

Positive Aging

2020–2021 Directory of Programs and Services



Dial



when you don't know where to turn. • ns.211.ca


NOVA SCOTIA



Message from the Premier of Nova Scotia

I am pleased to present the 30th edition of the Positive Aging Directory.

It is a fact that over a quarter of our population will be over the age of 65 by 2030. It is also a fact that older Nova Scotians are enjoying healthy, longer lives than ever before.

Older adults have spent a lifetime building momentum. They are skilled, experienced and bring their knowledge and connections to communities—making them stronger and better.

In 2017, the province launched Shift: Nova Scotia’s Action Plan for an Aging Population. The plan outlines over 50 specific actions to support the social and economic contributions of older adults, promote healthy, active living, and support aging at home and a connection to community life.

There has been considerable progress implementing these actions. From supporting job creation and skills development programs, to funding community projects to make travel more accessible and combating social isolation.

Aging is a process of building momentum. Of learning, growing, changing and evolving. I hope this year’s Positive Aging Directory inspires you to try something new, learn about your community and find opportunities to stay connected. By doing so, we will create an even stronger, more vibrant province.

Sincerely,

Honourable Stephen McNeil
Premier of Nova Scotia



Message from the Minister of Seniors

Thank you for taking the time to explore the 2020–21 Positive Aging Directory.

Older adults all over the world are redefining what it means to age. Community leaders. Entrepreneurs. Volunteers. Mentors.

They are the backbone of our communities, bringing valuable experience and knowledge to the workplace while enjoying longer, healthier lives.

We know you want to stay active and connected to your community, and this directory is one tool you can use to make it a little easier.

The Directory is updated each year provide you quick and easy access to information on learning, socializing, volunteering, and being active. Topics range from information on finances, and employment and entrepreneurship, to caregiving and housing. Important phone numbers and contact information ensure information is just a call away.

At the Department of Seniors, we welcome your comments and inquiries. You can call us toll-free at 1-844-277-0770. I also encourage you to join the conversation on what it means to age by following us on Twitter @NSSeniors or visit www.novascotia.ca/shift.

Sincerely,

Honourable Leo A. Glavine
Minister of Seniors



When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

About this Directory

Welcome to the 30th edition of the Positive Aging Directory—a guide to programs and services for Older Adults in Nova Scotia.

How to use the Directory

This directory provides limited information about agencies, organizations, and service providers. Its main purpose is to guide you to the help you need, and it is limited to currently available information. Users should refer to the appropriate agencies, organizations, and service providers to get the official, specific, and latest information or call 211 for assistance.

Endorsement Disclaimer

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Nova Scotia Department of Seniors

The Nova Scotia Department of Seniors works to ensure the inclusion and well-being of older adults in Nova Scotia. The department provides policy leadership and coordination across government to enable and enhance the participation and contribution of older adults in all aspects of Nova Scotia life. The primary focus is to develop policy options that recognize and encourage the economic and social contributions of older Nova Scotians. A key deliverable for the Department of Seniors is to oversee the implementation and monitoring of *Shift: Nova Scotia's Action Plan for an Aging Population*.

On a day-to-day basis our work includes:

- conducting research and providing policy advice to government on matters related to aging and our aging population
- leading, coordinating, and collaborating with departments across government on the development, implementation, and monitoring of policy related to Nova Scotia's aging population
- engaging stakeholders and creating partnerships to support and enable older adults to age in safe, healthy, and friendly communities

- working with the federal and other provincial governments and other national partners to share knowledge and work together to address issues of common interest related to aging populations.

Community Planning and Program Funding

The Department of Seniors offers the Age-friendly Communities Grant Program, which provides funding for projects leading to more age-friendly communities. Projects funded through the program help advance the goals outlined in *Shift: Nova Scotia's Action Plan for an Aging Population*. Please check our website or call the Department of Seniors for more information.

Department of Seniors
 15th Floor, Barrington Tower
 1894 Barrington Street
 Halifax, Nova Scotia, B3J 2A8
 Phone 902-424-0770
 Toll-free 1-844-277-0770
 E-mail seniors@novascotia.ca
www.novascotia.ca/seniors



- ★ This symbol indicates that the government department, organization, or agency is able to respond in French to questions and concerns.
- ★ Ce symbole indique que le ministère, l'organisme ou l'agence du gouvernement qui offre ce service est en mesure de répondre en français aux questions et aux préoccupations du public.

Shift: Nova Scotia's Action Plan for an Aging Population

Shift was announced in March 2017 with a focus on valuing, promoting and supporting older adults and their contributions to our province. The plan commits 13 provincial government departments and agencies to work together towards achieving three major goals: value the economic and social contribution of older adults; promote healthy, active living; and support aging in place, connected to community. More than 50 concrete actions are in place and their implementation is overseen by the Department of Seniors.

Find out more at www.novascotia.ca/shift



Positive Aging

2020–2021 Directory of Programs and Services



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Important Numbers

EMERGENCY—Call 911 ★

Ambulance—Fire—Poison—Police

911 is for emergency situations anytime a person's health, safety, or property is threatened and help is needed right away. Language interpretation services are available in over 100 languages.

911 service is available to teletypewriter (TTY) users.

NON-EMERGENCY: INFORMATION AND REFERRAL

211 Nova Scotia ★

Helping you find the right community or government program and service in Nova Scotia

- available 24 hours a day, 7 days a week
- free, confidential, and available in over 100 languages

Phone dial 2-1-1 in Nova Scotia

E-mail help@ns.211.ca

Text 211

Search comprehensive database or chat online at www.ns211.ca

*Text and chat services available Monday to Friday from 9 am–6 pm, excluding holidays.

311 ★

Helping you find Halifax Regional Municipality Government Information and Services

- 311 is a free municipal government service
- language interpretation services available in over 100 languages
- non-emergency service requests submitted online at www.halifax.ca/311
- available to the hearing impaired (TTY) by calling 902-490-6645 or (toll-free) 1-866-236-0020

411

Local directory assistance

511

Helping you find information about provincial roads in Nova Scotia

- a traveler information telephone line and web-based map
 - provides information on road conditions and construction projects on provincial roads
- Call 511 or view the map at www.511.novascotia.ca/en/map

811 ★

For health information and advice when you have a health concern or questions

- a confidential health line
 - registered nurses 24 hours a day, 7 days a week
 - nurses assess symptoms, provide health information and advice
 - bilingual nurses provide service in English and French
 - interpretation services available in over 100 languages
 - access for the hearing impaired: call 711
- Visit our website at www.811.novascotia.ca

Government of Nova Scotia— Provincial Programs ★

To learn more about provincial government services, programs, and initiatives, contact Public Enquiries, Service Nova Scotia.

Phone (metro) 902-424-5200
Toll-free (within North America) . . 1-800-670-4357
Telecommunication Device for the Hearing and
Speech Impaired (TTY) Toll-free
(within North America) 1-877-404-0867
E-mail. askus@novascotia.ca
www.novascotia.ca

Frequently Requested Numbers

Continuing Care Services (Home Care,
Long-Term Care, Caregiver Allowance, Adult
Protection) 1-800-225-7225

Find a Family Physician. 811

Home Repair Grants and Loans
(by regional office) See page 52

Housing and Care / Housing Authorities
(by regional office) See page 54

Income Tax (personal tax and
volunteer clinics) 1-800-959-8281

MSI (health cards) 1-800-563-8880

Pharmacare Program 1-800-544-6191

Property Tax Rebate 1-800-670-4357

Pension Plans:
Provincial 902-424-5070 or 1-800-774-5070

Service Nova Scotia

(motor vehicles, vital statistics, licenses, land
registration, consumer services, Provincial Tax
Commission)

Public Inquiries 902-424-5200 or 1-800-670-4357



Nova Scotia Office of the Ombudsman ★

Provides an independent review of concerns and complaints involving provincial and municipal government programs and services.

Phone 902-424-6780
Toll-free 1-800-670-1111
E-mail ombudsman@novascotia.ca
www.ombudsman.novascotia.ca

Government of Canada— Federal Programs ★

For information about federal programs and services, call 1-800-O-CANADA (1-800-622-6232) toll-free or visit www.Canada.ca

TTY 1-800-926-9105

Frequently Requested Numbers

Canada Revenue Agency (CRA) . . 1-800-959-8281

Employment Insurance (EI) benefits
..... English 1-800-206-7218
..... Français 1-800-808-6352

www.canada.ca—under most requested, click on “Employment Insurance and leave.”

GST/HST Tax Credit. 1-800-387-1193

Passports 1-800-567-6868

Pensions/Seniors. English 1-800-277-9914
..... Français 1-800-277-9915

Old Age Security (OAS), Guaranteed Income Supplement (GIS), and Canada Pension Plan (CPP)
..... English 1-800-277-9914
..... Français 1-800-277-9915

Federal Pension Plans. 1-800-561-7930

Social Insurance Number (SIN)
..... English 1-800-206-7218
..... Français 1-800-808-6352

Benefits Finder

Answer the online questions for a customized list of benefits for which you may be eligible. The Benefits Finder may suggest benefits from both the federal and provincial governments. It does not collect or track your information.

www.canada.ca; click on “Benefits”, select “Benefits finder.”

New Horizons for Seniors Program ★

The New Horizons for Seniors Program helps to ensure that seniors can benefit from, and contribute to, the quality of life in their communities, through active living and participation in social activities.

Toll-free (English). 1-800-277-9914
Sans frais (Français) 1-800-277-9915
TTY 1-800-255-4786
canada.ca—type “New Horizons for Seniors Program” in the search box.

Key Contacts

Birth, Marriage, and Death Certificates ★

Service Nova Scotia's Vital Statistics Office issues birth, marriage, and death certificates for people who were born, were married, or died in Nova Scotia. There are restrictions on who can apply for these certificates. You may apply for a birth, marriage, or death certificate online:

www.novascotia.ca/sns/access/vitalstats
(Click on the Birth, Death, or Marriage Certificate Online option.)

Vital Statistics Office

300 Horseshoe Lake Drive,
Bayers Lake Business Park
Mail Address
PO Box 157, Halifax NS B3J 2M9

Phone 902-424-4381
Toll-free (within Nova Scotia) 1-877-848-2578
E-mail vstat@novascotia.ca
www.novascotia.ca/sns/access/vitalstats

Seniors' Discounts

Many price reductions and other benefits are available to seniors. To receive them, you will be expected to prove your age. Many businesses will accept your Old Age Security identification card, passport, driver's licence, or a general photo ID card, such as the one available from the Registry of Motor Vehicles.

Photo IDs ★

The fee for the photo identification card service is \$17.70, and the card is valid for five years. You can expect to receive your photo identification card in the mail within 14 calendar days of visiting an Access Nova Scotia or Registry of Motor Vehicles office.

Phone 902-424-5851
Toll-free 1-800-898-7668
www.novascotia.ca/sns

Societies Act / Registry of Joint Stock Companies

Seniors' clubs, councils, and other organizations may incorporate under the Societies Act for a fee of \$43.60, with an annual renewal fee of \$31.15.

Registry of Joint Stock Companies

6 North, Maritime Centre
1505 Barrington Street
PO Box 1529
Halifax NS B3J 2Y4

Phone 902-424-7770
Toll-free 1-800-225-8227
E-mail rjsc@novascotia.ca
or rjsc.societies@novascotia.ca
www.novascotia.ca/sns

Seniors' Councils, Clubs, and Centres

About a dozen seniors' councils and over 150 seniors' clubs are active in Nova Scotia. The clubs offer a wide variety of programs and social events for seniors. To find out if there is a club in your area call 211.

Other Nova Scotia Seniors' Organizations

Nova Scotia Centre on Aging

The NSCA at Mount Saint Vincent University advances knowledge on aging-related issues through research, education, and community engagement. The NSCA's main areas of expertise focus on family and friend caregivers, models of home care, older workers, dementia care and nursing-home resident quality of life. The NSCA conducts provincial, regional, and national projects in collaboration with a range of public and private sector partners and produces

high-quality, relevant materials that link research to policy.

Phone 902-457-6546
E-mail..... nsca@msvu.ca
www.msvu.ca/nsca

NSCA Endowment—Dr. F. R. MacKinnon Fund

The Dr. F. R. MacKinnon fund supports the mandate of the Nova Scotia Centre on Aging to promote education for seniors, practitioners, and caregivers; to consult with seniors’ organizations and decision makers; and to support research initiatives that benefit seniors. To donate, please contact:

Dr. F. R. MacKinnon Endowment Fund
Advancement, University Relations
Mount Saint Vincent University, Halifax
Phone 902-457-6470
E-mail..... giving@msvu.ca
www.msvu.ca/donate

Seniors Advisory Council of Nova Scotia

The Seniors Advisory Council of Nova Scotia, formerly called the Group of IX, serves as an advisory body to Government through the Department of Seniors to facilitate the development of government age-related policies, programs, and services. The Council is dedicated to improving the inclusion, well-being, and independence of older adults living in Nova Scotia.

The Seniors Advisory Council is an independent body of elected volunteers representing nine seniors organizations. With over 100,000 older adults affiliated with those organizations, this representation strengthens the voice and presence of seniors in influencing government decision making.

All seniors and seniors’ groups are encouraged to make their views known to us, as our representation and advocacy is not limited to the nine organizations.

For further information please contact the Chair, Bill Berryman, at bberryman@nstu.ca or 902-633-2211.

CARP—A New Vision of Aging for Canada

CARP is a non-partisan, non-profit organization committed to a new vision of aging for Nova Scotia. CARP promotes social change that will bring financial security, equitable access to healthcare, and freedom from discrimination. Our mandate is to promote and protect the interests, rights, and quality of life for Canadians as we age. We have over 8,000 members in Nova Scotia age 45 years and over.

CARP Nova Scotia (Ron Swan, Chair)
Phone 902-495-8284
E-mail chair@CARPNovaScotia.ca
www.CARPhovascotia.ca

Community Links

Community Links is a provincial non-profit dedicated to ensuring all Nova Scotians can age well in their communities. Membership is open to clubs, organizations, and individuals 55+ interested in creating age-friendly communities and all aspects of aging well, including physical and mental health, active living, social connection and participation. Our regional Aging Well Together Coalitions offer members opportunities to increase their collective impact. Community Links is affiliated with the National Pensioners Federation.

Phone 902-422-0914
Toll-free 1-855-253-9355
E-mail..... info@communitylinks.ca
www.nscommunitylinks.ca

National Association of Federal Retirees (NAFR)

The NAFR is dedicated to protecting and enhancing the benefits of those who have retired (including their spouses and survivors) from the federal Public Service, the Canadian Forces, the RCMP and federally appointed judges. A non-partisan and not-for-profit organization, we have over 12,000 members in Nova Scotia. Bilingual services are available.

Phone 1-855-304-4700
E-mail. service@federalretirees.ca
..... service@retraitesfederaux.ca
www.federalretirees.ca/www.retraitesfederaux.ca

Nova Scotia Federation of Seniors (NSFS)

The Federation was found in 1973 and today the membership represents the active affiliation of 12 councils and 130 clubs from all areas of the province. It is affiliated with the National Pensioners Federation. The NSFS monitors seniors' programs, services and advocates for improvements as necessary. A provincial annual meeting held in Truro provides affiliated councils and clubs, through resolutions and debate, an opportunity to have issues forwarded to the Minister of the Department of Seniors for action and response.

Alma Johnston-Tynes, President
Phone 902-434-1829
E-mail. afjohnston@ns.sympatico.ca

Nova Scotia Government Retired Employees Association (NSGREA)

The aims of NSGREA are to advance the economic and social welfare of its members, make presentations to governments that would benefit the membership secure legislation that will safeguard and promote the principles, rights, and liberties of members assist groups with their retirement programs encourage members to participate in their democratic institutions by exercising their full rights and responsibilities by voting at elections

Phone 902-865-5050
E-mail. office@nsgrea.ca
www.nsgrea.ca

Regroupement des aînés de la Nouvelle-Écosse (RANE) ★

Le RANE représente, regroupe et mobilise les personnes de 50 ans et plus de l'Acadie de la Nouvelle-Écosse.

Le mandat du RANE est:

- Agir à titre de porte-parole des aînés de

l'Acadie de la Nouvelle-Écosse;

- Favoriser la participation active des aînés dans le développement de leur communauté pour assurer la vitalité et la pérennité de l'Acadie de la Nouvelle-Écosse;
- Valoriser le vécu, l'expertise et les compétences des aînés dans la transmission du Patrimoine acadien, de la langue française et de la culture acadienne en Nouvelle-Écosse;
- Outiller les aînés de l'Acadie de la Nouvelle-Écosse pour faire face aux réalités du vieillissement;
- Promouvoir des modèles de vieillissement actif et positif.

Pour de plus amples renseignements au sujet des activités du Regroupement ou pour devenir membre, n'hésitez pas à visiter leur site Web au www.rane.ns.ca ou à communiquer avec le bureau du RANE au

902-304-9533 ou par courriel dg@rane.ns.ca.
Claude Renaud, Président

Retired Teachers Organization of the Nova Scotia Teachers Union ★

The Retired Teachers Organization (RTO) of the NSTU is the official body representing the retired teachers of Nova Scotia. The organization's mission states that the RTO will advance, promote, and protect the welfare of its 7,200 members. The RTO is well informed about the issues and opportunities for seniors in Nova Scotia through contact with members and is positioned to initiate responses, alone or in partnership with regional, provincial and national organizations, that engender a healthy, active, and engaged life in retirement.

Bill Berryman, President
Phone 902-633-2211
E-mail. bberryman@nstu.ca
Website rto.nstu.ca

Royal Canadian Legion, Nova Scotia/Nunavut Command

The RCL is a not-for-profit, dues-supported organization that advocates and secures benefits and support services for veterans and their families. The members of the Royal Canadian Legion are the keepers of Remembrance in Canada. The RCL also delivers and supports programs for youth and seniors through community branches and provincial, territorial, and dominion Commands.

Phone 902-429-4090
Toll-free 1-877-809-1145
E-mail info@ns.legion.ca

Section of Senior and Retired Doctors of Doctors Nova Scotia

The mission of the Section of Senior and Retired Doctors (SSRD) is to promote the health and welfare of senior physicians advocate for evidence-based actions and policies that improve the health status of all Nova Scotians, with particular attention to issues affecting seniors.

The SSRD is a leader in the movement to establish a national section for senior and retired physicians. About 22 per cent (585 members) of the members of Doctors Nova Scotia (DNS) are aged 65 or older. The SSRD connects with the Canadian Medical Association via our provincial organization, DNS.

Recognizing that the social determinants of health are responsible for three-quarters of the health status of individuals and population groups of all ages and the traditional healthcare system is responsible for one-quarter, the SSRD acknowledges the importance of the Department of Seniors' foundation document "Strategy for Positive Aging in Nova Scotia," released in 2005.

Dr. Margaret Casey, Chair
Phone 902-429-2238
E-mail margaret.casey@dal.ca

Health-Related Organizations

Alzheimer Society of Nova Scotia

The Alzheimer Society of Nova Scotia is committed to alleviating the personal and social consequences of Alzheimer's disease and other dementias and to promoting the search for the causes, treatments, and cures. We provide information, education, and support programs for people living with dementia, and for their families, the general public, and healthcare providers.

Phone 902-422-7961
Toll-free 1-800-611-6345
E-mail alzheimer@asns.ca
www.alzheimer.ca/ns

Aphasia Association of Nova Scotia

Aphasia Nova Scotia promotes and supports the participation of people with aphasia in their own communities. Programs include the Expressive Cafe support group for people with aphasia, their partners, families, and friends in Halifax, Antigonish, Sydney, and Berwick, and the Aphasia Camp, an annual recreation camp for adults with aphasia.

Phone 902-445-4960
E-mail AphasiaNS@gmail.com
www.aphasians.squarespace.com

Arthritis Society

Phone 902-429-7025
Toll Free 1-800-321-1433
E-mail info@ns.arthritis.ca
www.arthritis.ca

Brain Injury Association of Nova Scotia

www.braininjuryns.com

Diabetes Canada Association

Phone 902-453-4232
Toll-free 1-800-326-7712
E-mail NSinfo@diabetes.ca
www.diabetes.ca

Easter Seals Nova Scotia

Phone 902-453-6000

www.easterseals.ns.ca

Epilepsy Association of the Maritimes (EANS)

Phone 902-429-2633
Toll-free 1-866-EPILEPSY
E-mail ed@epilepsyns.org
Facebook [facebook.com/epilepsyns.org](https://www.facebook.com/epilepsyns.org)
www.epilepsyns.org

Health Association Nova Scotia

Phone 902-832-8500
www.healthassociation.ns.ca

Kidney Foundation of Canada ★

Toll-free 1-800-563-0626
E-mail rosanna.mitchell@kidney.ca
www.kidney.ca/atlantic

March of Dimes Canada—Conductive Engagement Programs

Phone 902-444-1090
www.marchofdimes.ca

Multiple Sclerosis Society of Canada ★

Atlantic Division
Phone 902-468-8230
Toll-free 1-800-268-7582
E-mail info.atlantic@mssociety.ca
www.mssociety.ca

Ostomy Canada Society Inc

Community Ostomy Support Groups
Halifax 902-473-0414
E-mail info@ostomyhalifax.ca
Kentville 902-300-2428
Bridgewater 902-521-6117
Cape Breton 902-562-1367
E-mail stasiadigou@hotmail.com
Pictou County 902-759-3468
E-mail linda.richard@eastlink.ca
Yarmouth 902-762-0352
E-mail anndurkee@ns.sympatico.ca

Clare Municipality ★ 902-769-3252
E-mail captchristian@hotmail.com

Liverpool 902-350-6474
E-mail lp.ostomy.group@gmail.com

Truro 902-899-2747
E-mail trizzee@eastlink.ca

Cumberland County 902-762-2192
E-mail etnurserushton@gmail.com

www.ostomyhalifax.ca
www.ostomycanada.ca

Serving Seniors Alliance Co-operative

Phone 902-499-4122
E-mail servingseniorsalliance@gmail.com
www.servingseniors.info

Victorian Order of Nurses (VON)

VON Canada is a national non-profit and charitable home and community-care organization serving Canadians coast to coast. VON provides healthcare, home-support, and community-support services to people and their families.

Programs and services help seniors live independently in their homes. Charitable services include adult day programs, meals programs, transportation programs, seniors' exercise, volunteer visiting, and more. Many interesting volunteer opportunities are available through your local VON site.

www.von.ca

**Federal Government:
Aging and Seniors**

Veterans Affairs Canada (VAC)

See page 29.

Veterans' Independence Program

See page 29.

Active Living



Community Activities

Seek out cultural, recreational, and social activities in your community.

Call 211 or visit www.ns211.ca

Contact your local

- community centres
- library
- Municipal Recreation Centre
- places of worship
- seniors clubs and organizations



Enjoy the Outdoors Safely—Protect Yourself from Tick Bites

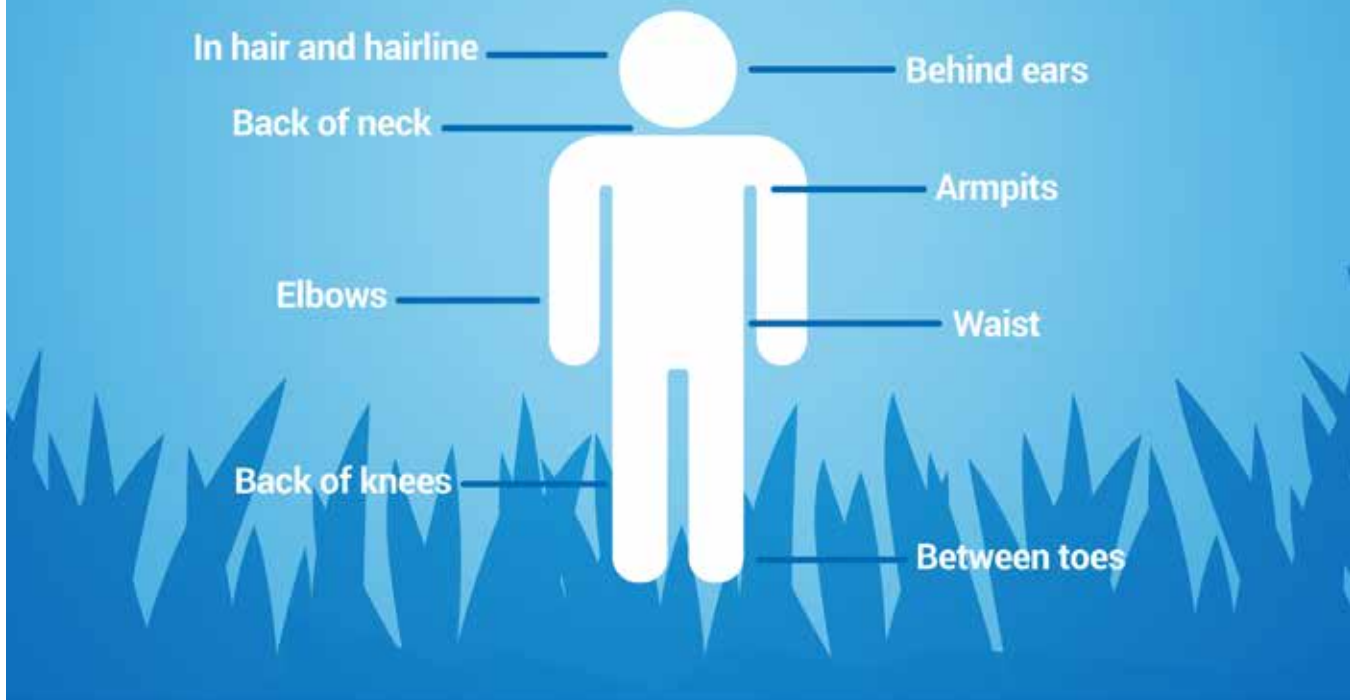
Staying physically healthy is important for Nova Scotians of all ages. What better way to stay active than getting outside to enjoy all that nature has to offer?

Our climate and environment are great for getting out and about. Unfortunately, ticks like it too. So, it's important to enjoy your time outdoors safely.

We know some ticks transmit diseases, such as Lyme disease. While Nova Scotia has several

species of ticks, only the black-legged tick carries the bacteria that transmits Lyme disease and not all black-legged ticks carry the bacteria. Ticks live close to the ground in both rural and urban areas where there are long grasses, leaf litter, shrubs, bushes or woods. They are very small, which makes them hard to spot, and their bites don't hurt, which makes it difficult to know when you've been bitten.

Always do a thorough tick-check after spending time outdoors



To protect yourself from tick bites while enjoying the outdoors, you can follow these precautions:

- Wear long pants and long sleeves in areas likely to have ticks
- Wear light coloured clothing—it's easier to see ticks
- Wear enclosed shoes and tuck your pants into your socks
- Walk on well-travelled paths, avoiding long grass and vegetation
- Apply insect repellents containing DEET or Icaridin to exposed skin and clothes. Follow directions on the package carefully.

When returning from the outdoors, it is important to check yourself and your pets for ticks.

Ticks like warm places on the body, so pay extra attention to those areas. If you do find a tick, remove it safely by grasping the tick with tweezers and pulling the tick straight out without twisting or jerking it. Clean the area and make a note of the date and the location of the bite and where you were when the bite occurred. This information will be important to share with your health care provider if you begin to feel unwell with symptoms such as a rash (sometimes shaped like a bull's eye), fever, fatigue, muscle aches, joint pain or headaches.

By following these simple precautions, you can enjoy the outdoors safely!

More information is available at www.novascotia.ca/ticksafety.

Sport and Recreation

Regular physical activity is important for healthy aging.

For information about physical activity, sport and recreation opportunities, and funding programs, contact your regional representative (listed below) or visit the website:

www.cch.novascotia.ca

Cape Breton Region

(Cape Breton Island)

Larry Maxwell

Email larry.maxwell@novascotia.ca

Phone 902-563-2380

Central Region

(Halifax Regional Municipality)

Andrea Redmond, Central Regional Manager

Email Andrea.Redmond@novascotia.ca

Phone 902-424-7622

Fundy Region

(Municipality of East Hants, Cumberland County, Colchester County)

Peter McCracken

Email peter.mccracken@novascotia.ca

Phone 902-893-6215

Highland Region

(Guysborough County, Antigonish County, Pictou County)

Rae Gunn

Email rae.gunn@novascotia.ca

Phone 902-863-7380

South Shore Region

(Counties of Yarmouth, Shelburne, Queens, Lunenburg and District of Argyle)

Debby Smith

Email debby.smith@novascotia.ca

Phone 902-634-7505

Valley Region

(Municipalities of Hants West and Clare, Counties of Digby, Annapolis and Kings)

Meg Cuming

Email meg.cuming@novascotia.ca

Phone 902-679-4390

Canadian Senior Games Association (CSGA)

www.canada55plus.ca

Hike Nova Scotia

Phone 902-932-6902

www.hikenovascotia.ca

Municipal Recreation

Most municipalities in Nova Scotia have recreation departments with trained professionals and volunteers available to support the needs in their communities. For information on recreation activities for seniors, contact Recreation Nova Scotia.

Recreation Nova Scotia

1600 Bedford Hwy, Suite 201

Phone 902-425-1128

www.recreationns.ns.ca/connect

Nova Scotia Connect

WWW.NSConnect.ca is an online recreation guide for communities in Nova Scotia. NSConnect.ca is made up of several regional Connect.ca initiatives that make use of online databases. These databases are gateways for information about active living and recreation. They are the go-to sites for individuals, groups, and families to navigate sport, recreation, and physical activity opportunities in specific regions.

www.NSConnect.ca

Community Recreation & Wellness—Northwood

A membership to Community Recreation and Wellness is annual. This Membership allows you to access to: member only programs, free mail outs, exclusive lectures, special events and tours. To get your membership or renew please stop by one of the Community Recreation and Wellness offices, visit us online or email us.

Two locations to serve you, 2615 Northwood Terrace, Halifax and 123 Gary Martin Drive, Bedford.

Phone 902-454-3351
Email crec@nwood.ns.ca
www.northwood.care

Nova Scotia 55+ Games Society

Phone 902-667-5972
E-mail natya@ns.sympatico.ca
www.novascotia55plusgames.com

YMCAs

YMCAs offer a number of healthy-life programs for older adults, such as aquafit, seniors swim, 50+ fitness classes, strength-training, and yoga. Supervised strength-training programs available in some locations. For more Information check our website at www.ymca.ca/locations or call 211.

Northwood Pauline Potter Fitness Centre

The fitness centre is a full-service gym with certified staff. It is wheelchair accessible and accessible to people with vision problems and those living with dementia. People of all abilities welcome. There is a month-to-month membership option. Each member receives a personal fitness plan at no additional cost.

2630 Gottingen Street
(main floor of Northwood Manor)
Phone 902-493-5641
E-mail fcenter@nwood.ns.ca
www.nwood.ns.ca/neighbourly-connections

St. Mary's Lawn Bowling Club, Halifax

Phone 902-421-7684
www.stmaryslbc.com

Northwood Broadcasting Club (NWBC)

NWBC offers a wide variety of music to suite every taste, each day offers a new genre and host. NWBC is operated by volunteers and reaches listeners throughout Nova Scotia and Prince Edward Island via the Eastlink community channel in your area, each day 10 am to 12 noon.

Phone 902-454-6922
Toll-free 1-866-229-6922
E-mail info@nwood.ns.ca
www.northwood.care

Nova Scotia's Public Libraries—Your Community Connection

With a network of 80 branch libraries and 4 mobile libraries, Nova Scotia's public library system offers a wide variety of materials, programs, and services. Some of our special offerings that may be of interest to older adults include:

- information programs and seniors' cafes on a wide variety of topics
- music performances, book clubs, and other cultural activities
- computer classes covering basic and advanced skills, and instruction in other applications
- online collections of free e-books
- books in large print
- free audio books, including CDs, Playaways, and Daisy books
- books in languages other than English
- a variety of electronic resources

- home delivery service for those unable to visit a library branch
- borrowing by mail
- special Seniors' Week activities each October, during Canadian Library Month

Visit your local library and sign up for your free library card. To find your nearest library, visit our website or see the list below for contact information by region.

www.publiclibraries.ns.ca

Annapolis Valley Regional Library

Toll-free 1-866-922-0229
 Phone 902-538-2665
 E-mail administration@valleylibrary.ca
www.valleylibrary.ca

Cape Breton Regional Library

Phone 902-562-3279
 E-mail . inssc@nssc.library.ns.ca or info@cbrl.ca

Colchester-East Hants Public Library

Toll-free 1-888-632-9088
 Phone 902-895-4183
 E-mail anstc@cehpubliclibrary.ca
www.lovelylibrary.ca

Cumberland Public Libraries

Phone 902-667-2135
 E-mail information@cumberlandpubliclibraries.ca
www.cumberlandpubliclibraries.ca

Eastern Counties Regional Library

Toll-free 1-855-787-READ (7323)
 Phone 902-747-2597
 E-mail info@nsme.library.ns.ca
www.ecrl.library.ns.ca

Halifax Public Libraries

Phone 902-490-5753
 E-mail asklib@halifax.ca
www.halifaxpubliclibraries.ca

Pictou-Antigonish Regional Library

Toll-free 1-866-779-7761
 Phone 902-755-6031
 E-mail info@parl.ns.ca
www.parl.ns.ca

South Shore Public Libraries

Toll-free 1-877-455-2548
 Phone 902-543-2548
 E-mail info@southshorepubliclibraries.ca
www.southshorepubliclibraries.ca

Western Counties Regional Library

Phone 902-742-2486
 E-mail ansy@nsy.library.ns.ca
www.westerncounties.ca

Internet and Online Training

@NS Community Technology

@NS provides communities with affordable access in close to 200 sites throughout the province. In our community technology sites you can access the internet, learn basic computer skills, discover new and emerging technologies, access government services and online education, and learn and share with others.

If you would like to find a site in your community, visit our website at www.communitytechns.ca or call 211.

Services for Newcomers

Immigrant Services Association of Nova Scotia (ISANS)

ISANS Mumford

Main Office
 6960 Mumford Road, Suite 2120 (2nd floor)
 Halifax, NS
 Phone 902-423-3607
 Toll-free in Nova Scotia 1-866-431-6472
 E-mail info@isans.ca
www.isans.ca



ISANS Desmond

Bayers Road Professional Centre
 7071 Bayers Road, Suite 164
 (Desmond Avenue entrance)
 Halifax, NS
 Phone 902-406-3558
 Email info@isans.ca

ISANS Joseph Howe

2717 Joseph Howe Drive, 2nd Floor Halifax, NS
 Phone 902-406-7794
 Email info@isans.ca

YMCA Centre for Immigrant Programs

7071 Bayers Road, Halifax
 Phone 902-457-9622
 Email yis@halifax.ymca.ca
 www.ymcahfx.ca

Lifelong Learning Opportunities

University and Community College Courses for Older Adults

Most of the following universities and community colleges in Nova Scotia offer credit courses to seniors on a free tuition or reduced-fee basis.

Acadia Lifelong Learning (ALL), Wolfville

Acadia University
 Phone 902-585-1434
 Toll-free 1-800-565-6568
 E-mail allinfo@acadiau.ca
 www.all.acadia.ca

Atlantic School of Theology, Halifax

Phone 902-423-6801
 www.astheology.ns.ca

Seniors' College Association of Nova Scotia (SCANS)

Phone 902-444-7588
 E-mail SCANSinfo@gmail.com
 www.theSCANS.org

Université Sainte-Anne, Church Point ★

Phone 902-769-2114

Elder Learners/Senior Resources Association

Phone 902-420-5492
 E-mail extend@smu.ca
 www.elderlearners.com



When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

Assistance for Caregivers

Caregiver Benefit Program

The Caregiver Benefit program recognizes the important role of caregivers. It is intended for caregivers of low-income adults with high-level disability or impairment, as determined by a home-care assessment. A caregiver must provide over 20 hours a week of unpaid care to qualify. If the caregiver and the care recipient both qualify for the program, the caregiver will receive \$400 per month. The Caregiver Benefit is a reportable income; caregivers should contact the Canada Revenue Agency (1-800-959-8281) for information about tax implications.

For more information, visit <https://novascotia.ca/dhw/ccs/caregiver-benefit.asp>.

Facility-Based Respite Care

Family caregivers provide personal care and support to help loved ones stay in their homes and communities longer. However, this can result in physical, mental, and emotional stress for caregivers. To support them and their families, the Department of Health and Wellness provides access to respite beds in licensed long-term care facilities (nursing homes) across the province. There is an option available for children.

A person may have a respite bed a total of 60 days within a calendar year. However, to ensure fair access to beds during high-demand periods (July 1 to October 1), no more than 30 days can be scheduled. For more information, visit <https://novascotia.ca/dhw/ccs/respite-care.asp> or call 1-800-225-7225.

Caregivers Nova Scotia

Caregivers Nova Scotia provides free programs and services to Nova Scotians who give unpaid care to family or friends, regardless of the caregiver's age or the health condition of the loved one. Services include information (including healthcare system navigation), confidential telephone and e-mail support, monthly peer support groups, educational workshops, referrals and advocacy.

Phone (HRM) 902-421-7390
Toll-free (within Nova Scotia) 1-877-488-7390
E-mail info@CaregiversNS.org
www.caregiversNS.org

Continuing Care

Continuing Care services and supports are provided to eligible people who need care in their homes and communities. Care can be provided on a long-term or short-term basis. Services include:

| | |
|---|-------|
| Caregiver Benefit Program | p. 23 |
| Facility-Based Respite Care | p. 23 |
| Home Care Services | p. 25 |
| Home Oxygen Services | p. 25 |
| Self-Managed Care Program | p. 25 |
| Supportive Care Program | p. 25 |
| Palliative Home Care | p. 25 |
| Aboriginal Continuing Care | p. 26 |
| Personal Alert Assistance Program | p. 26 |

Seniors community Wheelchair Loan Program p. 26

Home Support Services p. 26

Long Term Care p. 26

Assisted-Living Facilities p. 55

For more information regarding these programs please visit the Department of Health and Wellness website: <https://novascotia.ca/dhw/ccs/>

A Single-Entry Access Toll-free Line for Continuing Care Services 1-800-225-7225

Hours of operation: 8:30 am to 4:30 pm, seven days a week.

If you reach the mailbox, please leave a message.

If you are calling from outside Nova Scotia about someone who lives in Nova Scotia, please call the appropriate number below.

Halifax Regional Municipality and Hants County
Phone 902-487-0607

Richmond, Cape Breton, Victoria, Inverness, Guysborough, and Antigonish Counties
Phone 902-487-0298

Kings, Annapolis, Digby, Yarmouth, Shelburne, Queens and Lunenburg Counties
Phone 902-487-0297

Colchester, Cumberland, and Pictou Counties and the Municipality of East Hants
Phone 902-487-0296

What happens when you call the toll-free number?

You will speak with an intake worker who works for the Nova Scotia Health Authority. The intake worker documents basic information about you and forwards this information to a Care Coordinator, who will call you back and arrange to meet with you. Urgent assessments take priority and are addressed first, usually within one week of your initial call, to determine what care services you are eligible to receive, based on your needs.

What happens when a Care Coordinator visits?

The coordinator will assess your needs, strengths, and preferences. Once you are approved for services, the coordinator will regularly check in with you and your caregivers or service providers. If your needs change, your services will change to reflect your new needs. Care Coordinators can also connect you with programs in your community that offer additional supports. Some examples are meal programs, adult day programs, and foot-care clinics. If you require long-term care, the Care Coordinator will assist you with the process for placement in a long-term care facility that will best meet your needs. You will be encouraged to maximize all home and community-based options before considering long-term care.

Licensing, Standards, and Quality of Care

Questions or concerns about the licensing, standards, and quality of Continuing Care services (home care and long-term care) should be directed to:

Investigation and Compliance, Continuing Care
Department of Health and Wellness
PO Box 488, Halifax NS B3J 2R8
Phone 902-424-0104

Home Care and Home Oxygen

Client Fees for Home Care and Home Oxygen

There may be a minimal charge to home-care clients for home-support services and home oxygen services. If you use both home-support services and home oxygen services, your maximum monthly charge will be equivalent to your home-care maximum amount. There are no charges for nursing services provided through home care or for the supplies used during a nursing visit. Fees charged to the client are not intended to recover the full cost of providing the service. The Care Coordinator will determine applicable client fees during the assessment.

The amount you pay, if any, is determined by your income and family size. A sliding fee scale is used, and fees for each income category are outlined in a table that is available upon request. There is a monthly maximum amount that any client can be charged, depending on the client's income category. Your Care Coordinator can help you determine your maximum monthly charge.

Home Care

Home-care services are available to all Nova Scotians who need help with care in their homes and communities. This service is funded by the Department of Health and Wellness and managed by the Continuing Care offices of the Nova Scotia Health Authority. Home-care services will supplement the help people already receive from family, friends, or community. Home care helps people remain as independent as possible by staying in their homes and communities. The priority is always for care to be provided in the home and the community. Home care also helps link clients to professional services and other community-based resources, such as meal programs or foot-care clinics.

A range of personal-care and home-support services are available. Personal-care services help the client with daily living tasks such as dressing, undressing, bathing, toileting, feeding, and mobilization. Home-support services also help the client with tasks, like light housekeeping, laundry, and meal preparation. In-home respite services for caregivers are also available.

Nursing

Home-care nurses provide nursing services in the client's home, including assessment, health teaching, health monitoring, and treatment. Direct home nursing care can include activities such as intravenous therapy, dressing change, catheter care, and medication management.

Home Oxygen

The home oxygen service provides Nova Scotians with medical needs access to oxygen

for use in and outside the home. This program funds oxygen equipment, including oxygen concentrators, portable oxygen tanks, and other related supplies, to individuals who meet program and medical eligibility requirements and who require long-term oxygen therapy.

Self-Managed Care Program

This program allows people with physical disabilities to hire care providers and develop their own care plans, giving them control over the services they need and the providers they choose. Clients may appoint a third-party Care Manager to act on their behalf in carrying out these tasks. Self-Managed Care funding goes toward the hiring, training, managing, supervising, and payment of a care provider; essentially, you are your care provider's employer. Funding is available for support services such as personal care and homemaking. Registered professional health services, like nursing, are provided directly by Continuing Care in accordance with assessed need and program policies.

Supportive Care Program

This program supports cognitively impaired clients with funding of \$500 per month to purchase home-support services (personal care, respite, meal preparation, and homemaking) that would otherwise be delivered through the Home Care program. Under Supportive Care, a person may also be eligible to receive reimbursement for snow-removal services to a maximum of \$495 per year.

Palliative Home Care

This program provides services, including nursing and home support, for terminally ill people when it has been decided that treatment to extend life is no longer the primary goal. Fees for home-support services depend on your income; you may or may not be required to pay a fee. Nursing services are free.

Aboriginal Continuing Care

Registered First Nations people living on-reserve in Nova Scotia have access to home care and residential care through provincially and federally funded programs. Eligibility for provincial continuing care services varies, depending on whether a person lives on-reserve and whether they have Registered Status under the Federal Indian Act, thus having access to similar federally funded services. Non-Status people living off-reserve can access all provincial continuing care services. Status individuals living off-reserve can access many continuing care services, with some exceptions. Non-Status individuals living on-reserve can access provincial continuing care services through the Nova Scotia Health Authority.

Personal Alert Assistance

The Personal Alert Assistance program provides up to \$480 per year to reimburse eligible seniors for the purchase of a personal alert assistance service. The program is targeted at low-income seniors who have a history of recent falls, use a cane, wheelchair or walker, and are receiving publicly-funded home-care services. (See page 58 for information about Personal Emergency Response Systems.) You should not have to report this funding as income on your income tax return because it is less than \$500/year.

Since everyone's situation is different, please contact Canada Revenue Agency at 1-800-959-8281 to confirm.

Seniors Community Wheelchair Loan Program

The Seniors Community Wheelchair Loan Program provides new and recycled wheelchairs (manual and electric) to eligible residents of Nova Scotia to support them in their homes and communities. If you are eligible, an occupational or physiotherapist will arrange a time to meet with you to complete an assessment.

Home Support Services

If you require home-care services, your first point of contact is Continuing Care.

Toll-free 1-800-225-7225

Private Home Care

In-Home Support

Many private organizations offer in-home support services to seniors who want to remain in their own homes. They provide professional nursing care and offer a variety of home-support services. The services offered may include foot-care, companionship, in-home nursing care, physiotherapy treatments, homemaker services (such as light housekeeping, meal preparation, and organization), transportation, and many others. The services can be tailored to the client's needs. Fees vary depending on the type of care required. For local listings check the Yellow Pages. (www.yellowpages.ca) or call 211.

Health Professionals and Services

Physiotherapists

Nova Scotia College of Physiotherapists
Phone 902-229-1001
E-mail. office@nsphysio.com
www.nsphysio.com

Long-Term Care

Long-term care provides accommodation, supervisory care, personal care, and nursing services to people who can no longer live independently with family and community supports available. There are two types of long-term care facilities: nursing homes and residential care facilities.



Nursing homes are important options for people who have difficulty performing everyday tasks such as dressing, bathing, and toileting. Nursing home placement is appropriate for people who are medically stable but have nursing needs that cannot be met through home care.

Residential care facilities provide personal care, supervision, and accommodation in safe and supportive environments. In emergencies, people living in residential care facilities must be able to evacuate the facilities independently.

Application/Assessment Process

To apply for long-term care, contact Continuing Care toll-free: 1-800-225-7225

A Care Coordinator will call you and arrange a time to meet with you to complete the assessment and application process. Together, you and the Care Coordinator will determine whether home care or long-term care is best for you. Also, the Care Coordinator will collect information to start the application process for help with accommodation costs.

After the Care Coordinator assesses your care needs, your application will be sent to the Eligibility Review Unit of the Department of Health and Wellness to determine your eligibility and accommodation rate. If you are approved for long-term care, your name will be placed on the waiting list for the homes of your choice.

Eligibility Appeal Process

If you disagree with the decision made concerning your eligibility for long-term care, you may request an administrative review.

Fees for Long-Term Care

The Department of Health and Wellness covers the healthcare component of long-term care; residents pay the accommodation costs at rates set by government every year. Residents also pay for personal expenses.

Those who cannot pay the standard accommodation charge can apply for a charge reduction through a financial assessment based on net income. The remaining costs are paid by the Department of Health and Wellness. Net

income is derived from the person's most recent Income Tax and Benefit Return; specifically, line 236 (net income) minus line 435 (taxes payable). Reassessment is provided each year. There is no additional fee for private rooms; they are assigned based on individual care requirements.

Financial Assessment Process

As part of your application to a long-term care home, your Care Coordinator will help you get started on the financial assessment process. If you are applying for a reduction to the standard accommodation charge, you will be asked about your income and required to sign consent forms that will allow financial assessment review officers with the Department of Health and Wellness to verify your financial information with the Canada Revenue Agency.

This information is kept confidential. The financial assessment determines whether you are eligible for a reduced accommodation charge.

Choosing a Long-Term Care Home

If you are currently living in your home, you will be asked to identify the community you wish to live in and at least one long-term care home in which you would prefer to live. The home you select can be anywhere in Nova Scotia.

Waiting Lists

A person is placed on the waiting list for a long-term care home on the date the care-level decision is made by the Care Coordinator.

The Nova Scotia Health Authority organizes the waiting list chronologically by that date.

The length of time you will be required to wait before admission to a long-term care home depends on how many people are waiting to get into the home or homes you selected. If your situation worsens while you are on the waitlist, you should contact your Care Coordinator right away.

Admission into a Long-Term Care Home

If you are living at home and are offered a placement at a long-term care facility you had chosen, your acceptance is generally expected within 24 hours of the offer. An admission date will then be arranged with the long-term care facility. If you refuse the offered placement, you will be considered not ready for admission to any home and your name will be removed from the wait list. Individuals who refuse a bed offer and wish to reapply will have to wait 12 weeks.

Transferring from One Long-Term Care Home to Another

If you are placed in a facility that was not your first choice, your name will remain on the waiting list until you reach your preferred facility. If you are placed in a long-term care home and later decide you want to move to a different home, you can contact Continuing Care (toll-free: 1-800-225-7225) to arrange for your name to be placed on the waiting list for the facility of your choice.

Health Equipment Loan Program

Residents of provincially-licensed and funded long-term care facilities, such as nursing homes and residential care facilities, can borrow specialized health equipment from the Canadian Red Cross through its Health Equipment Loan Program, which is funded by the Department of Health and Wellness. Some examples of specialized health equipment are walkers, crutches, specialized mattresses and beds, and custom wheelchairs.

Approved applicants may be required to pay a monthly fee for the use of specialized health equipment. Fees are based on income and the type and quantity of equipment provided.

Assisted-Living Facilities

See page 55.

Veterans Affairs Canada (VAC)

VAC offers a wide range of services and benefits to qualified veterans, Canadian Forces members, serving and discharged members of the RCMP, and certain civilians and their families. For more information on services and benefits, to find out if you qualify, or to apply, contact VAC:

Toll-free (English).....1-866-522-2122
E-mail..... vac.information.acc@canada.ca

Veterans' Independence Program

A national homecare program that helps VAC clients to remain healthy and independent in their own home and community.

Toll-free (English).....1-866-522-2122



Employment & Entrepreneurship



Nova Scotia Works

Our employment services centres help Nova Scotians understand, prepare for, and fill the needs of the province's job market. Nova Scotia Works also helps businesses recruit, manage, and develop the talent they need to be more productive here at home and around the world.

Employment programs and services are available to help grow our workforce. Meeting with a Case Manager at a Nova Scotia Works centre is the first step. Case Managers understand our employment services and programs and have in-depth knowledge of the Nova Scotia labour market. (www.novascotia.ca/works)

The network of Nova Scotia Works centres across the province:

| HRM | |
|---|---|
| TEAM Work 501-7051 Bayers Road, Halifax NS Phone 902-422-8900 | Job Junction 6950 Mumford Road Halifax Shopping Centre Annex, Halifax NS Phone 902-455-9675 |
| YMCA Employment Centre 2269 Gottingen Street, Halifax NS Phone 902-425-3464 | YMCA Employment Centre 14-118 Wyse Road, Dartmouth, NS Phone 902-461-2513 |
| YMCA Employment Centre 5 Cumberland Drive (Cumberland Plaza) Cole Harbour NS Phone 902-462-6871 | YMCA Employment Centre 22756 Highway # 7, Sheet Harbour NS Phone 902-885-2810 |
| YMCA Employment Centre 12335 Highway 224, Musquodoboit NS Phone 902-384-2390 | YMCA Employment Centre 1515 Main Road, Eastern Passage NS Phone 902-461-8260 |
| YMCA Employment Centre 5228 Highway 7, Porters Lake NS Phone 902-827-5110 | Opportunity Place Career Resource Centre 108 Cobequid Road, Suite 100 Lower Sackville NS B4C 2N2 Phone 902-864-7520 |
| YMCA Employment Centre 35 Wilfred Jackson Way, Dartmouth NS Phone 902-466-7649 | YMCA Employment Centre Halifax Central Library 5440 Spring Garden Road, Halifax NS Phone 902-461-2513 |

HRM

| | |
|---|--|
| <p>YMCA Employment Centre North Recreation Centre 44 Simmonds Road, North Preston NS Phone 902-461-2513 (Call for office hours)</p> | <p>Opportunity Place in Partnership with TEAM Work 2120 Hammonds Plains Road, Unit 3 Hammonds Plains NS Phone 902-422-8900 (Call for office hours)</p> |
| <p>TEAM Work Keshen Goodman Public Library 330 Lacewood Drive, Halifax NS Phone 902-422-8900 (Call for office hours)</p> | <p>Job Junction Captain William Spry Centre (Library) 16 Sussex Street, Halifax NS Phone 902-455-9675 (Call for office hours)</p> |

Cape Breton

| | |
|---|--|
| <p>YMCA Employment Centre (CB) 106 Reserve Street, Glace Bay NS Phone 902-849-5500</p> | <p>Northside Economic Development Assistance Corp (NEDAC) 105 King Street, North Sydney NS Phone 902-794-7213</p> |
| <p>Northside Economic Development Assistance Corp (NEDAC) 503 Chebucto Street, Baddeck NS Phone 902-295-1649</p> | <p>Northside Economic Development Assistance Corp (NEDAC) 36243 Cabot Trail, PO Box 233, Ingonish NS Phone 902-285-2696</p> |
| <p>Island Employment Association 500 George Street, Suite 100, Sydney NS Phone 902-539-5673</p> | <p>YMCA Employment Centre (CB) 479 Heelan Street, New Waterford NS Phone 902-862-8856</p> |
| <p>Island Employment Association 811 Reeves Street Unit 6, Port Hawkesbury NS Phone 902-625-0001</p> | <p>Island Employment Association 15122 Cabot Trail, Cheticamp NS Phone 902-224-2117</p> |
| <p>Island Employment Association 15792 Central Avenue, Inverness NS Phone 902-258-3513</p> | <p>Island Employment Association 10036 Grenville Street, St. Peters NS Phone 902-625-0001 (Call for office hours)</p> |
| <p>Island Employment Association 17 Conney's Lane, Arichat NS Phone 902-625-0001 (Call for office hours)</p> | <p>YMCA Employment Centre (CB) 399 Charlotte Street, Sydney NS Phone 902-564-9151</p> |

Northern Region

| | |
|---|--|
| <p>Cumberland African Nova Scotian Association (CANSA) 63 Victoria Street East, Amherst NS Phone 902-661-1509 Ext. 221</p> | <p>Cumberland African Nova Scotian Association (CANSA) 166 Junction Road, Highway #2, Springhill NS Phone 902-661-1509 Ext. 221</p> |
|---|--|

Northern Region

| | |
|--|--|
| Futureworx 15 Commerce Court, Suite 110, Elmsdale NS Phone 902-883-7010 | Futureworx 42 Inglis Street, Truro NS Phone 902-893-6859 |
| Futureworx 229 Main Street, Tatamagouche NS Phone 902-657-0180 | Career Connections 138 Campbell Street, Unit 202, New Glasgow NS Phone 844-344-1369 |
| Career Connections 50 James Street, Antigonish NS Phone 844-344-1369 | Career Connections 9996 Highway 16, Unit C, Chedabucto Centre Guysborough NS B0H 1N0 Phone 844-344-1369 (Call for office hours) |
| Career Connections 990 Union Street, Canso NS Phone 844-344-1369 (Call for office hours) | Career Connections Municipality of the District of St. Mary's 8296 Hwy #7, PO Box 296, Sherbrooke NS Phone 844-344-1369 (Call for office hours) |

South Shore/Valley

| | |
|--|--|
| Southwest Employment Services Pier One Complex, 103 Water Street, Yarmouth Phone 902-742-5859 Toll-free 1-866-868-9673 | Southwest Employment Services 3588 Highway 3, Barrington Passage Phone 902-637-3015 Toll-free 1-866-868-9673 |
| Southwest Employment Services 25D King Street, Shelburne Phone 902-875-2200 Toll-free 1-866-868-9673 | Southwest Employment Services 26 North Street, Lockeport NS Phone 902-875-6597 Toll-free 866-868-9673 |
| Conseil de développement économique de la Nouvelle-Écosse (CDENE) 1649 Highway 1, Box 3, Church Point NS Phone 902-769-3284 | Conseil de développement économique de la Nouvelle-Écosse (CDENE) 1 Slocumb Crescent, Tusket NS Phone 902-648-0573 |
| PeopleWorx 11 Opportunity Lane, Coldbrook NS Phone 902-679-7460 Toll-free 866-609-9675 | PeopleWorx 298 Marshall Street, Middleton NS Phone 902-825-3118 Toll-free 866-609-9675 |
| PeopleWorx 253 St. George Street, Annapolis Royal NS Phone 902-532-0605 Toll-free 866-609-9675 | Avon Region Community Development Association 80 Water Street, Windsor Mall, Windsor NS Phone 902-798-5627 |
| Employment Solutions 215 Dominion Street, Bridgewater NS Phone 902-543-2479 Toll-free 866-711-041 | Employment Solutions 176 Main Street, Liverpool NS Phone 902-356-2039 Toll-free 866-711-0411 |

South Shore/Valley

| | |
|---|---|
| <p>Employment Solutions Society Our Health Centre, 3769 Highway # 3 Chester NS B0J 1J0 Phone 902-275-8178 (Call for office hours) Toll-free 866-711-0411</p> | <p>Employment Solutions 10 Pte. Richard Green Lane Hubbards NS B0J 1T0 Phone 902-858-5627 (Call for office hours) Toll-free 866-711-0411</p> |
| <p>Employment Solutions North Queens Hub 9793 Highway 8, Caledonia NS Phone 902-543-2479 (Call for office hours) Toll-free 866-711-0411</p> | <p>Employment Solutions North Queens Medical Centre 9698 Highway 8, Caledonia NS Phone 902-543-2479 (Call for office hours) Toll-free 866-711-0411</p> |
| <p>Valley African Nova Scotia Development Association 61 Webster Street, Kentville NS Phone 902-678-7410 Toll-free 866-313-8267</p> | <p>Community Inclusion Society in partnership with Canadian Mental Health Association—Kings 61 Webster Street, Kentville NS Phone 902-679-7469 Toll-free 866-313-8267</p> |

The Job Bank

Canada's one-stop online jobsite, where employers can post job openings and connect with job seekers free of charge.

www.jobbank.gc.ca

Online Training

SkillsOnlineNS: Free access to hundreds of online courses, ranging from software applications to customer service, from HR fundamentals to accounting essentials. Private learning networks can be created for employers where individual courses can be assigned to employees.

www.coursepark.com/ns

For other opportunities and information regarding our programs and services please visit:

www.novascotia.ca/lae

Starting a Business

Business Counselling, Training, and Financial Assistance in Nova Scotia

Local Community Business Development Corporation offices offer business development programs, financial assistance, counselling, and training, as well as advisory services and support, to entrepreneurs either starting a business or wanting to expand or modernize one.

Nova Scotia Association of Community Business Development Corporations

Phone 902-384-3346

www.cbdc.ca/en

Provincial Self-Employment

program details can be found here:
www.novascotia.ca/employmentnovascotia

Federal Services

The Canada Business Network provides resources and information to begin and grow businesses. See www.canadabusiness.ca and

www.canadabusiness.ca/about

CBDC South Shore Opportunities Inc

Phone 902-354-2616

CBDC Guysborough County

Phone 902-533-2770

CBDC Digby-Clare

Phone 902-245-6166

CBDC Cumberland

Phone 902-667-5700

CBDC Hants-Kings

Phone 902-798-5717

CBDC Inverness Richmond

Phone 902-258-3698

CBDC Shelburne

Phone 902-875-1133

CBDC Northside Victoria

Phone 902-736-6211

CBDC NOBL Antigonish County

Phone 902-867-6625

CBDC Annapolis Ventures Ltd

Phone 902-665-2635

CBDC Pictou County

Phone 902-382-6625

CBDC Yarmouth

Phone 902-742-5364

CBDC Coastal Business

Phone 902-539-4332

CBDC Blue Water

Phone 902-827-5564

University Centres

Acadia Entrepreneurship Centre:

www.acadiaentrepreneurshipcentre.com

Centre for Women in Business (MSU):

www.centreforwomeninbusiness.ca

CEED Centre for Entrepreneurship Education and Development

Our purpose is to build entrepreneurship awareness and capacity in people to build a sustainable economy and strong communities.

Phone 902-421-2333
www.ceed.ca

Volunteering

Volunteer Nova Scotia is a free province-wide database connecting Nova Scotians to the right volunteer opportunities. It also connects non-profit organizations to the right volunteers.

For more information, please visit www.volunteers.ca.

Provincial Volunteer Awards

Every April, Nova Scotia celebrates volunteers nominated by organizations and communities at the Provincial Volunteer Awards. The event pays tribute to deserving volunteers who give so much of their time and talents.

For more information or to nominate a volunteer, please visit <https://novascotia.ca/NonProfitSector/ProvincialVolunteerAwards>.



When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.



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Financial Assistance

Concerns about Investments

The Nova Scotia Securities Commission protects investors from practices and activities that undermine their confidence in the fairness and efficiency of securities markets. Check out the For Investors tab on our website to find helpful investor education resources for seniors.

If you have concerns about an individual's or firm's activities, please fill out our Report a Scam form.

Phone 902-424-7768

Toll-free 1-855-424-2499

www.nssc.novascotia.ca/for-investors

www.nssc.novascotia.ca/recognize-and-report-scam

Employment Support and Income Assistance Program

Nova Scotia Department of Community Services

Low-income seniors who have special needs and no means of paying for them can apply to see if they qualify for the Employment Support and Income Assistance Program. All other funding sources must be explored, including the federal Old Age Security program and the Guaranteed Income Supplement. For more information or to discuss your eligibility, contact the Community Services field office nearest you.

novascotia.ca/coms

Field Offices

Central Region

| | |
|---------------------------------|--------------|
| Cole Harbour | 902-435-7472 |
| Dartmouth | 902-424-1600 |
| Halifax | 902-424-4150 |
| East Hants (Elmsdale) | 902-883-3539 |
| Sackville | 902-869-3600 |

Eastern Region

| | |
|---------------------------|--------------|
| Beddeck | 902-295-3815 |
| Ingonish | 902-285-2652 |
| Sydney | 902-563-3300 |
| Glace Bay | 902-842-4000 |
| North Sydney | 902-794-5110 |
| St. Peters | 902-535-3000 |
| Port Hawkesbury | 902-625-0660 |
| Port Hood | 902-787-4000 |
| Cheticamp ★ | 902-224-4106 |

Northern Region

| | |
|-----------------------|--------------|
| Antigonish | 902-863-3213 |
| Colchester | 902-893-5950 |
| Cumberland | 902-667-3336 |
| East Hants | 902-883-3539 |
| Guysborough | 902-533-4007 |
| New Glasgow | 902-755-7363 |

Western Region

| | |
|-----------------------|--------------|
| Annapolis | 902-532-2337 |
| Bridgewater | 902-543-5527 |
| Digby | 902-245-5811 |
| Hants | 902-798-8319 |
| Kings | 902-678-6176 |
| Middleton | 902-825-3481 |
| Queens | 902-354-2771 |
| Shelburne | 902-637-2335 |
| Yarmouth | 902-742-0741 |

Financial Planning

Insurance

Tips for Consumers

Before purchasing insurance, it's wise to consult a qualified insurance professional who can assess your needs and give you advice to meet those needs. Regardless of the type of insurance (life, home, health, travel, or automobile) you are purchasing, it can pay to shop around, ask friends, get quotes from a few providers, and compare the coverage and price.

Office of the Superintendent of Insurance

Phone 902-424-6331
E-mail fininst@novascotia.ca
www.novascotia.ca/finance

Insurance Bureau of Canada ★

IBC is the national industry association representing Canada's private home, car, and business insurers.

Phone 902-429-2730
Toll-free 1-844-2ASK-IBC (1-844-227-5422)
www.ibc.ca/on/home

Pensions and Other Benefits

Federal Retirement Income Programs ★

- Old Age Security (OAS)
- Guaranteed Income Supplement (GIS)
- Canada Pension Plan (CPP)

For information or application forms for these pensions or benefits:

Toll-free (English) 1-800-277-9914
Sans frais (Français) 1-800-277-9915
TTY 1-800-255-4786
www.canada.ca—under most requested, click on “Public pensions (CPP and OAS).”

For Veterans

Royal Canadian Naval Benevolent Fund

This fund was established in 1942 to relieve financial distress and promote the well-being of eligible regular and reserve force personnel, veterans, and their dependants. Eligible persons will have served in the Royal Canadian Navy, Maritime Command, or are Merchant Navy war veterans.

RCN Benevolent Fund, Ottawa, ON

Toll-free 1-888-557-8777
E-mail rcnbf@rcnbf.com
www.rcnbf.ca

Taxes and Tax Credits

Property Tax Rebate for Seniors Program ★

Service Nova Scotia and Internal Services administers this rebate to help eligible seniors remain in their homes. The program provides eligible homeowners with a 50% rebate of the previous year's municipal property taxes, to a maximum of \$800. The program runs each year from July 1 to December 31.

Some municipalities may also offer property tax rebates or assistance to qualifying applicants. Check with your local municipality to inquire.

Eligibility

You are eligible if:

- you were receiving either the Guaranteed Income Supplement (GIS) or the Allowance* in January of the current year.
- you owned and regularly resided in the property during the previous year, and
- your previous year's property taxes are paid in full.

New Applicants

Application forms are available online, at Access Nova Scotia offices and can be requested by phone.

Complete the application form and mail or fax it with the required documents to Service Nova Scotia and Internal Services. Applications must be postmarked by December 31.

**To find out if you qualify for the GIS or the Allowance, call Service Canada at 1-800-277-9914*

For more information, contact Service Nova Scotia and Internal Services

Phone 902-424-5200
Toll-free 1-800-670-4357
Fax 902-428-2164
<https://beta.novascotia.ca/apply-property-tax-rebate-property-tax-rebate-seniors>
Note: Some exceptions apply.

Personal Income Tax ★

If you have taxable income in Canada, you will need to file an income tax return by April 30 of the following year in order to calculate the amount of taxes you owe. You may also have to file a tax return if you have sold real estate or if you have to repay any Canada Pension Plan (CPP) or Old Age Security (OAS) benefits.

Even if you do not have taxable income, filing a return will enable the CRA to calculate if you are eligible for a tax refund, a GST/HST credit, the Guaranteed Income Supplement (GIS), Canada workers benefit (CWB) and/or any benefits from the Province of Nova Scotia benefits such as Nova Scotia Affordable Living Tax Credit.

Income tax returns and guides are available online, by calling CRA or from your local post office, starting around mid-February. You can file your income tax return on paper as well as online. Filing online ensures that your return will be processed quickly, usually within two weeks.

When calling about your income tax and benefits, have your questions ready, and be sure to have your social insurance number (SIN) and a copy of your last tax return handy. (You may be asked for information from the return to verify your identity and protect your security.)

Toll-free numbers:

CRA automated information 1-800-267-6999
CRA individual income tax
and trust inquiries 1-800-959-8281
www.canada.ca/tax

Goods and Services Tax/Harmonized Sales Tax (GST/HST) Credit ★

The GST/HST credit is a tax-free quarterly payment that helps individuals and families with modest income offset all or part of the GST or HST that they pay.

You no longer have to apply for the goods and services tax/harmonized sales tax (GST/HST) credit as your eligibility is determined when you file your tax return.

Toll-free 1-800-387-1193
www.canada.ca/gst-hst

Medical expenses ★

You can claim the total eligible medical expenses you or your spouse or common-law partner paid for:

- yourself;
- your spouse or common-law partner;
- you or your spouse's or common-law partner's child(ren) born in 2000 or later.

Toll-free 1-800-959-8281
www.canada.ca/taxes-medical-expenses

Disability Tax Credit (DTC) ★

The Disability Tax Credit (DTC) is a non-refundable tax credit that helps persons with disabilities, or their supporting persons, reduce the amount of income tax they may have to pay. You may be eligible for the Disability Tax Credit if:

- you are blind;
- you are receiving life-sustaining therapy; or
- you have an impairment that affects one or more of the following basic activities of daily living—walking, speaking, dressing,

hearing, feeding, eliminating (bowel or bladder functions) or mental functions necessary for everyday life.

Applying for the DTC is as easy as 1-2-3.

1. Complete Part A of Form T2201, Disability Tax Credit Certificate, with your basic personal information.
2. Have Part B of Form T2201 completed and certified by your qualified practitioner.
3. Send the completed and signed original form to the Canada Revenue Agency.

The CRA does not charge any fees to process your form; however, your qualified practitioner may charge a fee to complete it.

Toll-free 1-800-959-8281
www.canada.ca/disability-tax-credit

Canada Caregiver Credit ★

The Canada Caregiver Credit combines the federal infirm dependant credit, caregiver credit and family caregiver credit that were available prior to 2017.

You may be able to claim the Canada Caregiver Credit for the following eligible dependants:

- A spouse or common-law partner, you or your spouse or common-law partner's child, grandchild, parent, grandparent, brother, sister, aunt, uncle, niece, or nephew

Each eligible dependant must meet the following conditions:

- Dependent on you for support because of a physical or mental impairment
- A resident in Canada at any time in the year. You cannot claim this amount for a person who was only visiting you.
- In some cases, the dependant must have lived with you.

For more information, refer to your tax guide or contact the Canada Revenue Agency.

Toll-free 1-800-959-8281
www.canada.ca/taxes-seniors

Community Volunteer Income Tax Program ★

The Community Volunteer Income Tax Program is a free service available to individuals and families with modest income and a simple tax situation who need help to prepare their income tax and benefit returns.

The clinics are offered free of charge year-round throughout Nova Scotia. If you would like to offer your services as a volunteer, training is provided. For a list of volunteer tax clinics in your area, visit the CRA website or call the toll-free number.

Toll-free 1-800-959-8281
www.canada.ca/taxes-volunteer

Impôt sur le revenu des particuliers

Si vous avez un revenu imposable au Canada, vous devrez remplir une déclaration d'impôt sur le revenu avant le 30 avril de l'année suivante pour calculer le montant que vous devez. Il se peut également que vous deviez remplir une déclaration d'impôt sur le revenu si vous avez vendu des biens immobiliers ou si vous devez rembourser des prestations du Régime de pensions du Canada (RPC) ou de la Sécurité de la vieillesse (SV).

Même si vous n'avez pas de revenu imposable, en faisant une déclaration permettez l'ARC de calculer si vous auriez droit à un remboursement d'impôt, au Supplément de revenu garanti (SRG), à l'Allocation canadienne pour les travailleurs (ACT), au crédits pour la TPS ou si vous pourriez également avoir droit à des prestations de la province de la Nouvelle-Écosse, comme le Crédit de taxe de la Nouvelle-Écosse pour la vie abordable.

Vous pouvez commander les formulaires de déclaration de revenus et les guides par téléphone, par internet ou à votre bureau de poste à partir de la mi-février. Vous pouvez produire votre déclaration par papier ou par Internet, celle-

ci est alors rapidement traitée, généralement dans un délai de deux semaines.

Si vous souhaitez obtenir des renseignements sur votre déclaration et vos prestations, préparez vos questions à l'avance et ayez à portée de main votre numéro d'assurance sociale (NAS) ainsi qu'une copie de votre dernière déclaration de revenus. (Il se peut qu'on vous demande certains renseignements sur votre déclaration afin de vous identifier et de protéger votre sécurité.)

Agence du revenu du Canada – Renseignements
Numéros sans frais :
Renseignements électroniques . . . 1-800-267-6999
Renseignements sur l'impôt 1-800-959-7383
www.canada.ca/impots

Crédit pour la TPS/TVH

Le crédit pour la TPS/TVH est un versement trimestriel non imposable qui aide les particuliers et les familles à revenu modeste à récupérer, en tout ou en partie, la TPS/TVH qu'ils paient.

Vous n'avez plus à demander le crédit pour la TPS/TVH. L'Agence du revenu du Canada (ARC) déterminera votre admissibilité et enverra un avis aux personnes qui sont admissibles pour le crédit, une fois la déclaration soit finie.

Crédit pour la TPS/TVH

Numéro sans frais 1-800-387-1194
www.canada.ca/tps-tvh

Frais médicaux

Vous pouvez demander le montant total des frais médicaux admissibles que vous ou votre époux ou conjoint de fait avez payés pour les personnes suivantes :

- vous-même
- votre époux ou conjoint de fait
- vos enfants ou ceux de votre époux ou conjoint de fait nés en 2000 ou après

Numéro sans frais 1-800-959-7383

Crédit d'impôt pour personnes handicapées

Le crédit d'impôt pour personnes handicapées (CIPH) est un crédit non-remboursable qui permet aux personnes handicapées, ou aux personnes qui subviennent à leurs besoins, de réduire le montant d'impôt qu'elles pourraient avoir à payer.

Vous pourriez être admissible au crédit d'impôt pour personnes handicapées si vous répondez à l'une des conditions suivantes :

- vous êtes aveugle
- vous avez besoin de soins thérapeutiques essentiels à votre survie
- vous avez une déficience qui touche une ou plusieurs des activités courantes de la vie quotidienne – marcher, parler, s'habiller, entendre, se nourrir, évacuer (fonctions intestinales ou urinaires) ou les fonctions mentales nécessaires aux activités de la vie quotidienne.

C'est tout simple. Il suffit de suivre les trois étapes suivantes :

1. Remplissez la partie A du formulaire T2201, Certificat pour le crédit d'impôt pour personnes handicapées en inscrivant vos renseignements personnels de base.
2. Demandez à votre praticien qualifié de remplir et d'attester la partie B du formulaire.
3. Envoyez la version originale du formulaire rempli et signé à l'Agence du revenu du Canada.

L'ARC n'exige aucun frais pour traiter votre formulaire; toutefois, votre praticien qualifié pourrait exiger des frais pour le remplir.

Numéro sans frais 1-800-959-7383
www.canada.ca/credit-impot-personnes-handicapees

Crédit canadien pour aidants naturels

Le crédit canadien pour aidants naturels regroupe le crédit pour personnes à charge ayant une déficience, le crédit pour aidants naturels (pour les soins à domicile apportés à un proche) et le crédit pour aidants familiaux qui étaient disponible avant 2017.

Vous pourriez être admissible au crédit d'impôt pour aidants naturels pour les personnes à charge admissibles suivants :

- Un époux ou conjoint de fait, un de vos parents, grands-parents, frères, sœurs, oncles, tantes, neveux ou nièces (y compris ceux de votre époux ou conjoint de fait)

Chacun des personnes a charges admissible doit remplir les conditions suivantes :

- était à votre charge en raison d'une déficience des fonctions physiques ou mentales.
- a résidé au Canada à un moment de l'année. Vous ne pouvez pas demander ce montant pour une personne qui vous rendait visite seulement.

En certains cas, la personne à charge admissible aura eu besoin d'avoir vécu avec vous.

Numéro sans frais 1-800-959-7383
www.canada.ca/impots-aines

Programme communautaire des bénévoles en matière d'impôt

Le Programme communautaire des bénévoles en matière d'impôt est une service gratuite qui aide les individus et familles avec un revenu modeste et une situation fiscale simple qui ont besoin d'aide à remplir leurs déclarations de revenus et de prestations. Les comptoirs sont offerts gratuitement pendant toute l'année à travers la Nouvelle-Écosse.

Si vous désirez offrir vos services comme bénévole, vous aurez accès à la formation. Pour une liste de comptoirs de préparation des déclarations dans votre région :

Numéro sans frais 1-800-959-7383
www.canada.ca/impots-benevoles

My Account ★

If you have a computer and an Internet connection, you can set up My Account. My Account connects you to your personal tax and benefit information and allows you to check the status of your tax refund, confirm your Registered

Retirement Savings Plan (RRSP) contribution limit, track your GST/HST credit payments, change your tax return or your mailing address, and much more, using your own computer. To use My Account, you can log in one of two ways. You can use a sign-in partner, such as your own online banking account. You can also use your personal CRA user ID and password. To register or to find out more, visit the CRA's website.

www.canada.ca/my-cra-account

Mon dossier

Si vous avez un ordinateur et une connexion Internet, vous pouvez alors configurer Mon dossier. Mon dossier vous permet d'accéder à vos renseignements personnels afin de vérifier l'état de votre remboursement d'impôt, confirmer le plafond de cotisation à votre régime enregistré d'épargne-retraite (REER), vérifier vos crédits de la TPS ou de la TVH, modifier votre déclaration de revenus ou votre adresse postale, et bien plus encore, en utilisant votre propre ordinateur. Pour utiliser Mon dossier, vous pouvez vous connecter de deux manières. Vous pouvez ouvrir une session avec un partenaire de connexion, comme votre compte bancaire en ligne, ou vous pouvez ouvrir une session à l'aide d'un ID d'utilisateur et d'un mot de passe de l'ARC. Pour vous inscrire ou en savoir plus, visitez le site Web de l'ARC.

www.canada.ca/mon-dossier-arc





When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

Provincial Health Services

The Government of Nova Scotia is committed to ensuring that everyone in Nova Scotia has access to a quality healthcare system that is both innovative and sustainable.

Nova Scotia Department of Health and Wellness

The department supports programs and services that protect and promote health and treat illness.

Nova Scotia Department of Health and Wellness
Barrington Tower, 1894 Barrington Street,
PO Box 488
Halifax NS B3J 2A8
Phone 902-424-5818
Toll-free 1-800-387-6665
www.novascotia.ca/dhw

Find a Family Physician or other Primary Healthcare Provider

If you are looking for a family doctor, a nurse practitioner, or other healthcare professional or service, please call 811 or visit www.needafamilypractice.nshealth.ca

Nova Scotia Health Authority, IWK Health Centre

Nova Scotia Health Authority and the IWK Health Centre manage the delivery of hospital and community-based care and health services.

Toll-free 1-844-491-5890
www.nshealth.ca

Nova Scotia Health Authority

90 Lovett Lake Court
Halifax NS B3S 0H6

IWK Health Centre

5850/5980 University Avenue
PO Box 9700
Halifax NS B3K 6R8
Phone 902-470-8888
www.iwk.nshealth.ca

Vaccines are for all ages



When we think of vaccines, we commonly think about babies and children receiving their shots, but adult immunizations are equally important. As we get older, the risk for certain diseases increases and the complications from other diseases may be more severe. Therefore, it is valuable to receive the recommended adult vaccinations, such as, a yearly influenza vaccine and the one-time pneumococcal vaccine.

The other benefit of receiving vaccines is that you help protect the ones you love because you are less likely to spread disease. This is especially important for infants, those with medical conditions, and people with weakened immune systems who you may be surrounded by on a regular basis.

To help protect yourself and those around you, speak with your health care provider about what vaccines may be right for you!

Ambulance Services (911)

Ambulance Fees

Emergency Health Services (EHS)

| The following fees are subject to change without notice: | Medically Essential Transportation | Inter-facility Transportation |
|--|------------------------------------|-------------------------------|
| Most Nova Scotians with a valid health card | \$146.55 | \$0.00 |
| Non-Nova Scotians | \$732.95 | \$0.00 |
| Non-Canadians & new Canadians | \$1,099.35 | \$1,099.35 |
| People who are third-party insured (includes people in a motor vehicle accident, covered by Worker's Compensation, or the federal government.) | \$732.95 | \$732.95 |
| Nova Scotians who are mobility-challenged | \$108.95 | N/A |
| Fee to transport nursing home and residential care facility residents to hospital | \$54.50 | \$0.00 |

Community Health Teams ★

Community Health Teams are part of Nova Scotia Health Authority and provide FREE wellness programs and services. The programs are offered by healthcare providers. Topics covered include healthy eating, physical activity and emotional wellness. We also offer a service that helps connect you with resources in your community. Community Health Teams are located in Bedford/Sackville, Dartmouth, Chebucto and Halifax.

Phone 902-460-4560
 E-mail cht@nshealth.ca
www.communityhealthteams.ca

Nova Scotia Health Insurance

Nova Scotia's health-insurance plans, generally referred to as Medical Services Insurance (MSI), provide eligible residents with coverage for medically required hospital, medical, dental, and optometry services, with some restrictions.

Eligibility

To be eligible for insured health services under MSI, you must be

- a Canadian citizen or "Permanent Resident" (Landed Immigrant)
- a resident whose permanent home is in Nova Scotia
- present in Nova Scotia for at least 183 days in any calendar year
- registered with MSI

People moving to Nova Scotia from elsewhere in Canada may become eligible for MSI programs on the first day of the third month following the month in which they become a resident of Nova Scotia. During this waiting period, they would continue to receive coverage from their former province of residence. It is their responsibility to contact that province to ensure that their coverage is continued for that period.

People from outside Canada who are establishing permanent residence in Nova Scotia may apply for coverage. Contact the MSI office for details. You can register through the MSI office by phone or in person.

Lost or Stolen Cards

There is a \$10 charge to replace a lost or stolen health card. Visit or contact the MSI office (address and phone number below).

Change of Address

It is in your best interest to ensure that MSI has up-to-date contact information. If your address changes, contact MSI.

Medical Services Insurance
230 Brownlow Avenue, Dartmouth
PO Box 500
Halifax NS B3J 2S1
Phone 902-496-7008
Toll-free 1-800-563-8880
E-mail.....msi@medavie.ca
www.novascotia/dhw/msi

You are highly advised to call 911 for an ambulance for medical emergencies. Payment plans and financial hardship-based appeals are available—don't let the cost of an ambulance prevent you from calling 911. It can make the difference between life and death.

If your ambulance bill is related to a motor vehicle accident or work-related injury, you will be billed as Third-Party Insured, and you must submit your bill to your insurer for payment.

Ambulance fees are not an inter-provincially-insured service; anyone who travels outside Nova Scotia is strongly advised to purchase travel insurance to cover ambulance fees incurred in other provinces (and countries).

If an ambulance fee will create financial hardship, EHS can offer you a repayment schedule through the Ambulance Fee Assistance Program. If you are unable to pay your bill because of low income, you can apply to have the fee waived. You must do this within 90 days of the date on the bill. Please note this decision is based on Statistics Canada's Low-Income Measure.

Appeals

If you feel you have been billed incorrectly or have an issue with the service you received, discuss the matter with the EHS billing office. If the issue cannot be resolved by the billing administrator, you can make a formal appeal. You must do this within 30 days of the date of the bill. Appeal packages can be obtained through the EHS billing office.

For more information, please call the EHS billing office.

Phone 902-832-8337
Toll-free 1-888-280-8884
www.novascotia.ca/dhw

811—Health Information and Advice ★

811 gives you 24-hour access to non-emergency health information and advice. Registered nurses provide advice on a broad range of everyday health questions and concerns and information about services in your community.

Examples of when to call 811 include when you want to know

- if a rash needs medical attention
- if a hot or cold compress is better on a sprain
- about resources in your community for help with special diets, nutrition planning, or how to quit smoking
- If a cat scratch requires an updated Tetanus shot

If you or a family member does not speak English, 811 provides services in over 125 languages, including French, Arabic, Farsi, and Cantonese, to name a few. Reliable information about health topics that interest you is also available online in both English and French.

Phone (in Nova Scotia) dial 8-1-1
Hearing-impaired (TTY). dial 7-1-1
To speak to a registered nurse, or to quit smoking,
press 1.
To register for a family practice, press 2.
www.811.novascotia.ca

Seniors' Pharmacare Program

The Nova Scotia Seniors' Pharmacare program is a provincial drug insurance plan that helps members with the cost of their prescription drugs.

If you qualify for membership and choose to join, your Nova Scotia Health Card becomes your Pharmacare Card.

Visit the Pharmacare website: nspharmacare.ca for more information.

(Please include your Nova Scotia health card number on all correspondence)

By mail:

Nova Scotia Seniors' Pharmacare Program
PO Box 9322
Halifax NS B3K 6A1

In person:

Nova Scotia Seniors' Pharmacare Program
230 Brownlow Avenue
Dartmouth, NS
Phone 902-429-6565
Fax 902-468-9402
Toll-free 1-800-544-6191
E-mail.
. SeniorsPharmacare@medavie.bluecross.ca

Community Health Boards (CHB)

CHBs are groups of volunteers from your community. They work together to improve health & wellness where we live, work, play and learn. CHBs advocate for actions to promote and improve health & wellness based on what

communities say is most important. Guided by their Community Health Plans, they develop partnerships with local community groups and award Wellness Fund grants to local community projects.

For more information, please visit:
www.communityhealthboards.ns.ca

Private Health Insurance

Private health-insurance carriers offer coverage for health services not covered by provincial health-insurance programs. These include such matters as preferred hospital accommodation, prescription drugs, extended health services, and long-term care insurance.

Refer to the Yellow Pages.

Dental

Dalhousie University Dental School

At reduced fees, the general public can receive a wide range of dental services, from cleanings to dentures. Treatments are provided by supervised students of the Dentistry and Dental Hygiene programs. Seniors welcome.

Note: most appointments are lengthy (about 2.5 hours).

Dalhousie Dental Clinic 9 am to 4 pm
Phone 902-494-2101
www.dal.ca (search for dental clinic)

Addiction Services

Operated by the Nova Scotia Health Authority, Addiction Services provides prevention, treatment, and rehabilitation for individuals (and their families) with alcohol, drug, gambling, and tobacco problems. Services range from individual counselling and group therapy to inpatient treatment programs.

To find the closest office, visit the website:
www.novascotia.ca/dhw

Tobacco Free Nova Scotia

Toll-free 811—Call to Quit
www.tobaccofree.novascotia.ca

Gambling Support Network

Toll-free 1-888-347-8888
www.gamblingsupportnetwork.ca

Mental Health

Mental health means much more than the absence of a mental illness—it can mean coping, having a healthy outlook, and making the most of life. Good mental health is essential to fulfilling our potential at any stage of life.

Adult Mental Health Programs/Services

General adult mental health services are available to all Nova Scotians, in community mental health clinics across the province. Members of Nova Scotia Seniors Mental Health Network, who have a special interest in caring for seniors, often work at these clinics. Some clinics have clinicians who provide outreach visits to seniors at home or in nursing homes.

For more information on services visit:
www.nshealth.ca/programs-and-services

Adult Mental Health Clinics, by Community

| | |
|------------------------|---|
| Amherst | 902-667-3879 |
| Annapolis | 1-855-273-7110 |
| Antigonish | 902-867-4500, ext. 4345/4356 or 902-625-7200 |
| Bridgewater | 902-543-5400 |
| Canso | 902-867-4500, ext. 4345/4356 |
| Chester | 902-275-2373 |
| Cole Harbour | 902-434-3263 |
| Dartmouth | 902-466-1830 |
| Digby | 902-245-4709 |
| Elmsdale | 902-883-0295 |
| Glace Bay | 902-849-4413 |

| | |
|--|----------------|
| Guysborough | 902-366-2794 |
| Halifax (QEII) (Bayers Road) | 902-454-1400 |
| Kentville | 1-855-273-7110 |
| Liverpool | 902-354-2721 |
| Lunenburg | 902-634-8801 |
| Middleton | 1-855-273-7110 |
| New Glasgow | 902-755-1288 |
| New Waterford | 902-862-7195 |
| North Sydney | 902-794-8551 |
| Shelburne | 902-875-4200 |
| Strait Richmond | 902-533-3300 |
| Sydney | 902-567-7730 |
| Truro | 902-893-5526 |
| Waterville | 1-855-273-7110 |
| Windsor | 902-792-2042 |
| Yarmouth | 902-742-4222 |
| Mental Health Crisis Line | 1-888-429-8167 |

Preventing Falls

Falls Clinic, Geriatric Day Hospital

The goal of the clinic is to prevent falls for those at risk. Nova Scotians aged 65 and over who have fallen or have mobility or balance difficulties can be referred to the Falls Clinic by their family doctor or any health professional with written support from the family doctor.

Professionals will assess the senior's overall health status and medications, the risk factors involved in falling, home safety, walking aids, cognition, and home supports. They will then recommend treatment and provide counselling.

Camp Hill Veterans' Memorial Building, 1st Floor
Halifax NS B3H 2E1
Phone 902-473-2493
Fax 902-473-7336

Centre for Health Care of the Elderly ★

The centre provides healthcare services for older adults. Specific programs include the geriatric assessment unit, geriatric restorative (rehabilitation) unit, geriatric day hospital, and specialty outpatient clinics such as the memory disability clinic and falls clinic. A referral must be made by a physician. Clinics are held in Middleton, Antigonish, and Lunenburg.

Centre for Health Care of the Elderly

Camp Hill Veterans' Memorial Building—QEII
Halifax, NS
Phone 902-473-8603
www.cdha.nshealth.ca/geriatric-medicine

Palliative and Therapeutic Harmonization (PATH) Clinic ★

The PATH Clinic is for frail older adults with advanced medical conditions, many recent hospitalizations, or unmanaged symptoms, when the impact of interventional and complex treatments on quality of life may be questioned. The clinic helps patients, families, and caregivers understand how to match medical care to individual goals and predict responses to treatment to help with decision-making.

The PATH Clinic is run by the Division of Geriatric Medicine at Dalhousie University and located at the Halifax Infirmiry. Referral by a physician required.

www.cdha.nshealth.ca/geriatric-medicine
Phone 902-473-3888

Services for Seniors

Adult Day Programs

Day programs provide seniors with a socially stimulating environment where they can participate in activities and meet new people. Some day programs have special services, such as health monitoring, foot care, hairstyling, exercise, information sessions, group outings, and social events. Often, a snack or lunch is provided. Fees vary depending on the programs and services provided. For more information or to

enroll, contact the programs available in your area by calling 211.

Ocean View

Ocean View - Foot Care, Adult Day Program, Ride Program, and In-Home Support Ocean View has solutions for the challenges you face in trying to live well in the place you call home, including foot care; Adult Day Program for those who feel isolated and alone; help getting to important appointments; and support maintaining the lifestyle you like in your own home. Connect with Ocean View today to find out more!

Phone 902-465-6020
www.oceanv.ca/services/community

ElderDog Canada

Toll-free 1-855-336-4226
E-mail info@elderdog.ca
www.elderdog.ca

Community Meal Programs

Organizations across the province sponsor hot-meal programs for seniors. For a modest fee these programs provide you with a place to socialize and a chance to enjoy a nutritious meal in the company of others.

For specific information on meal programs in your area, contact the continuing care toll-free line or the Nova Scotia Meals Network representative nearest you.

Toll-free line 211

In-Home Meal Programs

The Meals Network publishes a provincial directory of meal programs for seniors, including Meals On Wheels and Wheels to Meals. The directory is available from the Continuing Care

Toll-free line 211

Telephone Contact Programs

Telephone contact programs are available in various Nova Scotia communities to ensure that seniors who live alone have regular contact with others. If you would like to participate, contact

the program nearest you by first calling 211.

Northwood's In-Touch ★

Phone 902-492-3346
www.northwoodintouch.ca

Nova Scotia Hearing & Speech Centres

Nova Scotia Hearing and Speech Centres (NSHSC) is responsible for providing audiology services to Nova Scotians of all ages, and speech-language pathology services to preschool children and adults.

5657 Spring Garden Road
Park Lane Terraces, Suite 401, Box 120
Halifax, NS B3J 3R4

Phone 902-492-8289
Toll Free 1-888-780-3330
Email info@nshsc.nshealth.ca
www.nshsc.nshealth.ca

Health Equipment and Services

Canadian Red Cross Health Equipment Loan Program (HELP)

Free short-term loans (usually three months) of mobility aids, such as crutches, canes, walkers, wheelchairs, commodes, raised toilet seats, and bathtub aids.

Although this is a free service, donations are appreciated.

Canadian Red Cross, location information

Amherst. 902-667-8794
Antigonish. 902-863-8222
Bridgewater. 902-543-8565
Dartmouth. 902-424-3680
Kentville. 902-678-0415
Sydney 902-564-4114
Truro 902-895-3894
Yarmouth. 902-742-3681
www.redcross.ca



Housing

Housing Nova Scotia— Grants and Loans

Housing Nova Scotia offers a number of grant and loan programs designed to help low-income seniors and families maintain their homes. Eligibility for these programs includes income testing, but other criteria, such as home value, can be used to determine eligibility.

A summary of each program for which seniors are eligible is provided below. For a full list of programs available through Housing Nova Scotia, please visit the Housing Nova Scotia website: housing.novascotia.ca/programs-and-services; or call 1-844-424-5110.

Senior Citizens' Assistance Program

Provides grants of up to \$6,500 to low-income senior homeowners who are at least 65 years old to carry out necessary health-and-safety related repairs to their homes.

Home Adaptations for Seniors' Independence

Helps senior homeowners pay for home adaptations. A one-time grant of up to \$3,500 is available, which does not need to be repaid as long as the homeowner agrees to live in the home for a minimum of six months after the adaptations are made. Eligible adaptations include minor items to help with age-related challenges, such as installation of handrails in hallways and stairways, walk-in showers, and grab bars.

Access-A-Home Program

Provides grants of up to \$7,000 to low- to moderate-income households for adapting homes for wheelchair accessibility.

Emergency Repair Program

Helps low-income homeowners in rural areas carry out urgent health- and safety-related home repairs so they can continue to live safely in their homes. Examples include repairs to unsafe wiring and heating systems, installing new wells, and septic repairs. The maximum grant available is \$7,000.

Residential Rehabilitation Assistance Program— Homeowner RRAP

Provides a forgivable loan of up to \$18,000 to help low-income homeowners make repairs so that their homes will meet minimum health and safety standards. The amount of assistance available depends on the cost of the repairs.

Residential Rehabilitation

Assistance Program—RRAP for Persons with Disabilities

Provides a forgivable loan of up to \$16,000 to help low-income homeowners modify their home when occupied by a person with disabilities. Assistance is also available to landlords who provide affordable housing to low-income residents with disabilities. Up to \$24,000 per rental unit is available for landlords, who must agree to limit future rental increases for a period.

Parent Apartment Program

Provides low-interest loans to homeowners for additions or renovations to an existing single detached dwelling to create affordable housing accommodation for senior family members. The maximum loan available is \$25,000, with a maximum repayable term of 10 years. The senior or seniors must be aged 50 or older with a combined income of \$20,000 or less.

Small Loans Assistance Program

Provides low-interest loan assistance to help low- to modest-income homeowners undertake home repairs or renovations. The maximum loan available is \$20,000.

Housing Nova Scotia Regional Offices

Eastern Regional (Cape Breton) Office

Provincial Building
360 Prince Street
Sydney NS B1P 5L1
Toll-free 1-844-424-5110
Phone 902-563-2120
Fax 902-563-2370

Northern Regional Office

7 Campbell's Lane
New Glasgow NS B2H 2H9
Toll-free 1-844-424-5110
Phone 902-755-5065
Fax 902-752-7133

Central Regional Office

PO Box 2462
Halifax NS B3J 3E4
Toll-free 1-844-424-5110
Phone 902-424-5110
Fax 902-424-2091

Western Regional Office

101 Magee Drive
PO Box 1000
Middleton NS B0S 1P0
Toll-free 1-844-424-5110
Phone 902-825-3481
Fax 902-825-6560

Home Efficiency, Heating, Independent Living

Benefit from Lower Heating Bills

HomeWarming has helped over 10,000 Nova Scotians save on heating costs, enjoy a more

comfortable home, and have more room in the budget for other priorities by offering free home energy assessments and free home upgrades.

Take the first step to a more affordable and comfortable home. See if you qualify for free home upgrades like draft-proofing, insulation or other efficiency options by visiting www.homewarming.ca or call us toll-free 1-877-434-2136.

Heating Assistance Rebate Program (HARP)

Service Nova Scotia and Internal Services administers this rebate to help low-income Nova Scotians with the cost of home heating. Rebates range from \$100 to \$200. The program runs each winter from the third Monday in October until March 31.

To qualify, you must pay for your own heat and meet one of the following criteria:

- have a net income of \$29,000 or less if you live alone,
- have a combined net income of \$44,000 or less if you live with kids, dependents, or other adults,
- receive income assistance from the Department of Community Services, or
- receive the Guaranteed Income Supplement or the Allowance from Service Canada*

If your personal or financial situation has changed since last year, you may still qualify. Examples of changes include becoming widowed, divorce or separation, unemployment, or a change to child custody. Contact Service Nova Scotia and Internal Services to find out if you qualify.

**To find out if you qualify for the GIS or the Allowance, call Service Canada at 1-800-277-9914*

Applying online is the fastest way to receive your rebate. To apply online or to download an application please visit the website or call.

Toll-free 1-800-670-4357
www.novascotia.ca/heatinghelp

Independent Living

Several programs promoting independent living help people stay in their homes safely and comfortably for as long as possible. The following contact information will enable you to learn about snow-removal programs, lawn maintenance, etc. for older adults to apply for eligibility assessment:

- the Department of Health and Wellness's (DHW's) Instrumental Activities of Daily Living Program, delivered through the Nova Scotia Health Authority

Phone 1-800-225-7225
[www.nshealth.ca/service-details/Instrumental%20Activities%20of%20Daily%20Living%20\(AIDL\)%20Program](http://www.nshealth.ca/service-details/Instrumental%20Activities%20of%20Daily%20Living%20(AIDL)%20Program)

- DHW's Continuing Care Supportive Care Program

novascotia.ca/dhw/ccs/supportive-care.asp

- Halifax Regional Municipality's Seniors' Snow Removal Program, delivered through the YMCA

Phone 902-483-3678
www.ymcafx.ca/community-initiatives

Housing Options

Housing Nova Scotia

As the primary housing delivery agency in the province, Housing Nova Scotia is responsible for ensuring the availability of safe, suitable, and affordable housing for all Nova Scotians. It provides affordable rental housing to low-income seniors and families through provincially-owned rental units managed by five regional housing authorities. Housing Nova Scotia also delivers home-improvement grant and loan programs to low-income homeowners through its four regional offices.

To learn about affordable rental housing, public housing, rent supplement programs for seniors and other Housing NS programs visit our website: www.housing.novascotia.ca/programs

To learn about these and other Housing Nova Scotia programs, visit our website: www.housing.novascotia.ca/programs

To apply for rental housing assistance, contact your regional Housing Authority (addresses and phone numbers below) or download an application form: <https://housing.novascotia.ca/programs/public-housing-and-other-affordable-rental-programs>

Cape Breton Island Housing Authority

Main Office
18 Dolbin Street
PO Box 1372
Sydney NS B1P 6K3
Toll-free 1-800-565-3135
Phone 902-539-8520

Cobequid Housing Authority

Main Office
9144 Victoria Street East
PO Box 753
Amherst NS B4H 4B9
Toll-free 1-800-934-2445
Phone 902-667-8757

Truro Site Office

9 Church Street
Truro NS B2N 5E8
Toll-free 1-877-846-0440
Phone 902-893-7235

Eastern Mainland Housing Authority

Main Office
7 Campbell's Lane
New Glasgow NS B2H 2H9
Toll-free 1-888-475-7711
Phone 902-752-1225

Metropolitan Regional Housing Authority

Main Office
3770 Kempt Road, Suite 3, 2nd Floor
Halifax NS B3K 4X8
Toll-free 1-800-565-8859
Phone (24-hour switchboard) 902-420-6000
Phone (for applications) 902-420-6017

Western Regional Housing Authority

Main Office

25 Kentucky Court

New Minas NS B4N 4N1

Toll-free 1-800-441-0447

Phone 902-681-3179

Assisted-Living Facilities

Privately-owned, these facilities are designed to meet the needs of independent seniors who require accommodation and services such as meals, housekeeping, laundry, care assistance, and access to recreation programs and fitness facilities. The homes are not licensed. Accommodation and service fees vary. For local listings, check the yellow pages (www.yellowpages.ca).

Boarding Homes

Some private homes provide accommodation, meals, and support services to seniors. They are not licensed to provide care and are unregulated. Before deciding that one of these facilities is right for you, visit the home to view the accommodations; find out about the services offered and the fees.

Many seniors choose to live in a care facility licensed by the government of Nova Scotia.

Call the Continuing Care toll-free line for a consultation about placement in a facility that participates in the Department of Health and Wellness's Single-Entry Access system for continuing care.

Toll-free 1-800-225-7225

Residential Tenancies Act

Residential disputes between landlords and tenants can be resolved by Service Nova Scotia and Internal Services through mediation or a hearing, conducted over the telephone.

Disputes might involve the return of security deposits, unpaid rent, condition of the property, discontinuance of services, or other issues outlined in the Residential Tenancies Act.

Condominiums are also registered with the department. If you have a concern about the declaration, by-laws, or rules governing your condominium unit, contact your condominium corporation's Board of Directors. If assistance is needed, you can contact Service Nova Scotia and Internal Services.

Phone 902-424-5200

Toll-free 1-800-670-4357

www.novascotia.ca/rta



[®] When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

Emergency Planning

Are you ready for an emergency? When there's an emergency, for instance during a bad winter storm, a hurricane, or fire, you need to be ready to get by on your own for at least the first 72 hours.

EMERGENCY NUMBERS

- 911** Someone's health, safety, or property is threatened and help is needed right away.
- 811** Non-urgent healthcare; call to talk to a nurse
- 711** Message relay service for individuals who are hearing and/or speech impaired
- 611** Telephone repair service
- 511** Road conditions information service
- 411** Local directory assistance
- 311** Halifax Regional Municipality municipal services and information
- 211** Human, social, and community-related information and referral services

Other important numbers

Power outage 1-877-428-6004
Bell Aliant outage 611 or 1-800-663-2600
Eastlink outage 1-888-345-1111
Drinking-water safety 1-877-936-8476
Food safety 1-877-252-FOOD (3663)
www.novascotia.ca/emo

Emergency Medical Information

Vial of Life

The Vial of Life provides emergency medical personnel with vital health information during an emergency. Information is recorded on medical forms, including the patient's name, MSI number, physician, emergency contact information,

medical conditions, allergies, and medication list. The form is placed in a vial and stored in your refrigerator door. A sticker is placed on the outside upper-right or left-hand corner of your fridge to notify personnel that health information is available.

Phone 902-454-5755
E-mail kim.henry@von.ca

Personal Emergency Response Systems

A personal emergency response system allows seniors immediate, 24-hour access to emergency help at the touch of a button.

Northwood Intouch ★

Personal emergency response and wireless sensor technology to help maintain independence at home: help buttons, automatic fall detectors, pill dispensers, stove sensors, wandering alarms, bed alarms, flood detectors, and more.

Phone 902-492-3346
Toll-free 1-800-461-3346
E-mail. intouch@nwood.ns.ca
www.northwoodintouch.ca

Adult Protection

Information on Adult Protection Services can be found online at <https://novascotia.ca/dhw/ccs/protecting-vulnerable-adults.asp>

Under the law, you must report a suspected case of adult neglect or abuse to the Department of Health and Wellness, whether the information is confidential or privileged.

If you know of an adult in need of protection, you must report the case promptly.

Call toll free. 1-800-225-7225
If you feel the person's life is in danger, call 911.
Seniors Abuse Line 1-877-833-3377

Senior Abuse Awareness

Anyone can be abused, and when abuse occurs it often occurs in relationships of trust. Senior abuse includes harm caused to older adults by someone who limits or controls their rights and freedoms.

For further information about senior abuse, visit www.novascotia.ca/just

If you or someone you know may be experiencing abuse, call 211.

If you are concerned about an adult who may not have the capacity—mentally or physically—to care for themselves, please call:

Adult Protection 1-800-225-7225
If the situation is an emergency or could be dangerous, call 911.

Avalon Sexual Assault Centre

Phone 902-422-4240
E-mail. info@avaloncentre.ca
www.avaloncentre.ca

Senior Abuse Information Line—call 211

211 service handles Senior Abuse Information and Referral phone calls for all areas across the province.

Call 211 for information on abuse, resources, and services available, or to talk about a situation that concerns you. Your call will be kept confidential except as required by law.

Sometimes abuse is a crime. Call your local police station for information or to report abuse.

If the situation is an emergency or could be dangerous, call 911.

Seniors' Safety Program

The Seniors' Safety Program addresses the safety concerns of seniors by promoting education and awareness about senior abuse prevention, crime prevention, and safety and health issues. The program enhances communication between seniors and the police by providing information, educational sessions, and referral services to seniors through direct contact with the Seniors' Safety Coordinator.

The Coordinator works in close partnership with local police agencies and a large network of local, provincial, and federal partnering agencies. Typically, services are offered to seniors throughout a county, in their own homes, or at a convenient location within the community.

The Seniors' Safety Program is a community-based program that is operated and managed by a non-profit organization or municipality. There are no age requirements or restrictions for participation in the program, and all referrals are welcome.

Office of the Fire Marshal

Remembering When Program

The Office of the Fire Marshal (OFM), under the Department of Municipal Affairs, promotes, encourages, and cooperates with anyone interested in developing and promoting the principles and practices of fire prevention and the protection of life and property against fire. This includes promoting, encouraging, and delivering fire-safety education programs and training to the public.

The OFM, together with the Fire Service of Nova Scotia, Senior Safety, Restorative Justice, and home healthcare providers, facilitates the Remembering When program. Remembering When focuses on 16 key safety messages about fire and fall prevention. The program is delivered in rural communities through one-hour presentations, home visits, and smoke-alarm programs.

For more information on the Remembering When program in your community, contact Derwin Swinemar, Deputy Fire Marshal.

Phone 902-424 5721
E-mail. OFM@novascotia.ca

Human Rights

Nova Scotia Human Rights Commission

The Nova Scotia Human Rights Commission is an independent government body that administers the Nova Scotia Human Rights Act, which protects Nova Scotians from discrimination. Learn more at: www.humanrights.novascotia.ca.

Halifax office

Phone 902-424-4111
Toll-free 1-877-269-7699
TTY 711
E-mail. hrcinquiries@novascotia.ca
Twitter @NSHumanRights
Facebook. . www.facebook.com/NSHumanRights

Consumer Protection

Recognizing Fraud

Thousands of Canadians of all ages and from all walks of life are defrauded each year. Recognizing fraud is the first step to better protecting yourself.

RCMP's Seniors Guidebook to Safety and Security:

www.rcmp-grc.gc.ca/en/seniors-guidebook-safety-and-security

Canadian Consumer Handbook:
www.consumerhandbook.ca/en

If you think you may be a victim of fraud, more information is available.

Canadian Anti-Fraud Centre:

Toll-free 1-888-495-8501
www.antifraudcentre-centreantifraude.ca

Better Business Bureau (BBB) Serving the Atlantic Provinces ★

BBB promotes and supports fair business practices and alerts customers and businesses to unfair or illegal practices and schemes. Start with BBB for Business Profiles and unbiased ratings, verified Customer Reviews, dispute resolution services, and information to help you avoid scams.

Phone 902-422-6581
Toll-free 1-877-663-2363
E-mail. info@ap.bbb.org
www.bbb.org/atlantic

| WESTERN REGION: | Coordinator: | Phone/Email |
|--|-----------------|--|
| Kings County Seniors' Safety Society | Michelle Parker | 902-542-3817 michelle.parker@rcmp-grc.gc.ca |
| Annapolis County Seniors' Safety Program | Sharon Elliott | 902-665-4481 sharon.elliott@rcmp-grc.gc.ca |
| Digby County Digby Town and Municipality RCMP Seniors' Safety Program (covers Digby County except Municipality of Clare) | Dawn Thomas | 902-245-2579 dawn.thomas@rcmp-grc.gc.ca |
| Municipality of Clare Seniors' Safety Program, Security for Seniors Association/Association des seniors en sécurité | Hélène Comeau | 902-645-2326 helene.comeau@rcmp-grc.gc.ca |
| Yarmouth County Seniors' Safety Program Municipality of the District of Argyle (bilingual) | Peggy Boudreau | 902-881-4099 peggy.boudreau@rcmp-grc.gc.ca |
| Yarmouth Rural RCMP Detachment / Municipality of the District of Yarmouth | Ashley Rhyno | 902-881-4099 ashley.rhyno@rcmp-grc.gc.ca |
| Shelburne County Seniors' Safety & Services Society | Shawna Symonds | 902-637-8158 ssymonds@barringtonmunicipality.com |
| Queens County Seniors' Safety Program | Shelley Walker | Office: 902-354-5721 |
| Lunenburg County Seniors' Safety Program | Chris Acomb | Cell: 902-521-1506 Office: 902-543-3567 chris.acomb@bridgewaterpolice.ca |

| NORTHERN REGION: | Coordinator: | Phone/Email |
|---|-----------------|--|
| Antigonish Town and County Seniors' Safety Program | Anita Stewart | Cell: 902-318-0372 Office: 902-863-6500 seniorsafetycoor@gmail.com |
| Richmond County Seniors' Safety & Social Inclusion Dr. Kingston Memorial Community Health Centre | Michele MacPhee | 902-587-2800 ext: 5 seniorsafetycoordinator.dkmchc@gmail.com |

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|---|------------------|--|
| Victoria County Seniors' Safety Program | Cassandra Yonder | 902-295-3672 seniorssafety@countyvictoria.ns.ca |
|---|------------------|--|

| EASTERN REGION: | Coordinator: | Phone/Email |
|--|----------------|--|
| Hants County Seniors' Safety Program West Hants | Karen Crowe | 902-798-7173 hantsseniorsafety@gmail.com |
| East Hants | Leanne Taylor | 902-758-5805 ehseniorsafety@gmail.com |
| Cumberland County Seniors' Safety Program | Trishe Colman | 902-664-4540 cumberlandseniorsafety@gmail.com |
| Pictou County Seniors' Safety Program | Barbara Smith | 902-755 -2886 crimeprevention@bellaliant.net |
| Colchester County Seniors' Safety Program | Doug MacDonald | 902-897-3277 dlMacDonald@truro.ca |

| CENTRAL REGION: | Coordinator: | Phone/Email |
|--|--------------|---|
| Halifax Regional Municipality Seniors' Safety Program, Community Support Services, VON Greater Halifax Branch | Esther Suh | Cell: 902-293-4428 Office: 902-455-6393 esther.suh@von.ca |

Consumer Complaints for Regulated Businesses ★

If you have concerns about a company's business practices, please submit a consumer complaint with Service Nova Scotia and Internal Services. You can submit your consumer complaint online or get a complaint form at Access Nova Scotia.

The office is responsible for legislation that covers many businesses, including cemetery and funeral services, consumer lending (not involving federally regulated banks), door-to-door sales, credit reporting, and debt collection. Staff may be able to directly assist you in resolving disputes with these businesses after you have submitted your complaint. Please note the office cannot provide legal advice.

Phone 902-424-5200
Toll-Free. 1-800-670-4357
<https://beta.novascotia.ca/make-complaint-about-business>

Legal Matters

Nova Scotia Department of Justice

The Department of Justice offers a number of resources to help seniors who have been victimized by crime. Victim Services Officers help you as your case proceeds through the criminal justice system. They can help you prepare a victim impact statement and provide information to help you understand the criminal justice system. They can also help you apply for counselling to deal with trauma resulting from the crime.

www.novascotia.ca/just

Regional Offices

Dartmouth..... 902-424-3307
or1-888-470-0773
Kentville.....1-800-565-1805
Pictou1-800-565-7912
Sydney.....1-800-565-0071

Managing Your Affairs

Everyone should take the necessary legal steps to ensure that their affairs will be properly managed if they become unable to manage them by themselves.

Personal Directives Act

The Personal Directives Act allows citizens to put their wishes regarding personal-care decisions in writing, to be followed if they become incapable of making such decisions in the future. In the personal directive, they can also name a delegate (a person they authorize to make personal care decisions (including health care decisions) on their behalf in they event they lack capacity to do so.

In a Personal Directive, a person can express their wishes concerning personal care, including those related to healthcare, nutrition, hydration, shelter, residence, clothing, hygiene, safety, comfort, recreation, social activities and support services, including home-care services.

Information about the Personal Directives Act, including instructions on how to create a directive, is available on the website in both official languages.

For more information on powers of attorney, enduring powers of attorney and legal representation, contact the Legal Information Society of Nova Scotia.

Phone 902-455-3135
www.novascotia.ca/just/pda

Legal Information Society of Nova Scotia (LISNS) ★

LISNS is a non-profit charity that provides legal information on a broad range of legal topics. LISNS can also give a referral to a lawyer for a low-cost initial consultation fee of \$20 + tax for 30 minutes.

Legal Information Line

For free legal information or to request a lawyer or mediator referral, call, email, or connect by live chat at legalinfo.org.

Hours: Monday to Friday, 9:30 am to 5 pm

Phone 902-455-3135
Toll-free1-800-665-9779
E-mail questions@legalinfo.org
www.legalinfo.org

LISNS (Publications, Speakers' Bureau, and Administration Only)

Phone 902-454-2198

Other Resources

It's In Your Hands: Legal Information for Seniors and Their Families (4th edition) is now available in print. It is also on our website, under 'I have a legal question', 'Wills and Estates', or by direct link from the homepage under 'Legal Info for Seniors: It's In Your Hands'.

Single copies of individual chapters of *It's In Your Hands* are available free of charge:

- Dating and New Relationships
- Abuse of Older Adults
- Adult Capacity and Decision-making
- Fraud
- Funeral Pre-planning
- Grandparents' Rights
- Making a Will
- Health Care Treatment and Consent
- Powers of Attorney
- Public Trustee

www.legalinfo.org

Other Legal Resources

Public Trustee of Nova Scotia

The Public Trustee Office is a corporation sole of the Province of Nova Scotia. The Public Trustee administers deceased estates and manages the property and finances of incompetent adults and minor children who have no one willing and/or able to act on their behalf. The Public Trustee is also substitute decision-maker of last resort for individuals who require someone to make medical decisions on their behalf.

Phone (Main) 902-424-7760
Phone (Healthcare Decisions) 902-424-4454

Finding a Lawyer

Lawyers are listed in the Yellow Pages of your telephone book in alphabetical order and under specific areas of practice.

Nova Scotia Legal Aid Commission ★

Nova Scotia Legal Aid provides legal advice and representation in criminal, family, and social justice (income and housing). Some level of help is available. Full service is subject to financial eligibility. If above financial eligibility, contribution agreements may be available. Duty Counsel (ask at court) is available in Family and Provincial Courts with no financial eligibility required. To find the office nearest you, call 211, see our website or call legal aid.

Toll-free 1-877-420-6578
www.nslegalaid.ca/legal-aid-offices

Dalhousie Legal Aid

Dalhousie Legal Aid provides legal services to clients in the Halifax/Dartmouth metropolitan area who satisfy its financial and case-eligibility requirements. Dalhousie Legal Aid is affiliated with the Schulich School of Law at Dalhousie University.

Phone 902-423-8105
E-mail legalaid@dal.ca

End-of-life

Before someone dear to you dies, it is important to find out their instructions concerning funeral arrangements or, if applicable, bequeathing the body for medical research or organ donation.

When someone dies, many decisions and arrangements must be made, often at a time of personal distress. To assist with this process, we have gathered some useful links to help you find out about organizations to contact and matters to deal with following a death.

Phone 902-424-4381
Toll-free (within Nova Scotia) 1-877-848-2578
<https://novascotia.ca/sns/access/vitalstats/death.asp>

Funeral Arrangements

When there is little or no money for funeral expenses, assistance may be available through the Nova Scotia Department of Community Services. To apply, contact the field office nearest you. For more Information please visit: www.novascotia.ca/coms

The Last Post Fund Funeral Services ★

A not-for-profit national organization, the Last Post Fund delivers the Funeral and Burial Program on behalf of Veterans Affairs Canada. Operating since 1909, its mission is to ensure that no veteran is deprived of a dignified funeral, burial, and headstone for lack of financial resources. Applications for reimbursement of funeral and burial costs may be submitted up to one year following the death of a veteran.

Toll-free 1-800-465-7113
E-mail info@lastpost.ca
www.lastpostfund.ca

Death Certificate

In most situations funeral directors look after the arrangements for the death certificate and have the death registration submitted to the Deputy Registrar General. A short-form copy of the death

certificate may be obtained from the Deputy Registrar General at the number listed below. You will need to give the name of the deceased and the date and place of death and state the reason for your request. The fee for each short-form certificate is \$33; a detailed certificate costs \$39. Fees may be paid using Visa, MasterCard, American Express, Interac Online, a debit card, cheque, money order, or cash. A cheque or money order should be made payable to the Minister of Finance. Payment options may vary, depending on how you apply.

Office location

300 Horseshoe Lake Drive,
Bayers Lake Business Park
Mail Address
PO Box 157
Halifax NS B3J 2M9

Phone 902-424-4381
Toll-free (within Nova Scotia) 1-877-848-2578
E-mail. vstat@novascotia.ca
www.novascotia.ca/sns/access/vitalstats

Hospice, Palliative Care, and Bereavement

Supports for individuals and families during times of loss, grief, and bereavement are available in many communities across the province. Information can be found through the Nova Scotia Hospice Palliative Care Association.

www.nshpca.ca



Transportation



Licenses and Safe Driving ★

Driver's Licence

You must visit an Access Nova Scotia or Registry of Motor Vehicles office to renew your driver's licence. The cost to renew a Class 5 (regular) licence for a five-year period is \$80.15. When you renew your licence you will receive a 30-day temporary licence. You will use the 30-day temporary licence until you receive your new licence in the mail.

Appointments for Seniors: People with special needs, including seniors, may schedule an appointment to renew their driver's licence, rather than risk experiencing possibly lengthy wait times.

Phone 902-424-5851
Toll-free 1-800-898-7668
www.novascotia.ca/sns

Accessible Parking, Licence Plates, and Permits ★

Qualified individuals may visit an Access Nova Scotia or Registry of Motor Vehicles office to apply for accessible-parking plates and permits. A physician's referral is required. There is no charge associated with a permanent or temporary accessible parking permit, which is displayed on the rear-view mirror. However, regular registration fees must be paid to place a license plate on a vehicle or motorcycle, and the applicant must be the plate owner and principal operator of the vehicle, including motorcycles.

Phone 902-424-5851
Toll-free 1-800-898-7668
www.novascotia.ca/snsmr

Veteran Plates

Qualified individuals may visit an Access Nova Scotia or Registry of Motor Vehicles office to apply for veteran plates by completing the application form and supplying proof of eligibility. A one-time charge of \$5.80 is added to the usual cost of registering your vehicle or motorcycle when you apply for a veteran plate for the first time.

Phone 902-424-5851
Toll-free 1-800-898-7668
www.novascotia.ca/sns

Driver's Licence Refunds

You can request a refund of your driver's licence fee if you move out of the province or have stopped driving. Refunds can also be requested by the estate on behalf of deceased drivers. The refund will be for the time remaining in the five-year period for which the driver has paid, minus an \$11.90 photo fee and an administration fee of \$15.15. Contact the Registry of Motor Vehicles' information line to locate the office nearest you.

Phone 902-424-5851
Toll-free 1-800-898-7668
www.novascotia.ca/sns

Seniors' Safety Driving Discount Program

Funding provided by Transportation and Infrastructure Renewal has made it possible for Nova Scotia drivers aged 65 and over who hold a valid driver's licence to receive a rebate of up to \$40 on safe-driving courses. Since many of the organizations offering this program charge \$40 or less, seniors usually attend for free.

Safe-driving courses can help a person to understand how aging affects his or her driving skills and to discover ways to make up for these changes. Participation is voluntary: seniors do

not have to take a course to keep their driver's licence, and they will not lose their licence as a result of having taken this course. The courses are classroom-only and do not involve a road test.

Phone 902-424-5851
Toll-free 1-800-898-7668
www.novascotia.ca/sns

Driver Evaluation Program

The Nova Scotia Rehabilitation & Arthritis Centre offers a client-centred approach to comprehensive driver evaluations. Evaluations are completed by an occupational therapist with specialized training, and all evaluations include both clinical and on-road evaluation.

A physician's referral is required. The form can be downloaded from the Nova Scotia Health Authority website.

1341 Summer Street, 1st Floor, Halifax
Phone 902-473-2151
www.nshealth.ca/service-details/Driver%20Evaluation%20Program
Private operators are listed in the Yellow Pages.

Nova Scotia Community Transportation Network

Our mission is to lead and support the development of innovative and practical solutions to community transportation challenges. Contact us if you need help connecting to transportation options in your area, or if you would like to contribute towards our goal of an inclusive transportation network for everyone in Nova Scotia.

Phone 1-833-899-2253
E-mail. connect@communitytransitns.ca
www.communitytransitns.ca

Annapolis Valley and Area

Kings Transit Authority

Phone 902-678-7310
Toll-free 1-888-546-4442
E-mail. info@kingstransit.ns.ca
www.kbus.ca

Rural Transportation Association

We provide door-to-door, accessible transportation services for residents of rural Nova Scotia.

Phone 902-928-1234
www.ruralrides.ca

Trans County Transportation Society (TCTS)

Phone 902-665-1212
www.tcts.ca

Antigonish County

Antigonish Community Transit Society

Phone 902-867-0411
E-mail. . antigonishcommunitytransit@gmail.com
www.antigonishcts.org

Antigonish Seniors CARE Van Society

Phone 902-863-1855

Cape Breton

Handi-Trans

Phone 902-539-4336
www.cbrm.ns.ca/transit

Transit Cape Breton

Phone 902-539-8124
E-mail. epw@cbrm.ns.ca
www.cbrm.ns.ca/transit.html

Cumberland County

Cumberland County Transportation Services Society (CCTS)

Phone 902-667-8149
www.cctscumberland.com

Colchester County

Colchester Transportation Cooperative Ltd (CTCL)

Phone 902-896-7433 or call 211
E-mail. ctcl@ns.sympatico.ca
www.ctcl.ca

Digby County

Kings Transit

See Annapolis Valley and Area, page 66.

Halifax Regional Municipality

Bay Rides

Phone 902-820-6600
E-mail..... info@bayrides.ca
www.bayrides.ca

Book-A-Ride—Sackville

Phone 902-864-5591 or call 211

MusGo Rider Cooperative Ltd.

Phone 902-483-7433
Toll Free..... 1-855-483-7433
Email musgorider@gmail.com
www.musgorider.com

Windsor Senior Citizen Bus Society

Phone 902-790-6637
Email communitybusbookings@gmail.com

Halifax Transit Services for Seniors

Halifax Transit has several services to assist seniors. Seniors who qualify for free travel should carry proper photo identification, as the operator may ask for proof of age.

Phone 311
www.halifax.ca/transit

VON Greater Halifax

Phone 902-454-5755
E-mail..... kim.henry@von.ca

Hants County

East Hants Community Rider

Phone 902-883-4716
www.easthantslearning.com

West Hants Dial-a-Ride

Phone 902-792-1800
E-mail..... westhantsdialaride@gmail.com

Kings County

Kings Transit

See Annapolis Valley and Area, page 67.

Kings Point-to-Point Transit Society

Phone 902-681-2846
E-mail..... info@kppt.ca
www.kppt.ca

Lunenburg County

Senior Wheels Association, Bridgewater

Phone 902-543-2255 (answering service)
E-mail..... mailman2002@eastlink.ca

Municipality of Chester

Municipality of Chester Transportation Society Community Wheels

Phone 902-273-2440
E-mail..... commwheels@sswap.ca
www.communitywheels.ca

Municipality of Clare and Weymouth Area

Le Transport de Clare Society ★

Toll-free 1-888-769-2477
www.transportdeclare.ca

Pictou County

CHAD Transit

Phone 902-928-1234

VON Pictou County

Volunteer Transportation Program
Phone 902-752-3184 ext. 211

Queens County

Queens County Transit

Phone 902-356-2670
Email info@queenscountytransit.ca

VON Queens County

Volunteer Transportation Program
Phone 902-354-3297

Shelburne County

Sou'West Nova Transit Association

Toll-free 1-844-637-2572
E-mail..... info@souwestnovatransit.ca
www.souwestnovatransit.ca

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Barbara Adams 

MLA – Cole Harbour-Eastern Passage



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445 Sackville Drive
Lower Sackville, NS
B4C 2S1

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Fx: 902-864-0483

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Constituency Office:
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Suite 202
Antigonish, NS
B2G 2B6

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Fx: 902-735-3375

Email: office@antigonishmla.ca

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 DarrenFisher.ca

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Constituency Offices:
 2A-115 MacLean Street
 (Main Office)
 New Glasgow, NS B2H 4M5
 Ph: 902-752-0226
 Fx: 902-752-0284
 155 Main Street, Suite 200
 Antigonish, NS B2G 2B6
 Ph: 902-867-2919
 Fx: 902-735-7103

Toll-Free: 1-844-641-5886
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 9996 Highway 16 Unit P-1
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 Ph: 855-511-2280
 Fx: 902-533-3039

Email: lphines@ns.sympatico.ca

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 1265 Fall River Rd.,
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 billhorne.ca

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stephenmcneil.com

Hon. Lena Metlege Diab 
MLA/Députée – Halifax Armdale



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Fx: 902-455-2998

Email: info@lenadiab.ca
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Fx: 902-861-4620

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Fx: 902-895-9544

35 Church Street
Amherst, NS B4H 3A7
Ph: 902-667-8679
Fx: 902-667-0742

Email: lenore.zann@parl.gc.ca
ourcommons.ca

Index of Programs and Services



★ This symbol indicates that the government department, organization, or agency is able to respond in French to questions and concerns.

★ Ce symbole indique que le ministère, l'organisme ou l'agence du gouvernement qui offre ce service est en mesure de répondre en français aux questions et aux préoccupations du public.

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