for persons in need.

Manager, Adult Services - Department of Health and Social Services  
3168 - 3rd Avenue, Box 2703  
Whitehorse, Yukon Y1A 2C6  
Phone: (867) 667-5691; Fax: (867) 393-6278

### **Chronic Conditions Self Management Program**

To reduce the incidence of overall morbidity in the general population, infant mortality, congenital disability, infectious disease, and chronic disease through providing a range of culturally relevant care, treatment and prevention services at the community level.

## **Community Nursing Services & Emergency Medical Services**

To provide community health and emergency treatment services in the rural communities and Whitehorse in order to promote the health of the individual, family and community and reduce the effects of illness and accidents.

Program Coordinator - Department of Health and Social Services  
#2 Hospital Road  
Whitehorse, Yukon Y1A 3H8  
Phone: (867) 393-2201

## **Diabetes Education Program**

To reduce the incidence of overall morbidity in the general population, infant mortality, congenital disability, infectious disease, and chronic disease through providing a range of culturally relevant care, treatment and prevention services at the community level.

Diabetes Educator - Whitehorse General Hospital  
#5 Hospital Road  
Whitehorse, Yukon Y1A 3H7  
Phone: (867) 393-8700; Fax: (867) 393-8707

## **Extended Health Care Benefits**

To ensure access of seniors to extended health benefits in accordance with the provisions of the Extended Health Care Benefits Regulations.

Persons aged 65 or older, or aged 60 to 65 and married to a person 65 or older, who - are enrolled in the Yukon Health Care Insurance Plan, - reside in the Yukon at least 182 consecutive days in any period of 365 days, and - are not eligible for another benefit or insurance program which covers the cost.

## **Pharmacare**

To ensure access of seniors to prescription drug benefits in accordance with the provisions of the Pharmacare Regulations.

Persons aged 65 or older, or aged 60 to 65 and married to a person 65 or older, who - are enrolled in the Yukon Health Care Insurance Plan, - reside in the Yukon at least 182 consecutive days in any period of 365 days, and - are not eligible for another benefit or insurance program which covers the cost.

Seniors' Program Officer - Department of Health and Social Services  
4th Floor, Financial Plaza, 204 Lambert Street, Box 2703  
Whitehorse, Yukon Y1A 2C6  
Phone: (867) 667-5403; Fax: (867) 393-6486

## **Handibus**

To provide an accessible alternative public transportation system for those with disabilities that prevents them from accessing regular public transportation.

City Transit Manager - City of Whitehorse - Whitehorse Transit  
139 Tlingit Street  
Whitehorse, Yukon Y1A 2J2  
Phone: (867) 668-8394; Fax: (867) 668-8388

## **Hearing Services**

To reduce the incidence of overall morbidity in the general population, infant mortality, congenital disability, infectious disease, and chronic disease through providing a range of culturally relevant care, treatment and prevention services at the community level. The public; residents and outpatients of continuing care facilities.

Secretary - Department of Health and Social Services  
2nd Floor, Royal centre, 204 - 4114 4th Avenue  
Whitehorse, Yukon Y1A 4N7  
Phone: (867) 667-5913; Fax: (867) 667-5922; TTY: (867) 667-5913

## **Home Repair Program**

To improve the condition of housing stock to a minimum standard, and if required, to improve on accessibility issues.

### **Rent-Geared-to-Income Housing**

To provide good quality housing for those who cannot afford adequate shelter at market rates

Program Officer - Yukon Housing Corporation  
410H Jarvis Street  
Whitehorse, Yukon Y1A 2H5  
Phone: (867) 667-8818; Fax: (867) 667-3664

### **Hospice**

To provide support to those in grief, and to the terminally ill and their loved ones. To address the diverse physical, mental, emotional, social and spiritual needs of the bereaved and the dying. Dying persons and their families, the bereaved, and those dealing with sudden death regardless of age.

Executive Director - Hospice Yukon  
409 Jarvis Street  
Whitehorse, Yukon Y1A 2H4  
Phone: (867) 633-8992; Fax: (867) 633-4683

### **Seniors Information Centre**

To improve the quality of life and services to seniors and elders in the Yukon.

Coordinator - Yukon Council on Aging  
4061C 4th Avenue  
Whitehorse, Yukon Y1A 1H1  
Phone: (867) 668-3383; Fax: (867) 668-6745

### **Sign Post Seniors - Seniors Information and Assistance Program**

To improve the quality of life and services to seniors, elders and disabled persons in the Watson lake area.

President - Sign Post Seniors Society  
Box 293  
Watson Lake, Yukon Y0A 1C0  
Phone: (867) 536-2929; Fax: (867) 536-2928

### **Seniors Property Tax Deferment Program**

To allow seniors the option of deferring property taxes on homes they live in, which will increase their disposable income.

### **Seniors' Home Owners' Grant**

To promote home ownership by assisting with the overall operating costs of running a home. Persons aged 65 or older who - own and occupy their own residence for 184 days of the taxation year, and - have paid property taxes in full.

Taxation Administrator - Community and Transportation Services  
Property Assessment and Taxation  
2071 2nd Avenue, Box 2703  
Whitehorse, Yukon Y1A 2C6  
Phone: (867) 667-5268; Fax: (867) 667-8276