

Seniors programs and services

# Information Guide



July 2020

**PHONE:**

Alberta Supports Contact Centre Toll-free at 1-877-644-9992  
Deaf or hearing impaired with TDD/TTY units, call 1-800-232-7215  
or 780-427-9999 in the Edmonton area.

**MAIL:**

Seniors and Housing  
P.O. Box 3100  
Edmonton, Alberta T5J 4W3  
Fax: 780-422-5954

**WEBSITE:**

[alberta.ca](http://alberta.ca)

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July 2020

**Seniors programs and services information guide**

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of the booklet.

Permission is granted to reprint this document.

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# Table of contents

<b>Income support programs</b> .....	<b>3</b>
Provincial government programs .....	3
Federal government programs .....	6
<b>Housing</b> .....	<b>8</b>
Provincial government programs .....	8
Finding accommodation .....	9
<b>Government contacts</b> .....	<b>10</b>
Alberta Supports .....	10
Government of Alberta Contact Centre .....	11
Contacting your MLA .....	12
Service Alberta Contact Centre .....	12
Government of Canada .....	12
Alberta Ombudsman .....	12
Office of the Public Guardian and Trustee .....	13
Alberta’s health advocates .....	15
Advance care planning .....	16
Utilities Consumer Advocate .....	16
<b>Health services</b> .....	<b>17</b>
Alberta Health Care Insurance Plan .....	17
Dental and Optical Assistance for Seniors .....	19
Alberta Aids to Daily Living (AADL) .....	19
Coverage for Seniors .....	21
Continuing care services .....	22
Alberta Health Services .....	25
<b>Community agencies</b> .....	<b>26</b>
Funding opportunities .....	26
Family and Community Support Services (FCSS) .....	26
Meals on Wheels .....	26
<b>Protecting you and your information</b> .....	<b>27</b>
Office of the Information and Privacy Commissioner of Alberta .....	27
Elder abuse .....	27
Protection for Persons in Care .....	29
Continuing Care Facility Directory .....	29
Continuing Care Health Services Standards .....	29
Supportive living and long-term care accommodation standards .....	30
Resident and family councils .....	31
Alberta Human Rights Commission .....	31

*continued*

## Table of contents, *continued*

Service Alberta . . . . .	32
Alberta Securities Commission . . . . .	32
<b>Transportation . . . . .</b>	<b>33</b>
Bus passes . . . . .	33
Seniors driving services . . . . .	33
Alberta Transportation . . . . .	33
Alberta Motor Association . . . . .	34
Parking Placards for Persons with Disabilities . . . . .	34
<b>Congratulatory messages for seniors . . . . .</b>	<b>35</b>
Message from the Queen . . . . .	35
Message from the Governor General of Canada . . . . .	35
Message from the Prime Minister of Canada . . . . .	36
Message from the Premier of Alberta . . . . .	36
<b>General information . . . . .</b>	<b>37</b>
Birth, marriage and death certificates . . . . .	37
Lawyer referral service . . . . .	37
Local information and referral centres . . . . .	37
Taxes . . . . .	39
Money Mentors . . . . .	39
Veterans . . . . .	40
Power of attorney . . . . .	41
Funeral planning . . . . .	42
Last will and testament . . . . .	42
<b>Recreation and leisure . . . . .</b>	<b>43</b>
Alberta 55 Plus . . . . .	43
Historic Sites and Cultural Facilities . . . . .	43
Provincial parks . . . . .	43
Fishing licences . . . . .	43
Seniors' Tour of the Alberta Legislature . . . . .	43
<b>Quick reference list . . . . .</b>	<b>44</b>
<b>Index . . . . .</b>	<b>46</b>

# Income support programs

## Provincial government programs

### Seniors Financial Assistance programs

The Government of Alberta offers the following financial assistance programs for seniors:

- Alberta Seniors Benefit
- Special Needs Assistance for Seniors
- Dental and Optical Assistance for Seniors
- Seniors Home Adaptation and Repair Program
- Seniors Property Tax Deferral Program

You should receive a Seniors Financial Assistance application package in the mail six months before your 65th birthday. If you do not, call the Alberta Supports Contact Centre at 1-877-644-9992.

The Seniors Financial Assistance application form will help you access the Alberta Seniors Benefit, Special Needs Assistance and Dental and Optical Assistance for Seniors programs. You need only apply once.

A separate application and agreement form must be completed to access the Seniors Home Adaptation and Repair and Seniors Property Tax Deferral Programs.

#### General eligibility

You are eligible to apply for the seniors financial assistance programs, if you:

- are 65 years of age or older
- have lived in Alberta for at least three months immediately before applying
- are a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrant)

If you meet all of the above eligibility requirements, your level of assistance will be determined based upon the specific criteria for each program.

### Alberta Seniors Benefit

The Alberta Seniors Benefit program provides a monthly income supplement to federal income sources including Old Age Security (OAS) and Guaranteed Income Supplement (GIS).

Eligibility for a benefit is determined by:

- the type of accommodation you live in
- your marital/cohabitation status
- your income (combined with your spouse/partner's income if applicable)
- receiving the federal OAS pension (i.e., having lived in Canada for 10 years)

#### General eligibility

In general, a single senior with an annual income of \$28,785 or less, and senior couples with a combined annual income of \$46,745 or less, may be eligible for a cash benefit.

These income levels are guidelines only, and are for seniors whose income includes a full OAS pension.

### Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program provides seniors with low income financial assistance toward a range of expenses including appliances and specific health and personal supports. A senior's total annual income and the expense requested are used to determine the amount funded. The maximum assistance available is \$5,105 in a benefit year (July to June).

#### General eligibility

To be considered for the Special Needs Assistance for Seniors program, you must have completed the Seniors Financial Assistance

application form. You may then send the Special Needs Assistance for Seniors program a receipt or estimate for the expense requested. A single senior with a total annual income of \$28,785 or less, or a senior couple with a total combined annual income of \$46,745 or less may receive assistance.

### Dental and Optical Assistance for Seniors

The Dental Assistance for Seniors program provides basic dental coverage, to a maximum of \$5,000 every five years.

The Optical Assistance for Seniors program provides assistance toward the purchase of prescription eyeglasses to a maximum of \$230 every three years.

#### General eligibility

To be considered for the dental and optical assistance programs, you must have completed the Seniors Financial Assistance application form. A single senior with a total annual income of \$31,675 or less, or a senior couple with a total combined income of \$63,350 or less, may receive assistance. The amount of coverage you receive is based on your total annual income (line 15000 of your personal tax form).

#### How it works

It is important to ask your service provider to submit a predetermination (cost estimate) to the Alberta Dental Service Corporation and/or Alberta Blue Cross prior to you receiving your dental and/or optical service. Your service provider can quickly check how much your coverage will pay towards your service and how much, if anything, you will have to pay. Your plan may not cover the full cost of the service or your provider may charge more than the maximum fee allowed by your plan.

Alberta Health has contracted the Alberta Dental Service Corporation to process dental claims and Alberta Blue Cross to process optical claims. The Alberta Dental Service Corporation and Alberta Blue Cross issue payments to the service provider or directly to you, depending on how the claim is submitted.

Albertans are encouraged to consult the Alberta Dental Association and College Dental Fee Guide, compare rates, and discuss treatment plans with their dental providers. For more information and helpful tips on starting a conversation with your dental provider about fees, please visit [alberta.ca/dental-fees.aspx](http://alberta.ca/dental-fees.aspx).

#### Additional information regarding these programs can be found at:

Website: [alberta.ca/dental-optical-assistance-seniors.aspx](http://alberta.ca/dental-optical-assistance-seniors.aspx)

#### For information about optical claims, or to download a claim form, contact:

Alberta Blue Cross  
Toll-free: 1-800-661-6995  
Edmonton area: 780-498-8000  
Calgary area: 403-234-9666  
Website: [ab.bluecross.ca](http://ab.bluecross.ca)

#### For information about dental claims, or to download a claim form, contact:

Alberta Dental Service Corporation  
Toll-free: 1-800-232-1997  
Edmonton area: 780-426-7526  
Fax: 780-426-7581  
Website: [albertadentalservicecorp.com](http://albertadentalservicecorp.com)

### The Seniors Home Adaptation and Repair Program

The Seniors Home Adaptation and Repair Program is a low-interest home equity loan program to help senior homeowners finance home repairs, adaptations and renovations. Examples include but are not limited to; plumbing, heating, electrical, tree removal, windows, roof repairs, widening doorways and stair lifts. The program provides a maximum loan amount of \$40,000 and will be repaid upon the sale of the property, or earlier if you wish. Monthly payments are not required.

#### General eligibility

To qualify for a loan under this program you must meet the following criteria:

- you must be age 65 years or older
- be an Alberta resident for at least three months

- have an annual household income of \$75,000 or less
- have at least 25 per cent equity after the loan is applied

This means all charges registered against your home in a land titles office cannot exceed 75 per cent of your home's assessed value, as shown on your municipal assessment.

### Interest

Simple interest (not compounded) will be charged once a loan is approved. The interest rate is variable and is reviewed twice a year in April and October and may be adjusted accordingly.

### How to apply

You must complete and submit a Seniors Home Adaptation and Repair Program application form to apply to the program.

#### ■ For an application form or for information on the current interest rate, contact:

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website: [alberta.ca/seniors-financial-assistance.aspx](http://alberta.ca/seniors-financial-assistance.aspx)

#### ■ To contact the Seniors Home Adaptation and Repair Program:

Alberta Seniors and Housing  
PO Box 1050 Stn Main  
Edmonton, Alberta T5J 2M1

## Seniors Property Tax Deferral Program

The Seniors Property Tax Deferral Program allows eligible senior homeowners to defer all or part of their annual residential property taxes through a low-interest home equity loan with the Government of Alberta. If you qualify, the program will pay your residential property taxes directly to your municipality on your behalf. You repay the loan, with interest, when you sell the home, or sooner if you wish. Monthly payments are not required.

### General eligibility

To qualify, your home must be your primary residence, where you live most of the time, and

you must have a minimum of 25 per cent equity in your home. This means all charges registered against your home in a land titles office cannot exceed 75 per cent of your home's assessed value, as shown on your municipal assessment.

### Interest

Interest charges start from the date the program pays your residential property taxes on your behalf to your municipality and ends when your loan has been repaid in full. The interest rate is variable and is reviewed twice a year in April and October and may be adjusted accordingly. The program charges simple (not compounded) interest.

### How to apply

You must complete and submit a Seniors Property Tax Deferral program application form to apply to the program. All registered owners must sign the application form. You may apply at any time, however, to avoid late penalties, senior homeowners are encouraged to apply as early as possible before their residential property taxes are due.

#### ■ For an application form or for more information, contact:

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website: [alberta.ca/seniors-financial-assistance.aspx](http://alberta.ca/seniors-financial-assistance.aspx)

#### ■ To contact the Seniors Property Tax Deferral program:

Alberta Seniors and Housing  
PO Box 1200 Stn Main  
Edmonton, Alberta T5J 2M4

## Income support for non-seniors

Income support for non-seniors is available through Alberta Works and the Assured Income for the Severely Handicapped programs.

#### ■ For more information, contact:

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website: [alberta.ca/alberta-supports.aspx](http://alberta.ca/alberta-supports.aspx)

### Federal government programs

The Government of Canada administers the Old Age Security Pension, the Guaranteed Income Supplement and the Canada Pension Plan.

#### ■ For more information, call:

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

Hours of operation: 8:30 a.m. – 4:30 p.m.

Website: [canada.ca](http://canada.ca)

Online services are available at: [canada.ca/en/employment-social-development/services/my-account/cpp-oas.html](http://canada.ca/en/employment-social-development/services/my-account/cpp-oas.html)

#### Old Age Security pension

To be eligible for the federal Old Age Security pension (OAS), you must:

- be at least age 65 (you do not need to be retired)
- be a legal resident of Canada
- have lived a minimum of 10 years in Canada after the age of 18

You should apply for your OAS pension right away if you do not receive a notification letter from Service Canada advising of automatic enrolment the month after you turn 64 years old and wish to start receiving your OAS pension at age 65.

If you are 65 years of age or older and are not covered by the conditions above, you may still qualify for a pension since Canada has social security agreements with many countries. Call Service Canada for information.

#### Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) provides a monthly non-taxable benefit to Old Age Security pension recipients who have low income and are living in Canada. You qualify for the GIS if you meet all of the following conditions:

- You are receiving an Old Age Security pension.

- Your annual income (or in the case of a couple, your combined income) is less than the maximum annual threshold.

Using your income information from your Federal Income Tax and Benefit Return, your eligibility for the GIS will be reviewed every year. If you still qualify, your benefit will automatically be renewed. In July, you will receive a letter telling you one of the following:

- Your benefit will be renewed.
- Your benefit will be stopped.
- Your income information is required.

If you do not receive a letter from Service Canada informing you that you were selected for OAS/GIS automatic enrolment, you must submit a GIS application. If you are already receiving the OAS pension and wish to be considered for GIS, you must submit an application.

#### Allowance/Allowance for the Survivor

The Allowance is paid to the spouse or common-law partner of a senior receiving the Guaranteed Income Supplement. You may qualify for the Allowance if you meet all of the following conditions:

- You are aged 60 to 64.
- Your spouse or common-law partner receives an Old Age Security pension and is eligible for the Guaranteed Income Supplement.
- You are a Canadian citizen or a legal resident.
- You reside in Canada and have resided in Canada for at least 10 years since the age of 18.
- Your and your spouse or common-law partner's annual combined income from the previous year is less than the maximum allowable annual threshold.

The Allowance for the Survivor is available to widowed spouses or surviving common-law partners who have little or no other income and who are between the ages of 60 and 64.



You may qualify for the Allowance for the Survivor if you meet all of the following conditions:

- You are aged 60 to 64 (includes the month of your 65th birthday).
- You are a Canadian citizen or a legal resident.
- You reside in Canada and have resided in Canada for at least 10 years since the age of 18.
- Your spouse or common-law partner has died and you have not remarried or entered into a common-law relationship.
- Your annual income is less than the maximum annual threshold.

People who may be eligible for the Allowance or Allowance for the Survivor should apply six to 11 months before their 60th birthday. It may be applied for any time between ages 60 and 64 and can continue until the age of 65.

To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. If you continue to be eligible, your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file your return, you must complete a Statement of Income form.

## Canada Pension Plan

The Government of Canada administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment.

There are different types of CPP benefits. Application forms are available at any Service Canada Centre by calling 1-800-277-9914 or on the website at [canada.ca](http://canada.ca).

The most applicable CPP benefits for seniors are:

### Retirement pension

You may be eligible for a retirement pension if you worked and have made at least one valid contribution to the CPP. The pension may start at age 65, as early as the month following your 60th birthday, at a reduced rate, or as late as age 70 at an increased rate.

### Post-retirement benefit

If you continue to work while receiving your CPP retirement pension, and are under the age of 70, you can continue to participate in the CPP. Your CPP contributions will go toward post-retirement benefits, which will increase your retirement income.

### Disability benefits

If you become severely disabled to the extent that you cannot work at any job on a regular basis, you may receive a monthly benefit.

### Survivor's pension

The survivor pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.

### Death benefit

The CPP death benefit is a one-time payment to, or on behalf of, the estate of a deceased CPP contributor.

### Children's benefit

The children's benefit is a monthly benefit for dependant children of a disabled or deceased contributor. Children must be younger than 18, or if 18 to 25, must be in school full time.

### For information on other CPP benefits, contact Service Canada at:

Toll-free: 1-800-277-9914

Website: [canada.ca](http://canada.ca)

# Housing

## Provincial government programs

### Seniors Lodge Program

Lodges provide bed and sitting rooms for low- and moderate-income seniors who are functionally independent. Residents receive meals, housekeeping and recreational opportunities and other services.

Eligible applicants are placed on a priority list based on need and available units. Community residency requirements may be in place.

Local housing management bodies administer lodges and set the accommodation rates. To assist lower-income residents, each eligible resident must be left with at least \$322 per month in disposable income after lodge accommodation costs.

- **For more information about the Seniors Lodge Program, contact:**  
Alberta Seniors and Housing  
44 Capital Boulevard  
10044 - 108 Street NW  
Edmonton, Alberta T5J 5E6

**Alberta Supports Contact Centre:**  
Toll-free: 1-877-644-9992  
TTY Toll-Free: 1-800-232-7215  
TTY Edmonton: 780-427-9999  
Website: [alberta.ca/affordable-housing-programs.aspx](http://alberta.ca/affordable-housing-programs.aspx)

Your local housing management body has detailed information about lodges and senior self-contained living in your area.

- **For assistance contacting a housing management body, contact:**  
Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website: [alberta.ca/alberta-supports.aspx](http://alberta.ca/alberta-supports.aspx)

### Seniors self-contained housing

Local housing management bodies provide affordable apartment-style accommodations for low- and moderate-income seniors who

are functionally independent and cannot afford private-sector housing.

Eligible applicants are placed on a priority list based on need and unit availability. A tenant's rent, which includes heat, water and sewer expenses, is based on 30 per cent of a household's adjusted income.

- **A searchable list of housing and housing management bodies is available at:**  
[alberta.ca/affordable-housing-programs.aspx](http://alberta.ca/affordable-housing-programs.aspx)

- **For more information about the seniors self-contained housing program, contact:**  
Alberta Seniors and Housing:  
44 Capital Boulevard 10044 - 108 Street NW  
Edmonton, Alberta T5J 5E6

**Alberta Supports Contact Centre:**  
Toll-free: 1-877-644-9992  
TTY Toll-Free: 1-800-232-7215  
TTY Edmonton: 780-427-9999  
Website: [alberta.ca/affordable-housing-programs.aspx](http://alberta.ca/affordable-housing-programs.aspx)

### Residential Access Modification Program (RAMP)

The Residential Access Modification Program (RAMP) provides grants to help lower-income Albertans with mobility challenges modify their homes so they can enter and move around more easily.

- **For more information contact:**  
RAMP  
PO Box 808, Edmonton Main  
Edmonton, Alberta T5J 2L4  
Phone: 1-877-427-5760  
E-mail: [css.ramp@gov.ab.ca](mailto:css.ramp@gov.ab.ca)  
Website: [alberta.ca/residential-access-modification-program.aspx](http://alberta.ca/residential-access-modification-program.aspx)

## Finding accommodation

### Seniors housing registries

#### Provincial Seniors Housing Directory

The Alberta Senior Citizens' Housing Association (ASCHA) has a free online provincial housing directory which allows for searches by location, organization, project, support services and application criteria.

#### ■ For more information:

Phone: 780-439-6473

Website: [ascha.com](http://ascha.com)

#### Local registries

Housing registries have lists of senior citizens apartments, lodges and management bodies. They can also help you find private accommodation.

#### Housing registries for seniors are located at:

##### CALGARY

Kerby Centre

1133 - 7 Avenue SW

Calgary, Alberta T2P 1B2

Phone: 403-705-3230

Website: [kerbycentre.com](http://kerbycentre.com)

##### EDMONTON

SAGE

15 Sir Winston Churchill Square NW

Edmonton, Alberta T5J 2E5

Phone: 780-423-5510

E-mail: [info@Mysage.ca](mailto:info@Mysage.ca)

Website: [mysage.ca](http://mysage.ca)

##### EDMONTON INDIGENOUS SENIORS CENTRE

Cottage E

10107 - 134 Avenue NW

Edmonton, Alberta T5E 1J2

Phone: 587-525-8969

If a housing registry is not available in your area, contact:

- your local information centre, listed on pages 37 – 38
- a Family and Community Support Services Office, listed in your telephone directory
- the Alberta Supports Contact Centre, listed on page 10

### Supportive living and long-term care public reporting information

Information is available about supportive living and long term care accommodations. Albertans can also learn about facilities, compliance with provincial accommodations standards and compare accommodations.

#### ■ For more information on compliance:

Compliance and Monitoring Branch

Phone: 780-644-8428

Website: [standardsandlicensing.alberta.ca](http://standardsandlicensing.alberta.ca)

- #### ■ For information on supportive living and long-term care, please see pages 22 – 24 and page 30.

### Landlord and tenant information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants and security deposit requirements.

- #### ■ For more information or to obtain a copy of the tip sheet **Information for Landlords and Information for Tenants**, contact **Service Alberta** at:

Toll-free: 1-877-427-4088

Edmonton: 780-427-4088

Website: [alberta.ca/information-tenants-landlords.aspx](http://alberta.ca/information-tenants-landlords.aspx)

# Government contacts

## Alberta Supports

Alberta Supports connects seniors, persons with disabilities, lower-income Albertans, and children and youth with benefits and services that can assist with daily living; employment and training; abuse, bullying, homelessness and other emergency situations. Seniors can get information about financial assistance and health benefit programs, housing resources, and much more.

There are three ways to access Alberta Supports:

### CALL

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
TDD/TTY toll-free: 1-800-232-7215  
Office hours: 7:30 a.m. – 8 p.m.  
(Monday to Friday, closed statutory holidays)

Please have your personal health number ready when calling.

### CLICK

myAlbertaSupports.ca to find benefits and services to meet your needs and apply online.

### COME IN

Please visit myAlbertaSupports.ca for more information on office hours and locations.

### Calgary Central

#### Lancore Alberta Supports Centre

Main Floor Lancore Building  
1021-10 Avenue SW  
Calgary, Alberta T2R 0B7

### Calgary East

#### Westland Alberta Supports Centre

Main Floor Westland Professional Centre  
2752 Sunridge Way NE  
Calgary, Alberta T1Y 0A5

### Calgary North

#### One Executive Place Alberta Supports Centre

1816 Crowchild Trail NW  
Calgary, Alberta T2M 3Y7

### Calgary South

#### Heritage Square Alberta Supports Centre

100S Heritage Square  
8500 Macleod Trail SE  
Calgary, Alberta T2H 2N1

### Edmonton Central

#### City Centre Alberta Supports Centre

10242 - 105 Street NW  
Edmonton, Alberta T5J 3L5

### Edmonton North

#### Northgate Alberta Supports Centre

2050 Northgate Centre  
9499 - 137 Avenue NW  
Edmonton, Alberta T5E 5R8

### Edmonton South

#### Millwoods Alberta Supports Centre

Millwoods Town Centre  
Unit 600, 2331 – 66 St NW  
Edmonton Alberta T6K 4B5

### Edmonton West

#### Meadowlark Alberta Supports Centre

Meadowlark Shopping Centre  
Unit 120, 15710 – 87 Avenue NW  
Edmonton, Alberta T5R 5W9

There are Alberta Supports offices in the following communities:

Athabasca	Drumheller	Leduc	Slave Lake
Barrhead	Edson	Lethbridge	Spruce Grove
Bonnyville	Fort McMurray	Lloydminster	St. Albert
Brooks	Grande Prairie	Medicine Hat	St. Paul
Camrose	High Level	Olds	Taber
Canmore	High Prairie	Peace River	Vegreville
Claresholm	High River	Pincher Creek	Westlock
Cochrane	Hinton	Red Deer	Wetaskiwin
Cold Lake	Jasper	Rocky Mtn. House	Whitecourt
Crowsnest Pass	Lac La Biche	Sherwood Park	

For help with Government of Alberta programs, contact the Seniors Information Service Office at:

### **Kerby Centre Calgary**

1133 7 Ave SW

Calgary, Alberta T2P 1B2

Office Hours: 8:00 a.m. – 4:30 p.m.

(Monday to Friday, closed statutory holidays)

Please call 403-705-3246 for an appointment.

## Government of Alberta Contact Centre

### **Toll-free 310-0000**

You can reach any provincial government program toll-free by calling the Government of Alberta Contact Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8 a.m. to 6 p.m. To use this service anywhere in Alberta, dial 310-0000 and enter the 10-digit provincial telephone number for the program you wish to contact, or dial zero, or stay on the line for assistance.

**Example:** If you are calling Alberta Health from outside the Edmonton area, dial toll-free 310-0000, and then 780-427-1432. (In Edmonton, dial 780-427-1432 directly.)

For toll-free, province wide access from a cellular telephone, enter #310 (Telus/Bell) or \*310 (for Rogers Wireless).

### ■ **Hearing impaired callers only (requires TTY unit):**

Toll-free: 1-800-232-7215

Edmonton: 780-427-9999

## Contacting your MLA

An online listing of MLAs and contact information is located at: [streetkey.elections.ab.ca](http://streetkey.elections.ab.ca)

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## Service Alberta Contact Centre

The Service Alberta Contact Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about consumer complaints.

Consumer tip sheets are available, at no charge, by calling the Service Alberta Contact Centre or visiting the department's website.

■ **For more information, contact:**

Toll-free: 1-877-427-4088

Edmonton: 780-427-4088

Website: [alberta.ca/service-alberta.aspx](http://alberta.ca/service-alberta.aspx)

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## Government of Canada

### Service Canada Call Centre

For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, contact:  
Toll-free: 1-800-277-9914  
TTY: 1-800-255-4786  
Hours of Operation: 8:30 a.m. – 4:30 p.m.  
Website: [canada.ca](http://canada.ca)

### Service Canada centres

The federal government has offices throughout the province that you can visit to obtain information about OAS and CPP benefits. For information about the location nearest you or to book an appointment to see a Service Delivery Agent, call the Service Canada Call Centre at 1-800-277-9914.

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## Alberta Ombudsman

The Alberta Ombudsman's mission is to provide oversight and ensure fair treatment through independent investigations, recommendations and education for all Albertans. The Ombudsman responds to complaints of unfair treatment by provincial government authorities, municipalities, the patient concerns resolution process of Alberta Health Services, health professions and other designated professional organizations. An online complaint form is available at [ombudsman.ab.ca](http://ombudsman.ab.ca).

The Ombudsman:

- is independent from the government
- is impartial
- focuses on administrative fairness
- is approachable and responsive
- provides services free of charge
- is not an advocacy service

■ **For more information contact:**

**Toll-free: 1-888-455-2756**

Edmonton: 780-427-2756

Calgary: 403-297-6185

Website: [ombudsman.ab.ca](http://ombudsman.ab.ca)

## Office of the Public Guardian and Trustee

The Office of the Public Guardian and Trustee (OPGT) offers information and services about substitute decision-making for adults who lack decision-making capacity, including planning for the future with a personal directive and enduring power of attorney.

The OPGT may act as guardian and/or trustee for adults who lack the capacity to make their own personal and/or financial decisions when there is no other person able, willing, or suitable to take on the role. The OPGT may also administer an estate if one of the beneficiaries is a minor child or a represented adult client of the public trustee. In addition, the OPGT protects the assets of minors (under 18 years) where required by law or where a minor is a beneficiary but there is no trustee named.

You can contact the OPGT for more information and help with the decision making options listed below.

### Supported decision making authorization

Adults with capacity can authorize a trusted person(s) to assist them with finding information, making decisions, and communicating their decisions.

May be helpful for people who face complex decisions or have difficulty communicating their decisions to others.

### Co-decision making order

The adult has some capacity limitations but could make personal decisions with guidance and support from someone else.

A co-decision making order may be appropriate if the assisted adult has a trusting, co-operative relationship with their co-decision maker(s).

### Guardianship and trusteeship orders

Court-appointed substitute decision-makers for adults who no longer have the capacity to make personal and/or financial decisions on their own.

### Personal directive

A personal directive is a legal document that allows you to choose someone you trust to make personal decisions on your behalf if, in the future, you lose your ability to do so because of illness or injury. If you prepare this document, there is no need for your family to apply to be your guardian in the event you lose capacity.

- **For more information on personal directives and to download a form, visit:**  
[alberta.ca/personal-directive.aspx](http://alberta.ca/personal-directive.aspx).

### Enduring power of attorney

An enduring power of attorney is a legal document you can use to appoint someone to make financial and legal decisions on your behalf. A power of attorney is “enduring” if it states its power continues after mental incapacity or it can be written to only take effect when mental capacity is lost. If you prepare this document, there is no need for your family to apply to be your trustee in the event you lose capacity.

- **For more information on the Office of the Public Guardian and Trustee, visit:**  
[alberta.ca/office-public-guardian-trustee.aspx](http://alberta.ca/office-public-guardian-trustee.aspx), or contact the Office of the Public Guardian and Trustee (see page 14).

### Office of the Public Guardian and Trustee locations

#### NORTHERN ALBERTA

##### Grande Prairie Office

Room 1501, Provincial Building  
10320 99 Street  
Grande Prairie, Alberta T8V 6J4  
Phone: 780-833-4319

##### Lloydminster Office

Main Floor Provincial Building  
5124 - 50 Street  
Lloydminster, Alberta T9V 0M3  
Phone: 780-871-6490

##### St. Paul Office

318 Provincial Building  
5025 - 49 Avenue, Box 409  
St. Paul, Alberta T0A 3A4  
Phone: 780-645-6278

##### Edmonton Office (Public Guardian)

4th Floor, 108th Street Building  
9942 - 108 Street NW  
Edmonton, Alberta T5K 2J5  
Phone: 780-427-0017

##### Edmonton Office (Public Trustee)

4th Floor, Brownlee Building  
10365 - 97 Street NW  
Edmonton, Alberta T5J 3Z8  
Phone: 780-427-2744

#### CENTRAL ALBERTA

##### Red Deer Office

Room 203, Provincial Building  
4920 - 51 Street  
Red Deer, Alberta T4N 6K8  
Phone: 403-340-5165

##### Calgary

900 Barclay Centre  
444 - 7 Avenue SW  
Calgary, Alberta T2P 0X8  
Phone: 403-297-3364

#### SOUTHERN ALBERTA

##### Lethbridge Office

500 Professional Building  
740 - 4 Avenue S  
Lethbridge, Alberta T1J 0N9  
Phone: 403-381-5648

##### Medicine Hat Office

Room 107, Provincial Building  
346 - 3 Street SE  
Medicine Hat, Alberta T1A 0G7  
Phone: 403-529-3744

■ In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.



## Alberta's health advocates

### Office of the Alberta Health Advocates

The Office of the Alberta Health Advocates is comprised of the Mental Health Patient Advocate (MHPA) and the Health Advocate. Together, providing a single point of access for Albertans, the Advocates help people by listening to health service-related concerns and assisting them in finding ways to resolve those concerns.

### Health Advocate

The Health Advocate promotes self-advocacy and supports Albertans in dealing with their concerns about health-related programs and services by:

- Listening to Albertans, assisting them in clearly identifying their concerns, looking into their experience and supporting them in finding ways to resolve concerns.
- Referring Albertans to the appropriate complaints resolution process, person or organization.
- Providing information about health-related services and programs.
- Reviewing or investigating complaints under the *Alberta Health Act*.
- Providing education about the *Alberta Health Charter*.



### Mental Health Patient Advocate

The Mental Health Patient Advocate helps Albertans to understand and exercise their rights under the *Mental Health Act*. Mental health patient rights exist to help people who are or have been detained in hospital under Admission or Renewal Certificates, and people under Community Treatment Orders (CTO). The MHPA provides assistance to patients and others (including those acting on the patients' behalf) by:

- Listening to Albertans, assisting them in clearly identifying their concerns, looking into their experience and supporting them in finding ways to resolve concerns.
- Conducting investigations into complaints related to formal patients, person subject to a CTO and patient rights.
- Providing information about mental health-related services and programs.
- Providing education about patient rights under the *Mental Health Act*.

**For more information, the Office of the Alberta Health Advocates can be reached at:**

Toll-free: 310-0000

Edmonton area: 780-422-1812

E-mail: [info@albertahealthadvocates.ca](mailto:info@albertahealthadvocates.ca)

Website: [albertahealthadvocates.ca](http://albertahealthadvocates.ca)

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### Advance care planning

Advance care planning is a way to help you think about, talk about and document your wishes for health-care. It is a process that can assist you in making health-care decisions now and in the future. If there is a time when you are unable to speak for yourself, it is important that your loved ones and your healthcare team understand your wishes for health care. It is important to begin advance care planning conversations before you face a crisis or become seriously ill.

In Alberta, one way to document your advance care planning wishes is in a personal directive. A personal directive is a legal document that allows you to appoint someone you trust to make personal decisions on your behalf should you lose your ability to make your own health-care decisions because of illness or injury (see page 13).

Goals of Care Designation is a codified number letter system used by your health-care providers to quickly communicate the general aims of your health-care and the preferred location of that care. In a medical emergency, your Goals of Care Designation guides your health-care team to provide timely care that best reflects your health condition, the treatments that will be of benefit to you, and your own wishes and values. The Goals of Care Designation order is documented on an Alberta Health Services form by your physician or nurse practitioner and is recognized by all health-care services.

- **For more information** about advance care planning, talk to your health-care provider or visit: [myhealth.alberta.ca/Alberta/Pages/advance-care-planning-topic-overview.aspx](https://myhealth.alberta.ca/Alberta/Pages/advance-care-planning-topic-overview.aspx)

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### Utilities Consumer Advocate

The Utilities Consumer Advocate (UCA) educates, advocates, and mediates for Alberta's residential, farm, and small business electricity, natural gas and water consumers. The UCA educates through community outreach and advocates through representation at regulatory hearings.

The UCA's mediation team is available to resolve disputes between consumers and utility companies and provide advice and information

on utility related issues like energy choice and the charges on your utility bill.

If you have been unable to reach a resolution with your utility provider directly, the UCA will investigate on your behalf.

- **Contact the UCA:**  
In Alberta: 310-4UCA (310-4822)  
Outside of Alberta: 780-644-5130  
E-mail: [UCAhelps@gov.ab.ca](mailto:UCAhelps@gov.ab.ca)  
Website: [ucahelps.alberta.ca](http://ucahelps.alberta.ca)

# Health services

## Alberta Health Care Insurance Plan

### Eligibility

You must be registered for Alberta Health Care Insurance Plan (AHCIP) coverage to receive insured hospital and physician services.

Coverage is provided to eligible residents of Alberta who meet the following criteria:

- legally entitled to be or to remain in Canada and makes his/her permanent home in Alberta
- committed to being physically present in Alberta for at least 183 days in a 12 month period
- not claiming residency or obtaining benefits under a claim of residency in another province, territory or country
- any other person deemed by the regulations to be a resident not including a tourist, transient or visitor to Alberta

■ **Detailed information** on applying for AHCIP coverage is available on the Alberta Health website at [alberta.ca/health.aspx](http://alberta.ca/health.aspx).

Basic coverage includes:

- Full coverage for medically necessary insured services provided by physicians according to the Schedule of Medical Benefits.
- Medically necessary oral and maxillofacial surgical procedures and some specific dental procedures performed by an oral surgeon or dentist according to the Schedule of Oral and Maxillofacial Surgery Benefits.
- Some foot care services if provided in Alberta by a podiatrist. Benefits are limited for each service and payable according to the Schedule of Podiatry Benefits to a maximum payable per benefit year\* of \$250 (check with podiatrist prior to treatment).



- A podiatric surgery program that provides full coverage for medically necessary services provided by a podiatric surgeon in an Alberta hospital or non-hospital surgical facility under contract with Alberta Health Services according to the Schedule of Podiatric Surgery Benefits.
- Some optometry services, if provided in Alberta. Benefits are limited to one complete exam, one partial exam and one diagnostic procedure per benefit year\*.
- Some publicly funded physiotherapy services are provided through Alberta Health Services Ambulatory Community Physiotherapy program. The physiotherapist determines the number of treatments to be publicly funded based on the client's presenting condition or injury.

■ **For more information** about coverage for hospital and medical services, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta.

*\*The benefit year for the Alberta Health Care Insurance Plan is from July 1 to June 30.*

## Uninsured services

The AHCIP provides full coverage for medically necessary insured services provided by physicians. However, uninsured services, such as the copying and transfer of medical records from one physician to another, are not covered. You can expect to pay the full fee for uninsured services and must be informed of this by your physician before the service is provided.

- The AHCIP is not a dental plan and as such it does not cover services such as office visits, X-rays, splints, models, orthodontic treatments, dentures and other dental services.
- Podiatrists may bill residents an amount in addition to the amount payable by the AHCIP.
- Patients are also responsible for the full cost of any uninsured services, including medical and surgical appliances, supplies and facility fees when provided in a podiatrist's clinic. Some services not covered by the AHCIP may be covered by other government sponsored or private supplementary health insurance.

## Hospital services

Alberta Health provides funding to Alberta Health Services for in-patient and out-patient hospital services. These services are not funded if obtained in a private facility. When you are admitted to an acute care hospital in Alberta for insured services, you will receive standard ward care, meals, nursing and other services while you are a patient in the hospital.

If you request a private or semi-private hospital room, a room charge may be applied by the hospital, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 25 for information on private insurers.

For more information about coverage for hospital and medical services, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta.

## Temporary absence from Alberta

Individuals must be physically present in Alberta for at least 183 days in a 12-month period to remain eligible for coverage from the AHCIP.

For details on basic coverage and services covered outside Alberta, contact Alberta Health.

## Recurring absence from Alberta

You may remain eligible for AHCIP coverage if, on a recurring basis, you are absent from Alberta for up to 212 days in a 12-month period for the purpose of vacation.

- Contact Alberta Health before you leave to ensure your coverage under the AHCIP remains current. Alberta Health covers only some limited physician and hospital expenses outside Alberta. It is strongly recommended that Alberta residents carry private supplementary insurance when travelling outside of Alberta to cover unforeseen emergency care and transportation, as these costs may be significant.
- Information about reimbursement for the cost of insured emergency physician and/or hospital services when travelling out of Canada can be found at [alberta.ca/ahcip-coverage-outside-canada.aspx](http://alberta.ca/ahcip-coverage-outside-canada.aspx).

- **For details on temporary absence and extensions of coverage and services covered outside of Alberta, contact Alberta Health:**

### BY MAIL

Alberta Health  
Box 1360, Station Main  
Edmonton, Alberta T5J 2N3

### WEBSITE

[alberta.ca/health.aspx](http://alberta.ca/health.aspx)

### BY TELEPHONE

Edmonton: 780-427-1432

Outside the Edmonton area, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

## Dental and Optical Assistance for Seniors

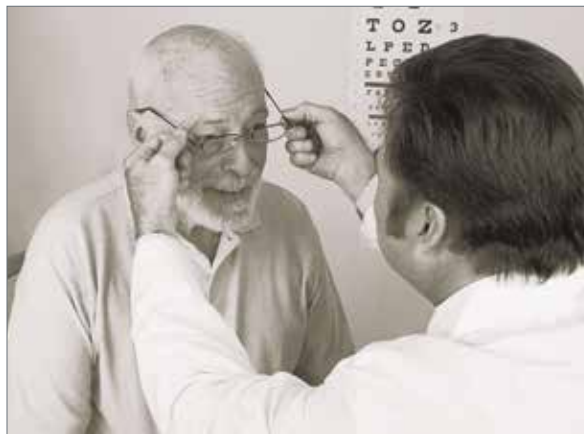
### Dental Assistance for Seniors

The Dental Assistance for Seniors program provides basic dental coverage to a maximum of \$5,000 per eligible senior, every five years.

### Optical Assistance for Seniors

The Optical Assistance for Seniors program provides assistance of up to \$230 per eligible senior, toward the purchase of prescription eyeglasses every three years.

Please see page 4 for program details.



## Alberta Aids to Daily Living (AADL)

The Government of Alberta offers the Alberta Aids to Daily Living (AADL) program to assist Albertans with a long-term disability, chronic illness or terminal illness to maintain independence by providing basic medical equipment and supplies to meet their clinically assessed needs.

You may be eligible for AADL benefits if you meet the following criteria:

- are an Alberta resident
- have a valid Alberta Personal Health Number
- require benefits due to a long-term disability, chronic illness or terminal illness. Long-term and chronic are defined as six months or longer

You may not be eligible for AADL benefits if you are eligible to receive comparable benefits through another source. This includes the Non-Insured Health Benefits Program (NIHB), Health Canada, Workers' Compensation, Department of Veterans Affairs (Canada) Health Care Benefits – "A" Clients, federal programs such as the RCMP and armed forces, correctional institutions, and private insurers.

### How does the program work?

1. You must be assessed and authorized for AADL benefits before you receive them.

The assessment by an AADL authorizer or specialty assessor determines the clinical need for medical equipment and supplies that an Albertan may be eligible for through this program.

Please contact Alberta Health Services to locate an AADL authorizer or consult the vendor lists on the AADL website to locate an AADL specialty assessor.

An Authorizer or specialty assessor may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist, speech language pathologist or other health care professional. They may work in a community health care centre, hospital, long-term care centre, home-care program or private practice.

*Note: Medical doctors are not authorizers and do not determine eligibility. However, certain benefits require a doctor's prescription.*

- Equipment and supplies must be purchased from an AADL-approved vendor.

Vendors are located within the province of Alberta, unless otherwise specified. A list of vendors is available on the AADL website.

- AADL is a cost-share program. You pay 25 per cent of the cost of program benefits to a maximum of \$500 per individual/family, per benefit year (July 1 to June 30).

Low-income Albertans, below qualifying income thresholds, are exempt from cost-sharing. Your authorizer, specialty assessor, or local community health-care centre should have a cost-share exemption application or temporary cost-share exemption application for you to complete and submit to the address on the form. The forms are also available on the AADL website.

Respiratory benefits are not subject to cost share.

If you are exempt from cost-sharing, your authorizer and vendor will be notified through the AADL system.

If you choose an upgraded item, you are also responsible for paying any additional amount.

AADL cannot refund clients who purchase their own medical equipment and supplies before being assessed and authorized for equipment and supplies

### What is covered?

A variety of medical equipment and supplies are provided. Information and product lists are available on the AADL website.

### Hearing aids

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only. When visiting a hearing aid supplier, please ensure that they are registered with AADL as an approved vendor.

- If you are a cost-share client, AADL contributes \$900 toward one hearing aid only. If you are exempt from cost sharing, AADL will contribute up to \$1,200 per affected ear. This does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for the difference.

### Medical/surgical supplies, prosthetics, orthotics, footwear, mobility and respiratory equipment

An AADL authorizer or specialty assessor must assess your need and eligibility for equipment and supplies and submit a completed authorization form. Some items may require a doctor's prescription.

Program authorizers and specialty suppliers have access to all items listed and funded through the program.

The program does not provide coverage for canes (with the exception of 4-point canes for a chronic condition), grabbers, off-the-shelf foot orthotics, scooters, CPAP machines, eyeglasses, prescription drugs, dental care or dentures.

- For more information about registered vendors, go to:**  
[alberta.ca/aadl-approved-vendors-list.aspx](http://alberta.ca/aadl-approved-vendors-list.aspx)

- Product information is available at:**  
[alberta.ca/aadl-program-manual-and-product-lists.aspx](http://alberta.ca/aadl-program-manual-and-product-lists.aspx).  
Benefits are subject to quantity and frequency limitations.

- For details on specific supplies and equipment covered by AADL, contact your health care provider, Alberta Health Services or:**  
Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website at: [alberta.ca/alberta-aids-to-daily-living.aspx](http://alberta.ca/alberta-aids-to-daily-living.aspx)

## Coverage for Seniors

Alberta Health provides premium-free coverage for some health-related services not covered by the Alberta Health Care Insurance Plan through Coverage for Seniors. This coverage is available to all Albertans 65 years of age and older. Coverage for Seniors starts the first month after you turn 65.

Once you are registered with Alberta Health and your date of birth has been validated, you will be sent an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for seniors uses the same benefit year as Alberta Health – July 1 to June 30.

### Ambulance services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the *Ambulance Services Act*. Coverage for seniors will pay up to the maximum rate set by Alberta Health.

*Note: Inter-facility transfers are not covered under Coverage for Seniors. Inter-facility transfers are covered by Alberta Health Services.*

### Prescription drugs

Alberta Health covers 70 per cent of the cost of prescription drugs listed in the Alberta Drug Benefit List. You pay the other 30 per cent, up to a maximum of \$25 per prescription or refill. The pharmacy bills Alberta Blue Cross directly.

*Note: If an interchangeable or generic drug product is available, Coverage for Seniors will pay the least-cost alternative price.*

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without

pre-authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Coverage for Seniors also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To be reimbursed, sign into the Alberta Blue Cross member services website to submit your claims for instant claims processing, or send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

### Diabetic supplies

Coverage for Seniors provides diabetic supplies for insulin-treated diabetics only, up to a maximum of \$600 per eligible person each benefit year for diabetic supplies purchased from a licensed pharmacy. Diabetic supplies include needles, syringes, lancets and blood glucose and urine testing strips. Additional financial assistance for low-income seniors is available through the Special Needs Assistance for Seniors program. Please see page 3 for details.

### Chiropractic services

Up to \$25, per visit to a maximum of \$200, per person each benefit year, for services provided by a chiropractor who is lawfully entitled to practice.

### Clinical psychological services

Up to \$60 per visit, to a maximum of \$300 per family each benefit year, for treatment of mental or emotional illness by a registered chartered psychologist.

## Home nursing care

Coverage up to \$200, per family each benefit year, for nursing care provided in the patient's home by written order of a physician. Home nursing care must be provided by a registered nurse or licensed practical nurse who is not a relative of the patient.

For more information about Alberta Blue Cross, visit [ab.bluecross.ca](http://ab.bluecross.ca) or contact your nearest Alberta Blue Cross Office.

### ALBERTA BLUE CROSS OFFICES

#### Calgary

510, 715 - 5 Avenue SW  
Calgary, Alberta T2P 0N2  
Phone: 403-234-9666

#### Edmonton

Blue Cross Place, 10009 - 108 Street NW  
Edmonton, Alberta T5J 3C5  
Phone: 780-498-8000

#### Grande Prairie

108, 10126 - 120 Avenue  
Grande Prairie, Alberta T8V 8H9  
Phone: 780-532-3505

#### Lethbridge

470 Chancery Court  
220 - 4 Street S  
Lethbridge, Alberta T1J 4J7  
Phone: 403-328-1785

#### Medicine Hat

95 Carry Drive Plaza, 105 Carry Drive SE  
Medicine Hat, Alberta T1B 3M6  
Phone: 403-529-5553  
1-800-394-1965 (individual plans)

#### Red Deer

103 Elements at Rivers Edge, 5002 - 55 Street  
Red Deer, Alberta T4N 7A4  
Phone: 403-343-7009

People living outside these areas can call toll-free:  
**1-800-661-6995**  
(Customer services)

## Continuing care services



Alberta's continuing care system provides Albertans with the health, personal care and accommodation services they need to support their independence and quality of life.

Continuing care services are provided in three streams:

- home living
- supportive living
- long-term care

Each stream can provide clients with a broad range of health and personal care, accommodation and hospitality services. In addition, Alberta Health Services may be able to offer various models of care within these streams, including group homes, special units for individuals with dementia, transitional living settings and various types of seniors day programs.

Individuals looking to receive publicly-funded health services through Alberta Health Services will undergo a needs assessment by a health-care professional to determine their care and service needs. Anyone can request this assessment. Once a request is made a case manager will meet with the person and discuss the situation. The case manager will work with other Alberta Health Services staff, the individual



and family to find the service or facility that would best meet the client's needs. Alberta Health Services' goal is to make sure individuals get the right services in the right place in a timely manner.

An assessment can be arranged by contacting Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta. More information about accessing continuing care is available at [albertahealthservices.ca/cc/Page15487.aspx](http://albertahealthservices.ca/cc/Page15487.aspx).

## Home living/home care services

The home living stream is designed to support individuals living in their own homes, apartments, condominiums or other independent living options that require care.

Alberta Health Services is responsible for assessing clients and providing the home care services necessary to meet the unmet needs of individuals, of all ages who have varying degrees of short- and long-term illness and/or disability.

Individuals can access home care services through self-referral or a referral made by friends, family, health-care providers or other community agencies acting on their behalf.

Assessed home care services provided at no charge include professional case management, professional health care, personal care, caregiver support and respite care. Client charges may apply to some assessed home and community support services.

More information about the Alberta Health Services home care program is available at [albertahealthservices.ca/cc/Page15488.aspx](http://albertahealthservices.ca/cc/Page15488.aspx).

An assessment can be arranged by contacting Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta. More information about accessing continuing care is available at [albertahealthservices.ca/cc/Page15487.aspx](http://albertahealthservices.ca/cc/Page15487.aspx).

## Supportive living

Supportive living combines accommodation services with other supports and care. It is designed to assist individuals in maintaining a level of independence and includes seniors' lodges, group homes for individuals with developmental disabilities and designated supportive living accommodations. Supportive living is not intended for individuals who have highly complex health-care needs.

In addition to providing a place to live, services in supportive living accommodations can include meals, housekeeping and social activities. Residents may receive home care services.

Individuals can access supportive living by contacting the operator (except for designated supportive living, where access is managed by Alberta Health Services).

### More information on supportive living is available at:

Website: [alberta.ca/about-continuing-care.aspx](http://alberta.ca/about-continuing-care.aspx)

#### Alberta Senior Citizens' Housing Association (ASCHA)

Phone: 780-439-6473

Website: [ascha.com](http://ascha.com)

#### Calgary

##### Kerby Centre

Phone: 403-265-0661

Website: [kerbycentre.com](http://kerbycentre.com)

#### Edmonton

##### SAGE

Phone: 780-423-5510

Website: [mysage.ca](http://mysage.ca)

## Designated supportive living

Designated supportive living is a type of supportive living. Alberta Health Services determines access to designated supportive living and requires individuals to be assessed by a health professional to determine their health needs before they can move in.

Professional health-care services and personal care assistance for residents of designated supportive living are publicly funded and facilities are operated either directly by Alberta Health Services or by contracted care providers. The amount and type of care provided to residents is based on their assessed unmet care needs. All designated supportive living accommodations provide 24-hour publicly funded health and personal care support on-site.

For more information about designated supportive living accommodations, or to arrange an assessment, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta or visit [albertahealthservices.ca/cc/Page15490.aspx](http://albertahealthservices.ca/cc/Page15490.aspx).

Individuals living in designated supportive living facilities are responsible for paying accommodation charges for housing and hospitality services. Charges vary according to the type of room and increase annually.

The rates as of July 1, 2019 are:

- \$55.90/day for standard accommodation (three or four beds in one room)
- \$58.85/day for semi-private accommodation (two individuals in one room)
- \$68.00/day for private accommodation

Low-income seniors may be eligible for financial assistance through the Alberta Seniors Benefit program.

### ■ For information, contact:

Toll-free: 1-877-644-9992

Website: [alberta.ca/alberta-seniors-benefit.aspx](http://alberta.ca/alberta-seniors-benefit.aspx)

## Facility living/long-term care facilities

Long-term care facilities provide support to individuals who require 24-hour nursing support to meet medical needs associated with chronic disease or frailty. As part of the continuing care system, long-term care facility living provides room and board in a secure living arrangement along with personal care and support with activities of daily living.

In Alberta, long-term care facilities include nursing homes and auxiliary hospitals. All long-term care facilities across Alberta are operated either directly by Alberta Health Services or by contracted care providers. Some facilities may be stand-alone buildings, while others may be in sites where a range of services are provided.

Admission to long-term care facilities is determined by Alberta Health Services, by conducting an assessment of the individual's health needs. Based on this assessment, publicly funded health and personal care support services are provided.

For more information about long-term care accommodations, or to arrange an assessment, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta or visit [albertahealthservices.ca/cc/Page15491.aspx](http://albertahealthservices.ca/cc/Page15491.aspx).

Individuals living in long-term care facilities are responsible for paying accommodation charges for housing and hospitality services. Charges vary according to the type of room and change annually.

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### ■ For information, contact:

Toll-free: 1-877-644-9992

Website: [alberta.ca/alberta-seniors-benefit.aspx](http://alberta.ca/alberta-seniors-benefit.aspx)

## Alberta Health Services

### Day support programs and day hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended as an alternative to admission to an acute care hospital or long-term care facility for people who are frail and/or disabled, and those who need health maintenance, rehabilitation and social or recreational activities.

The programs take place in a variety of settings. To find out if there is a day support program or a day hospital in your community, contact Alberta Health Services.

### Geriatric assessment and rehabilitation programs

Specialized geriatric assessment and rehabilitation programs are offered in several communities. For information, contact Alberta Health Services.

### Public health services

Public health services are available to all Albertans through Alberta Health Services. These may include:

- immunization against diseases such as influenza
- health education and counselling
- nutrition education
- dental hygiene education
- sexual health education and counselling
- speech-language pathology services

■ **For more information about Alberta Health Services programs and services, contact:**  
Health Link Alberta  
by dialing 811 (24 hours, 7 days a week), or  
Website: [myhealth.alberta.ca](http://myhealth.alberta.ca)



### Mental health services

A variety of mental health services are available to Albertans of all ages. These include mental health information and education, assessment, counselling, treatment and follow-up services.

- **For more information,** contact Alberta Health Services or the Alberta Mental Health Help Line at 1-877-303-2642.

### Private health insurers

Private health insurance companies offer health benefit plans to complement seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits.

- **For more information,** visit the Canadian Life and Health Insurance Association website at [clhia.ca](http://clhia.ca).

# Community agencies

## Funding opportunities

### Provincial grants

Non-profit and charitable organizations in Alberta help to make a positive difference for many people. The Government of Alberta has several grant programs and foundations that assist these groups in their efforts.

Funding may be available through:

#### **Community Initiatives Program**

Toll-free: 1-800-642-3855

#### **Community Facility Enhancement Program**

Toll-free: 1-800-642-3855

#### **Alberta Historical Resources Foundation**

Edmonton: 780-431-2305

#### **Alberta Foundation for the Arts**

Edmonton: 780-427-9968

■ **For more information about these and other available grant programs, contact:**

Toll-free: 310-0000

Website: [alberta.ca/culture-multiculturalism-and-status-of-women.aspx](http://alberta.ca/culture-multiculturalism-and-status-of-women.aspx)

### Federal grants

#### **New Horizons for Seniors Program**

The New Horizons for Seniors Program is a federal grants and contributions program that supports projects led or inspired by seniors who want to make a difference in the lives of others and in their communities.

■ **For more information, contact:**

1-800-277-9914

TTY: 1-800-255-4786

Website: [canada.ca](http://canada.ca)

## Family and Community Support Services (FCSS)

FCSS is a unique 80/20 funding partnership between the Government of Alberta and participating municipalities and Metis Settlements to design and deliver local preventive social service programs to enhance the well-being of individuals, families and communities.

Each participating municipality or Metis Settlement determines how the FCSS funding they receive is allocated to best meet the needs and priorities of their community.

FCSS offers a range of support for people of all ages. Examples of FCSS services that may be provided for seniors include: information and referral, home support, snow removal, meals on wheels, and seniors outreach programs for social well-being and emotional wellness.

FCSS programs and services are intended to help individuals in their community adopt healthy lifestyles, thereby improving quality of life and building resilience to prevent and/or cope with crisis situations should they arise. FCSS also ensures that individuals and families have access to social supports and work to reduce isolation through social inclusion and community connection.

For further information, contact the FCSS or Community Services office listed in your local telephone directory.

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## Meals on Wheels

Meals on Wheels is a non-profit organization that provides home-delivered, low-cost meals. These services are available in many areas of Alberta. For information about Meals on Wheels, refer to your local telephone directory or contact Alberta Health Link by dialing 811 or 1-866-408-LINK (5465).

# Protecting you and your information

## Office of the Information and Privacy Commissioner of Alberta

The Office of the Information and Privacy Commissioner of Alberta (OIPC) works to protect Albertans by ensuring public bodies, health custodians and private sector organizations uphold the access and privacy rights contained in the laws of Alberta.

Through the OIPC, the Commissioner oversees and enforces the administration of three access and privacy acts:

- *Freedom of Information and Protection of Privacy Act (FOIP Act)*
- *Health Information Act (HIA)*
- *Personal Information Protection Act (PIPA)*

If you believe your personal or health information may have been collected, used or disclosed improperly, you may submit a complaint in writing to OIPC.

■ **For more information** about OIPC and privacy laws in Alberta you can refer to [oipc.ab.ca](http://oipc.ab.ca)

## Elder abuse

Elder abuse is any action or inaction by self or others that jeopardizes the health or well-being of any older adult. Elder abuse can take several forms, including: physical, emotional, financial, sexual, medication abuse or neglect.

Elder abuse is a form of family violence. Like other types of family violence, the dynamics of elder abuse are complex. Abuse is a pattern of controlling behaviour. In families, an abusive person can use many ways to gain power over another family member. Shame or guilt may stop an older adult from revealing abuse. Sometimes victims simply do not have the capacity to report it

Please refer to page 28 for a list of community resources you can call for more information.

If you or someone you know is being abused and is in imminent danger, dial 911 or call your local detachment.

### FAMILY VIOLENCE INFO LINE

Toll-free: 310-1818 (24 hours)  
Service provided in more than 170 languages

#### **Calgary Elder Abuse Resource Line, Kerby Centre**

Phone: 403-705-3250 (24 hours)

#### **Camrose Family Violence Action Society**

Phone: 780-672-0141

#### **Cold Lake**

Dr. Margaret Savage Crisis Centre Help Line at  
780-594-3353

Cold Lake and District FCSS (non emergency)  
Phone: 780-594-4495

#### **Edmonton Seniors Protection Partnership**

Phone: 780-477-2929

#### **Edmonton Seniors Abuse Help Line**

Phone: 780-454-8888 (24 hours)

#### **Grande Prairie Seniors Outreach**

Phone: 780-539-6255

#### **Lethbridge Elder Abuse Response Network**

Phone: 403-394-0306

#### **Red Deer Helping Elder Abuse Reduction (HEAR)**

24-hour Seniors Abuse Resource  
Information Line

Phone: 403-346-6076 (local)  
Toll-free: 1-877-454-2580

#### **St. Albert Stop Abuse in Families (SAIF)**

Phone: 780-460-2195

#### **Strathcona County Elder Abuse Line**

Phone: 780-464-7233 (24 hours)

### EMERGENCY SHELTERS

#### **Calgary – Kerby Rotary House**

Phone: 403-705-3250

#### **Edmonton – Seniors Safe house**

Phone: 780-702-1520

#### **Red Deer – Elder Abuse Shelter**

Phone: 403-346-6076 (local)  
Toll-free: 1-877-454-2580

### ADDITIONAL RESOURCES

#### **Alberta Elder Abuse Awareness Council (AEAAC)**

The Alberta Elder Abuse Awareness Council is a group of Albertans dedicated to increasing awareness and supporting a community response to elder abuse.

More information about the Alberta Elder Abuse Awareness Council is available at [albertaelderabuse.ca](http://albertaelderabuse.ca)

#### **Health Link Alberta**

Provides telephone advice and information on health related topics.

Dial 811 or 1-866-408-5465 (24 hours)

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

To report a serious concern about a guardian, co-decision maker, trustee or agent.

Phone: 1-877-427-4525

#### **Protection for Persons in Care Reporting Line**

To report the abuse of an adult receiving care or support services from publicly funded service providers such as: hospitals, seniors' lodges, nursing homes, mental health facilities, shelters, group homes, addictions treatment centres, and other supportive living settings.

Phone: 1-888-357-9339

More information is available at:  
[alberta.ca/get-help-elder-abuse.aspx](http://alberta.ca/get-help-elder-abuse.aspx)

## Protection for Persons in Care

The Protection for Persons in Care office addresses reports of abuse and administers the *Protection for Persons in Care Act*. This act promotes the safety and well-being of adult Albertans who receive care or support services from publicly funded service providers. The act requires that all service providers protect clients from abuse and maintain a reasonable level of safety. The act also requires that all abuse be reported. A complaints officer reviews every allegation reported to Protection for Persons in Care.

The Protection for Persons in Care office responds to reports of abuse of adults receiving care or support services from publicly funded service providers, including, hospitals, seniors lodges, nursing homes, mental health facilities, shelters and other supportive living settings.

### ■ To report abuse, contact

Information and Reporting Line

Toll-free: 1-888-357-9339

Hours: 8:15 a.m. - 4:30 p.m., Monday to Friday.

Website: [alberta.ca/about-protection-for-persons-in-care.aspx](http://alberta.ca/about-protection-for-persons-in-care.aspx)

## Continuing Care Facility Directory

The Alberta Health Services' Continuing Care Facility Directory provides current information on each designated supportive living and long-term care accommodation and will be updated every six months. This online tool is designed to simplify the process of finding a care home when one is needed. Information includes:

- Services and available amenities;

- Accommodation charges;
- Information about quality and standards, such as resident and family experience survey and audit outcomes; and,
- Photos, maps and contact information to help with the decision-making process.

Website: [ahs.ca/continuingcare](http://ahs.ca/continuingcare)

## Continuing Care Health Services Standards

The Continuing Care Health Services Standards apply to all publicly funded continuing care health services regardless of whether they are provided directly by, or under contract to, Alberta Health Services.

Alberta Health and Alberta Health Services are responsible for ensuring that Continuing Care Health Service Standards are met. These standards apply where publicly funded continuing care health care services are provided, namely by home care providers and facility operators.

If you have concerns about the quality of health services provided through homecare or in a publicly funded continuing care facility (such as designated supporting living or long-term care),

raise them first with the facility administrator or care provider. If you feel your concerns have not been sufficiently addressed, you may wish to contact Alberta Health Services' Patient Relations Department at 1-855-550-2555 or [albertahealthservices.ca/about/patientfeedback.aspx](http://albertahealthservices.ca/about/patientfeedback.aspx).

### ■ For more information on health service standards and enforcement, contact:

Alberta Health

Attn: Compliance and Monitoring Branch

PO Box 1360, Station Main,

Edmonton, Alberta T5J 2N3

Phone: 780-644-8428

Toll-free: 310-1000

E-mail: [ASAL@gov.ab.ca](mailto:ASAL@gov.ab.ca)

Website: [alberta.ca/continuing-care.aspx](http://alberta.ca/continuing-care.aspx)

## Supportive living and long-term care accommodation standards



The Government of Alberta ensures that supportive living and long-term care facilities meet accommodation standards set by the government. The Accommodation Standards are designed to support a safe and comfortable environment for residents and set expectations for the quality of accommodation and related services, such as meals, housekeeping and maintenance. Supportive living accommodations are licensed and long-term care facilities are monitored for their compliance with the standards.

### Supportive living and long-term care public reporting

The Government of Alberta has an online public reporting site for Albertans to use to see how individual supportive living and long-term care accommodations comply with the accommodation standards. Please visit [standardsandlicensing.alberta.ca](http://standardsandlicensing.alberta.ca).

The public reporting website provides current information on each supportive living and long-term care accommodation, including:

- location and contact details
- visit information and compliance history since April 1, 2013
- supportive living licence status - accommodations with a full licence have complied with all accommodation standards. Accommodations with a conditional licence have a compliance action plan in place to meet all accommodation standards by a specified date
- *Resident and Family Councils Act* compliance history (see next section for more information).

#### ■ For more information about the public reporting site or the supportive living accommodation standards and licensing, contact:

Compliance and Monitoring Branch  
PO Box 1360, Station Main  
Edmonton, Alberta T5J 2N3  
Phone: 780-644-8428  
E-mail: [ASAL@gov.ab.ca](mailto:ASAL@gov.ab.ca)  
Website: [alberta.ca/continuing-care.aspx](http://alberta.ca/continuing-care.aspx)  
Public reporting site: [standardsandlicensing.alberta.ca](http://standardsandlicensing.alberta.ca)

Outside the Edmonton area, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free. If you have concerns about the quality of accommodations in supportive living or long-term care facility, raise them first with the provider. If you are not satisfied, you can contact the accommodation complaint line toll-free at 1-888-357-9339.

If you have a question or concern about the fairness of how your complaint was addressed, you can contact the Alberta Ombudsman – see page 12.



## Resident and family councils

The Government of Alberta ensures that every person living in a long-term care setting or a supportive living setting, with four or more people, has the right to establish self-governing councils.

Through the *Resident and Family Councils Act*, facility operators are required to make residents and their families aware of their right to establish a council and to help residents form and maintain a council if requested.

Councils provide an opportunity for residents and families to discuss matters with agency or operator staff including:

- maintaining and enhancing residents' quality of life
- requests, concerns and solutions

Once a council has been established, operators or their representatives must provide support to the councils (such as providing space for meetings, sharing information regarding the facility, responding to resident and family requests and concerns) and attend meetings upon request.



A toolkit is available to help residents and families set up and maintain resident and family councils and to assist operators in supporting resident and family councils.

■ **For more information about the Act and to access the toolkit visit:**

Website: [alberta.ca/resident-family-councils.aspx](http://alberta.ca/resident-family-councils.aspx)

## Alberta Human Rights Commission

The Alberta Human Rights Commission administers the *Alberta Human Rights Act*, which protects people in Alberta from discrimination. The commission provides free, confidential information, a complaint resolution service, and education programs and services that educate and engage Albertans and Alberta organizations on human rights, diversity, and rights and responsibilities under Alberta's human rights law.

■ **For more information, contact:**

Alberta Human Rights Commission  
Edmonton Confidential Inquiry Line:  
780-427-7661

Calgary Confidential Inquiry Line: 403-297-6571  
Toll-free: 310-0000 and then enter the area code and phone number.

E-mail: [humanrights@gov.ab.ca](mailto:humanrights@gov.ab.ca)

Website: [albertahumanrights.ab.ca](http://albertahumanrights.ab.ca)

**TDD/TTY Service**

Toll-free: 1-800-232-7215

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## Service Alberta

Service Alberta provides advice, tip sheets and information about a wide range of topics including:

- fraud awareness
- consumer information
- landlord and tenants
- driving and vehicles
- birth/death/marriage certificates
- land titles

■ **For more information, contact:**

Service Alberta Contact Centre  
Toll-free: 1-877-427-4088  
Edmonton: 780-427-4088  
Website: [alberta.ca/service-alberta.aspx](http://alberta.ca/service-alberta.aspx)

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## Alberta Securities Commission

The Alberta Securities Commission (ASC) provides free, impartial information on ways to increase your financial literacy and how to help you protect your money from investment fraud. You can call the ASC or visit the website to checkout an individual or firm offering you an investment, such as whether they are registered and if they have any disciplinary history.

You can also contact the ASC to make a complaint against an individual or company if you think you have been a victim of investment fraud, or approached with an investment opportunity that may be fraudulent. You can also request free information on the following topics and more:

- investments
- recognizing frauds and scams
- common red flags of investment fraud
- the basics of investing
- choosing and working with a financial adviser

■ **For more information, contact:**

Alberta Securities Commission  
Toll-free: 1-877-355-4488  
E-mail: [inquiries@asc.ca](mailto:inquiries@asc.ca)  
Website: [albertasecurities.com](http://albertasecurities.com) or [checkfirst.ca](http://checkfirst.ca)

# Transportation

## Bus passes

Communities may offer people who are 65 years of age and over a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact your municipality.

## Seniors driving services

Many communities offer driving services for seniors. Volunteers will drive seniors to destinations such as doctor appointments, shopping centres or social outings. There is often a minimal fee. Private services are also often available. For more information about seniors driving services, contact your local information centre (see pages 37– 38) or the Family and Community Support Services office listed in your telephone directory.



## Alberta Transportation

The Driver Fitness and Monitoring Section of Alberta Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive. Medical reports are required when you renew an operator's licence at age 75, 80 and every two years after.

### ■ For more information about transportation items of interest contact:

Alberta Transportation  
 Driver Fitness and Monitoring  
 Main Floor, 4999 - 98 Avenue NW  
 Edmonton, Alberta T6B 2X3  
 Phone: 780-427-8230  
 Website: [alberta.ca/transportation.aspx](http://alberta.ca/transportation.aspx)

In all other areas of the province, call the Government of Alberta Call Centre at 310-0000 to be connected toll-free.

## Alberta Motor Association

The Alberta Motor Association (AMA) offers the following programs to help older Albertans continue driving for as long as safely possible.

AMA Mature Driver Course provides a refresher of the road in a classroom. Course participants will review road signs and regulations, tips and strategies for different driving environments, the effects of aging on driving and resources to maintain mobility and independence.

AMA Seniors In-Vehicle Evaluation is a voluntary and confidential in-vehicle assessment of driving skills. Recommendations and feedback are given on improving driving skills as well as resources for maintaining mobility. A verbal debrief and a written report detailing the outcome of the drive is provided.

Brush-up lessons for seniors are also available. The two-hour in-vehicle lesson is a review of driving rules and regulations. Coaching is also provided on areas requiring improvement in driving habits and skills.

**For more information contact Alberta Motor Association**

Phone: 1-833-374-8733

Website: [ama.ab.ca/ama-community-services](http://ama.ab.ca/ama-community-services)

## Parking Placards for Persons with Disabilities

Persons who cannot walk 50 metres (164 feet) can apply for a parking placard or a disabled licence plate. This service is provided through authorized Alberta registry offices. For information about applying for a placard, visit [alberta.ca/get-parking-placard-people-disabilities.aspx](http://alberta.ca/get-parking-placard-people-disabilities.aspx).

For more information, contact a motor vehicle specialist at the Government of Alberta Contact Centre by dialing 310-0000 and entering 780-427-7013.



# Congratulatory messages for seniors

## Message from the Queen

Congratulatory messages may be requested for Canadians celebrating a significant birthday or wedding anniversary. If the anniversary or birthday has already taken place, the message from the Queen may be backdated up to six months.

Congratulatory messages are available for:

- 60th wedding anniversaries and then every five years thereafter
- 70th wedding anniversaries and every year thereafter
- 100th birthdays and every year thereafter

To request a message, a request form will need to be completed and the declaration at the bottom of the form needs to be signed.

For contact information, see Message from the Governor General of Canada in the next section.

## Message from the Governor General of Canada

Congratulatory messages may be requested for Canadians celebrating a significant birthday or wedding anniversary. If the anniversary or birthday has already taken place, the message from the Governor General may be backdated up to twelve months.

Congratulatory messages are available for:

- 50th wedding anniversaries and then every five years thereafter
- 70th wedding anniversaries and then every year thereafter
- 90th birthdays and every five years thereafter
- 100th birthdays and every year thereafter

To request a message, a request form will need to be completed and the declaration at the bottom of the form needs to be signed.

Ensure your request is provided to the Governor General's office at least eight weeks before the occasion.

### ■ For more information contact:

Your Member of Parliament (MP)  
or  
Office of the Secretary  
to the Governor General  
Rideau Hall  
c/o Anniversaries  
1 Sussex Drive  
Ottawa, Ontario K1A 0A1  
Toll free: 1-800-465-6890  
Fax: 1-613-990-7636  
E-mail: anniversaries.anniversaires@gg.ca  
Website: gg.ca

No postage necessary if sending by regular mail.

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### Message from the Prime Minister of Canada

On request, the Prime Minister sends congratulatory certificates to Canadians celebrating a significant birthday, wedding anniversary or significant anniversary of life together.

Congratulatory certificates are available for:

- 25th wedding anniversaries and up and every five years thereafter
- 25th union anniversaries and up and every five years thereafter
- 65th birthdays and up and every five years thereafter
- 100th birthdays and up and every year thereafter

To request a certificate from the Prime Minister, ensure your request is provided to the Prime Minister's office at least six weeks prior to the special date.

■ **For more information contact:**

Office of the Prime Minister and Privy Council  
Congratulatory Messages  
Executive Correspondence Unit  
Room 105, 80 Wellington Street  
Ottawa, Ontario K1A 0A2  
Fax: 1-613-941-6901  
E-mail: [pm@pm.gc.ca](mailto:pm@pm.gc.ca)  
Submit an online request: [pm.gc.ca/en/connect/greetings](http://pm.gc.ca/en/connect/greetings)

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### Message from the Premier of Alberta

Request a congratulatory scroll from the Premier for a milestone birthday, wedding anniversary, special event, or retirement letter for long-term service in the Canadian Forces or Government of Alberta.

To request a scroll or letter from the Premier, ensure your request is provided to the Premier's office at least five weeks before the special birthday or anniversary.

■ **For more information, contact:**

Your Member of the Legislative Assembly (MLA)  
or  
Visit [alberta.ca/premier-request-scroll.cfm](http://alberta.ca/premier-request-scroll.cfm)

# General information

## Birth, marriage and death certificates

If you require a birth, marriage or death certificate, you may apply through a registry agent. You will be required to present identification and prove you are eligible to make the application.

- **For a list of registry agents in your area, refer to [servicealberta.gov.ab.ca/find-a-registry-agent.cfm](http://servicealberta.gov.ab.ca/find-a-registry-agent.cfm) or telephone:**

Edmonton: 780-427-7013

In all other areas, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Website: [alberta.ca/service-alberta.aspx](http://alberta.ca/service-alberta.aspx)

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## Lawyer referral service

If you can afford to pay for a lawyer, but do not know of one who can help you, the Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers. You receive the first half hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

- **For information, contact:**

Lawyer Referral Service Office

Toll-free: 1-800-661-1095

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## Local information and referral centres

### CALGARY

#### Kerby Centre

1133 - 7 Avenue SW

Calgary, Alberta T2P 1B2

Phone: 403-265-0661

Fax: 403-705-3211

E-mail: [info@kerbycentre.com](mailto:info@kerbycentre.com)

Website: [kerbycentre.com](http://kerbycentre.com)

#### Calgary Seniors' Resource Society

3639 - 26 Street NE

Calgary, Alberta T1Y 5E1

Phone: 403-266-6200

Fax: 403-269-5183

E-mail: [info@calgaryseniors.org](mailto:info@calgaryseniors.org)

Website: [calgaryseniors.org](http://calgaryseniors.org)

### CAMROSE

#### Service Options for Seniors

5014 B 48 Street

Camrose, Alberta T4V 1M1

Toll-free: 1-866-672-4131

Phone: 780-672-4131

Fax: 780-672-4195

Website: [sosc.camrose.com/](http://sosc.camrose.com/)

### EDMONTON

#### SAGE

15 Sir Winston Churchill Square NW

Edmonton, Alberta T5J 2E5

Phone: 780-423-5510

Fax: 780-426-5175

E-mail: [info@Mysage.ca](mailto:info@Mysage.ca)

Website: [mysage.ca](http://mysage.ca)

### **Alzheimer Society of Alberta and Northwest Territories**

306, 10430 61 Avenue NW  
Edmonton, Alberta T6H 2J3  
Phone: 780-488-2266  
Toll-free: 1-866-950-5465  
Fax: 780-488-3055  
E-mail: [reception@alzheimer.ab.ca](mailto:reception@alzheimer.ab.ca)  
Website: [alzheimer.ab.ca](http://alzheimer.ab.ca)

### **Canadian Mental Health Association Edmonton Region**

300, 10010 - 105 Street NW  
Edmonton, Alberta T5J 1C4  
Phone: 780-414-6300  
Fax: 780-482-7498  
Website: [edmonton.cmha.ca](http://edmonton.cmha.ca)

### **GRANDE PRAIRIE**

#### **Grande Prairie and Area Council on Aging Seniors Outreach**

101, 10127 - 121 Avenue  
Grande Prairie, Alberta T8V 7V3  
Phone: 780-539-6255  
Fax: 780-538-1115  
E-mail: [info@seniorsoutreachgp.com](mailto:info@seniorsoutreachgp.com)  
Website: [gpcouncilonaging.com](http://gpcouncilonaging.com)

### **LACOMBE**

#### **Family and Community Support Services**

201, 5214 - 50 Avenue  
Lacombe, Alberta T4L 0B6  
Phone: 403-782-6637  
Fax: 403-782-6639  
Website: [lacombefcss.net](http://lacombefcss.net)

### **LETHBRIDGE**

#### **Lethbridge Senior Citizens**

Organization 500 - 11 Street S  
Lethbridge, Alberta T1J 4G7  
Phone: 403-320-2222  
Fax: 403-320-2762  
Website: [lethseniors.com](http://lethseniors.com)

#### **Nord-Bridge Senior Citizens Association**

1904 - 13 Avenue N  
Lethbridge, Alberta T1H 4W9  
Phone: 403-329-3222  
Fax: 403-329-8824  
E-mail: [friendly@nordbridgeseniors.com](mailto:friendly@nordbridgeseniors.com)  
Website: [nordbridgeseniors.com](http://nordbridgeseniors.com)

### **MEDICINE HAT**

#### **Strathcona Centre**

1150 - 5 Street SE  
Medicine Hat, Alberta T1A 8C7  
Phone: 403-529-8307  
Fax: 403-529-8369  
Website: [medicinehat.ca](http://medicinehat.ca)

### **RED DEER**

#### **Golden Circle Senior Resource Centre**

4620 - 47A Avenue  
Red Deer, Alberta T4N 3R4  
Phone: 403-343-6074  
Fax: 403-343-7977  
E-mail: [info@goldencircle.ca](mailto:info@goldencircle.ca)  
Website: [goldencircle.ca](http://goldencircle.ca)

### **SHERWOOD PARK**

#### **Strathcona County Seniors Referral and Information Line**

100 Ordze Avenue  
Sherwood Park, Alberta T8B 1M6  
Phone: 780-464-4242  
Fax: 780-449-1354  
E-mail: [info@volunteerstrathcona.ca](mailto:info@volunteerstrathcona.ca)  
Website: [ivcstrathcona.org](http://ivcstrathcona.org)

### **ST. ALBERT**

#### **St. Albert Senior Citizens' Club**

7 Tache Street  
St. Albert, Alberta T8N 2S3  
Phone: 780-459-0433  
E-mail: [info@stalbertseniors.ca](mailto:info@stalbertseniors.ca)  
Website: [stalbertseniors.ca](http://stalbertseniors.ca)

### **WAINWRIGHT**

#### **Wainwright & District Support Services**

902 - 5 Avenue  
Wainwright, Alberta T9W 1C7  
Phone: 780-842-2555  
Fax: 780-842-5783  
Website: [wdfcs.ca](http://wdfcs.ca)

Contact information for many local seniors centres can be found in the *Directory of Seniors' Centres in Alberta*. This publication is available on the website at [alberta.ca/ministry-seniors-housing.aspx](http://alberta.ca/ministry-seniors-housing.aspx).



## Taxes

### General information

Most types of income are taxable, including amounts paid to deceased individuals. Seniors may qualify for several federal and provincial tax credits within the tax system. Seniors eligible for the disability tax credit may also be eligible to claim additional medical expenses such as certain attendant care expenses.

For more specific information for seniors on taxes, visit the Canada Revenue Agency website at [canada.ca/taxes-seniors](http://canada.ca/taxes-seniors) or phone the general inquiry line at 1-800-959-8281.

### GST credit

The Goods and Services Tax (GST) credit is designed to offset the cost of the GST for individuals and families up to a certain income level.

You no longer have to apply for the GST credit. The Canada Revenue Agency will automatically determine your eligibility when you file your next income tax and benefit return. If you are eligible, you will receive payments quarterly in July, October, January and April. The credit is based on your net family income and if eligible, is paid to either you or your spouse/common law spouse, but not both.

■ **For information about the GST Credit, contact the Canada Revenue Agency at:**

Toll-free: 1-800-387-1193  
Website: [canada.ca/taxes](http://canada.ca/taxes)

### Office of the Taxpayers' Ombudsman

The Office of the Taxpayers' Ombudsman works to enhance the Canada Revenue Agency's (CRA) accountability in its service to, and treatment of, taxpayers through independent and impartial review of service-related complaints and systemic issues.



■ **For more information, contact the Office of the Taxpayers' Ombudsman:**

1000-171 Slater Street  
Ottawa, Ontario K1P 5H7  
Phone: 1-866-586-3839  
Fax: 1-866-586-3855  
Website: [canada.ca/en/taxpayers-ombudsman.html](http://canada.ca/en/taxpayers-ombudsman.html)

## Money Mentors

Money Mentors is the only Alberta-based, not-for-profit credit counselling agency. Help is provided to families and individuals to recover from financial crisis and move forward. Services offered include credit counselling, money coaching, retirement planning and financial literacy.

To learn more or to book a free Financial Needs Assessment, please call 1-888-294-0076 or visit the website at [moneymentors.ca](http://moneymentors.ca).

## Veterans

### Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service-related injuries and economic support allowances.

Additional benefits in the areas of health care, home-help services, funeral and burial assistance, and commemoration are also available.



#### ■ For more information, contact:

##### **CALGARY**

470-220 4th Avenue SE  
Calgary, AB 2TG 4X3

##### **EDMONTON**

Veterans Affairs Canada  
940 Canada Place  
9700 Jasper Avenue NW  
Edmonton, Alberta T5J 4C3

Toll-free: 1-866-522-2122

Website: [veterans.gc.ca](http://veterans.gc.ca)

### Last Post Fund

The Last Post Fund is dedicated to ensuring that no war veteran, military disability pensioner or civilian who meets wartime service eligibility criteria is denied a dignified funeral and burial due to lack of sufficient funds. The Last Post Fund also provides headstones for war veteran graves that have been unmarked for more than five years.

#### ■ For more information, contact:

Last Post Fund  
401, 505 René-Lévesque W  
Montreal, Quebec H2Z 1Y7  
Toll-free: 1-800-465-7113  
Website: [lastpostfund.ca](http://lastpostfund.ca)

## Power of attorney

Granting power of attorney gives another individual (called your attorney) the power to make decisions and act on your behalf. Power of attorney is voluntary and limited to matters of property and finance. Power of attorney does not allow someone to make personal or health decisions on your behalf.

For information on guardianship or personal directives, see pages 13–14.

### Limited versus general power of attorney

A limited power of attorney gives your attorney the power to handle certain financial affairs only; for example, your affairs at a particular bank.

A general power of attorney gives your attorney the power to handle all financial affairs, including applying for and administering federal and provincial benefits.

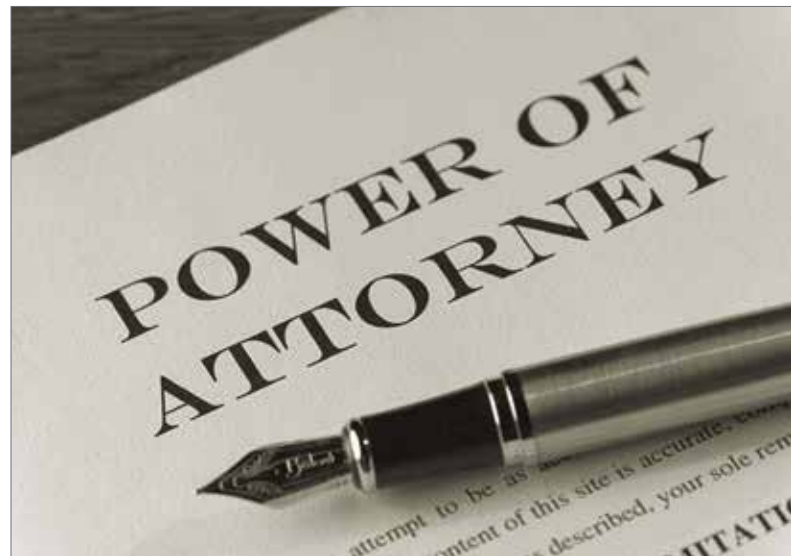
### Power of attorney/enduring power of attorney

The following is a brief description of the differences between a power of attorney and an enduring power of attorney.

For more detailed information, visit the Alberta Justice and Attorney General website at [alberta.ca/enduring-power-of-attorney.aspx](http://alberta.ca/enduring-power-of-attorney.aspx), and refer to wills.

### Power of attorney

- You must be mentally competent to appoint an attorney.
- It takes effect immediately.
- Ends if you become mentally incapable of managing your affairs.



### Enduring power of attorney

- Specifically states that the power of attorney remains in effect should you become mentally incapable of managing your affairs.
- Can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred.
- Although not mandatory, you may wish to consult a lawyer for assistance in drafting your power of attorney document.

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### Funeral planning

Saying Farewell: A guide to assist you through the death and dying process is a booklet which provides information on funeral planning, who to contact when someone dies and settling affairs.

■ **To obtain a copy, contact:**

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992

■ **Print your own copy at:**

[seniors-housing.alberta.ca/documents/Saying-Farewell-Dying-Process-Guide.pdf](http://seniors-housing.alberta.ca/documents/Saying-Farewell-Dying-Process-Guide.pdf)

Information on funeral planning is also available through the Alberta Funeral Service Association.

■ **For more information, contact:**

**Alberta Funeral Service Association**

Phone: 780-412-1310

Fax: 780-413-0076

Website: [afsa.ca](http://afsa.ca)

### Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board licenses and investigates complaints about funeral businesses, funeral directors, embalmers and funeral sales people. The board also has information on funeral planning and prearranging a funeral in Alberta.

■ **For more information, contact:**

**Alberta Funeral Services Regulatory Board**

180, 2755 Broadmoor Blvd

Sherwood Park, Alberta T8H 2W7

Phone: 1-800-563-4652

Fax: 780-452-6085

E-mail: [office@afsrab.ab.ca](mailto:office@afsrab.ab.ca)

Website: [afsrab.ab.ca](http://afsrab.ab.ca)

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### Last will and testament

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person to act as your executor after your death and to make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are three different types of wills:

- A formal is prepared for you by a lawyer.
- A holograph is prepared by you and done in your handwriting.
- A will kit includes forms obtained from stationery stores that you complete yourself.

If you require a lawyer or would like more information on wills or executors, contact the Lawyer Referral Service at 1-800-661-1095. See page 37 for more information.

#### What happens if you die without a will?

If you die without a will, the *Wills and Succession Act* sets out how and to whom property is transferred when a person dies. Information about this act is available in the Saying Farewell handbook or by visiting [alberta.ca/wills-in-alberta.aspx](http://alberta.ca/wills-in-alberta.aspx).

■ **To request a copy of Saying Farewell, contact:**

Alberta Supports Contact Centre

Toll-free: 1-877-644-9992

# Recreation and leisure

## Alberta 55 Plus

This association develops, promotes, and organizes over 30 sporting and recreation activities for Albertans 55 years of age and older. Participants take part in playoffs in eight zones across the province to qualify for Summer and Winter Provincial Games which are held every two years in the odd years. Winners from these can advance to the Canada 55+ Games which are held every two years in the even years.

Membership is \$30/year.

■ **For information, contact:**

**Alberta 55 plus**

Alberta Senior Citizens Sport and Recreation Association  
Percy Page Centre 11759 Groat Road NW  
Edmonton, Alberta T5M 3K6  
Phone: 403-700-0454  
E-mail: [info@alberta55plus.ca](mailto:info@alberta55plus.ca)  
Website: [alberta55plus.ca](http://alberta55plus.ca)

## Historic Sites and Cultural Facilities

Seniors visiting Alberta's heritage facilities receive a reduced admission rate. A free guide outlining Alberta's museums and historic sites is available by calling 1-800-252 3782.

■ **For more information, contact:**  
**Culture, Multiculturalism and Status of Women**

Edmonton: 780-431-2300  
Website: [alberta.ca/historic-sites-museums.aspx](http://alberta.ca/historic-sites-museums.aspx)

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

## Provincial parks

Some provincial parks and recreation areas offer camping fee discounts to Albertans 65 years of age or older.

■ **For more information or to request the Explore Alberta Parks magazine contact:**

Parks Information  
Toll-free: 1-866-427-3582  
Website: [albertaparks.ca](http://albertaparks.ca)

## Fishing licences

Fishing licences are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

*Note: This policy does not apply to fishing in national parks in Alberta.*

■ **For more information, contact:**

**My Alberta eServices**

Toll-free: 1-844-643-2788  
Website: [eservices.alberta.ca/fishing-licence.html](http://eservices.alberta.ca/fishing-licence.html)

## Seniors' Tour of the Alberta Legislature

■ **For more information, contact**

Legislative Assembly of Alberta Visitor Services  
3rd Floor, 9820- 107 Street NW  
Edmonton Alberta T5K 1E7  
Phone: 780-427-7362  
E-mail [visitorinfo@assembly.ab.ca](mailto:visitorinfo@assembly.ab.ca)  
Website: [assembly.ab.ca/visitor](http://assembly.ab.ca/visitor)

# Quick reference list

## **Accommodation Standards Complaint Line**

Toll-free: 1-888-357-9339

## **Alberta Aids to Daily Living**

Toll-free anywhere:  
1-877-644-9992

## **Alberta Health Services**

Dial 811 Long/Short Term Care/Meals on Wheels/  
Mental Health Services/Home Care Services/  
Public Health Services/Day Support Programs

## **Alberta Health**

Alberta Health Care Insurance Plan  
Call 310-0000 to be connected  
Toll-free: 780-427-1432

## **Alberta Registries (Vital Statistics)**

Call 310-0000 to be connected  
Toll-free: 780-427-7013

## **Alberta Seniors Benefit Program**

Toll-free: 1-877-644-9992

## **Alberta Supports Contact Centre**

Toll-free: 1-877-644-9992

## **Assured Income for the Severely Handicapped (AISH)**

Toll-free: 1-877-644-9992

## **Canada Revenue Agency Community Volunteer Income Tax Program**

Toll-free: 1-800-959-8281  
TTY: 1-800-665-0354

## **Coverage for Seniors**

Toll-free: 1-800-661-6995

## **Dental Assistance for Seniors Program**

Toll-free: 1-877-644-9992

## **Disabled parking placard**

Call 310-0000 to be connected  
Toll-free: 780-427-7013

## **ELDER ABUSE**

### **Calgary**

Kerby Rotary Shelter  
24-hour: 403-705-3250

### **Camrose**

Family Violence Action Society  
780-672-0141

### **Cold Lake**

Dr. Margaret Savage Crisis Centre Help  
Line  
780-594-3353

### **Edmonton**

Seniors Abuse Help Line  
24-hour: 780-454-8888

### **Grande Prairie Seniors Outreach**

780-539-6255

### **Lethbridge**

Elder Abuse Response Network  
403-394-0306

### **Red Deer**

Helping Elder Abuse Reduction (HEAR)  
403-346-6076  
or toll-free: 1-877-454-2580

### **St. Albert**

Stop Abuse in Families (SAIF)  
780-460-2195

### **Strathcona County**

Elder Abuse Line (24 hr)  
780-464-7233

## **Family and Community Support Services**

For information, contact the Family and  
Community Support Services office listed in your  
local telephone directory.

**Geriatric Assessment and Rehabilitation Programs**

Contact Alberta Health Services.  
Please see page 25.

**Government of Alberta Contact Centre**

Toll-free: 310-0000

**GST Credit**

Toll-free: 1-800-387-1193

**Health Advocate/Mental Health Advocate**

Edmonton: 780-422-1812

**Health Link Alberta**

Dial 811

**HOUSING PROGRAMS****Seniors Lodge Program**

Toll-free: 1-877-644-9992  
(1-800-232-7215 TTY)

**Seniors Self-Contained**

Toll-free: 1-877-644-9992  
(1-800-232-7215 TTY)

**Residential Access Modification Program**

Toll-free anywhere in Alberta  
1-877-427-5760

**HOUSING REGISTRIES****Calgary**

Kerby Centre: 403-705-3230

**Edmonton**

Edmonton Indigenous Seniors Centre  
587-525-8969  
SAGE: 780-423-5510

**Income Support Program for Non-Seniors**

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992

**Landlord and tenant information and consumer information**

Toll-free: 1-877-427-4088

**Money Mentors**

Toll-free: 1-888-294-0076

**Office of the Public Guardian and Trustee**

Calgary: 403-297-3364  
Edmonton: 780-427-0017  
Grande Prairie: 780-833-4319  
Lethbridge: 403-381-5648  
Lloydminster: 780-871-6490  
Medicine Hat: 403-529-3744  
Red Deer: 403-340-5165  
St. Paul: 780-645-6278

**Optical Assistance for Seniors**

Toll-free: 1-877-644-9992

**Protection for Persons in Care Reporting Line**

Toll-free: 1-888-357-9339

**Provincial parks**

Toll-free: 1-866-427-3582

**Seniors Home Adaptation and Repair Program**

Toll-free: 1-877-644-9992

**Seniors Property Tax Deferral Program**

Toll-free: 1-877-644-9992

**Service Alberta Contact Centre**

Toll-free: 1-877-427-4088

**Service Canada Call Centre (Government of Canada)**

Old Age Security  
Guaranteed Income Supplement / Allowance  
Canada Pension Plan  
Toll-free: 1-800-277-9914  
TTY: 1-800-255-4786

**Special Needs Assistance for Seniors Program**

Toll-free: 1-877-644-9992

**Utilities Consumer Advocate**

In Alberta: 310-4822  
Outside of Alberta: 780-644-5130

**Veterans Affairs**

Toll-free: 1-866-522-2122

# Index

Advance Care Planning . . . . .	16
Alberta 55 Plus Games . . . . .	43
Alberta Aids to Daily Living . . . . .	19
Alberta's Health Advocates . . . . .	15
Alberta Health Care Insurance Plan . . . . .	17
Alberta Health Services . . . . .	25
Alberta Human Rights Commission . . . . .	31
Alberta Motor Association . . . . .	34
Alberta Ombudsman . . . . .	12
Alberta Securities Commission . . . . .	32
Alberta Seniors Benefit . . . . .	3
Alberta Supports . . . . .	10
Alberta Transportation . . . . .	33
Allowance / Allowance for the Survivor . . . . .	6
Ambulance Services . . . . .	21
Birth, Marriage and Death Certificate . . . . .	37
Bus Passes . . . . .	33
Canada Pension Plan . . . . .	7
Chiropractic Services . . . . .	21
Clinical Psychological Services . . . . .	21
Community Agencies . . . . .	26
Congratulatory Messages . . . . .	35
Contacting your MLA . . . . .	12
Continuing Care Facility Directory . . . . .	29
Continuing Care Health Services Standards . . . . .	29
Continuing Care Services . . . . .	22
Coverage for Seniors . . . . .	21
Day Support Programs and Day Hospitals . . . . .	25
Dental Assistance for Seniors . . . . .	4, 19
Diabetic Supplies . . . . .	21
Elder Abuse . . . . .	27
Emergency Shelters . . . . .	28



Enduring Power of Attorney . . . . .	13, 41
Facility Living/Long-Term Care Centres . . . . .	24
Family and Community Support Services (FCSS). . . . .	26
Federal Government Programs . . . . .	6
Fishing Licences . . . . .	43
Funeral Planning . . . . .	42
Geriatric Assessment and Rehabilitation Programs . . . . .	25
Government of Alberta Contact Centre. . . . .	11
GST Credit. . . . .	39
Guaranteed Income Supplement . . . . .	6
Health Advocate . . . . .	15
Health Link Alberta . . . . .	28
Health Services . . . . .	25
Hearing Aids . . . . .	20
Historic Sites and Cultural Facilities . . . . .	43
Home Living / Home Care Services . . . . .	23
Home Nursing Care. . . . .	22
Housing . . . . .	8
Income Support for Non-Seniors . . . . .	5
Landlord and Tenant Information . . . . .	9
Last Post Fund . . . . .	40
Last Will and Testament . . . . .	42
Lawyer Referral Service. . . . .	37
Local Information and Referral Centres . . . . .	37
Meals on Wheels. . . . .	26
Mental Health Services . . . . .	15, 25
Money Mentors . . . . .	39
New Horizons for Seniors Program. . . . .	26
Office of the Information and Privacy Commissioner of Alberta. . . . .	27
Office of the Public Guardian and Trustee . . . . .	13, 28
Old Age Security Pension . . . . .	6
Optical Assistance for Seniors . . . . .	4, 19
Parking Placards for Persons with Disabilities . . . . .	34
Personal Directive . . . . .	13, 16

Power of Attorney . . . . .	13, 41
Prescription Drugs . . . . .	21
Protection for Persons in Care . . . . .	28, 29
Provincial Grants . . . . .	26
Provincial Parks . . . . .	43
Public Health Services . . . . .	25
RAMP (Residential Access Modification Program) . . . . .	8
Resident and Family Councils . . . . .	31
Seniors Driving Services . . . . .	33
Seniors Home Adaptation and Repair Program . . . . .	4
Seniors Housing Registries . . . . .	9
Seniors Lodge Program . . . . .	8
Seniors Property Tax Deferral Program . . . . .	5
Seniors Self-Contained Housing . . . . .	8
Seniors' Tour of the Alberta Legislature . . . . .	43
Service Alberta Contact Centre . . . . .	12
Service Alberta . . . . .	32
Service Canada Call Centre . . . . .	12
Special Needs Assistance for Seniors . . . . .	3
Supportive Living and Long-Term Care Public Reporting/Accommodation Standards . . . . .	9, 30
Supportive Living . . . . .	9, 23, 30
Taxes . . . . .	39
Transportation . . . . .	33
Utilities Consumer Advocate . . . . .	16
Veterans Affairs Canada . . . . .	40



