



SENIORS PROGRAMS AND SERVICES

# INFORMATION GUIDE

July 2018 – June 2019

For more information about seniors programs and services, please call:

**Alberta Supports Contact Centre**

Toll-free anywhere in Alberta: 1-877-644-9992 Edmonton: 780-644-9992

Website: [www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

Deaf or hearing impaired with TDD/TTY units:

Toll-free anywhere in Alberta: 1-800-232-7215

Edmonton: 780-427-9999

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

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# TABLE OF CONTENTS

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## **1 Income Support Programs**

- 1 Provincial Government Programs
- 6 Federal Government Programs

## **10 Housing**

- 10 Provincial Government Programs
- 12 Finding Accommodation

## **14 Government Contacts**

- 14 Alberta Supports
- 17 Government of Alberta Contact Centre
- 17 Service Alberta Contact Centre
- 18 Government of Canada
- 18 Contacting your MLA
- 18 Alberta Ombudsman
- 19 Office of the Public Guardian and Trustee
- 21 Office of the Seniors Advocate
- 22 Alberta's Health Advocates
- 23 Advance Care Planning
- 24 Utilities Consumer Advocate
- 24 Energy Efficiency Alberta

## **25 Health Services**

- 25 Alberta Health Care Insurance Plan
- 28 Dental and Optical Assistance for Seniors
- 28 Alberta Aids to Daily Living
- 30 Alberta Blue Cross
- 32 Continuing Care Services
- 35 Alberta Health Services
- 36 Private Health Insurers

## **37 Community Agencies**

- 37 Funding Opportunities
- 38 Family and Community Support Services (FCSS)
- 38 Meals on Wheels
- 38 Money Mentors

## **39 Protecting You and Your Information**

- 39 Office of the Information and Privacy Commissioner of Alberta
- 39 Elder Abuse
- 41 Protection for Persons in Care
- 42 Continuing Care Health Services Standards
- 42 Supportive Living and Long-Term Care Accommodation Standards
- 43 Resident and Family Councils
- 44 Alberta Human Rights Commission
- 45 Service Alberta
- 45 Alberta Securities Commission

## **46 Transportation**

- 46 Bus Passes
- 46 Seniors Driving Services
- 46 Alberta Transportation
- 47 Alberta Motor Association
- 47 Parking Placards for Persons with Disabilities

## **48 Congratulatory Messages for Seniors**

- 48 Message from the Queen
- 49 Message from the Governor General of Canada
- 50 Message from the Prime Minister of Canada
- 51 Message from the Premier of Alberta

## **52 General Information**

- 52 Birth, Marriage and Death Certificates
- 52 Lawyer Referral Service
- 53 Local Information and Referral Centres
- 55 Taxes
- 56 Veterans
- 57 Power of Attorney
- 58 Funeral Planning
- 59 Last Will and Testament

## **60 Recreation and Leisure**

- 60 Alberta 55 Plus Games
- 60 Historic Sites and Cultural Facilities
- 61 Provincial Parks
- 61 Fishing Licences
- 61 Seniors' Tour of the Alberta Legislature

## **62 Quick Reference List**

## **65 Index**

# INCOME SUPPORT PROGRAMS

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## Provincial Government Programs

### Seniors Financial Assistance Programs

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

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

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

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

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

#### **General eligibility**

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

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

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

## Alberta Seniors Benefit

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

Eligibility for a benefit is determined by:

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

### General eligibility

In general, a single senior with an annual income of \$27,690 or less, and senior couples with a combined annual income of \$44,965 or less, may be eligible for a cash benefit.

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

## Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program provides seniors with low income financial assistance toward a range of expenses including appliances and specific health and personal supports. A senior's total annual income and the expense requested are used to determine the amount funded. The maximum assistance available is \$5,000 in a benefit year (July to June).

### General eligibility

To be considered for the Special Needs Assistance for Seniors program, you must have completed the Seniors Financial Assistance application form. You may then send the Special Needs Assistance for Seniors program a receipt or estimate for the expense requested. A single senior with a total annual income of \$27,690 or less, or a senior couple with a total combined annual income of \$44,965 or less may receive assistance.

## Dental and Optical Assistance for Seniors

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

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

### General eligibility

To be considered for the Dental and Optical Assistance programs, you must have completed the Seniors Financial Assistance application form. A single senior with a total annual income of \$31,675 or less, or a senior couple with a total combined income of \$63,350 or less, may receive assistance.

### Your claim will be paid in one of two ways:

**If your service provider bills Alberta Dental Service Corporation or Alberta Blue Cross directly:** The program will pay the service provider for the amount that you are eligible for under the program. If there is a difference between the amount you are eligible for and your bill, you need to pay the difference. For example, if your bill is \$280, and the program covers \$230, you pay \$50 ( $\$280 - \$230 = \$50$ ).

**If your service provider does not bill directly:** You pay the full bill. Then, you can submit a Claim Form (available from your service provider or online at [www.albertadentalservicecorp.com](http://www.albertadentalservicecorp.com) or [www.ab.bluecross.ca](http://www.ab.bluecross.ca)) to get reimbursed for the eligible amount.

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

Alberta Blue Cross

Toll-free: 1-800-661-6995

Edmonton area: 780-498-8000

Calgary area: 403-234-9666

Website: [www.ab.bluecross.ca/index.php](http://www.ab.bluecross.ca/index.php)

### For information about dental claims, contact:

Alberta Dental Service Corporation

Toll-free: 1-800-232-1997

Edmonton area: 780-426-7526

Fax: 780-426-7581

Website: [www.albertadentalservicecorp.com](http://www.albertadentalservicecorp.com)

## **The Seniors Home Adaptation and Repair Program**

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

### **General eligibility**

To qualify, you must be age 65 years or older, be an Alberta resident for at least three months, have an annual household income of \$75,000 or less, and have at least 25 per cent equity after the loan. This means all charges registered against your home in a land titles office cannot exceed 75 per cent of your home's assessed value, as shown on your municipal assessment.

### **Interest**

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

### **How to apply**

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

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

Alberta Supports Contact Centre

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

Edmonton: 780-644-9992

Website: [www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

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

Alberta Seniors and Housing

PO Box 1050

Edmonton, Alberta T5J 2M1

## Seniors Property Tax Deferral Program

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

### General eligibility

To qualify, your home must be your primary residence, where you live most of the time, and you must have a minimum of 25 per cent equity in your home. This means all charges registered against your home in a land titles office cannot exceed 75 per cent of your home's assessed value, as shown on your municipal assessment.

### Interest

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

### How to apply

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

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

Alberta Supports Contact Centre  
Toll free anywhere in Alberta: 1-877-644-9992  
Edmonton: 780-644-9992  
Website: [www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

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

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

## Income Support for Non-Seniors

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

### **For more information, contact:**

Alberta Supports Contact Centre

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

Edmonton: 780-644-9992

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

## Federal Government Programs

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

### **Call toll-free from Canada and the United States:**

1-800-277-9914

TTY: 1-800-255-4786

Hours of Operation: 8:30 am – 4:30 pm

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

## Old Age Security Pension

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

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

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

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

## Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) provides a monthly non-taxable benefit to Old Age Security pension recipients who have low income and are living in Canada.

You qualify for the GIS if you meet all of the following conditions:

- » you are receiving an Old Age Security pension; and
- » your annual income (or in the case of a couple, your combined income) is less than the maximum annual threshold.

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

- » your benefit will be renewed,
- » your benefit will be stopped, or
- » your income information is required.

## Allowance / Allowance for the Survivor

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

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

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

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

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

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

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

## Canada Pension Plan

The Government of Canada administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment. There are different types of CPP benefits. Application forms are available at any Service Canada Centre by calling 1-800-277-9914 or on the website at [www.canada.ca](http://www.canada.ca)

The most applicable CPP benefits for seniors are:

### Retirement pension

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

### Post-Retirement benefit

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

**Disability benefits**

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

**Survivor's pension**

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

**Death benefit**

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

**Children's benefit**

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

For information on other CPP benefits, call Service Canada toll-free at 1-800-277-9914, or visit [www.canada.ca](http://www.canada.ca)

For the most up-to-date information, please visit the Service Canada website.

# HOUSING

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## Provincial Government Programs

### Seniors Lodge Program

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

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

Local housing management bodies administer lodges and set the accommodation rates. To assist lower-income residents, each eligible resident must be left with at least \$315 per month in disposable income after lodge accommodation costs.

**For more information about the Seniors Lodge program, contact:**

Alberta Seniors and Housing  
44 Capital Boulevard  
10044 - 108 Street NW  
Edmonton, Alberta T5J 5E6  
Edmonton: 780-422-0122  
Website: [www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free. Your local housing management body has detailed information about lodges and senior self-contained living in your area.

**For assistance contacting a housing management body, contact:**

Alberta Supports Contact Centre  
Toll-free anywhere in Alberta: 1-877-644-9992  
Edmonton: 780-644-9992  
Website: [www.albertasupports.ca](http://www.albertasupports.ca)

## Seniors Self-Contained Housing

Local housing management bodies provide affordable apartment-style accommodations for low and moderate-income seniors who are functionally independent and cannot afford private-sector housing.

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

**A searchable list of housing and housing management bodies is available at:**

[www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

**For more information about the Seniors Self-Contained Housing program, contact:**

Alberta Seniors and Housing

Edmonton: 780-422-0122

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

## Residential Access Modification Program (RAMP)

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

**For more information contact:**

RAMP

PO Box 808, Edmonton Main

Edmonton, Alberta T5J 2L4

Phone: 1-877-427-5760

Website: [www.humanservices.alberta.ca/ramp](http://www.humanservices.alberta.ca/ramp)

Email: [css.ramp@gov.ab.ca](mailto:css.ramp@gov.ab.ca)

# Finding Accommodation

## Seniors Housing Registries

### Provincial Seniors Housing Directory

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

#### For more information:

Phone: 780-439-6473

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

### Local registries

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

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

##### CALGARY

Kerby Centre

1133 - 7 Avenue SW

Calgary, Alberta T2P 1B2

Phone: 403-705-3230

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

##### EDMONTON

SAGE

15 Sir Winston Churchill Square NW

Edmonton, Alberta T5J 2E5

Phone: 780-423-5510

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

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

##### EDMONTON ABORIGINAL SENIOR CENTRE

Cottage E

10107 - 134 Avenue NW

Edmonton, Alberta T5E 1J2

Phone: 780-476-6595

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

- » your local information centre, listed on pages 53-54;
- » a Family and Community Support Services Office, listed in your telephone directory; or
- » the Alberta Supports Contact Centre, listed on page 14.

## **Supportive Living and Long-Term Care Public Reporting Information**

To locate information about supportive living and long-term care accommodations, learn about facilities' compliance with provincial accommodation standards and compare accommodation visit: <http://standardsandlicensing.alberta.ca/> or contact the Compliance and Monitoring Branch at 780-644-8428.

**For information on long-term care and supportive living, please see pages 34-36 and 42-43.**

## **Landlord and Tenant Information**

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

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

Toll-free: 1-877-427-4088

Edmonton: 780-427-4088

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

# GOVERNMENT CONTACTS

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## Alberta Supports

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

There are three ways to access Alberta Supports:

### CALL

Alberta Supports  
Contact Centre  
Toll-free:  
1-877-644-9992  
Edmonton area:  
780-644-9992

TDD/TTY toll-free:

1-800-232-7215  
Edmonton area:  
780-427-9999

Office hours:

7:30 am – 8:00 pm  
(Monday to Friday, closed  
statutory holidays)  
Please have your personal  
health number ready  
when calling.

### CLICK

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

### COME IN

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

There are Alberta Supports offices in the following communities:

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

**Calgary Central –  
Century Park Place  
Alberta Supports Centre**  
5th Floor  
855-8 Avenue SW  
Calgary, Alberta T2P 3P1

**Calgary Central –  
Lancore Alberta  
Supports Centre**  
Main Floor Lancore  
Building  
1021-10 Avenue SW  
Calgary, Alberta T2R 0B7

**Calgary East –  
Westland Alberta  
Supports Centre**  
Main Floor Westland  
Professional Centre  
2752 Sunridge Way NE  
Calgary, Alberta T1Y 0A5

**Calgary North –  
One Executive Place  
Alberta Supports Centre**  
1816 Crowchild Trail NW  
Calgary, Alberta T2M 3Y7

**Calgary South –  
Fisher Park Alberta  
Supports Centre**  
100 Fisher Park II  
6712 Fisher Street SE  
Calgary, Alberta T2H 2A7

**Edmonton Central -  
City Centre Alberta  
Supports Centre**  
10242 - 105 Street  
Edmonton, Alberta T5J 3L5

**Edmonton North -  
Northgate Alberta  
Supports Centre**  
2050 Northgate Centre  
9499 - 137 Avenue  
Edmonton, Alberta T5E 5R8

**Edmonton South –  
Argyll Alberta  
Supports Centre**  
6325 Gateway Boulevard NW  
Edmonton, Alberta T6H 5H6

**Edmonton West –  
Meadowlark Alberta  
Supports Centre**  
120 Meadowlark Shopping  
Centre 15710 – 87 Avenue  
Edmonton, Alberta T5R 5W9

## **Seniors Information Services Offices**

Offices are located in Edmonton and Calgary at the following locations:

### **Edmonton**

Main Floor, Standard Life Centre

10405 Jasper Avenue NW

Edmonton, Alberta T5J 4R7

Office Hours:

8:15 am – 4:30 pm

(Monday to Friday, closed statutory holidays)

No appointment necessary.

### **Calgary**

Kerby Centre

1133 7 Ave SW

Calgary, Alberta T2P 1B2

Office Hours:

8:15 am – 4:30 pm

(Monday to Friday, closed statutory holidays)

Please call 403-705-3246 for an appointment.

## Government of Alberta Contact Centre

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

You can reach any provincial government program toll-free by calling the Government of Alberta Contact Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8:00 am to 6:00 pm. To use this service anywhere in Alberta, dial 310-0000 and enter the 10 digit provincial telephone number for the program you wish to contact, or dial zero, or stay on the line for assistance.

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

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

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

Toll-free anywhere in Alberta: 1-800-232-7215

Edmonton: 780-427-9999

## Service Alberta Contact Centre

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

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

### **For more information, contact:**

Toll-free anywhere in Alberta: 1-877-427-4088

Edmonton: 780-427-4088

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

# Government of Canada

## Service Canada Call Centre

**For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, contact:**

1-800-277-9914

TTY: 1-800-255-4786

Hours of Operation: 8:30 am – 4:30 pm

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

## Service Canada Centres

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

## Contacting your MLA

**An online listing of MLAs and contact information is located at:**

<http://streetkey.elections.ab.ca/>

## Alberta Ombudsman

The Alberta Ombudsman's Office responds to complaints of unfair treatment by provincial agencies and organizations identified in the *Ombudsman Act*. The office's jurisdiction includes Alberta provincial and municipal government departments, most self-regulated health professions, the Patient Concerns Resolution Process of Alberta Health Services and other designated professional organizations.

The Ombudsman:

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

**An online complaint form is available at:**

www.ombudsman.ab.ca or contact by phone at:

Edmonton: 780-427-2756

Calgary: 403-297-6185

Toll-Free: 1-888-455-2756

## Office of the Public Guardian and Trustee

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

The OPGT may act as guardian and/or trustee for adults who lack the capacity to make their own personal and/or financial decisions when there is no other personable, willing, or suitable to take on the role. The OPGT may also administer estates when someone has died and there is no one else to do so. In addition, the OPGT protects the assets of minors (under 18 years) where required by law or where a minor is a beneficiary but there is no trustee named.

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

### Supported Decision Making Authorization

- » Adults with capacity can authorize a trusted person(s) to assist them with finding information, making decisions, and communicating their decisions.
- » May be helpful for people who face complex decisions or have difficulty communicating their decisions to others.

### Co-Decision Making Order

- » The adult has some capacity limitations but could make personal decisions with guidance and support from someone else.
- » A co-decision making order may be appropriate if the assisted adult has a trusting, co-operative relationship with their co-decision maker(s).

### Guardianship and Trusteeship Orders

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

## Personal Directive

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

**For more information on personal directives and to download a form, visit:**

<https://www.alberta.ca/personal-directive.aspx>

## Enduring Power of Attorney

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

**For more information on the Office of the Public Guardian and Trustee, visit:**

<https://www.alberta.ca/office-public-guardian-trustee.aspx>, or contact the Office of the Public Guardian and Trustee.

### NORTHERN ALBERTA

#### Grande Prairie Office

3rd Floor, 214 Place South  
10130 - 99 Avenue  
Grande Prairie, Alberta T8V 2V4  
Phone: 780-833-4319

#### Lloydminster Office

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

#### St. Paul Office

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

#### Edmonton Office (Public Guardian)

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

#### Edmonton Office (Public Trustee)

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

## **CENTRAL ALBERTA**

### **Red Deer Office**

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

### **Calgary**

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

## **SOUTHERN ALBERTA**

### **Lethbridge Office**

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

### **Medicine Hat Office**

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

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

## Office of the Seniors Advocate

The Office of the Seniors Advocate supports seniors, their families and caregivers throughout Alberta by:

- » Providing information, resolution support, referrals and links to government and/or community resources.
- » Following-up with Albertans to ensure their needs were met.
- » Gathering feedback on issues and experiences.
- » Analyzing information to identify trends in issues facing seniors and gaps in services or programs.
- » Providing policy advice and recommendations to the Government of Alberta to improve seniors programs and services.

### **For more information, contact:**

Toll-free: 1-844-644-0682  
Edmonton area: 780-644-0682  
Fax: 780-644-9685  
TDD/TTY: 1-844-392-9025  
Email: [seniors.advocate@gov.ab.ca](mailto:seniors.advocate@gov.ab.ca)  
Website: [www.seniorsadvocateab.ca](http://www.seniorsadvocateab.ca)

# Alberta's Health Advocates

## Office of the Alberta Health Advocates

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

### Health Advocate

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

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

### Mental Health Patient Advocate

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

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

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

Edmonton area: 780-422-1812

Toll-free anywhere in Alberta: Dial 310-0000 and then the number

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

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

## Advance Care Planning

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

In Alberta, one way to document your advance care planning wishes is in a personal directive. A personal directive is a legal document that allows you to choose someone you trust to make personal decisions on your behalf and leave them some guidance for use, in the future, if you lose your ability to make your own health care decisions because of illness or injury (see page 20).

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

For more information about Advance Care Planning, talk to your healthcare provider or visit <https://myhealth.alberta.ca/Alberta/Pages/advance-care-planning-topic-overview.aspx>

## Utilities Consumer Advocate

The Utilities Consumer Advocate (UCA) represents the interests of Alberta's residential, farm, and small business electricity and natural gas consumers. The UCA works to ensure consumers have the information, representation, and protection they need to help them make informed choices in Alberta's deregulated electricity and natural gas markets.

The UCA's mediation team is available to answer consumer's questions and provide detailed advice and information about the electricity and natural gas industry.

Common topics include contracts, billing, and distribution fees.

When consumers have exhausted known avenues of issue resolution, the UCA will investigate and mediate concerns with utility companies.

### **Contact the UCA:**

In Alberta: 310-4UCA (310-4822)

Outside of Alberta: 780-644-5130

Email: [UCAhelps@gov.ab.ca](mailto:UCAhelps@gov.ab.ca)

Website: [www.ucahelps.alberta.ca](http://www.ucahelps.alberta.ca)

## Energy Efficiency Alberta

Energy Efficiency Alberta is a provincial agency providing programs and services to help Albertans save money and energy.

### **For more information about Energy Efficiency Alberta, contact:**

Toll-free: 1-844-357-5604

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

Email: [hello@encyalberta.ca](mailto:hello@encyalberta.ca)

Seniors may also access a home equity loan to make repairs, adaptations or renovations to improve the energy efficiency of their homes. Please see page 4 for details.

# HEALTH SERVICES

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## Alberta Health Care Insurance Plan

### Eligibility

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

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

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

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

Basic coverage includes:

- » full coverage for medically necessary insured services provided by physicians according to the Schedule of Medical Benefits;
- » medically necessary oral and maxillofacial surgical procedures and some specific dental procedures performed by an oral surgeon or dentist according to the Schedule of Oral and Maxillofacial Surgery Benefits;
- » some foot care services if provided in Alberta by a podiatrist. Benefits are limited for each service and payable according to the Schedule of Podiatry Benefits to a maximum payable per benefit year\* of \$250 (check with podiatrist prior to treatment);
- » a podiatric surgery program that provides full coverage for medically necessary services provided by a podiatric surgeon in an Alberta hospital or non-hospital surgical facility under contract with Alberta Health Services according to the Schedule of Podiatric Surgery Benefits;
- » some optometry services, if provided in Alberta. Benefits are limited to one complete exam, one partial exam and one diagnostic procedure per benefit year\*;

- » an operator's licence medical examination for people 74.5 years of age and over;
- » Some publicly funded physiotherapy services are provided through Alberta Health Services Ambulatory Community Physiotherapy program. The physiotherapist determines the number of treatments to be publicly funded based on the client's presenting condition or injury.

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

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

## **Uninsured Services**

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

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

## **Hospital Services**

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

If you request a private or semi-private hospital room, a room charge may be applied by the hospital, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 36 for information on private insurers.

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

### **Temporary absence from Alberta**

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

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

### **Recurring absence from Alberta**

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

- » Contact Alberta Health before you leave to ensure your coverage under the AHCIP remains current. Alberta Health covers only some limited physician and hospital expenses outside Alberta. It is strongly recommended that Alberta residents carry private supplementary insurance when travelling outside of Alberta to cover unforeseen emergency care and transportation, as these costs may be significant.

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

#### **BY MAIL**

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

#### **WEBSITE**

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

#### **BY TELEPHONE**

Edmonton: 780-427-1432

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

# Dental and Optical Assistance for Seniors

## Dental Assistance for Seniors

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

## Optical Assistance for Seniors

The Optical Assistance for Seniors program provides assistance of up to \$230 per eligible senior, towards the purchase of prescription eyeglasses every three years. Please see page 3 for program details.

# Alberta Aids to Daily Living (AADL)

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

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

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

An assessment by an AADL authorizer or specialty assessor determines the clinical need for medical equipment and supplies that an Albertan may be eligible for through this program. This may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist, speech language pathologist or other health care professional who may work in a community health care centre, hospital, long-term care centre, home care program or private practice.

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

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

## How does the program work?

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

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

Low-income Albertans, below qualifying income thresholds, are exempt from cost-sharing. Your authorizer or local community health care centre will have a cost-sharing exemption application for you to complete and submit to the address on the form.

If you are exempt from cost-sharing, your authorizer and vendor will be notified through the AADL system. If you choose an upgraded item, you are responsible for paying any additional costs regardless of cost-share status.

### **What is covered?**

Only certain medical equipment and supplies are provided. You must be assessed and authorized for AADL benefits before you receive them. AADL cannot refund clients who purchase their own medical equipment and supplies before being assessed and authorized for equipment and supplies. Equipment and supplies must be purchased from an AADL approved vendor within the province of Alberta, unless otherwise specified.

The program does not provide coverage for canes, reachers, off-the-shelf foot orthotics, scooters, CPAP machines, eyeglasses, prescription drugs, dental care or dentures.

### **Hearing Aids**

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

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

### **For more information about registered vendors, go to:**

<http://www.health.alberta.ca/services/AADL-approved-vendors.html>

### **Medical / Surgical Supplies, Prosthetics, Orthotics, Footwear, Mobility and Respiratory Equipment**

An AADL authorizer or specialty supplier must assess your need for equipment and supplies and complete an authorization form. Some items may require a physician's prescription.

Program authorizers or specialty suppliers have complete lists of all items provided

through AADL. You may also find this information at [www.health.alberta.ca/services/AADL-program-manual.html](http://www.health.alberta.ca/services/AADL-program-manual.html). A maximum number of benefits are available each year.

**For details on specific supplies and equipment covered by AADL, contact your health care provider, Alberta Health Services or:**

Alberta Supports Contact Centre

Toll free in Alberta at 1-877-644-9992

Edmonton: 780-644-9992

or refer to the AADL website at:

<http://www.health.alberta.ca/services/aids-to-daily-living.html>

## Alberta Blue Cross

### Coverage for Seniors

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

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

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

### Ambulance Services

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

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

### Prescription Drugs

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

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

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without pre-authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

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

### **Diabetic Supplies**

Coverage for Seniors provides diabetic supplies for insulin-treated diabetics only, up to a maximum of \$600 per eligible person each benefit year for diabetic supplies purchased from a licensed pharmacy. Diabetic supplies include needles, syringes, lancets and blood glucose and urine testing strips. Additional financial assistance for low-income seniors is available through the Special Needs Assistance for Seniors program. Please see page 2 for details.

### **Chiropractic Services**

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

### **Clinical Psychological Services**

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

### **Home Nursing Care**

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

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

## **ALBERTA BLUE CROSS OFFICES**

### **Calgary**

Main Floor

715 - 5 Avenue SW Calgary, Alberta T2P 2X6 Phone: 403-234-9666

### **Edmonton**

Blue Cross Place 10009 - 108 Street NW

Edmonton, Alberta T5J 3C5 Phone: 780-498-8000

### **Grande Prairie**

108, 10126 - 120 Avenue

Grande Prairie, Alberta T8V 8H9 Phone: 780-532-3505

### **Lethbridge**

470 Chancery Court

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

### **Medicine Hat**

95 Carry Drive Plaza 105 Carry Drive SE

Medicine Hat, Alberta T1B 3M6 Phone: 403-529-5553

1-800-394-1965 (individual plans)

### **Red Deer**

103 Elements at Rivers Edge

5002 - 55 Street

Red Deer, Alberta T4N 7A4

Phone: 403-343-7009

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

## **Continuing Care Services**

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

Continuing care services are provided in three streams:

- » home living;
- » supportive living; and
- » facility living.

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

Individuals who receive publicly-funded health services through Alberta Health Services will undergo a needs assessment by a healthcare professional to determine their care and service needs. Anyone can request this assessment. Once a request is made a case manager will meet with the person and discuss the situation. Alberta Health Services staff will work with the Case Manager, the individual and family to find the service or facility that would best meet the client's needs. Alberta Health Services' goal is to make sure individuals get the right services in the right place in a timely manner.

An assessment can be arranged by contacting Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta. More information about accessing continuing care is available at: <https://www.albertahealthservices.ca/cc/Page15487.aspx>

### **Home Living / Home Care Services**

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

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

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

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

An assessment can be arranged by contacting Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta. More information about accessing continuing care is available at: <https://www.albertahealthservices.ca/cc/Page15487.aspx>

### **Supportive Living**

Supportive living combines accommodation services with other supports and care. Supportive living services are designed to assist individuals in maintaining a level of independence. Supportive living is not intended for individuals who have highly complex health care needs.

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

In order to access some supportive living options (such as designated supportive living), individuals may need to undergo an assessment by Alberta Health Services staff.

**More information on supportive living is available online at:**

Website: <http://www.health.alberta.ca/services/supportive-living.html>

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

Phone: 780-439-6473

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

**Calgary**

Kerby Centre

Phone: 403-265-0661

Website:

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

**Edmonton**

SAGE

Phone: 780-423-5510

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

## Facility Living / Long-Term Care Facilities

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

In Alberta, long-term care facilities include nursing homes and auxiliary hospitals. All long-term care facilities across Alberta are operated by or under contract to Alberta Health Services. Some facilities may be stand-alone buildings; while some may be in sites where a range of services are provided.

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

For more information about long-term care accommodations, or to arrange an assessment, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta or visit:

<https://www.albertahealthservices.ca/cc/Page15491.aspx>.

Residents of long-term care facilities do not pay for:

- » prescription drugs as prescribed by a physician or ambulance services when the transfer is to or from a hospital.

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

The rates as of July 1, 2018 are:

- » \$55.00/day for standard accommodation (three or four beds in one room)
- » \$57.90/day for semi-private accommodation (two individuals in one room)
- » \$66.95/day for private accommodation

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

For information, call 1-877-644-9992 or visit [www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

## Alberta Health Services

### Day Support Programs and Day Hospitals

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

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

### Geriatric Assessment and Rehabilitation Programs

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

### Mental Health Services

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

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

## Public Health Services

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

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

Information, phone numbers and addresses for public health services in your area are available by contacting Alberta Health Services.

### **For more information about Alberta Health Services programs and services, contact:**

Health Link Alberta by dialing 811 (24 hours, 7 days a week), or  
Website: <https://myhealth.alberta.ca>

## Private Health Insurers

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

For more information, visit the Canadian Life and Health Insurance Association website at <https://www.clhia.ca>

# COMMUNITY AGENCIES

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## Funding Opportunities

### Provincial Grants

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

Funding may be available through:

#### **Community Initiatives Program**

Toll-free: 1-800-642-3855

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

Toll-free: 1-800-642-3855

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

Edmonton: 780-431-2305

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

Edmonton: 780-427-9968

**For more information about these and other available grant programs, go to:**

[www.culture.alberta.ca/grantprograms](http://www.culture.alberta.ca/grantprograms)

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

### Federal Grants

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

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

**For more information, contact:**

1-800-277-9914

TTY: 1-800-255-4786

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

## Family and Community Support Services (FCSS)

Under Family and Community Support Services (FCSS), communities design and deliver social programs that promote and enhance well-being among individuals, families and communities. These provincial/municipal/Métis Settlement programs are available in most parts of Alberta and provide information, funding and assistance with the development of community-based preventive social programs, including services for senior citizens.

In some communities, FCSS assists seniors by offering home support services, information and referral, and outreach programs. For information, contact the FCSS or Community Services office listed in your local telephone directory.

## Meals on Wheels

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

## Money Mentors

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

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

# PROTECTING YOU AND YOUR INFORMATION

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## Office of the Information and Privacy Commissioner of Alberta

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

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

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

If you believe your personal or health information may have been collected, used or disclosed improperly, you may submit a complaint in writing to OIPC. For more information about OIPC and privacy laws in Alberta you can refer to [www.oipc.ab.ca](http://www.oipc.ab.ca).

## Elder Abuse

Elder abuse is any action or inaction by self or others that jeopardizes the health or well-being of any older adult. Elder abuse can take several forms, including: physical, emotional, financial, sexual, medication abuse or neglect. It may include the infliction of physical injury, restraint, exploitation, threats, ridicule, humiliation, forced isolation, or forced change in living arrangements. Elder abuse may also include neglect; that is, the refusal or failure to care for an older person whether intentional or unintentional.

The following is a list of resources you can call if you are a senior experiencing abuse or you know a senior that may be being abused.

### **Police**

If you or someone you know is being abused and is in imminent danger,  
Phone: 911 or your local detachment

### **Family Violence Info Line**

24-hour Toll-free 310-1818

Service provided in more than 170 languages

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

Phone: 403-705-3250 (24 hours)

**Camrose Family Violence Action Society**

Phone: 780-672-0141

**Edmonton Seniors Protection Partnership**

Phone: 780-477-2929

**Edmonton Seniors Abuse Help Line**

Phone: 780-454-8888 (24 hours)

**Grande Prairie Seniors Outreach**

Phone: 780-539-6255

**Lethbridge Elder Abuse Response Network**

Phone: 403-394-0306

**Medicine Hat Branch Elder Abuse Outreach**

Phone: 403-504-1811 extension 114

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

24-hour Seniors Abuse Resource Information Line

Phone: 403-346-6076 (local)

Toll-free: 1-877-454-2580

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

Phone: 780-460-2195

**Strathcona County Elder Abuse Line**

Phone: 780-464-7233 (24 hours)

**EMERGENCY SHELTERS**

**Calgary - Kerby Rotary House**

Phone: 403-265-0661

**Edmonton - Seniors Safe house**

Phone: 780-702-1520

**Red Deer - Elder Abuse Shelter**

Phone: 403-346-6076 (local)

Toll-free: 1-877-454-2580

## **ADDITIONAL RESOURCES**

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

The Alberta Elder Abuse Awareness Council is a province-wide network of professionals dedicated to preventing elder abuse by increasing community awareness around elder abuse and the resources available to address it.

More information about the Alberta Elder Abuse Awareness Council is available at [www.albertaelderabuse.ca](http://www.albertaelderabuse.ca) or [www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

### **Health Link Alberta**

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

Provides telephone advice and information on health related topics.

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

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

Phone: 1-877-427-4525

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

To report the abuse of an adult receiving care or support services from publicly funded service providers such as: hospitals, seniors' lodges, nursing homes, mental health facilities, shelters, group homes, addictions treatment centres, and other supportive living settings. Phone: 1-888-357-9339

## **Protection for Persons in Care**

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

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

To report abuse, call the Information and Reporting Line at 1-888-357-9339  
8:15 a.m. – 4:30 p.m., Monday to Friday.

For more information, call the number above or visit  
<http://www.health.alberta.ca/services/protection-persons-care.html>

## Continuing Care Health Services Standards

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

Alberta Health is and Alberta Health Services are responsible for ensuring that health service standards are met. These standards apply where publicly funded health care is provided, namely by home care providers and facility operators.

If you have concerns about the quality of health services provided through homecare or in a publicly funded continuing care facility (such as a designated supporting living site or long-term care), raise them first with the provider and Alberta Health Services.

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

Alberta Health - Attn: Compliance and Monitoring Branch

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

Phone: 780-644-8428

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

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

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

## Supportive Living and Long-Term Care Accommodation Standards

The Government of Alberta ensures that supportive living and long-term care facilities meet accommodation standards set by the government. These standards cover services like meals, housekeeping and building maintenance and help to ensure that quality accommodation and related services are being provided to residents throughout the province. Supportive living accommodations are licensed and long-term care facilities are monitored for their compliance with the standards.

### **Supportive Living and Long-Term Care Public Reporting**

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

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

- » location and contact details;

- » visit information and compliance history since April 1, 2013; and,
- » supportive living licence status – accommodations with a full licence have complied with all accommodation standards. Accommodations with a conditional licence have a compliance action plan in place to meet all accommodation standards by a specified date.

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

Compliance and Monitoring Branch

PO Box 1360, Station Main

Edmonton, Alberta T5J 2N3

Phone: 780-644-8428

E-mail: ASAL@gov.ab.ca

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

Public reporting site: <http://standardsandlicensing.alberta.ca>

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

If you have a question or concern about the fairness of how your complaint was addressed, you can contact the Alberta Ombudsman — see page 18.

## Resident and Family Councils

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

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

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

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

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

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

The Government of Alberta has an online public reporting site for Albertans to view individual supportive living and long-term care accommodations' compliance status with the *Resident and Family Councils Act*.

Please visit: <http://standardsandlicensing.alberta.ca>.

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

<https://www.alberta.ca/resident-family-councils.aspx>

## Alberta Human Rights Commission

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

**For more information, contact:**

Alberta Human Rights Commission

Edmonton Confidential Inquiry Line: 780-427-7661

Calgary Confidential Inquiry Line: 403-297-6571

To call toll-free within Alberta, dial 310-0000 and then enter the area code and phone number.

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

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

**TDD/TTY Service**

Toll-free 1-800-232-7215

## Service Alberta

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

- » Fraud awareness
- » Consumer information
- » Landlord and tenants
- » Driving and vehicles
- » Birth/death/marriage certificates
- » Land titles

**For more information, visit [www.servicealberta.ca](http://www.servicealberta.ca) or call Service Alberta Contact Centre**

Toll-free: 1-877-427-4088

Edmonton: 780-427-4088

## Alberta Securities Commission

The Alberta Securities Commission (ASC) provides free, impartial information on ways to increase your financial literacy and how to help you protect your money from investment fraud. You can call the ASC or visit the website to checkout an individual or firm offering you an investment, such as whether they are registered and if they have any disciplinary history. You can also contact the ASC to make a complaint against an individual or company if you think you have been a victim of investment fraud, or approached with an investment opportunity that may be fraudulent.

You can also request free information on the following topics and more:

- » Investments
- » Recognizing frauds and scams
- » Common red flags of investment fraud
- » The basics of investing
- » Choosing and working with a financial adviser

**For more information, contact the Alberta Securities Commission**

Toll-free: 1-877-355-4488

Email: [inquiries@asc.ca](mailto:inquiries@asc.ca)

[www.albertasecurities.com](http://www.albertasecurities.com) or [www.checkfirst.ca](http://www.checkfirst.ca)

# TRANSPORTATION

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## Bus Passes

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

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

## Seniors Driving Services

Many communities offer driving services for seniors. Volunteers will drive seniors to destinations such as doctor appointments, shopping centres or social outings. There is often a minimal fee. Private services are also often available. For more information about seniors driving services, contact your local information centre (see pages 53-54) or the Family and Community Support Services office listed in your telephone directory.

## Alberta Transportation

The Driver Fitness and Monitoring Section of Alberta Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive. Medical reports are required when you renew an operator's licence at age 75, 80 and every two years after. The Alberta Health Care Insurance Plan will pay for medical exams for motor vehicle operators who are 75 years of age and over.

**For more information about transportation items of interest contact:**

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

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

## Alberta Motor Association

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

AMA Mature Driver Course is a refresher of the rules of the road. Class room only course participants will review road signs and regulations, tips and strategies for different driving environments, the effects of aging on driving and resources to maintain mobility and independence.

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

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

**For more information contact Alberta Motor Association**

Phone: 1-800-642-3810

Website: <https://ama.ab.ca/ama-community-services/>

## Parking Placards for Persons with Disabilities

Persons who cannot walk 50 metres can apply for a parking placard or a disabled licence plate. This service is provided through Alberta registry agents. For information about applying for a placard, check your Yellow Pages under licence and registry services or online at [www.servicealberta.gov.ab.ca](http://www.servicealberta.gov.ab.ca).

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

# CONGRATULATORY MESSAGES FOR SENIORS

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## Message from the Queen

Congratulatory messages may be requested for Canadians celebrating a significant birthday or wedding anniversary. If the anniversary or birthday has already taken place, the message from the Queen may be backdated up to 6 months.

Congratulatory messages are available for:

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

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

For contact information, see Message from the Governor General of Canada on page 49.

## Message from the Governor General of Canada

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

Congratulatory messages are available for:

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

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

Ensure your request is provided to the Governor General's office at least six weeks before the occasion. For more information contact:

### **Your Member of Parliament (MP)**

or

### **Office of the Secretary to the Governor General**

Anniversaries Section

Rideau Hall

1 Sussex Drive

Ottawa, Ontario K1A 0A1

Phone: 1-613-993-8164

Fax: 1-613-990-7636

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

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

## Message from the Prime Minister of Canada

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

Congratulatory certificates are available for:

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

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

**For more information contact:  
Office of the Prime Minister and Privy Council**

Congratulatory Messages  
Executive Correspondence Unit  
Room 105, 80 Wellington Street  
Ottawa, Ontario K1A 0A2  
Phone: 1-613-941-6880  
Fax: 1-613-941-6901  
E-mail: [pm@pm.gc.ca](mailto:pm@pm.gc.ca)  
Website: <http://pm.gc.ca/>

## Message from the Premier of Alberta

A scroll may be requested for a 75th birthday and every five years after to age 95; and may be requested yearly after age 95. A scroll may be requested for a 25th wedding anniversary and every five years after, and every year after the 65th wedding anniversary.

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

For more information, contact:

**Your Member of the Legislative Assembly (MLA)**

or

**Office of the Premier of Alberta**

Room 307, Legislature Building

10800 - 97 Avenue NW

Edmonton, Alberta T5K 2B7

Phone: 780-427-2251

Fax: 780-427-1349

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

Website: <http://www.alberta.ca/premier-connect.cfm>

## GENERAL INFORMATION

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### Birth, Marriage and Death Certificates

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

**For a list of registry agents in your area, refer to your Yellow Pages under licence and registry services or telephone:**

Edmonton: 780-427-7013

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

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

### Lawyer Referral Service

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

**For information, contact:**

Lawyer Referral Service Office

Toll-free: 1-800-661-1095

Calgary: 403-228-1722

## Local Information and Referral Centres

### **CALGARY**

#### **Kerby Centre**

1133 - 7 Avenue SW  
Calgary, Alberta T2P 1B2  
Phone: 403-265-0661  
Fax: 403-705-3211  
E-mail: [info@kerbycentre.com](mailto:info@kerbycentre.com)  
Website: [www.kerbycentre.com](http://www.kerbycentre.com)

#### **Calgary Seniors' Resource Society**

3639 - 26 Street NE  
Calgary, Alberta T1Y 5E1  
Phone: 403-266-6200  
Fax: 403-269-5183  
Website: [www.calgaryseniors.org](http://www.calgaryseniors.org)

### **CAMROSE**

#### **Service Options for Seniors**

102, 4909A - 48 Street  
Camrose, Alberta T4V 1L7  
Phone: 780-672-4131  
Fax: 780-672-4195  
Toll free: 1-866-672-4131  
E-mail: [donna.coombs@soscamrose.net](mailto:donna.coombs@soscamrose.net)  
Website: [www.soscamrose.net](http://www.soscamrose.net)

### **EDMONTON**

#### **SAGE**

15 Sir Winston Churchill Square NW  
Edmonton, Alberta T5J 2E5  
Phone: 780-423-5510  
Fax: 780-426-5175  
E-mail: [info@Mysage.ca](mailto:info@Mysage.ca)  
Website: [www.mysage.ca](http://www.mysage.ca)

#### **Alzheimer Society**

308, 14925-111 Avenue NW  
Edmonton, Alberta T5M 2P6  
Phone: 780-761-0030  
Toll Free: 1-866-950-5465  
Fax: 780-761-0031  
Email: [reception@alzheimer.ab.ca](mailto:reception@alzheimer.ab.ca)  
Website: [www.alzheimer.ab.ca](http://www.alzheimer.ab.ca)

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

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

### **GRANDE PRAIRIE**

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

101, 10127 – 121 Avenue  
Grande Prairie, Alberta T8V 7V3  
Phone: 780-539-6255  
Fax: 780-538-1115  
Website: [www.gpcouncilonaging.com](http://www.gpcouncilonaging.com)

### **LACOMBE**

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

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

## **LETHBRIDGE**

### **Lethbridge Senior Citizens**

Organization 500 - 11 Street S

Lethbridge, Alberta T1J 4G7

Phone: 403-320-2222

Fax: 403-320-2762

Website: [www.lethseniors.com](http://www.lethseniors.com)

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

1904 - 13 Avenue N

Lethbridge, Alberta T1H 4W9

Phone: 403-329-3222

Fax: 403-329-8824

E-mail: [friendly@nordbridgeseniors.com](mailto:friendly@nordbridgeseniors.com)

Website: [www.nordbridgeseniors.com](http://www.nordbridgeseniors.com)

## **MEDICINE HAT**

### **Strathcona Centre**

1150 - 5 Street SE

Medicine Hat, Alberta T1A 8C7

Phone: 403-529-8307

Fax: 403-529-8369

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

## **RED DEER**

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

4620 - 47A Avenue

Red Deer, Alberta T4N 3R4

Phone: 403-343-6074

Fax: 403-343-7977

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

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

## **SHERWOOD PARK**

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

100 Ordze Avenue

Sherwood Park, Alberta T8B 1M6

Phone: 780-464-4265

Fax: 780-449-1354

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

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

## **ST. ALBERT**

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

7 Tache Street

St. Albert, Alberta T8N 2S3

Phone: 780-459-0433

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

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

## **WAINWRIGHT**

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

902 - 5 Avenue

Wainwright, Alberta T9W 1C7

Phone: 780-842-2555

Fax: 780-842-5783

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

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

# Taxes

## General Information

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

For more specific information for seniors on taxes, visit the Canada Revenue Agency website at <http://www.cra-arc.gc.ca/seniors/> or phone the general inquiry line at 1-800-959-8281.

## GST Credit

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

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

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

Toll-free: 1-800-387-1193

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

# Veterans

## Veterans Affairs Canada

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

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

### **For more information, contact:**

#### **CALGARY**

##### **Veterans Affairs Canada**

Bantrel Tower

700 - 6 Avenue SW

Calgary, Alberta T2P 0T8

#### **EDMONTON**

##### **Veterans Affairs Canada**

940 Canada Place

9700 Jasper Avenue NW

Edmonton, Alberta T5J 4C3

Toll-free: 1-866-522-2122

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

## **Last Post Fund**

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

### **For more information, contact:**

Last Post Fund

401, 505 René-Lévesque W

Montreal, Quebec H2Z 1Y7

Toll-free: 1-800-465-7113

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

## Power of Attorney

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

For information on guardianship or personal directives, see pages 19-20.

### Limited versus General Power of Attorney

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

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

### Power of Attorney / Enduring Power of Attorney

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

For more detailed information, visit the Alberta Justice and Attorney General website at <http://justice.alberta.ca>, and refer to wills.

### Power of Attorney

- » you must be mentally competent to appoint an attorney;
- » it takes effect immediately; and
- » ends if you become mentally incapable of managing your affairs.

### Enduring Power of Attorney

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

## Funeral Planning

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

**To obtain a copy, contact:** Alberta Supports Contact Centre

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

**or print your own copy at:**

[www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

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

**For more information, contact:**

Alberta Funeral Service Association

Phone: 403-342-2460

Fax: 403-342-2495

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

### **Alberta Funeral Services Regulatory Board**

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

**For more information, contact:**

Alberta Funeral Services Regulatory Board

11810 Kingsway Avenue NW

Edmonton, Alberta T5G 0X5

Phone: 1-800-563-4652

Fax: 780-452-6085

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

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

## Last Will and Testament

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

There are three different types of wills:

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

If you require a lawyer or would like more information on wills or executors, contact the Lawyer Referral Service at 1-800-661-1095. See page 52 for more information.

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

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*. Information about this act is available in the *Saying Farewell* handbook.

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

Alberta Supports Contact Centre

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

## RECREATION AND LEISURE

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### Alberta 55 plus

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

Membership is \$30.00/year.

**For information, contact:**

Alberta 55 plus

Alberta Senior Citizens Sport and Recreation Association

Percy Page Centre 11759 Groat Road

Edmonton, Alberta T5M 3K6 Phone: 403-700-0454

E-mail: [info@alberta55plus.ca](mailto:info@alberta55plus.ca)

Website: [www.alberta55plus.ca](http://www.alberta55plus.ca)

### Historic Sites and Cultural Facilities

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

**For more information, contact:**

Culture and Tourism Heritage and Museums

Edmonton: 780-431-2300

Website: [www.history.alberta.ca](http://www.history.alberta.ca)

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

## Provincial Parks

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

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

Parks Information

Toll-free: 1-866-427-3582

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

## Fishing Licences

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

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

**For more information, contact:**

My Alberta eServices

Toll-free: 1-844-643-2788

Website: <https://eservices.alberta.ca/fishing-licence.html>

## Seniors' Tour of the Alberta Legislature

The Seniors' Tour offers guided tours for groups of seniors at the Legislature Building.

**For more information, contact:**

Seniors' Tour

Legislative Assembly of Alberta – Visitor Services

3rd Floor, 9820 - 107 Street

Edmonton, Alberta T5K 1E7

Edmonton: 780-427-7362

Fax: 780-427-0980

E-mail: [visitorinfo@assembly.ab.ca](mailto:visitorinfo@assembly.ab.ca)

Website: [www.assembly.ab.ca/visitor](http://www.assembly.ab.ca/visitor)

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

## QUICK REFERENCE LIST

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### **Accommodation Standards Complaint Line**

Toll-free: 1-888-357-9339

### **Alberta Aids to Daily Living**

Toll-free anywhere in Alberta:

1-877-644-9992

Edmonton: 780-644-9992

### **Alberta Blue Cross™**

Toll-free: 1-800-661-6995

### **Alberta Health Services**

Dial 811

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

### **Alberta Health**

Alberta Health Care Insurance Plan

Call 310-0000 to be connected

Toll-free: 780-427-1432

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

Call 310-0000 to be connected

Toll-free: 780-427-7013

### **Alberta Seniors Benefit Program**

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

### **Alberta Supports Contact Centre**

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

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

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

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

Toll-free: 1-800-959-8281

TTY: 1-800-665-0354

### **Dental Assistance for Seniors Program**

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

## **ELDER ABUSE**

### **Calgary**

Kerby Rotary Shelter 24-hour:

403-705-3250

### **Edmonton**

Seniors Abuse Help Line 24-hour:

780-454-8888

### **Grande Prairie Seniors Outreach**

780-539-6255

### **Lethbridge**

Elder Abuse Response Network

403-394-0306

### **Medicine Hat Branch**

Elder Abuse Outreach

403-504-1811 extension 114

### **Red Deer**

Helping Elder Abuse Reduction (HEAR)

403-346-6076

or toll-free: 1-877-454-2580

### **St. Albert**

Stop Abuse in Families (SAIF)

780-460-2195

### **Strathcona County**

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

**Camrose**

Family Violence Action Society  
780-672-0141

**Family and Community Support Services**

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

**Geriatric Assessment and Rehabilitation Programs** Contact Alberta Health Services. Please see page 35.

**Government of Alberta Contact Centre**  
Toll-free: 310-0000

**GST Credit**

Toll-free: 1-800-387-1193

**Handicapped parking placard**

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

**Health Advocate /  
Mental Health Advocate**  
Edmonton: 780-422-1812

**Health Link Alberta**  
Dial 811

**HOUSING PROGRAMS**

**Seniors Lodge Program**  
Edmonton: 780-422-0122

**Seniors Self-Contained**  
Housing Program: 780-422-0122

**Residential Access Modification Program**  
Toll-free anywhere in Alberta  
1-877-427-5760

**HOUSING REGISTRIES****Calgary**

Kerby Centre: 403-705-3230

**Edmonton**

Edmonton Aboriginal Senior Centre  
780- 476-6595  
SAGE — Seniors Association of Greater  
Edmonton: 780-423-5510

**Income Support Program for Non-Seniors**

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Edmonton: 780-644-9992

**Landlord and tenant information and consumer information**

Toll-free: 1-877-427-4088

**Money Mentors**

Toll-free: 1-888-294-0076

**Office of the Public Guardian and Trustee**

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

**Optical Assistance for Seniors**

Toll-free: 1-877-644-9992  
Edmonton: 780-644-9992

**Protection for Persons in Care Reporting Line**

Toll-free: 1-888-357-9339

**Provincial Parks**

Toll-free: 1-866-427-3582

**Seniors Advocate**

Toll-free: 1-844-644-0682

Edmonton: 780-644-0682

**Seniors Home Adaptation and Repair Program**

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

**Seniors Property Tax Deferral Program**

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

**Service Alberta Contact Centre**

Toll-free: 1-877-427-4088

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

Old Age Security

Guaranteed Income Supplement/  
Allowance

Canada Pension Plan

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

**Special Needs Assistance for Seniors Program**

Toll-free: 1-877-644-9992

Edmonton: 780-644-9992

**Utilities Consumer Advocate**

In Alberta: 310-4822

Outside of Alberta: 780-644-5130

**Veterans Affairs**

Toll-free: 1-866-522-2122

# INDEX

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Advance Care Planning.....	23
Alberta 55 Plus Games.....	60
Alberta Aids to Daily Living.....	28
Alberta Blue Cross Coverage for Seniors.....	30
Alberta’s Health Advocates.....	22
Alberta Health Care Insurance Plan.....	25
Alberta Health Services.....	35
Alberta Human Rights Commission.....	44
Alberta Motor Association.....	47
Alberta Ombudsman.....	18
Alberta Securities Commission.....	45
Alberta Seniors Benefit.....	2
Alberta Supports.....	14
Alberta Transportation.....	46
Allowance / Allowance for the Survivor.....	7
Ambulance Services.....	30
Birth, Marriage and Death Certificate.....	52
Bus Passes.....	46
Canada Pension Plan.....	8
Chiropractic Services.....	31
Clinical Psychological Services.....	31
Community Agencies.....	37
Congratulatory Messages.....	48
Contacting your MLA.....	18

Continuing Care Health Services Standards .....	42
Continuing Care Services .....	32
Day Support Programs and Day Hospitals .....	35
Dental Assistance for Seniors .....	3, 28
Diabetic Supplies .....	31
Elder Abuse .....	39
Emergency Shelters .....	40
Enduring Power of Attorney .....	20, 57
Energy Efficiency .....	24
Facility Living / Long-Term Care Centres .....	34
Family and Community Support Services (FCSS) .....	38
Federal Government Programs .....	6
Fishing Licences .....	61
Funeral Planning .....	58
Geriatric Assessment and Rehabilitation Programs .....	35
Government of Alberta Contact Centre .....	17
GST Credit .....	55
Guaranteed Income Supplement .....	7
Health Advocate .....	22
Health Link Alberta .....	38, 41
Health Services .....	25
Hearing Aids .....	29
Historic Sites and Cultural Facilities .....	60
Home Living / Home Care Services .....	33
Home Nursing Care .....	31

Housing .....	10
Income Support for Non-Seniors .....	6
Landlord and Tenant Information .....	13
Last Post Fund .....	56
Last Will and Testament .....	59
Lawyer Referral Service .....	52
Local Information and Referral Centres.....	53
Meals on Wheels .....	38
Mental Health Services.....	35
Money Mentors.....	38
New Horizons for Seniors Program.....	37
Office of the Information and Privacy Commissioner of Alberta .....	39
Office of the Public Guardian and Trustee.....	19
Old Age Security Pension.....	6
Optical Assistance for Seniors.....	3, 28
Parking Placards for Persons with Disabilities .....	47
Personal Directive .....	20
Power of Attorney .....	20, 57
Prescription Drugs.....	30
Private Health Insurers .....	36
Protection for Persons in Care .....	41
Provincial Grants .....	37
Provincial Parks.....	61
Public Health Services.....	36
RAMP (Residential Access Modification Program).....	11
Resident and Family Councils.....	43

Seniors Advocate.....	21
Seniors Driving Services .....	46
Seniors Home Adaptation and Repair Program .....	4
Seniors Housing Registries .....	12
Seniors Lodge Program.....	10
Seniors Property Tax Deferral Program .....	5
Seniors Self-Contained Housing .....	11
Seniors' Tour of the Alberta Legislature .....	61
Service Alberta Contact Centre .....	17
Service Alberta .....	45
Service Canada Call Centre .....	18
Special Needs Assistance for Seniors.....	2
Supportive Living and Long-Term Care Public Reporting / Accommodation Standards .....	13, 42
Supportive Living .....	13, 33, 42
Taxes.....	55
Transportation .....	46
Utilities Consumer Advocate.....	24
Veterans Affairs Canada.....	56









**PHONE:**

Alberta Supports Contact Centre  
Toll-free at 1-877-644-9992 or  
780-644-9992 in the Edmonton area or:

Deaf or hearing impaired with TDD/TTY  
units, call 1-800-232-7215 or  
780-427-9999 in the Edmonton area.

**MAIL:**

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

**WEBSITE:**

[www.seniors-housing.alberta.ca](http://www.seniors-housing.alberta.ca)

