



**SENIORS GUIDE TO  
SERVICES AND PROGRAMS  
IN NEWFOUNDLAND AND LABRADOR  
2007**



## **Photos on Cover**

Linda and Chesley Abbott celebrating their Wedding June 12, 2004 in Burin. Both are Peer Advocates and also very involved in other volunteer activities in their community.

Erma and Bill Duggan, Tors Cove, being welcomed back to St. John's on August 10, 2004 at the completion of their 45 day walk across the island on the old railway bed. Both are Peer Advocates and are also active in their local Crime Prevention Committee.

Lorraine Best at the Seniors Resource Centre of Newfoundland and Labrador where she has been a volunteer Information Line Peer Advocate for 11 years. She is also a tireless fighter against elder abuse.

Phyllis Gard is founder of the "When I Am Old I Shall Wear Purple" group in Springdale. She is active in many volunteer roles in her community and was appointed to the Provincial Advisory Council On Aging and Seniors, March 2005.

**SENIORS GUIDE  
TO  
SERVICES AND PROGRAMS  
IN  
NEWFOUNDLAND AND  
LABRADOR**

**Revised 2007**

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### Message from the Minister

It is with pleasure that I congratulate the Seniors Resource Centre on your publication of the 2007 *Seniors Guide to Services and Programs in Newfoundland and Labrador*. The Guide has been an invaluable source of information to older adults and their families and service providers since its first publication in 1998.

The Guide is one of many initiatives the Centre produces to enhance the well-being of older adults throughout the province. In keeping with Government's commitment to supporting our seniors, my Department assisted in the publication of the Guide. As well, as through the consultations on the development of a Provincial Healthy Aging Strategy, a common theme that emerged was the need to help older adults live as independently as possible and ensure the necessary supports were in place to facilitate this objective.

The Guide provides a valuable support to many seniors in Newfoundland and Labrador as it answers many questions about the services available to older adults in the province. I am confident that you will find it to be a valuable resource tool as well.

Sincerely,

A handwritten signature in black ink, appearing to read "Ross Wiseman".

**ROSS WISEMAN, M.H.A**  
Trinity North District  
Minister of Health and Community Services

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The Seniors Resource Centre of Newfoundland and Labrador is a not-for-profit, charitable organization. Through partnerships, the Centre promotes, enhances and supports the well-being and independence of older adults throughout the province.

The central program of the Seniors Resource Centre is the Seniors Information Line. This toll-free line allows seniors to call from anywhere in the province if they have questions or need to discuss a problem. The caring, experienced Peer Advocates who answer the line offer a listening ear, provide information about services and resources, and assist seniors to access the help that they need. In this way, seniors are enabled to make informed choices about things that affect their life and health.

The *Seniors Guide to Services and Programs in Newfoundland and Labrador* is an attempt to put together the most commonly sought information. It is by no means all inclusive but reflects the kind of questions and concerns most often raised through the Information Line.

The Seniors Guide was first compiled in 1998, and was revised in 2001. This new edition was compiled in 2005 and revised in 2007. Every effort has been made to ensure that the information is correct and up-to-date at the time of printing.

Additional information can be obtained by calling  
the Seniors Resource Centre of Newfoundland and Labrador:  
Seniors Information Line  
737-2333 or 1-800-563-5599.

**The Seniors Resource Centre of Newfoundland and Labrador -  
Promoting Seniors Independence through Information**

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# ABUSE AND NEGLECT

## Abuse and Neglect

Abuse may be **physical, emotional, or financial**. Abuse can occur in any setting - private houses and apartments and in institutions (personal care homes, nursing homes and hospitals).

Very often seniors who are abused do not want to report it. This may be because the abuser is a family member and they do not want to admit it. Or the abuser may be in a position of power e.g. paid caregiver in the home or institution. In both cases, seniors may not want to report the abuse because they are afraid that the situation could become worse. If the person is in immediate danger, call the police, otherwise, the person's decision not to report must be respected. Information should be given about help available from the Seniors Resource Centre, police, crime prevention units, community health nurses and social workers, shelters for abused women and Victim Services.

Sometimes caring for a relative can be very stressful and this increases the risk of abuse. The unpaid family caregiver may be in need of home support services, especially respite care, but does not know what is available. Information about these services can be obtained from the local Regional Integrated Health Authority office (formerly Health and Community Services).

Sometimes vulnerable people may be **neglected** by others, or may be neglecting themselves. Active or intentional neglect is the deliberate withholding of basic necessities and care. Passive or unintentional neglect is not providing the basic necessities and care because of lack of experience, information, or ability. Concerns about neglect should be reported to a social worker or nurse at the local Regional Integrated Health Authority Office (formerly Health and Community Services).

## ABUSE AND NEGLECT

### Help Available for Abuse and Neglect

#### Seniors Resource Centre of Newfoundland & Labrador

Anyone who is concerned about possible abuse or neglect can call the Seniors Resource Centre to discuss the situation. They will be provided with information and support. Confidentiality is assured. Referrals can be made to appropriate agencies if callers agree.

**Seniors Resource Centre of Nfld. & Labrador** ..... 737-2333  
 Toll Free ..... 1-800-563-5599  
 Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8  
 Fax: 737-3717  
 E-mail: [info@seniorsresource.ca](mailto:info@seniorsresource.ca)  
 Website: [www.seniorsresource.ca](http://www.seniorsresource.ca)

*Looking Beyond the Hurt: A Service Provider's Guide to Elder Abuse* is available on the Centre's website.

General information on elder abuse and neglect is available in the Centre's Resource Library. Pamphlets about physical, emotional, and financial abuse as well as neglect are available from the Centre.

An **Elder Abuse Speakers Bureau** is available to talk to groups. Presentations on elder abuse are also available for people to borrow. In addition, speakers from the Centre's **ABCs of Fraud** program are available to talk about how to avoid cons and frauds.

A Newfoundland video, *Elder Abuse: A Community Concern*, made for the Seniors Resource Centre, is available for viewing or purchase.

The Seniors Resource Centre has worked with over 200 service providers, educators, seniors, and community and government leaders from across the province to develop

## ABUSE AND NEGLECT

a **Strategic Plan to Address Elder Abuse in Newfoundland and Labrador**. The plan contains a vision and values statement and a set of recommended actions that should be taken by community organizations and government to tackle elder abuse in this province. The plan was officially presented to government in June 2005. It is expected that both government and community agencies will incorporate many of the plan's recommendations into their agendas. The Elder Abuse Committee of Newfoundland and Labrador will monitor the implementation of the plan.

### **Regional Integrated Health Authority**

Call the local Regional Integrated Health Authority office (formerly Health and Community Services) for information about services such as counselling, home support, and respite care, available in specific communities. To discuss concerns or to report neglect, ask to speak to a social worker.

### **Police**

In addition to responding to emergency calls, the police can provide crime prevention information and pamphlets, and also discuss options. For information, call the local RNC or RCMP. Please note that there is a Seniors' Liaison Officer in each RCMP detachment or district.

## **Emergency Shelters**

Emergency shelter and assistance is available for women of all ages at the following shelters:

### **Newfoundland**

Iris Kirby House, St. John's .....	753-1492
Grace Sparks House, Marystown .....	279-3562
Toll free .....	1-877-774-4957

## ABUSE AND NEGLECT

Cara Transition House, Gander ..... 1-877-800-2272  
 Corner Brook Transition House ..... 634-4198  
 Toll free ..... 1-866-634-4198

### Labrador

Hope Haven, Labrador City ..... 944-1200  
 Toll free ..... 1-888-332-0000  
 Libra House, Happy Valley/Goose Bay ..... 896-3014  
 Nukum Munik Shelter, Sheshatshiu, Labrador ..... 497-8869 or 497-8868  
 Hopedale Safe House ..... 933-3420  
 Nain Safe House, Nain, Labrador ..... 922-1230  
 Toll free ..... 1-866-922-1230

In addition to the above, the St. John's Native Friendship Centre operates a shelter open to aboriginal and non-aboriginal men, women and children who need a place to stay for any reason . Call:

Shanawdithit Shelter, St. John's ..... 726-5970

## Victim Services

Victim Services is a Program offered through the Department of Justice which aims to provide support and professional help to persons who have been victims of criminal offences. Staff can provide short term counselling, assist with Victim Impact Statements, identify and refer victims to specialized community resources as well as provide general information about the criminal justice system and specific updates as to what is happening with a criminal matter in court.

### Website:

[http://www.gov.nf.ca/just/PUBLICPR/victimservices/victim\\_services.htm](http://www.gov.nf.ca/just/PUBLICPR/victimservices/victim_services.htm)

Help is provided through a network of ten regional Victim Services offices throughout Newfoundland and Labrador.

St. John's ..... 729-0900

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Seniors Resource Centre of Nfld. & Labrador ..... 737-2333 or 1-800-563-5599

<b>ABUSE AND NEGLECT</b>
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Carbonear .....	945-3019
Clarenville .....	466-5808
Gander .....	256-1028
Grand Falls-Windsor .....	292-4544
Stephenville .....	643-6588
Corner Brook .....	637-2614
Port Saunders .....	861-2147
Happy Valley/Goose Bay .....	896-0446
Nain .....	922-2360

**ACTIVITIES AND LEARNING OPPORTUNITIES**

**Seniors Recreation**

For information about social and recreational activities in specific communities, contact the local town council or Parks and Recreation Department or call:

Seniors Resource Centre of Nfld. & Labrador ..... 737-2333  
Toll free ..... 1-800-563-5599

For information about seniors' **clubs**, contact the Newfoundland and Labrador Pensioners and Senior Citizens/50+ Federation:

Don Holloway ..... 279-3546

**Elder Hostel**

**ELDERHOSTEL** is the world's largest educational travel organization for adults 55 and over. This non-profit organization is committed to high quality learning experiences at remarkable value in more than 90 countries. Courses are not for credit and there are no exams. Courses range from skiing to painting, history to bird watching. There are also special courses for grandparents and their grandchildren.

For information and a catalogue of world wide programs, contact:

**ELDERHOSTEL** ..... 1-877-426-8056  
11 Avenue de Lafayette, Boston, MA 02111-1746  
Website: [www.elderhostel.org](http://www.elderhostel.org)

**Routes to Learning**

**ROUTES to LEARNING CANADA** is a non-profit, Canadian national learning-travel organization. It offers 300 learning adventures in Canada and around the

## ACTIVITIES AND LEARNING OPPORTUNITIES

world. For more information, contact:

**ROUTES TO LEARNING CANADA** ..... 1-866-745-1690  
 4 Cataraqui Street, Kingston, Ontario K7K 1Z7  
 Fax: 613-530-2096  
 Website: [www.routestolearning.ca](http://www.routestolearning.ca)

### Lifelong Learning

**LIFELONG LEARNING** opportunities are available in many communities. For information, contact local colleges, libraries or town councils.

In St. John's,

Seniors Resource Centre, Lifelong Learners ..... 737-2333  
 Memorial University of Newfound, Divn. of Lifelong Learning .. 737-3069

### Literacy

Many areas of the province have programs to help people improve their literacy skills. Many of these programs provide one-on-one assistance. Seniors who would like more information can contact local libraries or town councils, or call:

**Literacy Newfoundland and Labrador** ..... 738-7323  
 Toll Free ..... 1-800-563-1111  
 PO Box 8174, Station A, St. John's, NL A1B 3M9  
 Fax: 738-7353

## COMMUNITY SUPPORT PROGRAMS

### Day Programs

Day Programs allow people to live at home while attending a program offered in the community. The program, which usually takes place in a nursing home, rehabilitation centre or other location in the community, may provide personal care, physiotherapy, socialization, and a meal. Individuals are assessed through their local Regional Integrated Health Authority office (formerly Health and Community Services) and are wait listed for this service, as space is limited. Some people may have home support services in addition to attending a day program.

For information about local programs, contact your local Regional Integrated Health Authority office (formerly Health and Community Services).

### Emergency Alert

#### Personal Response and Support Services

Seniors, and their families, often worry about what would happen if they fall or become ill and are unable to reach the phone to call for help.

The Emergency Alert Foundation provides emergency assistance at the “touch of a button”. One push of the personal help button gives the subscriber:

- ▶ immediate help 24 hours a day, 365 days a year
- ▶ a sense of security and peace of mind
- ▶ the ability to live independently and confidently in their own home

By simply pressing a *personal help button*, which is worn as a pendant or on a wrist strap, calls may be directed to a 24 hour response centre (911, hospital etc.) or to a choice of responders, such as family, friends or neighbours.

The service costs just \$1.00 per day. There is no installation charge.

# COMMUNITY SUPPORT PROGRAMS

Emergency Alert Foundation Inc., a project of Aliant Pioneers, is a registered charitable organization providing personal response and support services throughout Newfoundland and Labrador.

For information, call:

Emergency Alert Foundation .....	579-7082
Toll free .....	1-800-563-7082
Fax:           739-2845	
Email:        emergencyalert@aliant.ca	
Website:     www.emergencyalert.ca	

## Foot Care

- see HEALTH SERVICES AND INFORMATION

## Home Support Services

Seniors may need any of the following home support services:

- personal care (bathing, dressing, toileting)
- home making services (light housekeeping, meal preparation)
- day care
- respite care (at home and in facilities)
- meals on wheels

To find out what is available, contact your local Regional Integrated Health Authority office (formerly Health and Community Services). A nurse or social worker will come to the home, by appointment, to assess needs and help the person and family decide which services meet those needs.

Seniors may qualify for a **Home Support Subsidy** to help them pay for needed services. A financial assessment form must be completed to determine eligibility.

## COMMUNITY SUPPORT PROGRAMS

If the person does not qualify for the subsidy, the nurse or social worker will give information about **private agencies and individuals** who can be hired to provide home support services.

For information about what is available in specific communities, contact your local Regional Integrated Health Authority office (formerly Health and Community Services).

### **Respite Services**

Being the sole caregiver for someone at home on a 24 hour-a-day basis can be very stressful and exhausting. If caregivers receive no help or relief, their own health may deteriorate and this may result in the unnecessary placement of the person needing care. Respite care can provide temporary relief for caregivers so that they have time for themselves, for rest and relaxation, or to spend time with other family members.

Respite care may be provided at the person's home for a few hours a week, or it may be a planned short-term stay in a facility, such as a nursing home or Personal Care Home, to allow the caregiver to have a break. Respite care may be provided alone or in conjunction with other home support services.

For information about cost and what is available in specific communities, contact your local Regional Integrated Health Authority office (formerly Health and Community Services).

For information about support for unpaid family caregivers, see page 81.

### **Veterans Benefits** see VETERANS

## CONSUMER PROBLEMS

### Department of Government Services (responsible for Consumer Affairs)

There are two divisions in the Department of Government Services to help consumers - **Trade Practices** and **Financial Services Regulation**.

The **Trade Practices Division** can help people who have questions, problems or complaints about consumer related issues. The Division can also provide information on how to **prevent** problems (such as buying and leasing new and used cars; protecting yourself from telephone fraud and mail scams; and information about door-to-door sales, charity donations and collection agencies).

#### Department of Government Services:

**Trade Practices Division** ..... 729-2600  
 Toll Free ..... 1-877-968-2600  
 Website: [www.gs.gov.nl.ca/tp](http://www.gs.gov.nl.ca/tp)

For landlord/tenant questions and concerns, see page 62.

The **Financial Services Regulation Division of the Department of Government Services** can help with problems in the following areas:

**Insurance** ..... 729-2602  
 Website: [www.gs.gov.nl.ca/cca/ip/legislation.stm](http://www.gs.gov.nl.ca/cca/ip/legislation.stm)

Or call industry organizations which represent most insurance companies:

Canadian Life and Health Insurance Assoc. .... 1-800-268-8099  
 Website: [www.clhia.com/index\\_en.htm](http://www.clhia.com/index_en.htm)

Insurance Bureau of Canada ..... 1-800-565-7189  
 Website: [www.ibr.ca/home.asp](http://www.ibr.ca/home.asp)

**Securities** ..... 729-5661  
 Website for legislation: [www.gs.gov.nl.ca/cca/scon/legislation.stm](http://www.gs.gov.nl.ca/cca/scon/legislation.stm)

**Real Estate** ..... 729-5661  
 Website for legislation [www.gs.gov.nl.ca/cca/tpl/legislation.stm](http://www.gs.gov.nl.ca/cca/tpl/legislation.stm)

## CONSUMER PROBLEMS

- Mortgage Brokers** ..... 729-5661  
 Website for legislation: [www.gs.gov.nl.ca/cca/tpl/legislation.stm](http://www.gs.gov.nl.ca/cca/tpl/legislation.stm)
- Pensions** (Private Employer Pension Plans) ..... 729-1039  
 Website for legislation: [www.gs.gov.nl.ca/cca/ip/legislation.stm](http://www.gs.gov.nl.ca/cca/ip/legislation.stm)

### Other helpful numbers:

- Ombudsman for Banking Services and Investments** ... 1-888-451-4519  
 Website: [www.obsi.ca/obsi/pages\\_english/ehome.php3](http://www.obsi.ca/obsi/pages_english/ehome.php3)
- Financial Services OmbudsNetwork** ..... 1-866-538-3766  
 Website: [www.cfson-crcsf.ca/en/](http://www.cfson-crcsf.ca/en/)

## Better Business Bureau

The Better Business Bureau of Newfoundland and Labrador promotes and supports fair business practices and alerts customers and businesses to unfair or illegal practices and schemes. For information call:

- Better Business Bureau of Nfld & Labrador** ..... 364-2222  
 Toll Free ..... 1-877-663-2363  
 360 Topsail Road, Suite 301, St. John's, NL A1E 2B6  
 Fax: 363-2255  
 Email: [office@bbbnl.org](mailto:office@bbbnl.org)  
 Website: [www.bbbnl.org](http://www.bbbnl.org)

## Canada Mortgage and Housing Corporation

- re How to Hire a Contractor -see HOUSING

## Telemarketing Frauds

Seniors are often the target of telemarketing fraud and are more likely to become

**CONSUMER PROBLEMS**

victims as they tend to be more trusting of people who appear friendly.

**SENIORBUSTERS** is a group of volunteers over 50 years of age, working with **PHONEBUSTERS**, the national task force combating telemarketing fraud, to reduce the financial and emotional devastation resulting from these frauds. **SENIORBUSTERS** provide emotional and moral support, as well as practical help. For more information, call:

**SENIORBUSTERS and PHONEBUSTERS** ..... 1-888-495-8501

Email: info@phonebusters.com

Website: www.phonebusters.com

**Seniors Resource Centre of Newfoundland and Labrador**

The Seniors Resource Centre of Newfoundland and Labrador can also help people who are having consumer related problems. In addition, the Centre helps to prevent seniors becoming victims of crime by providing information, pamphlets, and programs such as the *ABCs of Fraud* with its team of senior volunteer speakers.

For more information, or to book a presentation on ABCs of Fraud, call:

**Seniors Resource Centre of Nfld. & Labrador** ..... 737-2333

Toll Free ..... 1-800-563-5599

Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8

E-mail: info@seniorsresource.ca

Website: www.seniorsresource.ca

**Rental Problems**

- see HOUSING

**Victim Services**

- see LEGAL MATTERS/END OF LIFE ISSUES

<b>FINANCIAL HELP</b>
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### Credit and Debt Solutions

**Credit and Debt Solutions** have trained Financial Wellness Counselors to assist people with credit and debt needs. They can provide one-on-one counseling, unbiased 3<sup>rd</sup>. party help, or assist with retiring debt.

For more information, contact:

- Credit and Debt Solutions** ..... 1-888-738-3328  
 Website: [www.creditanddebtsolutions.ca](http://www.creditanddebtsolutions.ca)
- St. John's ..... 753-5812  
 22 Queens Road, St. John's, NL A1C 2A5  
 fax: 753-3390
- Grand Falls-Windsor ..... 489-8399  
 2a Mill Road, 2<sup>nd</sup>. Floor, Grand Falls-Windsor, NL A2A 1B7  
 fax: 489-8407
- Corner Brook ..... 634-7772  
 9 Main Street, Suite 206, PO Box 751, Corner Brook, NL A2H 6G7  
 fax: 634-7790

### Drug Card

- see PROVINCIAL GOVERNMENT

### Estate/Retirement Planning

To ensure that you are taking advantage of any tax savings and to provide for an orderly transfer of your assets on death, consult a financial planner for advice.

Certified financial planners take exams and then have to apply to the council to be

## FINANCIAL HELP

accepted. They have to adhere to a code of ethics. They have to renew annually and have to have 30 hours of continuing education each year.

For information about Certified Financial Planners call:

**Financial Planners Standards Council** ..... 1-800-305-9886

Website: [www.cfp-ca.org](http://www.cfp-ca.org)

### **Federal Pensions** (OAS, GIS, CPP)

-see FEDERAL GOVERNMENT

## **Financial Assistance for Equipment, Supplies and Aids**

Eligible low income seniors may be able to access financial assistance under the Special Assistance Program of Health and Community Services to pay for **EQUIPMENT**, such as wheelchairs, lifts, and **SUPPLIES** such as diapers etc. Contact the local Regional Integrated Health office (formerly Health and Community Services). For advice about the right equipment and assistive devices talk to an Occupational Therapists. For information about occupational therapy services in a specific area, call the local Regional Integrated Health Authority office (formerly Health and Community Services).

Financial help may be available for low income seniors to help buy **DENTURES**, **EYE GLASSES**, etc. Contact the local office of Human Resources, Labour and Employment.

If people need **financial assistance** to help pay for travel, hotels, prostheses or other expenses related to **CANCER** treatment, contact:

Social Worker at the Dr. H. Bliss Murphy Cancer Centre ..... 777-7604

## FINANCIAL HELP

People who need **financial assistance** to buy **HEARING AIDS** may receive assistance through the local Human Resources, Labour and Employment office (formerly Social Services). In order to receive the financial assistance the hearing test has to be done at the Audiology Department at the nearest Regional Health Centre (not at a private practice).

Therefore, the person should first contact the audiology office at the nearest Regional Health Centre and arrange for a hearing test there. If the test shows that they need a hearing aid and they are unable to pay for it, they will be given a form to take to the local Human Resources, Labour and Employment office (formerly Social Services).

### **Regional Audiology Departments:**

Eastern Region:	St. John's (Janeway) .....	777-7943
Central East:	Grand Falls-Windsor .....	292-2169
Central West:	Gander .....	256-5458
Western:	Stephenville .....	643-8690
Western, Northern Peninsula and Labrador:	Corner Brook .....	637-5374

## **Funerals and Death Benefits**

Many seniors worry about funeral arrangements and are concerned about the cost of funerals and burial. Some seniors make their wishes known in advance to their family, but preplanning the funeral ensures that the person's wishes are carried out. Prepayment of funerals makes many seniors feel relieved that everything is taken care of and that their families will not face financial hardship when they die. Money paid in advance is kept in trust by the funeral home, or people can buy funeral insurance. For more information, contact the local **funeral home**.

## FINANCIAL HELP

For information about the **Prepaid Funerals Services Regulations**, contact Financial Services Regulation Division of the Department of Government Services:

St. John's ..... 729-5661  
 PO Box 8700, St. John's, NL A1B 4J6

If you are calling long distance, leave your name and number and your call will be returned.

Website for Regulations: [www.hoa.gov.nl.ca/hoa/regulations/rc000099.htm](http://www.hoa.gov.nl.ca/hoa/regulations/rc000099.htm)  
 Website for Legislation: [www.gs.gov.nl.ca/cca/tpl/legislation.stm](http://www.gs.gov.nl.ca/cca/tpl/legislation.stm)

If the deceased person was eligible for **Canada Pension Plan** benefits, contact Social Development Canada for information about **survivor benefits** and the **death benefit**.  
 Call

**Social Development Canada** ..... 1-800-277-9914

**Low income seniors** may qualify for assistance with funeral expenses through the Income Support Program (formerly Social Assistance). For information, contact the district office of **Human Resources, Labour and Employment** (formerly Social Services) for your area (see local directory). Contact should be made before funeral arrangements are made.

If the deceased person was a **Veteran**, contact the Department of Veterans' Affairs Canada about eligibility for benefits and the **Last Post Fund**.

Call:

**Veterans Affairs Canada** ..... 1-888-579-4288

## Home Heating

### Home Heating Fuel Rebate

In 2006, the Provincial Government offered a Home Heating Rebate for low income households, regardless of their primary source of heat. Eligibility requirements vary

## FINANCIAL HELP

from year to year. For information about the current year, call:

**Department of Finance** ..... 729-1695  
 Toll free ..... 1-877-729-1695  
 Website: [www.fin.gov.nl.ca/fin/homeheating/default.htm](http://www.fin.gov.nl.ca/fin/homeheating/default.htm)

### **Heating Oil Storage Tank Replacement Assistance**

The Heating Oil Storage Tank Replacement Assistance Program is available to low income homeowners whose annual family net income is less than \$22,397 and whose primary source of heat is oil.

The assistance amount is 50% of the installed cost of the tank or \$300 whichever is less. Application should be made within 90 days after the purchase date of the new tank. The program has been extended till March 31<sup>st</sup>. 2009.

For more information, call:

**Department of Finance** ..... 729-1695  
 Toll free ..... 1-877-729-1695

### **EnerGuide for Houses - Retrofit Grants - ecoENERGY Retrofit**

Until 2006, this federal program was available to help home owners improve the energy efficiency of their homes and, therefore, **lower energy costs**. The program was expanded to include low-rise residential housing, regardless of ownership, so social housing providers would be eligible.

Before any work was done an Energy Audit was carried out by a government certified advisor. The Homeowner paid for this inspection which costs \$150 plus tax. The homeowner could then choose whether or not to carry out the suggested renovations. Renovations had to be carried out within 18 months and the homeowner paid for these renovations. A second energy audit was then done to determine the improvement in energy efficiency. The advisor then filled out a form which was sent

<b>FINANCIAL HELP</b>
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to government to determine the amount of the allowable government rebate. A more energy efficient house also means that the homeowner benefits from on-going lower energy costs.

This program was cancelled in 2006. It is to be replaced by a similar program - **ecoENERGY Retrofit** - details to be announced April 2007.

For more information, call:

Natural Resources Canada: **Office of Energy Efficiency** . . . . . 1-800-387-2000

Website: [www.oee.nrcan.gc.ca](http://www.oee.nrcan.gc.ca)

There are two **Energy Advisor companies** in Newfoundland and Labrador:

Sustainable Housing . . . . . 722-6036

Toll free . . . . . 1-877-722-2842

AmeriSpec Newfoundland . . . . . 687-4673

### Home Repairs

- see HOUSING

## Human Resources, Labour and Employment

Contact the local office of Human Resources, Labour and Employment for:

- ▶ financial assistance for low income people under 65 years
- ▶ emergency food and housing
- ▶ financial assistance to pay for drugs, eye glasses and dentures for low income people of any age (for hearing aids see additional information on page 16).

To review the Income Support (Social Assistance) Policy and Procedure Manual or for help with reviews and appeals, contact the **Community Services Council**. Call:

Ron Day, **Community Services Council** . . . . . 753-9860

Toll free . . . . . 1-866-753-9860

## **FINANCIAL HELP**

### **Income Tax**

- see FEDERAL GOVERNMENT

### **Medical Insurance**

- see PROVINCIAL GOVERNMENT

### **Medical Transportation Assistance Program**

- see TRANSPORTATION

### **Seniors Benefit**

- see PROVINCIAL GOVERNMENT

### **Subsidized Housing**

- see HOUSING

### **Veterans Benefits**

- see VETERANS

# GOVERNMENT SERVICES AND PROGRAMS

## FEDERAL GOVERNMENT

### Accessible Transportation

- see TRANSPORTATION

### Congratulatory Messages

#### **Messages from the Queen and Governor General**

Congratulatory messages can be requested from the **Queen** for people celebrating their 100th (or over) birthday or their 60th (or over) wedding anniversary. Proof of age or marriage must be supplied. After the first message, messages can be requested each year for birthdays and every 5 years for anniversaries.

Congratulatory messages from the **Governor General** can also be requested for those celebrating their 90th (or over) birthday or their 50th (or over) wedding anniversary. No proof of age or marriage is needed. Subsequent messages can be requested once every 5 years after the first.

Send letters of requests for messages from the Queen or Governor General, at least 8 weeks in advance, to:

**The Anniversary Section** ..... 613-993-2913/8164

Office of the Secretary to the Governor General

Rideau Hall, 1 Sussex Drive, Ottawa, Ontario K1A 0A1

Fax: 613-990-7636

Email: [anniv@gg.ca](mailto:anniv@gg.ca)

Website: [www.gg.ca](http://www.gg.ca)

#### **Messages from the Prime Minister**

Congratulatory messages can be requested from the Prime Minister for 25<sup>th</sup> and over wedding anniversaries and 65<sup>th</sup> and over birthdays, in five year intervals.

<b>FEDERAL GOVERNMENT</b>
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Letters of request must be sent 6 weeks in advance. For information, call:

**Coordinator, Congratulatory Messages** ..... 613-941-6880

Room 105, Langevin Block, Ottawa, Ontario K1A 0A2

Fax: 613-941-6901

Email: pm@pm.gc.ca

Website: www.pm.gc.ca

### **Division of Aging and Seniors**

The Division of Aging and Seniors, Public Health Agency of Canada, provides federal leadership on health issues related to aging and seniors. Activities include conducting research, encouraging health promotion, and distributing information related to health and aging. The Division also provides operational support to the **National Advisory Council on Aging (NACA)** - see page 72.

**Division of Aging and Seniors** ..... 613-952-7606

Division of Aging and Seniors, Public Health Agency of Canada,

Address Locator 1908A1, Ottawa, Ontario K1A 1B4

Fax: 613-957-9938

E-mail: seniors@phac-aspc.gc.ca

Website: www.canada.gc.ca

### **Federal Government Information**

The federal government has a toll free number which seniors can call for information about **federal** government programs. Call the Canada-wide

Toll-free number (1-800- O-Canada) ..... 1-800-622-6232

Website: www.canada.gc.ca

## FEDERAL GOVERNMENT

The federal government also publishes a *Services for Seniors: Guide to Government of Canada Services for Seniors and their Families*. Copies can be ordered by calling the above number (1-800-622-6232).

### Federal Pensions (OAS, GIS, CPP)

**Federal Government Retirement Income Program** benefits include:

**OLD AGE SECURITY (OAS)** - basic pension. Apply 6 months before turning 65. The amount of pension depends on how long the person has lived in Canada.

**GUARANTEED INCOME SUPPLEMENT (GIS)** - for those receiving the OAS who have little or no other income. Usually, income earned during the previous year is used to calculate the amount of benefit. For a couple, their combined income is taken into account. The GIS is not subject to income tax. Application has to be made each year but is usually done through the income tax system.

**ALLOWANCE** - an income tested benefit for survivors or spouse/common-law partner of an OAS pensioner. Application has to be made each year.

#### **CANADA PENSION PLAN**

Anyone who has made valid contributions to the Canada Pension Plan (CPP) is eligible to receive a monthly **Retirement Pension** after his/her 60<sup>th</sup> birthday. Income is taxable.

**OTHER CPP BENEFITS** are Disability Benefit, Credit Splitting, Survivor Benefits and Death Benefit

For information or assistance, call the toll-free Atlantic Regional number:

**Social Development Canada** ..... 1-800-277-9914

Website: [www.servicecanada.gc.ca/en/audiences/seniors/index.shtml](http://www.servicecanada.gc.ca/en/audiences/seniors/index.shtml)

## FEDERAL GOVERNMENT

People can also visit their local Service Canada Office. Also, representatives from the pensions office visit some communities on a regular basis. Visits are advertised locally and seniors should call 1-800-277-9914 for an appointment.

If people have trouble getting through to the pension office, they can call the **Seniors Resource Centre of Nfld. & Labrador** at 737-2333 or 1-800-563-5599 for assistance.

### Income Tax

For questions about income tax call:

**Canada Customs and Revenue Agency**

Toll Free ..... 1-800-959-8281

This number can be used for all calls about **Income Tax, tax refunds or for volunteer help** ( volunteer help is only available from third week of February till the end of April).

For questions about **GST/HST**, call:

Toll Free ..... 1-800-959-1953

### Volunteer Help

Volunteer help is available from third week of February till end of April only.

Trained volunteers are available to help seniors fill out income tax forms in their own homes.

Call:

**Canada Customs and Revenue Agency** ..... 1-800-959-8281

or

**Community Volunteer Income Tax Program** ..... 772-3275

Toll Free ..... 1-800-993-3275

<b>FEDERAL GOVERNMENT</b>
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Chartered Accountants arrange free **Income Tax Clinics** for low income seniors in some areas of the province.

For information, call:

Institute of Chartered Accountants, St. John's .....	753-7566
Walters Hoffe, Gander .....	651-4100
Grant Thornton, Grand Falls-Windsor .....	489-6622
Victorian Order of Nurses, Corner Brook .....	634-2042

### **Caregiver Amount**

People may be able to claim the caregiver amount on their income tax if they live with their own or their spouse's parents or grandparents who are dependent on them. The relatives must be 65 years or older and have a low income. People may also qualify if they care for other dependent relatives (but not spouses). For more information, check the Income Tax Guide or call Canada Customs and Revenue Agency.

### **Veteran Services**

see VETERANS

<b>PROVINCIAL GOVERNMENT</b>
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## **Birth, Death and Marriage Certificates**

The Vital Statistics Division of the Newfoundland Department of Government Services maintains and operates a central registry for the registration of births, marriages, deaths, and changes of name which occur in the province.

Individuals can request certificates and a search of vital records. There is a charge for some services. Application forms can be obtained from the government Website: [www.gs.gov.nl.ca/vs](http://www.gs.gov.nl.ca/vs) or from Government Services Centres:

### Regional Offices:

St. John's, 5 Mews Place . . . . .	729-3308
Clarenville, 2 Masonic Terrace . . . . .	466-4060
Gander, McCurdy Complex . . . . .	256-1420
Corner Brook, The Norton Building . . . . .	637-2204
Happy Valley-Goose Bay, Thomas Building, 13 Churchill Street . . . . .	896-2261

### Other Offices:

Grand Falls-Windsor . . . . .	292-4206
Grand Bank . . . . .	832-1672
Harbour Grace, Rockwood Realty Building . . . . .	945-3107
Labrador City . . . . .	944-5859
Stephenville . . . . .	643-8650
St. Anthony . . . . .	454-8833

## **Citizens' Representative (Ombudsman)**

The Office of the Citizens' Representative acts as an investigating body, ensuring decisions, acts or omissions by the Government of Newfoundland and Labrador are investigated when all other avenues of appeal are exhausted.

<b>PROVINCIAL GOVERNMENT</b>
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**Ombudsman** ..... 729-7647  
 Toll free ..... 1-800-559-0079  
 Fax: 729-7696  
 Email: citrep@gov.nl.ca  
 Website: www.gov.nl.ca (click on departments/agencies  
 then, under agencies, click on Office of the Citizens' Representative)

**Department of Government Services responsible for  
 Consumer Affairs**  
 see CONSUMER HELP

**Department of Health and Community Services**

**Programs and Services**

Health and Community Services provide a variety of services which may be helpful to seniors. Information is available on the provincial government website or by calling the local Regional Integrated Health Authority Office (formerly Health and Community Services).

Website: www.gov.nl.ca/health

**Continuing Care Program:**

- nursing, social work, physiotherapy, occupational therapy services
- Home Support Program which includes:
  - personal care (bathing, dressing, toileting) and
  - home making services (light housekeeping, meal preparation)
- respite services (at home and in facilities)
- day programs
- assessment and placement for personal care and nursing homes
- meals-on-wheels

For more details about the above, see COMMUNITY SUPPORT PROGRAMS

## PROVINCIAL GOVERNMENT

**Mental Health Services** - for more details see HEALTH SERVICES AND INFORMATION

**Addiction Services** - for more details see HEALTH SERVICES AND INFORMATION

**Health Education, Promotion and Screening Program:** available to individuals and groups and may include blood pressure screening, and information from nutritionists and dietitians.

**Environmental Health Program** includes monitoring water supplies and food establishments.

**Disability-Related Supports** provides assistance to individuals with disabilities.

Programs vary from community to community. For information about local programs, contact your local Regional Integrated Health Authority office (formerly Health and Community Services).

### **Division of Aging and Seniors Provincial Advisory Council Ministerial Council on Aging and Seniors**

The **DIVISION OF AGING AND SENIORS** was established in 2004 and has the responsibility to address issues related to the provinces's aging population and to ensure that the needs and concerns of seniors are properly understood and addressed. The Division works with other departments and levels of government to identify areas where policy development and improved coordination may result in improved services for seniors. It will serve as the Secretariat to the Provincial Advisory and Ministerial Councils on Aging.

## PROVINCIAL GOVERNMENT

The **PROVINCIAL ADVISORY COUNCIL ON AGING AND SENIORS** was established to ensure that a seniors' perspective is reflected in the future development of policy and planning by government. The Council is comprised of 12 people from all across the province and the first meeting was on March 31, 2005. The Council will advise government on quality of life issues facing seniors; identify opportunities for government to adapt and develop policies, programs and services to better accommodate an aging population; promote healthy aging and help create an environment that better understands aging.

The **MINISTERIAL COUNCIL ON AGING AND SENIORS** was established in 2004 and will support policy development and strengthen relationships with departments that have responsibility for legislation, policy, and programs affecting seniors. The Council includes: the Minister of Finance, Minister of Justice, Minister of Human Resources, Labour and Employment (with responsibility for Housing and Status of Women), Minister of Transportation and Works, and also Aboriginal Affairs, Minister of Tourism, Culture and Recreation, Minister of Innovation, Trade and Rural Development, and also responsible for the Rural Secretariat, and the Minister of Health and Community Services as chair.

For more information, call:

**Division of Aging & Seniors** . . . . . 729-4856  
 PO Box 8700, Confederation Bldg. St. John's, NL A1B 4J6  
 Fax: 729-3416  
 Email: [healthyaging@gov.nl.ca](mailto:healthyaging@gov.nl.ca)

**Department of Human Resources, Labour and Employment**  
 see FINANCIAL HELP

<b>PROVINCIAL GOVERNMENT</b>
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## Drug Cards

### SENIORS 65 AND OVER

In Newfoundland and Labrador, only seniors who are eligible for all or part of the federal guaranteed income supplement (GIS) are entitled to a provincial **Seniors Drug Card**. The card covers all drug ingredients of approved drugs. The senior is responsible for the dispensing fee and any additional fees set by the pharmacy.

For questions about their drug card (e.g. lost), seniors can call:

**Senior Citizens Drug Subsidy Plan** ..... 753-3615  
 Toll Free ..... 1-888-724-7760  
 Fax: 739-2929  
 Website: [www.health.gov.nl.ca/health/nlpdp](http://www.health.gov.nl.ca/health/nlpdp)

If **drugs are not covered** through the program, seniors or their physicians can request a review assessment. Call the Department of Health and Community Services:

**Pharmaceutical Services** ..... 729-6507  
 Fax: 729-2851

### Seniors Without a Drug Card

If a senior **65 years or over** wishes to check if they are **eligible** for a Seniors Drug Card, they should first call to check if they qualify for the GIS.

Call:

**Social Development Canada** (pension office) ..... 1-800-277-9914  
 or visit a Service Canada office.

### OTHER LOW INCOME DRUG CARDS

There are now two options for low income people **under 65 years** without a drug card, and for low income seniors **over 65 years** who are not eligible for a Seniors Drug Card (because their income is too high to qualify for the GIS):

<b>PROVINCIAL GOVERNMENT</b>
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1) Single people with a net income of less than \$19,000 and couples with a net income of less than \$21,000 can apply to the new **Low Income Drug Program (LIDP)**. They will have to co-pay between 20% and 70% of the drug costs.

For information call:

**N&L Prescription Drug Program, Stephenville** ..... 1-888-859-3535

2) If someone is not eligible for the LIDP but has very high drug costs, they can apply for a drug card from the local office of Human Resources, Labour and Employment (formerly Social Services) - but strict criteria apply.

### **Identification Cards**

The federal government issues **Old Age Security Identification Cards** to seniors when they start to receive their Old Age Pension cheques.

For information, contact:

**Social Development Canada** ..... 1-800-277-9914

#### **Photo ID**

In addition to providing driver licences, the Motor Vehicle Registration Division provides photo identification cards. Two pieces of identification are needed (e.g. birth certificate, passport). There is a fee of \$25 and cards are valid for 5 years. Contact the nearest Motor Vehicle Registration office:

Mount Pearl .....	729-2519
Clarenville .....	466-4060
Grand Falls-Windsor .....	292-4211
Corner Brook .....	637-2497
Harbour Grace .....	945-3014
Labrador City .....	944-5859

<b>PROVINCIAL GOVERNMENT</b>
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## **Medical Insurance**

Under the Newfoundland and Labrador Medical Care Plan (MCP) and the Hospital Insurance Plan, medical and hospital care coverage is available to eligible Newfoundland residents regardless of age, health, or financial circumstances.

People going **out of the province** for more than one month should register with MCP and they will be provided with a proof of coverage certificate. People going out of the country are advised to take out additional insurance through private plans.

For **information** or for **card replacement** call:

**MCP Grand Falls-Windsor** ..... 292-4010

Toll free ..... 1-800-563-1557

Fax: 292-4052

**Grand Falls-Windsor office** ..... 292-4000

22 High Street, PO Box 5000, Grand Falls-Windsor, NL A2A 2Y4

**St. John's office** ..... 758-1600

57 Margaret's Place (off Newtown Road), PO Box 8700, St. John's, A1B 4J6

**Private insurance** can also be bought to cover items such as drugs, home support services, private rooms, physiotherapy etc.

## **Medical Transportation Assistance**

see TRANSPORTATION

**Ombudsman** see Citizens Representative

PROVINCIAL GOVERNMENT

<b>PROVINCIAL GOVERNMENT</b>
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### **Parking Permits**

- see HEALTH SERVICES AND INFORMATION

### **Seniors' Benefit**

The Newfoundland and Labrador Seniors' Benefit is a refundable tax credit for low income seniors. A refundable tax credit is an amount paid to an individual even if they have no tax payable.

For 2006, the maximum credit was \$376 per senior, or \$752 per senior couple. The benefit is gradually phased out as family income increases from \$15,032 to \$21,482.

To qualify the person must be 65 by December 31<sup>st</sup> of the taxation year. The benefit is paid in October of each year and is included in the same cheque as the GST/HST credit. The amount of the credit is based on family net income from the previous year.

For more information, call the Taxation and Fiscal Policy Branch,

**Department of Finance** ..... 729-3166

PO Box 8700, St. John's, NL A1B 4J6

Fax: 729-2070

Email: [taxpolicy@mail.gov.nl.ca](mailto:taxpolicy@mail.gov.nl.ca)

Website: [www.fin.gov.nl.ca/fin](http://www.fin.gov.nl.ca/fin) then click Tax Credit

**Vital Statistics** see Birth Death and Marriage Certificates  
PROVINCIAL GOVERNMENT

## HEALTH SERVICES AND INFORMATION

### Addiction Services

Problems associated with addiction to alcohol, drugs (including prescription medication), and gambling affect the family as well as the individual. Help for individuals and affected families can be obtained from nurses, social workers and addiction counsellors through local Regional Integrated Health Authority offices (formerly Health and Community Services).

For assistance, information about addiction problems, and for local contacts, call the local Regional Integrated Health Authority offices (formerly Health and Community Services) or **Addiction Services**:

Eastern:	St. John's .....	752-4919
	Conception Bay South .....	834-7906
	Shea Heights .....	752-4313
	Bell Island .....	488-2701
	Trepassey .....	438-2802
	Ferryland .....	432-2931
	Witless Bay .....	334-3944
	Clarenville .....	466-5700
	Harbour Grace .....	945-6581
	Bay Roberts .....	786-5219
	Burin .....	891-5030
	Whitbourne .....	759-3362
Central:	Grand Falls-Windsor .....	489-8180
	Gander .....	256-2813
Western:	Corner Brook .....	634-4506
	Stephenville .....	643-8720
	Deer Lake .....	635-7830
	Burgeo .....	886-2185
	Norris Point .....	458-2381
	Cow Head .....	243-2625

## HEALTH SERVICES AND INFORMATION

	Port Saunders .....	861-9125
Grenfell/	St. Anthony .....	454-0262
Labrador	Happy Valley-Goose Bay .....	897-2343
	Labrador City .....	944-9251

Addiction Services can also provide information about **local self-help** groups such as: Alcoholics Anonymous (can help those who wish to stop drinking); Al-Anon (can help those affected by someone else's drinking); Narcotics Anonymous (can help those affected by drug addiction); and Gamblers Anonymous (can help those who want assistance with gambling problems).

Help is also available 24 hours a day through the

<b>Mental Health Crisis Line</b> .....	737-4668
Toll Free .....	1-888-737-4668

### **Detoxification Services:**

The Recovery Centre, St. John's, is a provincial, in-patient, non-medical service open to individuals who are intoxicated or experiencing symptoms of alcohol and other drug withdrawal. The program also offers counselling, education, and self-help meetings. In other parts of the province, clinical staff work with physicians and hospitals to provide this service.

<b>Recovery Centre</b> .....	752-4980
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### **Inpatient Treatment Services:**

The Humberwood Program, Corner Brook, offers a three-week intensive inpatient program to individuals who are dependent on alcohol or other drugs.

<b>Humberwood</b> .....	634-4506
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## HEALTH SERVICES AND INFORMATION

### **Adults with Developmental Disabilities**

Some seniors are still caring for their adult children who have developmental disabilities. These seniors may need help to meet their own needs, and they may also need additional assistance to care for their adult children and to plan for the children's future.

**Newfoundland and Labrador Association for Community Living** works with and on behalf of persons with developmental disabilities and their families. For information, call:

**N & L Association for Community Living** ..... 722-0790  
 Toll Free ..... 1-800-701-8511  
 31 Peet Street, PO Box 5453, Station C, St. John's, NL A1C 5W4  
 Fax: 722-1325  
 Email: [nlacl@nf.aibn.com](mailto:nlacl@nf.aibn.com)  
 Website: [www.nlacl.ca](http://www.nlacl.ca)

There is also another toll-free Help Line:

**Community Living/Regal Family Help Line** ..... 1-800-856-2207

For information about **home support** services or **respite** services, contact the local Regional Integrated Health Authority office (formerly Health and Community Services).

For **financial assistance**, contact the local office of Human Resources, Labour and Employment (formerly Social Services).

## HEALTH SERVICES AND INFORMATION

### **Alzheimer Disease**

Alzheimer disease is the leading cause of dementia, a set of symptoms that includes loss of memory, judgement and reasoning, and changes in mood and behaviour.

Sometimes people fail to recognize that these symptoms indicate that something is wrong. They may mistakenly assume that such behaviour is a normal part of aging - it is not. Or symptoms may develop gradually and go unnoticed for a long time.

If symptoms are present, it is important that the person see their doctor for a complete check up as the symptoms may be due to other treatable conditions. If the diagnosis is Alzheimer disease, help and support is available.

#### **ALZHEIMER SOCIETY**

The **Alzheimer Society** provides information and offers services and support for families and caregivers:

- Information packages and brochures
- Newsletters
- National Alzheimer Wandering Registry
- Educational Sessions
- Emergency Respite Care Program
- Family Support Group
- Alzheimer Disease Care At Home Training Package
- Resource Centres (see below)
- Early Diagnosis Support Groups

Pamphlets and videos are available about this disease and provide information on ways to cope with behaviour problems, safety concerns, wandering etc.

## HEALTH SERVICES AND INFORMATION

For more information, contact:

**Alzheimer Society of Newfoundland & Labrador** ..... 576-0608  
 Toll Free ..... 1-877-776-0608  
 687 Water Street, PO Box 37013, St. John's, NL A1E 1C2  
 Fax: 576-0798  
 Email: alzheimersociety@nf.aibn.com  
 Website: www.alzheimer.ca

There are also **Alzheimer Resource Centres** in:

St. John's (Provincial Resource Centre) ..... 576-0608  
 Toll Free ..... 1-877-776-0608  
 Corner Brook ..... 639-3311  
 86 West Street, PO Box 914, Corner Brook, NL A2H 6J2  
 Gander ..... 651-5354  
 Gander Public Library, 6 Bell Place, PO Box 4444, Gander, NL A1V 1W4  
 Clarenville, Effie Pelley ..... 466-6458  
 St. Lawrence ..... 873-2220  
 U.S. Memorial Hospital, PO Box 398, St. Lawrence, NL A0W 2V0  
 Happy Valley-Goose Bay ..... 897-2156  
 Labrador Health Centre, Happy Valley-Goose Bay, NL A0P 1S0

For information about **Family Support Groups**, contact the Alzheimer Society or the following numbers:

St. John's ..... 576-0608  
 Botwood ..... 257-2874  
 Hugh Twomey Health Care Centre (Golda Mullins)  
 Burin ..... 891-5027  
 Health and Community Services (Jeanette Lundrigan)  
 Clarenville - contact Effie Pelley ..... 466-6458  
 Corner Brook ..... 639-3311

## HEALTH SERVICES AND INFORMATION

Call the local Regional Integrated Health Authority office (formerly Health and Community Services) for information about home support services and respite services.

### Arthritis

Arthritis can affect people of all ages. It can cause aching and pain in joints and connective tissue which may make it difficult for people to carry out their daily activities. There are many different forms of arthritis and treatment depends on a correct diagnosis.

For information, contact:

**Arthritis Society** ..... 579-8190  
 Toll Free ..... 1-800-321-1433  
 78 O'Leary Avenue, St. John's, NL A1B 2C7  
 Fax: 579-8191  
 Email: [info@nl.arthritis.ca](mailto:info@nl.arthritis.ca)  
 Website: [www.arthritis.ca/nl](http://www.arthritis.ca/nl)

Pamphlets and videos are available from the Arthritis Society as well as information about the location of **support groups**.

The Arthritis Society also offers an **Arthritis Self-Management Program**. This is a six-week program (once per week) to help people understand their arthritis better, learn ways to cope with chronic pain, and take a more active role in their own care. The program is offered in many communities.

The Society also offers a **Chronic Pain Management Workshop** - a two-hour session that looks at the pain cycle and what you can do to manage arthritis pain. The Workshop is currently available in a limited number of communities. Call the Arthritis Society for a location near you.

## HEALTH SERVICES AND INFORMATION

**Public Forums** are also offered in larger centres in the province - Corner Brook, Stephenville, Gander, Grand Falls-Windsor, Carbonear, St. John's and Labrador City. Guest speakers include health professionals who give up-to-date expert advice on arthritis treatments and living well with this painful disease. For more information, contact the Arthritis Society.

Information about the following may also be helpful for people with arthritis and can be found elsewhere in this Guide: home support services; equipment, aids and assistive devices; help from occupational therapists; and parking permits for people with disabilities.

### Breast Screening

A **Breast Screening** Program for women aged 50-69 is available in St. John's, Gander and Corner Brook. Call:

St. John's .....	777-5070
Gander .....	256-5597
Corner Brook .....	634-8558
Toll Free number for all sites .....	1-800-414-3443

### Cancer

The **Canadian Cancer Society (CCS)**, Newfoundland and Labrador Division offers the following programs:

**One-to-One Support:** trained volunteers who have gone through a similar cancer experience can provide much comfort and inspiration during the difficult times of a cancer diagnosis.

## HEALTH SERVICES AND INFORMATION

**Emotional Support Groups:** there are CCS support groups throughout Newfoundland and Labrador that meet regularly to provide support and understanding.

**Cancer Connection:** a telephone support service that matches callers with volunteers from this province or other parts of Canada who have gone through a similar cancer experience. Call Toll Free ..... 1-800-263-6750

**Prostate Cancer Support Groups:** provide a forum for support and exchange of information. There are groups all across the province.

Website: [www.prostatecancersupport.ca](http://www.prostatecancersupport.ca)

**Breast Cancer Support Teleconference Network:** this toll free support service can be accessed from your own home. The network meets every second Saturday from September to June. Call Toll Free ..... 1-800-737-9557

**Information:** the CCS provides the public with the latest information on cancer that empowers the public to make healthy choices. Through the Cancer Information Service, caring and qualified information staff can provide clear and simple information about all types of cancer, treatment, services in your community and much more. Call Toll Free ..... 1-888-939-3333

**Volunteer Driving Program** dedicated and friendly volunteers can provide a drive to and from cancer treatment.

**Practical Support** the following items are provided free of charge: wigs, turbans, temporary breast prostheses, mastectomy and information kits.

For more information, call

**Canadian Cancer Society:** Provincial Office ..... 753-6520  
Toll Free ..... 1-888-753-6520  
2<sup>nd</sup>. Floor Crosbie Building, Crosbie Road, St. John's

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Seniors Resource Centre of Nfld. & Labrador ..... 737-2333 or 1-800-563-5599

## HEALTH SERVICES AND INFORMATION

PO Box 8921, St. John's, NL A1B 3R9

E-mail: [ccs@nl.cancer.ca](mailto:ccs@nl.cancer.ca)

Website: [www.cancer.ca](http://www.cancer.ca)

Central Region ..... 489-5822  
 Toll Free ..... 1-866-545-9534  
 9 Pinsent Drive, Suite 205, Grand Falls-Windsor, NL A2A 2S8  
 Fax: 489-2795  
 E-mail: [centralregion@nl.cancer.ca](mailto:centralregion@nl.cancer.ca)

Western Region ..... 634-6542/0106  
 Toll Free ..... 1-866-545-9533  
 Suite 104 Millbrook Mall, Corner Brook, NL A2H 4B5  
 Fax: 634-6030  
 E-mail: [westernregion@nl.cancer.ca](mailto:westernregion@nl.cancer.ca)

Labrador Region ..... 896-4500  
 Toll Free ..... 1-866-996-4500  
 217 Hamilton River Road, Happy Valley-Goose Bay, NL A0P 1C0  
 Fax: 896-4520  
 E-mail: [labradorregion@nl.cancer.ca](mailto:labradorregion@nl.cancer.ca)

### Cancer Centres

The **Dr. H. Bliss Murphy Cancer Centre** has a Patient and Family Resource Library with over 500 books, pamphlets, audio tapes and video tapes covering a wide range of cancer related topics. Information is available on subjects such as types of cancer, conventional and complementary cancer treatments/therapies, side effects, nutrition considerations, available community services, coping with cancer, and explaining cancer to children. For information, call:

**Dr. H. Bliss Murphy Cancer Centre Library** ..... 777-6707  
 300 Prince Philip Drive, St. John's, NF A1B 3V6

## HEALTH SERVICES AND INFORMATION

People can also access these materials at the small libraries at each of the **Regional Cancer Centres** in the province:

Gander .....	256-5545
Grand Falls-Windsor .....	292-2112
Corner Brook .....	637-5476
St. Anthony .....	454-3999
Labrador City .....	944-9242

### Financial Assistance Related to Cancer

If people need **financial assistance** to help pay for travel, hotels, prostheses or other expenses related to cancer treatment, contact a Social Worker at:

**Dr. H. Bliss Murphy Cancer Centre** ..... 777-7604

### Canadian National Institute for the Blind (CNIB)

The Canadian National Institute for the Blind (CNIB) Newfoundland and Labrador Division can assist persons who are experiencing vision loss. The CNIB provides information and education on the different causes of vision loss. They also offer low vision assessments and instruction on how the person can best use their remaining vision. This can include the use of magnifying devices, lighting and colour contrast.

Other services include counseling and referral, rehabilitation teaching, orientation and mobility instruction, and technical aids. The CNIB has a national library that offers books, magazines and reference materials in braille, audio and electronic text formats, on a wide range of topics of interest.

If you or someone you care about is experiencing vision loss, check the

Website: [www.cnib.ca](http://www.cnib.ca)

or contact your local CNIB office for more information:

<b>HEALTH SERVICES AND INFORMATION</b>
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- CNIB St. John's ..... 754-1180  
 Toll Free ..... 1-800-334-2642  
 70 The Boulevard, St. John's, NL A1A 1K2
- CNIB Grand Falls-Windsor ..... 489-6515  
 Toll Free ..... 1-877-709-6515  
 1A O'Neill Avenue, Box 442, Grand Falls-Windsor, NL A2A 2J8
- CNIB Corner Brook ..... 639-9167  
 Toll Free ..... 1-877-639-9167  
 57 Humber Road, Corner Brook, NL A2H 1E7

## Diabetes

Seniors who have diabetes need information about the disease and its management. This includes medical advice, exercise and diet, and special care of the eyes and feet.

The Canadian Diabetes Association provides consumer information on many diabetes related topics - meal planning, exercise, insulin and diabetes medication, complications of diabetes, nutrition and more.

Call:

- Canadian Diabetes Association** ..... 1-800-226-8464  
 Newfoundland and Labrador Division ..... 754-0953  
 Suite 2007, 29-31 Pippy Place, St. John's, NL A1B 3X2  
 Fax: 754-0734  
 E-mail: carolann.smith@diabetes.ca  
 Website: www.diabetes.ca

## HEALTH SERVICES AND INFORMATION

Help is also available in most hospitals from **Diabetes Education Nurses** and **Dietitians**. This service is available by referral only, so people should talk to their family doctor about visiting a Diabetes Education Center.

In addition, for information about local services that may be helpful for people with diabetes, including foot care services, call the local Regional Integrated Health Authority office (formerly Health and Community Services).

### **Dietitians and Nutritionists**

Dietitians are available for one-on-one counseling through hospital out-patient departments. In some areas, dietitians may also be available in the community. Community nutritionists are available in each region to provide information and education about nutrition and healthy eating. For information about what is available, call the local Regional Integrated Health Authority office (formerly Health and Community Services).

### **Equipment, Supplies and Aids**

For advice about the right equipment and assistive devices talk to an Occupational Therapist (see also page 56). For information about occupational therapy services in a specific area, call the local Regional Integrated Health Authority office (formerly Health and Community Services).

### **Equipment Loan**

**Equipment** can be borrowed for a three-month short term loan period from the **Canadian Red Cross Healthcare Equipment Loan Program (HELP)**. Many communities have volunteers who assist with this program locally.

## HEALTH SERVICES AND INFORMATION

For information about what is available in specific communities, contact:

Avalon:

St. John's ..... 758-8400 Ext: 8414

17 Majors Path, St. John's, NL A1A 4Z9

Bay Roberts ..... 786-7298

Eastern:

Marystown ..... 279-1462 or 279-1399

Burin ..... 891-2329 or 891-2039

Bonavista ..... 468-7729

Central: ..... 489-5522

9 Pinsent Drive, Suite 201, Grand Falls-Windsor, NL A2A 2S8

Western: ..... 634-4626

9 Main Street, CIBC Building, Corner Brook, NL A2H 6C7

Labrador: ..... 944-2570

500 Vanier Street, Labrador City, A2V 2W7

### **Financial Assistance for Equipment, Supplies and Aids**

Eligible low income seniors may be able to access financial assistance under the Special Assistance Program of Health and Community Services to pay for **equipment**, such as wheelchairs, lifts, and **supplies** such as diapers etc. Contact the local Regional Integrated Health Authority office (formerly Health and Community Services).

Financial help may be available for low income seniors to help buy **dentures, eye glasses**, etc. Contact the local office of Human Resources, Labour and Employment.

Financial Help may be available for low income seniors to buy **hearing aids** - see Hearing Problems.

Financial help may be available for expenses related to **cancer** - see Cancer.

## HEALTH SERVICES AND INFORMATION

### Foot Care

Many seniors, especially those with diabetes, require assistance to cut their toe nails, or with minor problems such as corns or callouses. There are nurses who have taken special training in foot care who provide this service to seniors in their own homes or in clinic settings.

The **Victorian Order of Nurses** offer this service in the following areas:

North East Avalon and Southern Shore	726-8597
Gander and Central Newfoundland	256-2924
West Coast	634-2042

There are also nurses working independently who offer foot care services. For information about the St. John's area, call the **Seniors Resource Centre** at 737-2333. In other areas, contact the local Regional Integrated Health Authority office (formerly Health and Community Services) for information.

### Flu Shots

Vaccine to prevent influenza (flu) is offered every fall for all those over age 65 and people of any age who have chronic diseases which may put them at risk for complications from the flu. The Department of Health and Community Services advises that it is important to have the flu shot every fall because the vaccine changes each year. For more information on flu shots, call the local Regional Integrated Health Authority office (formerly Health and Community Services).

## HEALTH SERVICES AND INFORMATION

### Hearing Problems

Hearing problems are very common in the elderly and can lead to loneliness, isolation, and depression.

The Canadian Hard of Hearing Association, Newfoundland and Labrador (CHHA-NL) can provide support and information. The core programs and services of the Association include: **education** (information pamphlets and packages, school and public presentations, living with hearing loss workshop, speech reading and coping skills courses), **support groups** (parents of hard of hearing children, youth, meniere's/tinnitus), **volunteer program, newsletter, lending and loans, advisory services, advocacy and accessibility.**

The Association also has a set of very helpful *videos* on hearing loss, hearing tests, hearing aids (types, adjustment, care and maintenance) and assistive hearing and signalling devices (such as volume controls on phone, flashing lights when phone or door bell rings, closed caption on TV, and one-to-one communicators).

Assistive listening and signalling devices are available from the Association for **short term loans** so that people can try them out before buying. A list of purchase locations can also be provided.

For information about the various services, contact:

**Canadian Hard of Hearing Association (CHHA-NL)** . . (voice/TTY) 753-3224  
 Toll free . . . . . 1-888-753-3224  
 Suite 103, 136 Crosbie Road, St. John's, NL A1B 3K3  
 Fax: 753-5640  
 E-mail: [chha-nl@nfld.net](mailto:chha-nl@nfld.net)  
 Website: [www.chha-nl.nl.ca](http://www.chha-nl.nl.ca)

## HEALTH SERVICES AND INFORMATION

There are also two CHHA-NL Branch offices:

**Exploits Valley Branch (CHHA-EV)** ..... 258-5658  
 576 Main Street, Bishop's Falls, NL A0E 1J0  
 E-mail: chha-evb@nl.rogers.com

**Gander Branch (CHHA-Gander)** ..... 651-3272  
 16 Griffin Place, Gander, NL A1V 2L3  
 E-mail: gordon.baker@roadrunner.nf.net

### Financial Assistance to Buy Hearing Aids

People who need **financial assistance** to buy hearing aids may receive assistance through the local Human Resources, Labour and Employment office (formerly Social Services). In order to receive the financial assistance the hearing test has to be done at the Audiology Department at the nearest Regional Health Centre (not at a private practice).

Therefore, the person should first contact the audiology office at the nearest Regional Health Centre and arrange for a hearing test there. If the test shows that they need a hearing aid and they are unable to pay for it, they will be given a form to take to the local Human Resources, Labour and Employment office (formerly Social Services).

#### **Regional Audiology Departments:**

Eastern Region: St. John's (Janeway) ..... 777-7943  
 Central East: Grand Falls-Windsor ..... 292-2169  
 Central West: Gander ..... 256-5458  
 Western: Stephenville ..... 643-8690  
 Western, Northern Peninsula and Labrador:  
 Corner Brook ..... 637-5374

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Seniors Resource Centre of Nfld. & Labrador ..... 737-2333 or 1-800-563-5599

## HEALTH SERVICES AND INFORMATION

### Interpreting Services

The Newfoundland and Labrador Interpreting Services (NLIS) offer Visual Language Interpreting Services to the deaf, DEAF, deafened and hard of hearing consumers.

Newfoundland and Labrador Interpreting Services ..... 753-5621  
 TTY ..... 753-5620  
 15 Hallett Crescent, St. John's, NL A1B 4C4  
 Fax: 753-5682

### Heart Problems

Many seniors worry about their blood pressure and their diet. Others are very fearful after a heart attack or stroke. General information and pamphlets are available from the local Regional Integrated Health Authority office (formerly Health and Community Services) and from the Heart and Stroke Foundation on topics such as blood pressure, heart disease and stroke, dietary fat, fibre, cholesterol, healthy eating, and active living.

**Heart and Stroke Foundation,** ..... 753-8521  
 Toll Free ..... 1-888-473-4636  
 1037 Topsail Road, Mount Pearl  
 Mailing address: PO Box 5819, Station C, St. John's, NL A1C 5X3  
 Fax: 753-3117  
 Email: sbrowne@heartandstroke.nf.net  
 Website: www.heartandstroke.nf.ca

In addition to pamphlets, the Heart and Stroke Foundation offers education programs:  
 - *Living with Stroke* - a program for stroke survivors and their families  
 - *Heart to Heart* - a cardiac rehabilitation program for survivors and their families.

## HEALTH SERVICES AND INFORMATION

### **Additional Information**

For information about one-on-one help from **dietitians** and education programs, such as *Heart to Heart* and the **Heart Health Program**, call the local Regional Integrated Health Authority office (formerly Health and Community Services).

### **Home Care/Home Support Services**

see COMMUNITY SUPPORT SERVICES

### **Incontinence**

Incontinence is the loss of bladder and/or bowel control. Many people who suffer from incontinence are too embarrassed to seek help. Therefore, they are unaware that cure or treatment is available. Help and referrals are available through family doctors.

**Physiotherapists** in hospitals and private practice are also available to help people with incontinence. For more information, call:

Nancy French, physiotherapist ..... 777-6159/6175  
Health Science Centre, St. John's

Help and information can be obtained from the **Canadian Continence Foundation** which is led by people with incontinence, and by professionals from all health disciplines. The Foundation can provide a list of specialists in local areas. Books, videos, newsletters and information sheets (including one with instructions for Kegel exercises) can be ordered from the Foundation.

**Canadian Continence Foundation** ..... 1-800-265-9575

PO Box 30, Victoria Branch, Westmount, Quebec, H3W 2V4

Email:        help@continence-fdn.ca

Website:     www.continence-fdn.ca

## HEALTH SERVICES AND INFORMATION

### Independent Living Resource Centre

The Independent Living Resource Centre (ILRC) is a community based organization of persons who have disabilities. The ILRC provides information and resource networking, skill development seminars, individual advocacy, and peer support programs. Programs and services are open to anyone who has a disability, their family, friends and support networks.

**Independent Living Resource Centre** ..... 722-4031  
 TTY ..... 722-7998  
 Toll Free ..... 1-800-701-8511  
 4 Escasoni Place, St. John's, NL A1A 3R6  
 Fax: 722-0147  
 E-mail: info@ilrc.nf.ca  
 Website: www.ilrc.nf.ca

### Lung Problems

Seniors who suffer from lung problems such as Asthma, Chronic Obstructive Lung Disease (COPD), Sleep Apnea etc. can get help and information from the Lung Association. They have a Resource Center as well as support groups, such as Lung Savers in St. John's and the Asthma Support Group in Corner Brook.

For more information, call:

The **Lung Association of Newfoundland and Labrador** ..... 726-4664 Ext. 14  
 Toll-free ..... 1-888-566-5864  
 292 LeMarchant Road, St. John's, NL A1E 1R2  
 Mailing address: PO Box 5250, Station C, St. John's, NL A1C 5W1  
 Fax: 726-2550  
 Email: info@nf.lung.ca  
 Website: www.lung.ca

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Seniors Resource Centre of Nfld. & Labrador ..... 737-2333 or 1-800-563-5599

## HEALTH SERVICES AND INFORMATION

Help is also available to those who wish to quit smoking. There is a four-week **individual Smoking Cessation Program** which provides tips, educational support, and materials. There is also a **Toll Free Smokers' Help Line** that smokers, or family members who are concerned for the health of their loved one and themselves, can call and speak to a trained smoking cessation counselor.

**Smokers Help Line** (Toll Free) ..... 1-800-363-5864

### Medications

Overuse, wrong use, over prescribing, and mixing prescription medications with over-the-counter drugs and herbal remedies or “natural” products are some of the problems that seniors can have with medications. In addition, aging changes can affect the way medications are absorbed and used by the body.

Everyone should **ask questions** about their medications and **talk** to their physician and pharmacist. Questions to ask include:

- what is the medication called and what is it for?
- are there any side effects? which ones should be reported?
- when should the medication be taken and for how long?
- should it be taken with food or not?
- will it affect any other medications being taken (prescription or over-the-counter)?

**Medicine cupboards** should be checked for medications that are no longer being taken or which are out-of-date. The safest way to dispose of these medications is to take them back to the pharmacy.

Pamphlets about individual drugs, medications in general, and the safe use of medications are available from pharmacists, public health nurses, and Addiction Services (see this section).

## HEALTH SERVICES AND INFORMATION

### Mental Health Services

While many older adults enjoy their senior years and remain active and productive, they may be faced with many of the changes and losses that accompany the aging process and which require major emotional adjustments. Natural grieving accompanies any loss, but clinical depression can also occur and often goes unrecognised in the elderly.

Anxiety and depression may be caused by chronic or acute disease, the effects of medications, death of a loved one, lack of or loss of family supports, loneliness, fear of loss of independence, retirement, and loss of job etc. Depression can also occur without apparent reason.

Help is available through **family physicians** and the following:

### Canadian Mental Health Association

The **Canadian Mental Health Association (CMHA)** offers **public education** on mental health and mental illness, a **Resource Centre** that offers books and pamphlets, and an **information and referral service**. Call:

**Canadian Mental Health Association (CMHA)** ..... 753-8550  
 Toll Free ..... 1-866-509-3937  
 81 Kenmount Road, St. John's, NL A1B 3P8  
 Fax: 753-8537  
 E-mail: office@cmhanl.ca  
 Website: www.cmhanl.ca

### CHANNAL

**CHANNAL** (Consumers' Health Awareness Network Newfoundland and Labrador) is a self-help network serving the needs of anyone who has experienced mental health issues/difficulties at any time in the past, or is a user of mental health services.

## HEALTH SERVICES AND INFORMATION

For more information about **self-help groups** across the province, call:

**CHANNAL** ..... 753-5111  
 Toll free (CMHA) ..... 1-866-509-3937  
 Fax: 753-8537  
 Email: [channal@nl.rogers.com](mailto:channal@nl.rogers.com)  
 Website: [www.cmhanl.ca/channal](http://www.cmhanl.ca/channal)

### Mental Health Crisis Line

**Mental Health Crisis Line** ..... 737-4668  
 Toll Free ..... 1-888-737-4668  
 Through the Mental Health Crisis Line trained volunteers are available **24 hours a day** to help callers work out effective ways to cope with their immediate problems.

**Crisis Intervention Services** are also available at present to people who go to the Mental Health Crisis Centre at 47 St. Clare Ave. St. John's.

### Local Mental Health Services

**Local Mental Health Services** are available in many areas of the province - mental health nurses, social workers, psychologists, and self-help groups. For information about help available in your community, contact the local Regional Integrated Health Authority office (formerly Health and Community Services).

In **Grand Falls-Windsor**, at the present time, counseling services are provided by a mental health nurse, social worker and psychologist at Number One Junction. Memory assessments can also be arranged. Call:

Number One Junction ..... 489-8160

Assistance can also be obtained from Addiction Counsellors - see ADDICTION SERVICES.

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Seniors Resource Centre of Nfld. & Labrador ..... 737-2333 or 1-800-563-5599

## HEALTH SERVICES AND INFORMATION

### Occupational Therapists

Occupational Therapists assist people to restore, maintain and improve their ability to perform **daily activities** such as bathing, dressing, house cleaning. They can also provide advice about the **right equipment and assistive devices**. Services are available privately, and through Regional Integrated Health Authorities in hospitals and the community. Home visits may be available. For information about services in your area, contact the nearest hospital or the local Regional Integrated Health office (formerly Health and Community Services).

### Organ Donation

For information about donating specific organs for transplant, such as the cornea, kidneys, liver, heart, lungs, bone marrow, and bone, contact:

**Coordinator** ..... 777-6600  
 Organ Procurement and Exchange in Newfoundland and Labrador,  
 Health Science Centre, 300 Prince Philip Drive, St. John's, NL A1B 3V6

For those wishing to donate their body to science, contact:

**Manager of the Anatomy Laboratory** ..... 737-6300  
 Medical School, Memorial University of Newfoundland,  
 300 Prince Philip Drive, St. John's, NL A1B 3V6

### Osteoporosis

Osteoporosis is a disease in which the bones become less dense and the bone structure changes. As a result, the bones become increasingly fragile and are likely to break. Often people do not know they have the disease until a fracture occurs.

## HEALTH SERVICES AND INFORMATION

For information about osteoporosis, contact the local Regional Integrated Health Authority office (formerly Health and Community Services), the Arthritis Society, or call:

**Osteoporosis Canada** ..... 1-800-463-6842

33 Laird Drive, Toronto, Ontario M4G 3S8

Fax: 416-696-2673

Email: [osc@osteoporosis.ca](mailto:osc@osteoporosis.ca)

Website: [www.osteoporosis.ca](http://www.osteoporosis.ca)

The mission of Osteoporosis Canada is to educate, empower and support individuals and communities in the prevention and treatment of osteoporosis. The society has brochures and fact sheets with detailed information on topics related to osteoporosis, including information on risk factors and prevention. These are free of charge to individuals.

Books and videos are also available for purchase including cook books and a home exercise video *Bone Smart*. The Society also publishes a quarterly newsletter.

### Parking Permits

Impaired Mobility Parking Permits allow parking in specially marked spaces closer to stores and offices. Applications require the signature of a physician and permits have to be renewed every 5 years. Permits are free of charge. Applications for permits can be obtained from Motor Vehicle Registration offices:

Mount Pearl ..... 729-7466

Clarenville ..... 466-4060

Grand Falls-Windsor ..... 292-4211

Corner Brook ..... 637-2497

Harbour Grace ..... 945-3014

Labrador City ..... 944-5859

## HEALTH SERVICES AND INFORMATION

Completed applications can be mailed or faxed to:

Designated Mobility Impaired Parking Permit Program  
 Motor Registration Division, P.O. Box 8710, St. John's, NF, A1B 4J5  
 Fax: 729-7616  
 Website: [www.gs.gov.nl.ca/gs/mr](http://www.gs.gov.nl.ca/gs/mr)

### Parkinson's Disease

Parkinson's disease is a progressive neuro-degenerative disease which causes tremors, stiffness, slowness of movement and difficulty with balance.

For information and support, call:

**Parkinson Society Canada**, national office . . . . . 1-800-565-3000  
 Newfoundland and Labrador Chapter . . . . . 754-4428  
 Toll Free in Newfoundland and Labrador . . . . . 1-800-567-7020  
 Suite 305 The Viking Building, 136 Crosbie Road, St. John's, NL A1B 3K3  
 Fax: 754-5868  
 Email: [parkinson@nf.aibn.com](mailto:parkinson@nf.aibn.com)  
 Website: [www.parkinsons.ca/society/newfoundland.html](http://www.parkinsons.ca/society/newfoundland.html)

The society is dedicated to *ease the burden and find a cure*. Call the Society for information about local **support groups** located throughout the province.

#### **Movement Disorder Clinic**

Many people with Parkinson's disease are referred to the clinic at the Health Science Centre in St. John's. The clinic nurse can then follow up and advise on care at home or in a nursing home. The nurse will also answer questions from people who have not been referred to the clinic. Call:

**Denise Murphy, Research Nurse** . . . . . 777-8057  
 If calling long distance, leave your name and number and she will return your call.

## HEALTH SERVICES AND INFORMATION

Information about home support services; equipment, aids and assistive devices; help from an occupational therapist; and parking permits for people with disabilities may also be helpful for people with Parkinson's disease.

### Physicians

For a recorded message giving the names of **physicians taking new patients** in the St. John's area, call:

Department of Health and Community Services . . . . . 729-4984 then press 1

In other areas, contact the local Regional Integrated Health Authority office (formerly Health and Community Services).

A new Medical Act came in to force July 1, 2005. Under this act, the Newfoundland Medical Board is replaced by a **College of Physicians and Surgeons of Newfoundland and Labrador**. The act includes new provisions on governance, discipline and accountability.

Questions or concerns can be addressed to:

**College of Physicians and Surgeons of Nfld & Labrador** . . . . . 726-8546  
Suite 603, Fortis Building, 139 Water St. St. John's, NL A1C 1B2

Fax: 726-4725

Email: [cpsnl@cpsnl.ca](mailto:cpsnl@cpsnl.ca)

Website: [www.cpsnl.ca](http://www.cpsnl.ca)

### Respite Care

see COMMUNITY SUPPORT PROGRAMS

# HOUSING

## Home Repairs

A Provincial Home Repair Program was announced in 1998 to provide repairs, renovations and accessibility adaptations. This program replaces the RRAP and HASI programs.

The Home Repair program provides financial assistance to home owners to enable them to make **essential repairs** so they can continue to live in their own homes. Priority is given to repairs requiring immediate attention that threaten the safety of people living there. Some examples of **emergency repairs** are: dangerous heating systems, severely damaged electrical systems, and plumbing deficiencies.

The program also provides assistance to homeowners to make **accessibility changes** so that they can continue to live independently. Examples of these changes include wheelchair ramps, widening doorways and corridors, installing accessible showers, modifying kitchen and bathroom cabinets, installing grab bars, installing lever handles on doors and plumbing fixtures, and constructing extensions.

For eligible homeowners, grants are available of up to \$5,000 on the island and \$6,500 in Labrador. Additional repayable loans up to \$10,000 on the island and \$13,000 in Labrador are available for those who qualify. An **application form must be filled out**. Emergency situations will be dealt with immediately. Others will be placed on the waiting list.

For information about eligibility, or to make an application, call Newfoundland and Labrador Housing Corporation:

St. John's .....	724-3000
Marystown .....	279-5375
Gander .....	256-1300
Grand Falls - Windsor .....	292-1000
Corner Brook .....	639-5201
Stephenville .....	643-6826

## HOUSING

Happy Valley - Goose Bay .....	896-1920
Labrador City .....	944-7474

### **Canada Mortgage and Housing Corporation**

Canada Mortgage and Housing has helpful information for people building and renovating their homes including information on universal design (flex housing) and a very useful guide on *How to Hire a Contractor*. This includes a sample contract. Call:

<b>Canada Mortgage and Housing Corp.</b> .....	772-4400
Toll Free .....	1-800-668-2642
Website:	<a href="http://www.cmhc-schl.gc.ca">www.cmhc-schl.gc.ca</a>

### **Seniors' Housing**

For information about low cost and subsidised housing, contact the local town council or the Newfoundland and Labrador Housing Corporation (see below).

The Seniors Resource Centre of Newfoundland and Labrador has a list of apartment buildings in the St. John's area which is available to individual seniors who contact the Centre. The Centre can also give information about Community Based Housing province-wide. Call:

<b>Seniors Resource Centre of Nfld. &amp; Labrador</b> .....	737-2333
Toll Free .....	1-800-563-5599

### **Newfoundland and Labrador Housing Corporation**

For information about subsidised housing province wide contact Newfoundland and Labrador Housing Corporation (NLHC) Rental Housing:

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Seniors Resource Centre of Nfld. & Labrador .....

737-2333 or 1-800-563-5599

## HOUSING

St. John's .....	724-3197
Marystown .....	279-5375
Gander .....	256-1300
Grand Falls - Windsor .....	292-1000
Corner Brook .....	639-5201
Stephenville .....	643-6826
Happy Valley - Goose Bay .....	896-1920
Labrador City .....	944-7474

In addition to providing housing, the Newfoundland and Labrador Housing Corporation, through its **Tenant Relations Offices**, also addresses quality of life issues. Tenant Relations Officers are registered social workers who work to address the interests, needs and concerns of tenants. They can be contacted at the following numbers in the regional offices:

St. John's .....	724-3411
Marystown .....	279-5371
Gander .....	256-1319
Grand Falls .....	292-1003
Corner Brook .....	639-5225
Stephenville .....	643-6828
Goose Bay .....	896-1926

### Rental Problems

The Residential Tenancies Act is legislation to protect the rights of landlords and tenants. Changes were made to the Act in September 2000.

For information or assistance, contact the Department of Government Services:

<b>Residential Tenancies</b> .....	1-877-829-2608
St. John's .....	729-2610/5829/2608
5 Mews Place, PO Box 8700, St. John's, NL A1B 4J6	

<b>HOUSING</b>
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- Gander ..... 256-1019  
    McCurdy Complex, PO Box 2222, Gander, NL A1V 2N9
- Corner Brook ..... 637-2445  
    1 Riverside Drive, Noton Building, PO Box 2006,  
    Corner Brook, NL A2H 6J8

Other Government Service Centres will also be able to provide some information.

Website:    [www.gs.gov.nl.ca/tp](http://www.gs.gov.nl.ca/tp)  
(OR [www.gov.nl.ca](http://www.gov.nl.ca) then click on services, then landlord and tenants)

<b>HUMAN RIGHTS</b>
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## **Human Rights Commission**

The **Human Rights Commission** promotes the understanding and acceptance of the Newfoundland Human Rights Code and enforces the provisions of the act.

**Human Rights Commission** ..... 729-2709

Toll Free ..... 1-800-563-5808

20 Crosbie Place, 2nd. Floor Beothuk Bldg,

PO Box 8700, St. John's, NL A1B 4J6

Fax: 729-0790

Email: [humanrights@mail.gov.nl.ca](mailto:humanrights@mail.gov.nl.ca)

Website: [www.gov.nf.ca/hrc](http://www.gov.nf.ca/hrc)

## **Human Rights Association**

The mandate of the **Human Rights Association** is to promote respect for and observance of Human Rights as indicated in the Universal Declaration of Human Rights and to defend, extend, and further the recognition of these rights.

**N&L Human Rights Association** ..... 754-0690

155 Water Street, Suite 206, PO Box 6203, St. John's, NL A1C 6J9

E-mail: [nlhra@nf.sympatico.ca](mailto:nlhra@nf.sympatico.ca)

Website: [www.nlhra.org](http://www.nlhra.org)

## LEGAL MATTERS/END OF LIFE ISSUES

### **Advance Health Care Directives**

An Advance Health Care Directive tells your doctor and your family, in writing, in advance, **what** medical care you do and do not want to have if you are unable to speak for yourself. It also tells people **who** you do, and do not, want to make health care decisions for you if you cannot do so yourself. The person you choose in this way is your *substitute decision maker*. By law, if you do not appoint someone yourself, one will be appointed for you should the need arise.

Talk it over with your doctor before you fill out the forms. Let your family know your wishes and who you have appointed as your substitute decision maker. Make sure the person is willing to take on this responsibility.

More information, booklets, and forms can be obtained from the Seniors Resource Centre (737-2333 or 1-800-563-5599) or from the local Regional Integrated Health Authority office (formerly Health and Community Services).

### **Legal Services**

Seniors who do not have a lawyer can call the Lawyer Referral Service and they will be given the names of three lawyers. They can choose one who will give them a 30 minute consultation for \$25.00 and will advise them what can be done and how much it will cost.

**Lawyer Referral Service** ..... 722-2643  
 Toll free ..... 1-888-660-7788  
 Public Legal Information Association of Nfld  
 Suite 227, 31 Peet Street, St. John's, NL A1B 3W8

If seniors have a **general question**, they can call the Public Legal Information Association for assistance:

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Seniors Resource Centre of Nfld. & Labrador ..... 737-2333 or 1-800-563-5599

<b>LEGAL MATTERS/END OF LIFE ISSUES</b>
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**Public Legal Information Association of Nfld** ..... 1-888-660-7788  
 Suite 227, 31 Peet Street, St. John's, NL A1B 3W8  
 Fax: 722-0054  
 E-mail: info@publiclegalinfo.com  
 Website: www.publiclegalinfo.com

### Legal Aid

If seniors need **financial help** with a legal problem they can try to obtain Legal Aid but very few seniors qualify.

**Legal Aid Office Commission** ..... 753-7860  
 Toll free ..... 1-800-563-9911  
 2 Steer's Cove, Cormack Bldg. PO Box 399, Station C, St. John's, NL A1C 5J9  
 Fax: 753-6226

There are also offices in:

Carbonear	596-7835
Clarenville	466-7138
Marystown	279-3068
Gander	256-3991
Grand Falls-Windsor	489-9081
Corner Brook	639-9226
Stephenville	643-5200
Happy Valley-Goose Bay	896-5323

### Small Claims Court

**Small Claims Court** may be used for claims not exceeding \$3000. Information can be obtained from the **Provincial Court of Newfoundland:**

St. John's	729-1368
Clarenville	466-2635

<b>LEGAL MATTERS/END OF LIFE ISSUES</b>
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Corner Brook .....	637-2395
Gander .....	256-1100
Goose Bay .....	896-7870
Grand Bank .....	832-1450
Grand Falls - Windsor .....	292-4212
Harbour Grace .....	596-6141
Placentia .....	227-2002
Stephenville .....	643-2966
Wabush .....	282-6617

### **Peace Bonds**

Applications for **Peace Bonds** can also be filed through Provincial Courts (see above). A lawyer is not needed for this.

### **Power of Attorney**

A Power of Attorney is a legal document in which you give one or more persons the power to act on your behalf generally in all aspects of your financial affairs, or you may grant limited powers. The Power of Attorney is only valid while you are mentally competent unless you have an Enduring Power of Attorney. Having an Enduring Power of Attorney allows you to determine, before any incapacity occurs, how you wish to have your financial affairs handled should mental incapacity occur.

The person who becomes an attorney is legally bound to exercise the powers given in a way that protects your best interests.

For more information or to have a Power of Attorney or Enduring Power of Attorney drawn up, consult with a lawyer.

## LEGAL MATTERS/END OF LIFE ISSUES

### **RETIREMENT/ESTATE PLANNING** - see Financial

### **Victim Services**

Victim Services is a Program offered through the Department of Justice which aims to provide support and professional help to persons who have been victims of criminal offences. Staff can provide short term counselling, assist with Victim Impact Statements, identify and refer victims to specialized community resources as well as provide general information about the criminal justice system and specific updates as to what is happening with a criminal matter in court.

Help is provided through a network of ten regional Victim Services offices throughout Newfoundland and Labrador.

St. John's .....	729-0900
Carbonear .....	945-3019
Clarenville .....	466-5808
Gander .....	256-1028
Grand Falls-Windsor .....	292-4544
Stephenville .....	643-6588
Corner Brook .....	637-2614
Port Saunders .....	861-2147
Happy Valley/Goose Bay .....	896-0446
Nain .....	922-2360

### **Wills**

A Will is needed if you wish to make sure that your estate is distributed as you wish after you die. It is a good idea to consult with a lawyer before making a Will because, if it is not properly prepared and/or witnessed, it may be declared invalid - then the courts will decide how your property is distributed. Wills should be reviewed at regular intervals to determine if any changes should be made.

## LONG TERM CARE

### Nursing Homes and Personal Care Homes

When people need more help than can be provided through home support services, they may need to consider admission to a personal care home or a nursing home.

**Personal care homes** are for people who are no longer able to manage independently to run a household, but who are mobile and need minimal assistance with personal and supervisory care.

**Nursing homes** are for people who need nursing care as well as a higher level of personal and supervisory care than that provided by a personal care home.

There is a **single entry system** for admission to personal care or nursing homes. Contact should be made with your local Regional Integrated Health Authority office (formerly Health and Community Services) and arrangements will be made for a home visit to assess the person's needs and the level of care required. A financial assessment will also be done.

People who have questions concerning the financial assessment and rates charged for **long-term care** can contact their local Regional Integrated Health Authority office (formerly Health and Community Services).

## SENIORS INFORMATION

### **Seniors Information and Referral Line**

The Information Line is the central program of the Seniors Resource Centre of Newfoundland and Labrador. Seniors, or those concerned about seniors, call in with questions, such as how to access home support services, where to get help with home repairs, who is eligible for subsidised housing or the seniors' drug card; problems dealing with government departments for pensions and income tax; or concerns such as bereavement, transportation, or elder abuse.

The aim is to put callers in touch with services and resources that can help them. Follow up calls are made to make sure the caller obtained the needed assistance.

The Information Line is answered by volunteer seniors, **Peer Advocates**. Seniors who call in find it helpful to talk to a knowledgeable person who has had similar life experiences.

The Peer Advocates understand the importance of offering a listening ear to callers. They provide information and support so that seniors can make informed decisions about things that affect their life and health. The Peer Advocates have up-to-date information close at hand to which to refer, and qualified staff as back-up.

**Seniors Information and Referral Line** ..... 737-2333  
 Toll Free ..... 1-800-563-5599  
 Seniors Resource Centre of Newfoundland and Labrador  
 Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8  
 Fax: 737-3717  
 E-mail: [info@seniorsresource.ca](mailto:info@seniorsresource.ca)  
 Website: [www.seniorsresource.ca](http://www.seniorsresource.ca)

## SENIORS INFORMATION

### **Community Peer Advocates**

Community Peer Advocates act as an extension of the Seniors Information and Referral Line by helping those seniors who prefer to receive information from people they know and trust in their own community. The Peer Advocates are volunteer seniors 50 years and older. They use their own knowledge, as well as material from the Seniors Resource Centre, to provide information about resources and services to seniors with whom they are in contact through their own activities in their community. They may assist seniors to obtain needed services and they may advocate on behalf of individual seniors. They may also advocate for needed services in their own communities. Some groups hold meetings for seniors and invite guest speakers to discuss topics such as coping with hearing or vision loss, or how to avoid cons and frauds.

The Peer Advocates are provided with support and up-to-date information through the Seniors Resource Centre and have access to the toll-free Information Line. Links are also established with local resource and support people. Each group plans its own local program depending on the needs of the community and the comfort level of the volunteers.

All Peer Advocates take part in a series of information sharing sessions which include discussions on aging changes and challenges, communication, and problem solving skills.

Currently, there are Peer Advocate groups in **Bay Bulls-Bauline, Bay Roberts, Bell Island, Bishop's Falls, Black Duck Brook, Bonavista, Botwood, Burin, Calvert, Cape St. George, Corner Brook, Clarenville, Fortune, Gander, Grand Falls, Mainland, Port au Port, Robert's Arm, St. Anthony, St. John's and Trepassey.**

In addition, aging changes and challenges workshops have been held in **Labrador City, North West River, and Happy Valley-Goose Bay.** Peer Advocate groups will be set up wherever there is interest.

## SENIORS' ORGANIZATIONS

Listed below are some of the many seniors' organizations.

### Federal

**National Advisory Council on Aging (NACA)** ..... 613-957-1968  
 Postal Locator 1908A1, Ottawa, Ontario K1A 1B4  
 Fax: 613-957-9938  
 E-mail: info@naca-ccnta.ca.  
 Website: www.naca.ca

The National Advisory Council on Aging was created by Order-in-Council in 1980 to assist and advise the Minister of Health on issues related to the aging of the Canadian population and the quality of life of seniors. The council has a maximum of 18 members representing all parts of Canada.

### National

**Canadian Association on Gerontology (CAG)** ..... 613-271-1083  
 329 March Road, Suite 232, Ottawa, Ontario K2K 2E1  
 Fax: 613-599-7027  
 Email: cagacg@igs.net  
 Website: www.cagacg.ca

A national, multi-disciplinary scientific and educational association established to provide leadership in matters related to the aging population.

**CARP Canada's Association for the Fifty-Plus** ..... 1-800-363-9736  
 27 Queens Street East, Suite 300, Toronto, Ontario, M5C 2M6  
 Email: info@50plus.com  
 Website: www.50plus.com  
 Regional representative, Baxter Howse ..... 579-8183

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Seniors Resource Centre of Nfld. & Labrador ..... 737-2333 or 1-800-563-5599

## SENIORS' ORGANIZATIONS

CARP is a national non-profit organization which aims to preserve and protect 50-plus rights, provide meaningful, useful information on 50-plus lifestyle choices and key political and economic issues; and negotiate group benefits and special offers for members. It publishes *CARP News FiftyPlus* six times a year.

### **Canadian Snowbirds Association**

Toll Free ..... 1-800-265-3200  
 180 Lesmill Road, North York, Ontario M3B 2T5  
 Fax: 416-441-7007  
 Email: csawriteus@snowbirds.org  
 Website: snowbirds.org

This national, not-for-profit, advocacy organization is for people who spend time in the south and was created to achieve better out-of-country insurance rates and to represent snowbirds' interests and concerns to government, business and the media.

## **Provincial**

### **Newfoundland & Labrador Pensioners and Senior Citizens/50+ Federation**

President: Don Holloway ..... 279-3546  
 PO Box 900, Marystown, NL A0E 2M0

The Federation is a province wide umbrella organization which represents seniors' clubs across the province. It acts as a lobby group for seniors and is a member of the National Pensioners and Senior Citizens Federation. It publishes the *Senior Voice*, a province wide newspaper for seniors.

## SENIORS' ORGANIZATIONS

**Seniors Resource Centre of Newfoundland & Labrador** ..... 737-2333  
 Toll Free ..... 1-800-563-5599  
 Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8  
 Fax: 737-3717  
 E-mail: [info@seniorsresource.ca](mailto:info@seniorsresource.ca)  
 Website: [www.seniorsresource.ca](http://www.seniorsresource.ca)

The Seniors Resource Centre of Newfoundland and Labrador is a not-for-profit, charitable organization. Through partnerships, the Centre promotes, enhances and supports the well-being and independence of older adults throughout the province.

The Seniors Resource Centre collaborates with older adults, family members, volunteers of all ages, and organizations across the province:

- ▶ to provide information for informed decision making
- ▶ to offer opportunities to develop and participate in programs
- ▶ to influence policies that affect older adults

## SENIORS' PUBLICATIONS

Listed below is a selection of some of the many seniors' publications.

### Federal

The **Division of Aging and Seniors** and the **National Advisory Council on Aging (NACA)** produce various publications for and about seniors including:

*Expression*, a quarterly newsletter  
 NACA Position Papers and Special Reports  
*Info-Age*, a bulletin on facts on aging  
 Aging Vignettes

Information is also available on:

Healthy Aging	Injury Prevention	Medication Use
Mental Health	Seniors Safety	

These publications and others are available in hard copy from the Division of Aging and Seniors or from the National Advisory Council on Aging (NACA) or can be downloaded from their websites:

**Division of Aging and Seniors**, Public Health Agency of Canada . 613-952-9606

Address Locator 1908A1, Ottawa, Ontario K1A 1B4

Fax: 613-957-9938

E-mail: [seniors@phac-aspc.gc.ca](mailto:seniors@phac-aspc.gc.ca)

Website: [www.phac-aspc.gc.ca/seniors-aines](http://www.phac-aspc.gc.ca/seniors-aines)

**National Advisory Council on Aging (NACA)** ..... 613-957-1968

Postal Locator 1908A1, Ottawa, Ontario K1A 1B4

Fax: 613-957-9938

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

Website: [www.naca.ca](http://www.naca.ca)

**SENIORS' PUBLICATIONS**

**National**

**CARP News FiftyPlus**

Produced by **CARP Canada's Association for the Fifty-Plus**. Contact:

CARP ..... 1-800-363-9736

27 Queens Street East, Suite 1304, Toronto, Ontario, M5C 2M6

Email: [carp@50Plus.com](mailto:carp@50Plus.com)

Website: [www.50Plus.com](http://www.50Plus.com)

**Provincial**

**Senior Voice**

Produced by the **Newfoundland & Labrador Pensioners and Senior Citizens/50+ Federation**. Contact:

Editor, Don Holloway ..... 279-3546

Fax: 279-3546

**Senior's Pride**

Produced by the **Seniors Resource Centre of Newfoundland and Labrador**:

Seniors Resource Centre of Nfld & Labrador ..... 737-2333

Toll free ..... 1-800-563-5599

W100, 280 Torbay Road, St. John's, NL A1A 3W8

Fax: 737-3717

Email: [info@seniorsresource.ca](mailto:info@seniorsresource.ca)

Website: [www.seniorsresource.ca](http://www.seniorsresource.ca)

**50+ New Age Senior** ..... 753-4229

Colin Jamieson, 2 Ottawa Street, St. John's, NL A1A 2R7

## SENIORS RESOURCE CENTRE OF NEWFOUNDLAND AND LABRADOR

### **Seniors Resource Centre of Newfoundland and Labrador**

The Seniors Resource Centre of Newfoundland and Labrador is a not-for-profit, charitable organization. Through partnerships, the Centre promotes, enhances and supports the well-being and independence of older adults throughout the province.

### **Province Wide Programs**

The central programs are the toll-free **Seniors Information Line** and the **Peer Advocate** program which serve seniors province wide by providing information, referrals and support. More detail can be found on page 70.

The provincial **Healthy Aging Program** is an expansion of the earlier Falls Prevention and Type 2 Diabetes Awareness programs. The program works with local seniors and community partners to raise awareness about the various components of healthy aging and to create supportive communities for older adults.

The Seniors Resource Centre works cooperatively with other organizations in many of its activities, including the development of an **Aging Issues Network**, support for unpaid family **caregivers** (see page 81) and in the fight against **elder abuse** (see page 2). In addition to assisting individuals affected by elder abuse, the Centre facilitates the **Elder Abuse Committee of Newfoundland and Labrador**, has an **Elder Abuse Speakers Bureau** and, through the **ABCs of Fraud** program, volunteer seniors also give presentations on how to avoid being a victim of scams and frauds. The Centre also initiated the process to develop a **Strategic Plan** to Address Elder Abuse in Newfoundland and Labrador, developed a **Service Provider's Guide** to Elder Abuse, provides information and pamphlets about elder abuse and has resource material in the library. It is now working with concerned people across the province to develop a **Community Response to Elder Abuse**.

The Centre also promotes **Literacy** province-wide through projects that provide opportunities for older adults to improve their skills and adapt to new technology.

**SENIORS RESOURCE CENTRE OF  
NEWFOUNDLAND AND LABRADOR**

**Local Programs**

Other programs are offered to those within driving distance of the Centre. Information is available to anyone wishing to start similar programs in their own communities.

Services:

- Grocery Bus
- Friendly Visiting
- SnowBusters program
- Foot Clinics
- Income Tax Clinics
- Volunteer Driving

Support:

- Bereavement Support Group (see page 79)
- Caregiver Support (see page 81)

Education:

- Lifelong Learners (see page 7)
- Elder Abuse Speakers Bureau
- Resource Material

Fun and Friendship:

- Friday Friendship Club
- Mall Walkers Club
- Multicultural Group - Seniors Bridging Cultures

For more information call:

**Seniors Resource Centre of Nfld. & Labrador** ..... 737-2333  
 Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8  
 Toll Free ..... 1-800-563-5599  
 Fax: 737-3717  
 E-mail: info@seniorsresource.ca  
 Website: www.seniorsresource.ca

## SUPPORT

### **Bereavement and Loss**

Bereavement and loss are part of life but, as they get older, many people find that they are faced with multiple losses. These may include: loss of work through retirement; loss of health due to a chronic illness; separation and divorce; death of friends; and death of a spouse, which is one of the most devastating losses to deal with.

Grieving is a natural reaction after any loss. There are several stages in the grieving process and each person goes through them in their own way and in their own time. However, sometimes people need additional help and support to cope with their grief.

**Assistance and counselling** may be available from community health nurses and social workers, local hospitals and area churches, as well as private counselling services. Additional information can be found under Mental Health Services (see page 54).

#### **Seniors Resource Centre of Newfoundland and Labrador**

The Seniors Resource Centre offers an eight week **Bereavement Support Program** to help those grieving the death of a loved one. Support is offered to all adult age groups. The group is led by one or more professionals experienced in helping people deal with loss.

This program is available to anyone within travelling distance of the centre. The Seniors Resource Centre is prepared to bring the program to other communities upon request.

The Centre has books and other materials on bereavement. Support and information is also provided through the toll-free Information Line:

<b>SUPPORT</b>
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**Seniors Resource Centre of Nfld. & Labrador** ..... 737- 2333  
 Toll Free ..... 1-800-563-5599  
 Fax: 737-3717  
 E-mail: info@seniorsresource.ca  
 Website: www.seniorsresource.ca

### **Pastoral Care Department**

Information can also be obtained through the Pastoral Care Department at the Health Sciences Centre in St. John's. In addition, monthly Bereavement Seminars and also monthly Information and Support Sessions are held at the Health Care Corporation in St. John's. Information is also available about Support Groups, including one for survivors of suicide.

Contact:

**Pastoral Care Department** ..... 777- 6959  
 Health Science Centre, 300 Prince Philip Drive, St. John's, NL A1B 3V6  
 Fax: 777-7612  
 E-mail: rick.singleton@easternhealth.ca  
 Website: www.hccsj.nf.ca/basj

### **Bliss Murphy Cancer Centre**

The **Bliss Murphy Cancer Centre** offers a Bereavement Group for adults who have lost a loved one to cancer. Contact:

**Social Work Department** ..... 777-7604

## SUPPORT

### **Caregiver Support**

**For those providing unpaid care and support to a family member or friend.**

Looking after another person who needs care and assistance because they have a mental or physical impairment can be very stressful. Often the unpaid caregiving role falls on a family member who may be the only person providing round the clock assistance. These caregivers often feel isolated and may become exhausted. They may be unaware of the resources that are available or they may not be eligible for assistance.

Caregivers need information about home support services and other ways to take a short or long-term break, as well as information about support available through specific organizations such as the Alzheimer Society, Parkinson Society, and the Canadian Hard of Hearing Association.

A special **Caregiver Line** is available to unpaid Caregivers. A listening ear, free information and a **free quarterly newsletter** is provided through this program.

**Caregiver Line** ..... 726-2370  
Toll free ..... 1-888-571-2273

### **Regional Caregiver Networks**

**Regional Caregiver Networks** are developing across the province. These Networks consist of representatives of community organizations, government agencies, caregivers and former caregivers.

The Networks work to increase supports for caregivers, raise awareness about caregiving issues, host events (e.g. Caregiver Appreciation Days, presentations and lunches) and develop resources for caregivers (e.g. phone support networks and friendly visiting).

## SUPPORT

The Networks are currently based in St. Anthony, the Humber Valley region, Springdale, Grand Falls-Windsor, Twillingate, Clarenville and Avalon East region with plans to develop similar caregiver supports in Labrador and anywhere else there is interest.

To find out more about the Regional Caregiver Network in your area, or to set up a new Network, call:

**Caregiver Line** ..... 726-2370  
 Toll Free ..... 1-888-571-2273

Information and support can also be obtained from the Seniors Resource Centre of Newfoundland and Labrador. Call:

**Seniors Resource Centre of Nfld. & Labrador** ..... 737- 2333  
 Toll Free ..... 1-800-563-5599

The Centre also offers a **Caregiver Support Group** for those in the St. John's area. For information about Support Groups in other areas, call the Centre or the Caregiver Line.

### **Emergency Alert**

- see COMMUNITY SUPPORT PROGRAMS

### **Emergency Shelters**

- see ABUSE AND NEGLECT

### **Victim Services**

- see ABUSE AND NEGLECT

## TRANSPORTATION

### Medical Transportation Assistance Program

Financial assistance is available for certain expenses for residents of Newfoundland and Labrador who travel by **commercial air** to access medically necessary insured services:

- within the province when an insured service is not available in the region; and
- outside the province when an insured service is not available within the province.

The referring physician has to fill out a form and the person has to pay travel, accommodation and meal costs first, and then claim for reimbursement. The person has to pay the first \$500 and then allowable expenses are cost shared at 50%.

For Labrador residents, the province pays the first \$500 of eligible claimable expenses during a 12 month period, then all remaining reimbursable expenses are cost shared 50-50. In addition, a \$40 round trip fare has been introduced for Labrador West residents traveling to Happy Valley-Goose Bay for CT scans and laparoscopies

For more information and for application forms, contact the Department of Health and Community Services:

**Medical Transportation Assistance Program** . . . . . 729-4928/0628

PO Box 8700, St. John's, NL A1B 4J6

Fax: 729-1918

Email: [SandraGosse@gov.nl.ca](mailto:SandraGosse@gov.nl.ca)

Website: [www.gov.nl.ca/health](http://www.gov.nl.ca/health)

## TRANSPORTATION

### Hope Air

**Hope Air** is a registered national charity dedicated to serving Canadians in financial need by providing free air transportation to recognised facilities for medical care not available in the patient's home community.

For more information, call:

**Hope Air** ..... 1-877-346-4673  
 4711 Yonge Street, Suite 703, Toronto, Ontario M2N 6K8  
 Fax: 416-222-6930  
 E-mail: mail@hopeair.org  
 Website: www.hopeair.org

### Transportation Accessibility

Under the Canada Transportation Act, the Canadian Transportation Agency is responsible for ensuring that undue obstacles are removed from **federally regulated** transportation services and facilities. It does this by resolving individual complaints and also by developing regulations, codes of practice and standards concerning the level of accessibility in modes of transport under federal jurisdiction, such as trains and stations, interprovincial ferry services and terminals, airlines and airports.

The agency also publishes guides for travelers with disabilities.

For more information or to obtain a guide, call:

**Canadian Transportation Agency** ..... 1-888-222-2592  
 TTY ..... 1-800-669-5575  
 15 Eddy Street, Gatineau, QC K1A 0N9  
 Mailing address: Ottawa, Ontario, K1A 0N9  
 Fax: 819-953-8353  
 Website: www.cta-otc.gc.ca

## VETERANS

### Veterans' Benefits

The Department of Veterans Affairs administers the Veterans Independence Program. This program provides services such as ground maintenance, housekeeping, personal care, transportation costs, and home adaptations for qualified veterans who need assistance to stay in their own home, as well as nursing home care if needed.

For information on Veterans benefits and pensions, call:

**Department of Veterans' Affairs**, ..... 1-866-522-2122

**St. John's** office is located at:

John Cabot Building, 10 Barters Hill, PO Box 5068, St. John's, NL A1C 5V4

**Corner Brook** office is located at:

Government of Canada Building, 1 Regent Square, Corner Brook, NL A2H 7K6

Other useful numbers:

Canada Remembers ..... 1-877-604-8489

Bureau of Pensions Advocates ..... 1-877-228-2250

Veterans Review and Appeal Board ..... 1-800-450-8006

### Funerals and Burial

If the deceased person was a **Veteran**, contact the Department of Veterans' Affairs about eligibility for benefits and the **Last Post Fund**.

For more information, call:

**Veterans Affairs Canada** ..... 1-888-579-4288

**St. John's** office is located at:

John Cabot Building, 10 Barters Hill, PO Box 5068, St. John's, NL A1C 5V4

**Corner Brook** office is located at:

Government of Canada Building, 1 Regent Square, Corner Brook, NL A2H 7K6

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