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.health.alberta.ca](http://www.health.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 this booklet.

Permission is granted to reprint this document.

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Alberta Health is pleased to present the 2014/2015 edition of the Seniors Programs and Services Information Guide.

For seniors, their families and caregivers, this guide provides accurate, up to date information about the provincial programs and supports available for seniors in our province. These include financial assistance, housing, and health, as well as others. The Guide also contains helpful information on key federal and community based programs and services for seniors.

Seniors are an important part of this province. Our government values the contributions seniors make and remains committed to providing the supports and services that seniors need.

Fred Horne
Minister
Alberta Health

Dave Quest
Associate Minister of Seniors
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 Property Tax Deferral program

To apply for Alberta Seniors Benefit, Special Needs Assistance for Seniors, and Dental and Optical Assistance for Seniors, you must complete a Seniors Financial Assistance application form. You need only apply once.

To apply for the Seniors Property Tax Deferral program, you must complete a Seniors Property Tax Deferral application and agreement form.

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;

and

• 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.

Income
The following Seniors Financial Assistance programs are income based:

• Alberta Seniors Benefit
• Dental and Optical Assistance for Seniors
• Special Needs Assistance for Seniors

Your applicable income information is obtained directly from the Canada Revenue Agency, with your consent, and used to determine your eligibility for assistance.

The Seniors Property Tax Deferral program is not income based.
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
• having lived in Canada for 10 years and receiving the federal OAS pension.

General eligibility
In general, a single senior with an annual income of $26,200 or less, and senior couples with a combined annual income of $42,500 or less, are 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 a lump-sum payment to eligible low-income seniors. This program provides assistance with allowable extraordinary personal expenses. 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.

Available assistance
Assistance is available for allowable special needs such as appliances, essential home repairs and some medical expenses.

General eligibility
To be considered for the Special Needs Assistance for Seniors program, you must have applied to the Alberta Seniors Benefit program, or submit a Seniors Financial Assistance application. A single senior with a total combined annual income of $26,200 or less, or a senior couple with a total combined annual income of $42,500 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.

Seniors who receive the Alberta Seniors Benefit are automatically enrolled. The amount of coverage you receive is based on your total annual income.

Continued next page…
General eligibility
To be considered for the Dental and Optical Assistance programs, you must complete 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.

How it works
Alberta Blue Cross processes the dental and optical claims. Alberta Blue Cross issues payments to the service provider (dentist/denturist or optical provider) or the senior, depending on how the claim is submitted.

To find out how much of your dental/optical work is covered, you or your service provider can call Alberta Blue Cross at 1-800-661-6995. Your Personal Health Number is required when you or your service provider submit a claim or have a dental/optical claim question.

Your claim will be paid in one of two ways:

1. If your service provider bills Alberta Blue Cross directly, the program will pay the service provider for the amount that is covered by the program. If there is a difference between the amount covered by the program and your bill, you need to pay the difference.

2. If your service provider does not bill Alberta Blue Cross directly, you pay the full bill. Then, you can submit an Alberta Blue Cross Claim Form (available from your service provider or online at www.ab.bluecross.ca) to get reimbursed for the eligible amount.

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 Alberta Government.

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% equity in your home. This means all charges registered against your home in a Land Titles Office cannot exceed 75% 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 end when your loan has been repaid in full. The interest rate is variable and is reviewed every six months in April and October.

How to apply
To apply for the Seniors Property Tax Deferral program, you must complete a Seniors Property Tax Deferral application and agreement 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. All registered owners must sign the application form.

For more information on provincial government financial assistance programs for seniors, or to request a Seniors Financial Assistance application, contact:

**Alberta Health**  
Box 3100  
Edmonton, AB T5J 4W3  
Toll-free anywhere in Alberta:  
**1-877-644-9992**  
Edmonton: **780-644-9992**  
Website: [www.health.alberta.ca](http://www.health.alberta.ca)

**Income support for non-seniors**  
The Government of Alberta provides income support for non-seniors through programs such as Alberta Works and the Assured Income for the Severely Handicapped (AISH) 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 Program, Guaranteed Income Supplement, the Allowance and the Canada Pension Plan.

Call toll-free from Canada and the United States:

**English:** **1-800-277-9914**  
**French:** **1-800-277-9915**  
**TTY:** **1-800-255-4786**

Hours of Operation:  
8:30 a.m. – 4:30 p.m.  
Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.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 must apply for this pension. If possible, send in your application six months before your 65th birthday.

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.

*Continued next page...*
Guaranteed Income Supplement
The Guaranteed Income Supplement (GIS) is available to seniors who receive the OAS pension and have little or no other income.

To be eligible for this supplement, you must be a resident of Canada. The amount of the supplement that you receive depends on:
- marital status, and
- total family income in the previous calendar year. If you are married or living common-law, the income of your spouse or common-law partner is included.

The GIS is added to the federal OAS payment each month. An application must be submitted to receive this benefit.

To continue receiving GIS benefits each year, you must submit a renewal form or file an income tax return by April 30. Couples must file separate income tax returns.

Allowance/Allowance for the Survivor
The allowance is paid to the spouse or common-law partner of a senior receiving GIS.

To be eligible you must:
- be age 60 through 64,
Canada Pension Plan
The federal government 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.servicecanada.gc.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.

For details about these changes, please visit the Service Canada website at www.servicecanada.gc.ca, or call 1-800-277-9914.

A spouse, or common-law partner can apply to share CPP retirement pension payments if both are aged 60 or more. Even if only one of you has been a contributor to the CPP, that pension can still be shared. Pension sharing can result in income tax savings.

Survivor benefits
There are three types of survivor benefits.

- The CPP death benefit is a one-time payment to, or on behalf of, the estate of a deceased CPP contributor.
- The survivor pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.
- The surviving child’s benefit is a monthly benefit for dependent children of a 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.servicecanada.gc.ca

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

Seniors Property Tax Deferral
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 Alberta Government. The program is not based on income. Please see pages 6-7 for program details.

Seniors Lodge Program
Lodge accommodation offers single or double bedrooms, meals, housekeeping, recreational opportunities and other services to seniors.

Seniors whose incomes fall within allowable limits, as determined by the local housing management body, and who are functionally independent, with or without the help of existing community based services, may wish to apply for this program. Eligible applicants are prioritized on the basis of 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:

Municipal Affairs, Housing Division
44 Capital Boulevard
10044 – 108 Street
Edmonton, AB T5J 5E6
Edmonton: 780-422-0122
Website: www.municipalaffairs.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
Seniors Self-Contained Housing
Local housing management bodies provide affordable apartment style accommodations for low-income seniors who cannot afford private sector housing.

Seniors whose income falls within allowable limits and are functionally independent, with or without the help of existing community-based services, may wish to apply for this program through their local housing management body. Eligible applicants are prioritized on the basis of need and unit availability. Rent is based on 30 per cent of a household's adjusted income.

A searchable list of management bodies is available at http://housing.alberta.ca/522.cfm

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

Alberta Municipal Affairs
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)
Homeowners and tenants (if the landlord agrees) who use a wheelchair (or if 65+, a wheelchair or 4-wheel walker) on an ongoing basis may apply to receive a provincial government grant to assist with modifications that improve wheelchair access into and within their personal residences.

For more information contact:

RAMP
12th Floor Milner Building
10040 104 Street
Edmonton AB T5J 0Z2
Phone: 1-877-427-5760
Email: ramp@gov.ab.ca

Finding accommodation

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

For more information

Phone: 780-439-6473
Website: 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, AB T2P 1B2

Continued next page…
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, compare accommodations, and view verified complaints, visit www.asalreporting.gov.ab.ca/astral/ or contact the Standards Compliance and Licensing Branch at 780-644-8428.

For information on long-term care and supportive living, please see pages 25-26 and 35-36.

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 tipsheet 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

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

• your local information centre, listed on pages 43-44;
• a Family and Community Support Services Office, listed in your telephone directory; or
• the Alberta Supports Contact Centre, listed on page 13.

Edmonton
SAGE – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB   T5J 2E5
Phone: 780-423-5510
E-mail: info@Mysage.ca
Website: www.mysage.ca

Edmonton Aboriginal Senior Centre
Cottage E
10107 134 Avenue NW
Edmonton, AB   T5E 1J2
Phone: 780-476-6595

Phone: 403-705-3230
Website: www.kerbycentre.com

Edmonton
SAGE – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB   T5J 2E5
Phone: 780-423-5510
E-mail: info@Mysage.ca
Website: www.mysage.ca
Government Contacts

Alberta Supports

Alberta Supports helps make it easier for Albertans to find information about provincial social based assistance programs, access the services and supports they need, and transition between programs.

Information is provided on Seniors Financial Assistance and other social based assistance programs such as Alberta Works, Assured Income for the Severely Handicapped (AISH) and Alberta Aids to Daily Living (AADL).

There are three ways to access Alberta Supports:

Call:
Alberta Supports Contact Centre
Toll-free: 1-877-644-9992
Edmonton and area: 780-644-9992
TDD/TTY Toll-free: 1-800-232-7215
Edmonton and area: 780-427-9999
Fax: 780-422-5954

Office hours are 8:15 a.m. to 4:30 p.m. Monday through Friday. Alberta Supports offices are closed on statutory holidays. Please have your personal health number ready when calling.

Click
www.albertasupports.ca
for general information on provincial programs and supports

Come in
Office hours are 8:15 a.m. to 4:30 p.m. Monday through Friday, closed statutory holidays.

Calgary
1st Floor, Fisher Park
6712 Fisher Street SE
Calgary, Alberta T2H 2A7

Edmonton
Argyll Centre
6325 Gateway Boulevard NW
Edmonton, Alberta, T6H 5H6

Fort McMurray
1st Floor, Provincial Building
9915 Franklin Avenue
Fort McMurray, Alberta, T9H 2K4

Lethbridge
1st Floor, Provincial Building
200 - 5 Avenue South
Lethbridge, Alberta, T1J 4L1

Continued next page…
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 a.m. to 6:00 p.m. To use this service anywhere in Alberta, dial 310-0000 and enter the 10 digit provincial telephone number for the program you wish to contact, or dial zero, or stay on the line for assistance.

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

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

Deaf 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 tipsheets 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

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 the Service Canada Call Centre:

English: 1-800-277-9914
French: 1-800-277-9915
TTY: 1-800-255-4786
Hours of Operation:
8:30 a.m. – 4:30 p.m
Website: www.servicecanada.gc.ca

Service Canada Centres
The federal government has offices throughout the province that you can visit to obtain information about OAS, GIS 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 above.

Contacting your MLA
An online listing of MLAs and contact information is located at http://streetkey.elections.ab.ca/

Alberta Ombudsman
The Alberta Ombudsman determines administrative fairness. The Office responds to complaints of unfair treatment by Alberta government departments, agencies, professional organizations and the patient concerns resolution processes of health authorities.

The Ombudsman:
• is independent from the government;
• is impartial;
• focuses on 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

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 Public Guardian and Trustee
The Office of the Public Guardian and Trustee offers assistance and services relating to personal directives for capable Albertans; substitute decision making options for adults that lack capacity; and, where appropriate, will act as guardian

Continued next page…
and/or trustee for represented adults (people who are unable to manage their own personal and/or financial affairs because of mental disability). The Office of the Public Guardian and Trustee may also act as administrator of the estates of deceased persons, in cases where it is appropriate to do so. In addition, the Office of the Public Guardian and Trustee acts to protect the financial interests of minors (persons under 18 years of age) and missing persons where appropriate.

A variety of decision making mechanisms are available through the Office of the Public Guardian and Trustee for adults lacking capacity, including:

**Supported Authorization**

- The adult has capacity to make their own decisions.
- They choose someone they trust to assist them with finding information, making decisions and communicating their wishes and decisions.
- Is helpful for people who face complex decisions; and/or people whose first language is not English and/or for people with mild disabilities.

**Co-Decision Making**

- The assisted adult lacks capacity to make personal decisions by themselves and does not have a guardian or personal directive.
- The adult could make personal decisions if guided by someone else.
- A co-decision making court order is appropriate for family or close friends.

**Guardianship and Trusteeship**

- This is a court-appointed surrogate decision maker to assist or make personal and/or financial decisions on behalf of a represented adult.
- This promotes the rights of a represented adult for those who are no longer able to care for themselves or make reasonable judgements.

**Personal Directive**

This is a legal document that allows you, the maker, to plan for future non-financial decisions such as healthcare and residential placement, should you lose the capacity to make decisions. You complete this document while you have the capacity. You choose the person who will make decisions on your behalf based on your wishes and beliefs.

There is a secure online registry where you may voluntarily register your personal directive at no cost. For more information, or to download a personal directive form, visit [http://www.humanservices.alberta.ca/guardianship-trusteeship.html](http://www.humanservices.alberta.ca/guardianship-trusteeship.html)

For more information on the Office of the Public Guardian and Trustee, visit the website [http://humanservices.alberta.ca/guardianship-trusteeship.html](http://humanservices.alberta.ca/guardianship-trusteeship.html), or contact the Office of the Public Guardian and Trustee at:
Northern Alberta

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

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

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

Edmonton

Provincial Office
Room 350, Standard Life Building
10405 Jasper Avenue NW
Edmonton, AB   T5J 4R7
Phone: 780-422-1868

Edmonton Office (Public Guardian)
4th Floor, 108th Street Building
9942 108 Street NW
Edmonton, AB   T5K 2J5
Phone: 780-427-0017

Edmonton Office (Public Trustee)
4th Floor, Brownlee Building
10365 97 Street NW
Edmonton, AB   T5J 3Z8
Phone: 780-427-2744

Central Alberta

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

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

Southern Alberta

Lethbridge Office
500 Provincial Building
740 4 Avenue S
Lethbridge, AB   T1J 0N9
Phone: 403-381-5648

Medicine Hat Office
Room 107, Professional Building
346 3 Street SE
Medicine Hat AB   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 Alberta Health Advocates

As part of the Office of the Alberta Health Advocates, the Seniors’ Advocate helps seniors, their families, and their caregivers navigate the health care and continuing care systems and provides information on support programs and services for seniors. It also receives concerns and complaints about these systems and services, and makes referrals to the appropriate channels for resolution.

The Seniors’ Advocate will:

• Help seniors and their families understand and access the growing number of seniors’ services.
• Request inspections and investigations related to care in seniors’ facilities.
• Provide public education on the rights and interests of seniors.

The Health Advocate will:

• Build awareness about the Health Charter and what people can expect from the health system, and their responsibilities.
• Help people navigate the health system.
• Look into situations where people believe their interactions with the health system haven’t been consistent with the Health Charter.

• Redirect complaints to existing resolution mechanisms where appropriate.

For more information or to contact the Office of the Health Advocates:

Website: www.albertahealthadvocates.ca
Edmonton area: 780-422-1812
Toll-free anywhere in Alberta: Dial 310-0000 and then the number

Advanced Care Planning

Thinking about your future health care and talking about your beliefs and values with your family and your health care team is important, especially if those people will be helping to make decisions with you or for you. Advance Care Planning is a process you can undertake with your family and with your health care team. Goals of Care Designations are medical orders written by your doctor. They serve to communicate to any of your care teams the general direction of care that can be considered for you - care decisions that match your particular goals and beliefs with care that is medically appropriate for your circumstances.

For more information about Advanced Care Planning, talk to your healthcare provider or visit http://www.conversationsmatter.ca/
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 to name a few. 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
Address: Suite 1701, TD Tower, 10088-102 Avenue, Edmonton, AB T5J 2Z1
Health services

Alberta Health Care Insurance Plan

Eligibility
You must register 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

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 license medical examination for people 74.5 years of age and over;  
• Some publicly funded physiotherapy services are provided through Alberta Health Services (AHS) 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, please contact Alberta Health Services through Health Link:

Edmonton: 780-408-5465  
Calgary: 403-943-5465  
Toll-free for anywhere in Alberta: 1-866-408-5465.

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

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

**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 ACHIP 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 outpatient 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 31 for information on private insurers.

For more information about coverage for hospital services, contact Alberta Health Services through Health Link:

Edmonton: 780-408-5465
Calgary: 403-943-5465
Toll-free for anywhere in Alberta: 1-866-408-5465

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.

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.

• Please 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.

Please see the Health Coverage Outside Alberta Brochure, available at www.health.alberta.ca for more details on coverage and claim guidelines.

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

By mail:
Alberta Health
Box 1360 Stn Main
Edmonton, AB T5J 2N3

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.

Website: www.health.alberta.ca

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 pages 5-6 for program details.
Alberta Aids to Daily Living (AADL)

The Government of Alberta offers the Alberta Aids to Daily Living (AADL) program which assists Albertans with a long-term disability, chronic illness or terminal illness in maintaining independence in their communities through the provision of 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
• requires 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 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.

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
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, foot orthotics, eyeglasses, prescription drugs, dental care or dentures.

**Hearing aids**

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

For more information about registered vendors, contact:

**Alberta Aids to Daily Living**
Toll-free anywhere in Alberta: 1-877-644-9992
Edmonton: 780-644-9992
Website: [http://www.health.alberta.ca/services/aids-to-daily-living.html](http://www.health.alberta.ca/services/aids-to-daily-living.html)

Benefit information:

- 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.
- With prior approval, AADL will provide a personal listening device instead of a hearing aid.
- Replacement of batteries is at your own cost.
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires.
- Minor servicing and additional fees charged by the hearing aid practitioner are at your own cost.

**Medical/surgical supplies and rehabilitation or 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. A maximum number of benefits are available each year. For details on specific medical/surgical supplies, rehabilitation and respiratory equipment covered by AADL, contact Alberta Health Services or:

**Alberta Aids to Daily Living**
10th Floor, Milner Building
10040 104 Street
Edmonton AB T5J 0Z2
Toll-free anywhere in Alberta: 1-877-644-9992
Edmonton: 780-644-9992
Website: [http://www.health.alberta.ca/services/aids-to-daily-living.html](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 (i.e. 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.

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 their website at www.ab.bluecross.ca or contact your nearest Alberta Blue Cross Office.

Alberta Blue Cross Offices
Calgary
Main Floor
715 5 Avenue SW
Calgary, AB   T2P 2X6
Phone: 403-234-9666

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

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

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

Medicine Hat
95 Carry Drive Plaza
105 Carry Drive SE
Medicine Hat, AB T1B
Phone: 403-529-5553

Red Deer
152 Riverside Office Plaza
4919 59 Street
Red Deer, AB   T4N 6C9
Phone: 403-343-7009

People living outside these areas can call toll-free:
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. This may include: group homes; special centres for individuals with Alzheimer’s disease and related disorders; 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 to determine their care and service needs.

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, personal care, caregiver support and respite care. Client charges may apply to the provision of assessed home and community support services.

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 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.

Continued next page…
In order to access some supportive living options, individuals may need to undergo an assessment by Alberta Health Services staff.

More information on supportive living is available online at

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

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

**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**
Seniors Association of Greater Edmonton (SAGE)
Phone: **780-423-5510**
Website: [www.mysage.ca](http://www.mysage.ca)

**Facility living/long-term care centres**
Long-term care facilities provide support to individuals who require 24/7 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. Similar supports are provided in other congregate environments with the additional presence of professional health care staff.

All long-term care facilities across Alberta are operated by or under contract to Alberta Health Services. Some may be stand alone buildings; some may be in sites where a mixture of services are provided and some may be within acute care hospitals.

Health services provided in long-term care facilities are publicly funded under the following conditions:

- you must be eligible for registration with the Alberta Health Care Insurance Plan;
- you must have lived in Alberta for three consecutive years at any time previously; or
- you must have lived in Alberta for one year immediately prior to applying; and
- you must have been a resident of Canada for 10 years or more.

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 current rates are:

- $49.60/day for standard accommodation (three or four beds in one room)
- $52.30/day for semi-private accommodation (two individuals in one room)
- $60.45/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.health.alberta.ca.

A person’s need for long-term care facility services is assessed by a healthcare professional from Alberta Health Services (AHS). Anyone can request an assessment. Once a request is made, an AHS Case Manager will meet with the person and discuss the situation. If a long-term care facility is determined to be the best support to meet the identified needs, AHS staff will work with the Case Manager, the individual and family to find the site that would best meet client’s needs. AHS’ goal is to make sure individuals get the right services in the right place in a timely manner.

For more information about long-term care accommodations, contact Alberta Health Services.
**Health Link Alberta**

Health Link Alberta is a toll-free telephone advice and health information service answered by registered nurses, 24 hours a day, seven days a week. You can call Health Link from anywhere in the province by dialing 1-866-408-LINK (5465).

**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. See page 28 for contact information.

**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 (page 28).


**Private Health Insurers**

Private health insurance companies offer health benefit plans to complement existing seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits. For more information, contact the Canadian Life and Health Insurance Association toll-free at 1-800-268-8099 or visit their website at www.clhia.ca.

**Alberta Monitoring for Health Program**

The Alberta Monitoring for Health Program assists eligible Albertans who have diabetes by covering a portion of the cost of diabetes management supplies. This program is administered by the Canadian Diabetes Association and funded by Alberta Health.

As of July 1, 2012, coverage for insulin dependant seniors is provided by Alberta Blue Cross Coverage for Seniors.

To be eligible for this program, you must:

- have diabetes mellitus;
- be a full-time resident of Alberta;
- have valid Alberta Health Care Insurance registration;
- have supplies and/or medication prescribed by a physician;
- manage your diabetes through diet, oral medications and/or insulin therapy;
- have received training in self-monitoring of blood glucose;
- not receive diabetes management supplies from other programs such as Assured Income for the Severely Handicapped (AISH), Alberta Works, or Alberta Child Health Benefit; and
- not have insurance coverage for any diabetes management supplies such as blood glucose test strips and lancets.

Having insurance coverage for insulin or oral medication will not affect eligibility.

You must also meet one of the following family status and income levels:

- single with a taxable income less than $23,598 per year;
- married/common-law with a combined, taxable income less than $37,021 per year; or
- single/married/common-law (with dependant children) with a combined family, taxable income less than $44,974 per year.

For information, contact:

**Alberta Monitoring for Health Program**

Suite 100 West Chambers Building
12220 Stony Plain Road NW
Edmonton, Alberta T5N 3Y4
Phone: 780-423-2634
Toll-free: 1-800-267-7532
Fax: 780-409-2634
Community agencies

Seniors Advisory Council For Alberta

The Seniors Advisory Council for Alberta is a government appointed body made up of representatives from across the province.

Members of the Seniors Advisory Council for Alberta consult with seniors and seniors’ organizations to gather Albertans’ suggestions and feedback. Through these interactions, the Council provides advice to the government on legislation and policies affecting seniors and the coordination of programs and services for seniors.

To share your comments or to meet with Council members, contact:

**Seniors Advisory Council for Alberta**

Phone: **780-422-2321**  
Fax: 780-422-8762  
E-mail: saca@gov.ab.ca  
Website: [www.health.alberta.ca](http://www.health.alberta.ca)

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

Funding opportunities

Provincial Grants

Every day, non-profit Alberta Lottery Fund and charitable organizations in Alberta help to make a positive difference for many people. The Alberta Lottery Fund enhances quality of life by reinvesting gaming revenues in communities to support volunteer organizations and their community initiatives. 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**

- **Alberta Sport Connection**  
  Edmonton: **780-415-1167**

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 (NHSP) 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:

**English:** 1-800-277-9914  
**French:** 1-800-277-9915  
**TTY:** 1-800-255-4786  
**Website:** [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)

For questions on New Horizons for Seniors, select “0” to speak with an agent.

**Family and Community Support Services (FCSS)**

Under 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 at **1-866-408-LINK (5465)**.

### Money Mentors

Money Mentors is the only Alberta-based, not-for-profit credit counselling agency. Through a number of services, 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 your 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

Privacy legislation

Personal information that you provide to the Government of Alberta, or any public body, is protected under the Freedom of Information and Protection of Privacy (FOIP) Act.

The FOIP act aims to strike a balance between the public's right to know and the individual's right to privacy, as those rights relate to information held by public bodies in Alberta.

The FOIP act gives you the right to access information about you. If you want to make a request for a copy of your personal information, you must fill out a FOIP request form from www.servicealberta.ca/foip/making-a-foip-request.cfm and submit it to the public body holding your information.

For more information, you can contact the FOIP office at 780-422-5111.

The Health Information Act protects health information held by custodians and the Personal Information Protection Act protects personal information held by private sector organizations. More information may be found at the Information and Privacy Commissioner's website at www.oipc.ab.ca, or by calling 780-427-8089.

Elder abuse

Elder abuse is any action or inaction by self or others that jeopardizes the health or well-being of any older adult. It is divided into six categories: 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. It 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.

NOTE: If you suspect a crime has been committed or that someone is in immediate danger call your local police or RCMP.

Alberta Family Violence Info Line
24 hours Toll-free 310-1818
Service provided in more than 170 languages.
Calgary Elder Abuse Resource Line  
Phone: 403-705-3250 (24 hours)

Edmonton Seniors Abuse Help Line  
Phone: 780-454-8888 (24 hours)

Grande Prairie-Seniors Outreach Information and Resources  
Phone: 780-539-6255

Lethbridge Elder Abuse Response Network  
Phone: 403-394-0306

Medicine Hat Community Response to Abuse and Neglect of Elders (CRANE)  
Phone: 403-529-4798 (24 hours)

Red Deer Helping Elder Abuse Reduction (H.E.A.R.)  
24-Hour Seniors Abuse Resource Information Line  
Phone: 403-346-6076 (local)  
Toll-free 1-877-454-2580 and ask to speak to an advocate

Alberta Elder Abuse Awareness Network (AEAAN)  
The Alberta Elder Abuse Awareness Network 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 Network is available on the website at www.albertaelderabuse.ca

Safeguards for Vulnerable Adults Information and Reporting Line  
Phone: 1-888-357-9339

Report the abuse of an adult receiving publicly funded care or support services (Protection for Persons in Care) complaints of non-compliance to the accommodation standards for supported living and long-term care, or the actions of a guardian or trustee.

Health Link Alberta  
Phone: 1-866-408-5465 (24 hours)

Provides telephone advice and information on health related topics.

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. This includes: 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 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.

For more information on the health service standards and their enforcement, contact:

**Alberta Health**
11th floor, ATB Place North
10025 Jasper Avenue   T5J 1S6
Phone: 780-644-8428

In all other areas, call the **Government of Alberta Contact Centre** at 310-0000 to be connected toll-free.
• location and contact details;
• compliance with accommodation standards;
• 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; and
• verified complaints listed for three months after have they have been resolved.

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

**Standards Compliance and Licensing Branch**
11th floor, ATB Place North
10025 Jasper Avenue  T5J 1S6
Phone: 780-644-8428
E-mail: ASAL@gov.ab.ca
Website: www.health.alberta.ca
Public reporting site: www.asalreporting.gov.ab.ca/astral

In all other areas, 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 15.

**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 related to 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
Website: www.albertahumanrights.ab.ca

**TDD/TTY Service**
Edmonton: 780-427-1597
Calgary: 403-297-5639
Toll-free: 1-800-232-7215

*Continued next page…*
Service Alberta provides advice, tipsheets 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 the website www.servicealberta.ca or call Service Alberta Contact Centre
Edmonton: 780-427-4088
Toll-free: 1-877-427-4088

Alberta Securities Commission

The Alberta Securities Commission (ASC) provides free, impartial information on investing and how to protect your money from investment fraud. You can call or visit the ASC website to check out an individual or firm offering you an investment (e.g.; whether they are registered and if they have any disciplinary history), or to make a complaint against an individual or company if you think you have been a victim of investment fraud. You can also request free information brochures on the following topics and more:

- Investment
- Avoiding frauds and scams
- Cold calls/ Boiler room scams
- Internet scams
- Investing basics
- Investment ads
- Investment seminars
- Choosing and working with an advisor

For more information, contact the ASC:

Alberta Securities Commission
Toll-free: 1-877-355-4488
Email: inquiries@asc.ca
www.albertasecurities.com
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.

Calgary
Calgary Transit Customer Service Centre
224 7 Avenue SW (walk-in)
Calgary, AB T2P 0W6
Phone: 403-262-1000
Website: www.calgarytransit.com

Edmonton
Edmonton Transit System
99 Street and 102A Avenue NW
LRT Churchill Station
(underground station)
Edmonton, AB T5J 0G4
Phone: 780-496-1665 or 311
Website: www.takeets.com

Lethbridge
Lethbridge Transit
619 4 Avenue N
Lethbridge, AB T1H 0K4
Phone: 403-320-4978
Website: www.lethbridge.ca

Red Deer
City Hall, Community Services
4914 48 Avenue
Red Deer, AB T4N 3T4
Phone: 403-342-8225
Website: www.city.red-deer.ab.ca

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 43-44) 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 upon renewal of an operator’s licence at age 75, 80 and every two years thereafter. The Alberta Health Care Insurance Plan will pay for

Continued next page…
medical exams for motor vehicle operators who are 74 years and six months of age and over.

For more information about transportation items of interest contact:

**Alberta Transportation**  
Driver Fitness and Monitoring  
Main Floor, 4999 98 Avenue  
Edmonton, AB 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**  
Aging Drivers and Senior’s Transportation Advocacy and Community Services  
Phone: **780-430-4856**  
Website: [www.ama.ab.ca/AgingDrivers](http://www.ama.ab.ca/AgingDrivers)

**Parking placards for persons with disabilities**

Persons who cannot walk 50 metres can apply for a parking placard or a disabled license plate. This service is provided through Alberta Registry Agents. For information about applying for a placard, check your Yellow Pages under License 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**.

**Alberta Motor Association**  
Driving Angel Program  
The Alberta Motor Association’s Driving Angel program partners with communities to recognize and thank volunteer drivers. These volunteers provide transportation to seniors who may otherwise have difficulty getting to appointments, to buy groceries or to visit a friend.

This program also recognizes excellent customer service to seniors by other transportation providers such as taxi or bus drivers and other driving services.

For more information on this program or to nominate a Driving Angel, visit [www.ama.ab.ca/AgingDrivers](http://www.ama.ab.ca/AgingDrivers).
Message from the Queen

On request, messages may be arranged for 60th wedding anniversaries and 100th birthdays and then every five years thereafter. If no message was previously received, one may be sent for a 61st anniversary or a 101st birthday. A copy of a marriage certificate, birth certificate or other supporting document must accompany each request. Supporting documents include your Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

For contact information, see *Message from the Governor General of Canada*.

Message from the Governor General of Canada

On request, messages may be arranged for 50th wedding anniversaries and 90th birthdays, and then every five years thereafter. If no message was previously received, one may be sent for a 51st anniversary or a 91st birthday.

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

*Your Member of Parliament (MP)*

Or

*Office of the Secretary to the Governor General*

Anniversaries Section
Rideau Hall
1 Sussex Drive
Ottawa, ON  K1A 0A1
Phone: 1-613-993-2913
Fax: 1-613-990-7636
Email: anniv@gg.ca
Website: http://archive.gg.ca/gg/02/index_e.asp
Message from the Prime Minister of Canada

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:
• 25th, 30th, 35th, 40th and 45th wedding anniversaries
• 65th and 70th birthdays

Congratulatory certificates are available for:
• 50th wedding anniversaries and up
• 75th birthdays and up

To request a certificate or letter 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:

Congratulatory Messages
Office of the Prime Minister
Room 105, Langevin Block
Ottawa, ON   K1A 0A2
Phone: 1-613-941-6880
Fax: 1-613-941-6901
E-mail: 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 thereafter to age 95; and may be requested yearly thereafter. A scroll may be requested for a 25th wedding anniversary and every five years thereafter, 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
Edmonton, AB   T5K 2B7
Phone: 780-427-2251
Fax: 780-427-1349
E-mail: premier@gov.ab.ca
Website: http://alberta.ca/premierscrolls.cfm
General information

Birth, marriage and death certificates

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

For a list of registry agents in your area, refer to your Yellow Pages under License 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

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

Many communities have local seniors’ information centres.

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: 403-265-0661
Fax: 403-705-3211
E-mail: info@kerbycentre.com
Website: www.kerbycentre.com

Calgary Seniors’ Resource Society
3639 26 Street NE
Calgary, AB T1Y 5E1
Phone: 403-266-6200
Fax: 403-269-5183
Website: www.calgaryseniors.org

Camrose
Service Options for Seniors
102, 4909A 48 Street
Camrose, AB T4V 1L7
Phone: 780-672-4131
Fax: 780-679-0194
Toll free: 1-866-672-4131
E-mail: donna@camrosegenseniors.info.ca
Website: www.camrosegenseniors.info.ca

Continued next page…
**Edmonton**

**SAGE — Seniors Association of Greater Edmonton**
15 Sir Winston Churchill Square NW
Edmonton, AB  T5J 2E5
Phone: 780-423-5510
Fax: 780-426-5175
E-mail: info@Mysage.ca
Website: www.mysage.ca

**The Support Network — Edmonton’s Crisis and Information Centre**
400, 10025 106 Street NW
Edmonton, AB  T5J 1G4
Phone: 211 or 780-482-INFO (4636)
Fax: 780-488-1495
Website: www.thesupportnetwork.com

**Grande Prairie**

**Grande Prairie and Area Council on Aging Seniors Outreach**
102, 9905 101 Avenue
Grande Prairie, AB  T8V 0X7
Phone: 780-539-6255
Fax: 780-538-1115
Website: www.gpcouncilonaging.com

**Lacombe**

**Family and Community Support Services**
201, 5214 50 Avenue
Lacombe, AB  T4L 0B6
Phone: 403-782-6637
Fax: 403-782-6639
Website: www.lacombefcss.net

**Lethbridge**

**Lethbridge Senior Citizens Organization**
500 11 Street S
Lethbridge, AB  T1J 4G7
Phone: 403-320-2222
Fax: 403-320-2762
Website: www.lethseniors.com

**Nord-Bridge Senior Citizens Association**
1904 13 Avenue N
Lethbridge, AB  T1H 4W9
Phone: 403-329-3222
Fax: 403-329-8824
E-mail: friendly@nordbridgeseniors.com
Website: www.nordbridgeseniors.com

**Medicine Hat**

**Strathcona Centre**
1150 5 Street SE
Medicine Hat, AB  T1A 8C7
Phone: 403-529-8307
Fax: 403-529-8369

**Veiner Centre**
225 Woodman Avenue SE
Medicine Hat, AB  T1A 3H2
Phone: 403-529-8383
Fax: 403-529-8382
Email: veiner@medicinehat.ca
Website: www.medicinehat.ca/veiner

**Red Deer**

**Golden Circle Senior Resource Centre**
4620 47A Avenue
Taxes

**General information**

Most types of income are taxable (including amounts paid to deceased individuals). Seniors may qualify for several federal and/or 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/](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.

To apply, you must file a tax return and complete the GST information section. If you are eligible, you will receive payments on the 5th of 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.

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.health.alberta.ca](http://www.health.alberta.ca).
For information about the GST Credit, contact the Canada Revenue Agency at:

Toll-free: 1-800-959-1953
Website: 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 T2P 0T8

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

Toll-free: 1-866-522-2122
Website: 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 QC H2Z 1Y7
Toll-free: 1-888-465-7113
Website: 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. It does not allow someone to make personal or health decisions on your behalf. For information on guardianship or personal directives, see pages 15-17.

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](http://justice.alberta.ca), and refer to Financial property protection and administration.

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
Edmonton: 780-644-9992
Toll-free: 1-877-644-9992
or print your own copy at:
[www.health.alberta.ca](http://www.health.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 salespeople. They also have information on funeral planning and prearranging a funeral in Alberta.

For more information, contact:

Alberta Funeral Services Regulatory Board
11810 Kingsway Avenue

Continued next page…
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 42 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
Edmonton: 780-644-9992
Toll-free: 1-877-644-9992
Recreation and leisure

Alberta 55 Plus Winter and Summer Games

This association promotes, develops and organizes activities leading to the Alberta 55 Plus Winter and Summer Games and the qualifiers for the Canada Senior Games. Participants take part in playoffs in eight zones across the province to qualify for the games, which are held every two years. Membership fees apply. For information, contact:

Alberta 55 Plus
Percy Page Centre
11759 Groat Road
Edmonton, AB   T5M 3K6
Phone: 403-803-9852
Fax: 403-800-5599
E-mail: info@alberta55plus.ca
Website: www.alberta55plus.ca

Historic sites and cultural facilities

An admission discount is provided to all seniors visiting Alberta’s heritage facilities. A free guide outlining Alberta’s museums and historic sites is available by calling 1-800-252 3782. For more information, contact:

Alberta Culture
Heritage and Museums
Edmonton: 780-431-2300
Website: 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

Fishing licences

Fishing licenses 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:

**Environment and Sustainable Resource Development**

Edmonton: 780-944-0313  
Toll-free: 1-877-944-0313  
Website: [http://esrd.alberta.ca/fish-wildlife/default.aspx](http://esrd.alberta.ca/fish-wildlife/default.aspx)

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

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**Seniors’ View of the Alberta Legislature**

The Seniors’ View offers guided tours for groups of seniors, along with the opportunity to attend Question Period in the Legislative Assembly and participate in mock legislature debates. For more information, contact:

**Seniors’ View**  
Visitor Services, Pedway Mall  
Edmonton: 780-427-7362  
Fax: 780-427-0980  
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.
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Grande Prairie-Seniors Outreach ............................................ 780-539-6255
Lethbridge Elder Abuse Response Network .......................... 403-394-0306
Medicine Hat CRANE (24 hr) ........................................... 403-529-4798
Red Deer Helping Elder Abuse Reduction (H.E.A.R.) ....... 403-346-6076
or toll free .................................................. 1-877-454-2580

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 29.

Government of Alberta Contact Centre
Toll-free .................................................. 310-0000

GST Credit
Toll-free ................................................. 1-800-959-1953

Handicapped parking placard
Call 310-0000 to be connected
Toll-free .................................................. 780-427-7013

Health Link Alberta
Toll-free .................................................. 1-866-408-5465

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 .............................................. 780-422-1868
Grande Prairie ...................................... 780-833-4319
Lethbridge ........................................... 403-381-5648
Lloydminster ........................................ 780-871-6490
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<td>Toll-free</td>
<td>1-877-644-9992</td>
<td>780-644-9992</td>
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<td>Veterans Affairs</td>
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<td>Toll-free</td>
<td>1-866-522-2122</td>
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