

Seniors' Information

HANDBOOK



September 2017



NWT SENIORS' SOCIETY



Government of
Northwest Territories

A Personal Record & Emergency Numbers

Name _____

Address _____

City _____

Postal Code _____

Telephone _____

NWT Health Care Card Number _____

Name and Telephone Number of:

Relative _____

Friend _____

Clergy _____

Doctor _____

Pharmacy _____

Hospital/Health Centre _____

Lawyer _____

Ambulance _____

Fire Department _____

Police _____

For more information about seniors programs and services, please call the NWT Seniors' Society Toll-free anywhere in the NWT at **1-800-661-0878**. Permission is granted to reprint this document.

Note: Changes to programs, services, and office locations may occur after the publication of this booklet. However, changes can be made to electronic version of the Handbook. Please contact the Department of Health and Social Services to update or give new information. Phone: (867) 767-9052, ext. 49034 or email: hsscommunications@gov.nt.ca.

Message from the Minister



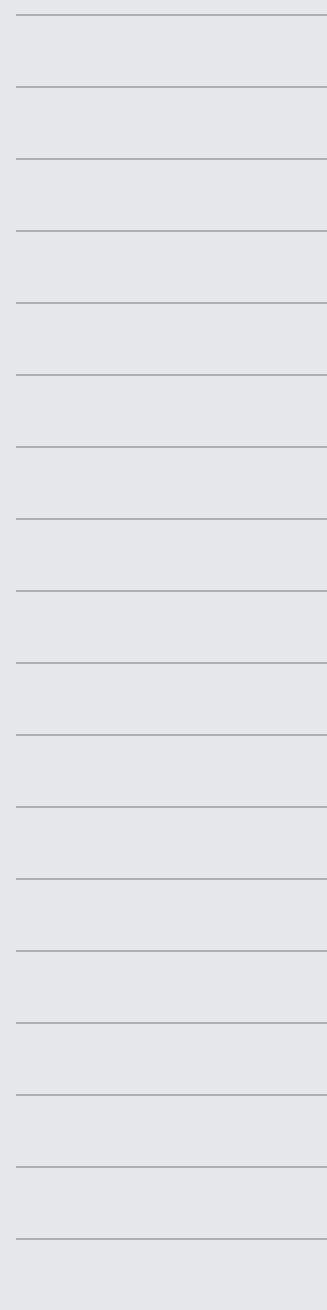
I am pleased to present the 6th Edition of the Seniors' Information Handbook (Handbook). This document helps us achieve key priorities within *Our Elders: Our Communities*, our strategic framework that guides how the GNWT will meet the health care and social needs of Elders and Seniors. We are investing in the health and well-being of seniors by ensuring that they have support to maximize their physical, mental, social, emotional, and spiritual well-being while remaining in their home or home community.

The Handbook provides a comprehensive list of programs and services that seniors and their caregivers can access towards making informed decisions that can help them remain independent and active in their home communities.

The Handbook was developed in partnership with the NWT Seniors' Society; the NWT Housing Corporation; and the Department of Education, Culture and Employment; Health and Social Services; Justice; Municipal and Community Affairs; and Transportation.

You can obtain further hardcopies of the Handbook by contacting the Department of Health and Social Services (Department) Communications Unit at (867) 767-9052, ext. 49034 or email: hsscommunications@gov.nt.ca. Electronic versions are available on the Department's website, www.hss.gov.nt.ca. The electronic version of the Handbook is also available on the NWT Seniors' Society website, www.nwtseiorssociety.ca.

Hon. Glen Abernethy
Minister, Health and Social Services
Minister Responsible for Seniors



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Aboriginal Governments

This section has contact information for the Aboriginal Governments of the Northwest Territories. Please access <http://www.eia.gov.nt.ca/en/directory> for an up to date listing of community Aboriginal Governments.

Akaiicho Territory Government:

Great Slave Lake Office
General Delivery
Fort Resolution NT X0E 0M0
Ph: (867) 394-3313
Fax: (867) 394-3413
E-mail: at_govt@northwestel.net

Dehcho First Nations:

P.O. Box 89
Fort Simpson, NT X0E 0N0
Ph: (867) 695-2355
Toll Free: 1-866-995-3748
Fax: (867) 695-2038
E-mail: admin@dehcho.org
Website: <http://www.dehcho.org>

Gwich'in Tribal Council:

1-3 Council Crescent
P.O. Box 1509
Inuvik NT X0E 0T0
Toll Free: 1-866-414-4670
Ph: (867) 777-7900
Fax: (867) 777-7919
Website: www.gwichin.nt.ca

Inuvialuit Regional Corporation:

Bag Service #21
Inuvik NT X0E 0T0
Ph: (867) 777-7000
Toll Free: 1-855-777-7011
Fax: (867) 777-7001
Toll Free: 1-877-266-8036
E-mail: info@inuvialuit.com
Website: <http://www.irc.inuvialuit.com>

Northwest Territory Métis Nation:

206 McDougal Road
P.O. Box 720
Fort Smith NT X0E 0P0
Ph: (867) 872-2770
Fax: (867) 872-2772
E-mail: president.nwtmn@northwestel.net
Website: <http://www.nwtmetisnation.ca>

Sahtu Secretariat Incorporated:

PO Box 155
Déljine, NT X0E 0G0
Ph: (867) 589-4719
Fax: (867) 589-4908
Email: info@sahtu.ca
Website: www.sahtu.ca

Tłı̄chǫ Government:

127 Donda Tili (Behchokò)
PO Box 412
Behchokò NT X0E 0Y0
Toll Free: 1-866-995-3748
Ph: (867) 392-6381
Fax: (867) 392-6389
Email : info@tlicho.com
Website : <http://www.tlicho.ca>

Salt River First Nation:

P.O. Box 960
Fort Smith, NT X0E 0P0
Ph: (867) 872-2986
Website:
<http://www.saltriveronline.com>

Acho Dene Koe First Nation:

General Delivery
Fort Liard, NT X0G 0A0
Ph: (867) 770-4146
Fax: (867) 770-4573

Kát'odeeche First Nation:

P.O. Box 3060
Hay River, NT X0E 1G4
Ph: (867) 874-6701
Fax: (867) 874-3229
Website: <http://www.katlodeeche.com>

Community Services

This section has information about community services for all NWT residents, including seniors.

Alzheimer Society of Alberta and Northwest Territories

The Alzheimer Society of Alberta and Northwest Territories brings awareness to Alzheimer's disease and other dementias; helps alleviate the personal and social consequences of the disease; provides education and support programs; and promotes and funds research into the cause, prevention and cure. Their programs and services complement the existing healthcare system by addressing the emotional and educational needs of families and care partners on an ongoing basis.

For more information, please contact:

Yellowknife Regional Office

Suite 116, 5109 48th Street

Yellowknife NT X1A 1N5

Phone: (867) 669-9390

E-mail: MMacLellan@alzheimer.ab.ca

Head Office

Alzheimer Society of Alberta and Northwest Territories

#308, 14925 – 111 Avenue

Edmonton, AB T5M 2P6

Toll-free: 1-866-950-5465

E-Mail: info@alzheimer.ab.ca

Website: www.alzheimer.ab.ca

AVENS – A Community for Seniors

AVENS – A Community for Seniors is a seniors care campus that provides long-term care, dementia care, respite and housing. The campus includes the 29-bed AVEN Manor (long term care), 28- bed AVEN Cottages (dementia care), 24 unit AVEN Court, and 8 unit AVEN Ridge (independent housing). The Baker Community Centre is also part of the campus and provides seniors' wellness programs operated by the Yellowknife Seniors' Society. Admission to long-term care and dementia care beds is managed by the Department of Health and Social Services Territorial Admissions Committee.

For more information, please contact:

AVENS – A Community for Seniors

Suite 1-5710, 50th Avenue

Yellowknife, NT X1A 1G1

Phone: (867) 920-2443

Fax: (867) 873-9915

Website: www.avensseniors.com

Did you know?

Majority of people who have Alzheimer's are 65 and older. The chance of developing Alzheimer's approximately doubles every 5 years after age 65

Community Services

This section has information about community services for all NWT residents, including seniors.

Canadian Cancer Society

The Canadian Cancer Society is a national, community-based organization of volunteers and staff whose mission is to eradicate cancer and enhance the quality of life of people living with cancer. Thanks to our donors and volunteers, the Society has the most impact, against the most cancers, in the most communities in Canada. The Society supports life-saving cancer research, caring programs for people living with the disease and the creation of public policies to protect the health of all Canadians.

For more information, please contact:

Alberta/NWT Divisional Office

Canadian Cancer Society
200, 325 Manning Road NE
Calgary, AB T2E 2P5
Toll-free: 1-800-661-2262
Phone: 403-205-3966
Fax: 403-205-3979

National Office
Canadian Cancer Society
55 St. Clair Avenue West
Suite 300
Toronto, Ontario M4V 2Y7
Toll-free: 1-888-939-3333 (All languages)
Phone: (416) 961-7223
Fax: (416) 961-4189
Email: ccs@cancer.ca
Website: www.cancer.ca

Cancer patients and their caregivers can receive one-on-one emotional and practical support from trained volunteers who have been through a similar cancer journey by calling toll-free 1-888-939-3333.

Did you know?

Cancer occurs more frequently in older adults. Screening for cancer can help prevent deaths.

Community Services

This section has information about community services for all NWT residents, including seniors.

Canadian Hard of Hearing Association (CHHA)

This is a national organization that works to help people who have hearing loss. Its mission is to raise public awareness concerning issues that are important for persons who are hard of hearing, to promote their integration in Canadian society, to remove any barriers to their participation and to generally make every community in Canada a better place for persons who are hard of hearing.

For more information, please contact:

Canadian Hard of Hearing Association - Yellowknife Branch
Suite 2, 5710 50th Avenue
Yellowknife, NT X1A 1G1
Toll-free: 1-866-220-6106
Phone: (867) 873-3344
Fax: (867) 873-4318
Email: chha2014@hotmail.com

National Office - Canadian Hard of Hearing Association
2415 Holly Lane
Suite 205
Ottawa, ON K1V 7P2
Toll-free: 1-800-263-8068
TDD/TTY: (613) 526-2692 *(for people with trouble hearing)*
Phone: (613) 526-1584
Fax: (613) 526-4718
Website: www.chha.ca

Did you know?

40% of people who are 65 and over, report a significant hearing loss. People are losing their hearing at a faster rate compared to past generations due to industrial and recreational noise.

Community Services

This section has information about community services for all NWT residents, including seniors.

CNIB (Canadian National Institute for the Blind)

CNIB (Canadian National Institute for the Blind) provides community-based support, knowledge and a national voice to ensure Canadians who are blind and partially sighted have the confidence, skills and opportunities to fully participate in life. CNIB delivers programs and services in our clients own communities and local offices that help people overcome the challenges of sight loss, increase their independence and achieve their goals.

Vision Loss Rehabilitation Northwest Territories

VLR (Vision Loss Rehabilitation) Northwest Territories is a health services organization. We provide training that enables people who are blind or partially sighted to develop or restore key daily living skills, helping enhance their independence, safety and mobility. Our certified specialists work closely with ophthalmologists, optometrists and other health care professionals, providing essential care on a referral basis in homes and communities across Northwest Territories. Vision Loss Rehabilitation Northwest Territories is operated by CNIB and funded by donations and primarily funded by the Government of the Northwest Territories.

For more information, please contact:

CNIB Toll Free: 1-866-459-2648

Website CNIB: <http://www.cnib.ca>

Website VLR Northwest Territories: <https://nt.visionlossrehab.ca>

National Office
Canadian National Institute for the Blind
1929 Bayview Ave
Toronto, ON M4G 3E8
Toll-free: 1-800-563-2642
Website: www.cnib.ca

Did you know?

As of 2012, 39 million people were blind, 82% of which were over 50 years old. People over 50 years of age should go for regular eye checkups.

Community Services

This section has information about community services for all NWT residents, including seniors.

Did you know?

You can donate clothing and household items to the Salvation Army's thrift store during regular business hours.

NWT Disabilities Council

The NWT Disabilities Council's vision is that all individuals have the opportunity and access toward the achievement of their full potential. Our mission is to bring that vision to reality; we educate, advocate, and support to enable self-determination for all individuals with disabilities.

The Information, Referral & Support Program offered by the NWT Disabilities Council is a cross-disability, non-age specific program. Our Coordinator is available to provide information related to all territorial residents. Through this program we also can help individuals with disabilities by accompanying them to meetings or appeals, assisting them to fill out housing or other applications, and writing letters of support.

For more information, please contact:

Suite 116, 5102 50th Avenue
Yellowknife, NT X1A 3S8
Phone: (867) 873-8230
Toll Free: 1-800-491-8885
Fax: (867) 873-4124
Email: admin@nwtcd.net
Website: <http://www.nwtcd.net/>

Salvation Army NWT Resource Centre

The Salvation Army NWT Resource Centre offers a variety of programs and services including withdrawal management services, residential and outpatient treatment centre, emergency food and shelter, soup kitchen, advocacy, workshops, court support, employment support, a thrift store and casual labour pool.

For more information, please contact:

Salvation Army
4925-45th Street
P.O. Box 2585
Yellowknife, NT X1A 2P9
Phone: (867) 920-4673
Fax: (867) 920-4096

Community Services

This section has information about community services for all NWT residents, including seniors.

Government Service Officers make regular home visits to Elders. Some are Commissioners for Oaths or Notary Public Designations, and some can provide direct service in an Aboriginal language.

Aklavik.....	(867) 978 - 2285
Behchokò.....	(867) 392 - 6046
Colville Lake	(867) 709 - 2047
Déline	(867) 589 - 4910
Fort Good Hope.....	(867) 598 - 2179
Fort Liard	(867) 770 - 2277
Fort McPherson	(867) 952 - 2060
Fort Providence	(867) 699 - 3149
Fort Resolution	(867) 394 - 3017
Gamètì.....	(867) 997 - 3106
Łutsel K'e	(867) 370 - 3386
Nahanni Butte.....	(867) 602 - 2046
Paulatuk	(867) 580 - 3068
Sachs Harbour	(867) 690 - 3812
Tsiigehtchic	(867) 953 - 3726
Tuktoyaktuk	(867) 977 - 2097
Tulita	(867) 588 - 3002
Ulukhaktok	(867) 396 - 3084
Wekweètì.....	(867) 713 - 2600
Whatì	(867) 573 - 3256

Yellowknife Association for Community Living

The Yellowknife Association for Community Living is a non-profit organization that supports families, children, youth, and adults with intellectual and other disabilities so that they are included and are able to contribute to community life in Yellowknife.

For more information, please contact:

Yellowknife Association for Community Living
Abe Miller Building
4912-53 Street,
P.O. Box 981
Yellowknife, NT X1A 2N7
Email: info@ykacl.ca
Website: www.ykacl.ca

Community Services

This section has information about community services for all NWT residents, including seniors.

YWCA Yellowknife

The mandate of YWCA Yellowknife is to build safe and equitable communities where women and families realize their full potential. YWCA Yellowknife fulfills its mission by operating the 12-bed Alison McAteer House family violence shelter, along with a 24-hour territory-wide crisis line and the eight-bed Sutherland House family violence shelter in Fort Smith. YWCA Yellowknife recently opened Lynn's Place, an 18-unit building that provides longer-term housing for women needing safety. YWCA Yellowknife also runs a 33-unit family housing program at Rockhill, after school programs in every Yellowknife school, the popular GirlSpace empowerment program, and a resilience program for children who have experienced violence.

Alison McAteer House

YWCA Yellowknife provides shelter for women and children who are experiencing family violence at the 12-bed Alison McAteer House. Women and children receive support and help to plan for a life without violence. Women and children stay up to six weeks. Alison McAteer House staff also helps both men and women apply for Emergency Protection Orders (see page 22)

Crisis Line: (867) 873-8257 (Yellowknife)

Toll-free: 1-866-223-7775

Phone: (867) 669-0235 (administrative inquiries)

Fax: (867) 669-0334

Sutherland House, Fort Smith

Sutherland House offers shelter to women and children who are experiencing family violence. Sutherland House offers in-house support for women and children, and referrals to other helpful agencies in the community. Sutherland House also has a crisis line that you can call from anywhere in the NWT if you need help with safety planning or are having problems.

Toll-free: 1-877-872-5925

Crisis line: (867) 872-4133

Rockhill Family Housing Program

YWCA Yellowknife provides safe and affordable housing to families (single moms, single dads, couples) at the 33-unit Rockhill apartments. Staff support clients to develop good tenancy records and acquire life skills to address issues that have destabilized them in the past. Units are furnished with donations. Tenants stay about a year, except in emergency units where the stay is limited to three months.

Phone: (867) 873-5760

Crime

Did you know?

Financial abuse is the number one crime against older adults. Though people of all ages can be victims of financial abuse, older people get targeted more than others.

Lynn's Place Women's Housing Program

Lynn's Place is a safe housing building for women. It contains 18 suites on three floors. The building is for women who need safe housing after leaving a violent relationship, or who are ready to find stability in a safe environment. They may apply for units at the YWCA Yellowknife Housing Program at Rockhill (4904 54 Ave) or at Lynn's Place (5015 54th Street). Applicants are assessed for need and willingness to engage in the programming offered at the safe housing building. Tenants are welcome to stay for up to three years

Phone: (867) 873-6170

For more information please contact:

YWCA Yellowknife
4904 54 Avenue (Rockhill Apartments)
P.O. Box 1679
Yellowknife, NT X1A 2P3
Phone: (867) 920-2777
Fax: (867) 873-9406
Email: info@ywcanwt.ca
Website: www.ywcanwt.ca

Canadian Anti-Fraud Centre

The Canadian Anti-Fraud Centre (CAFC) is Canada's central repository for data, intelligence and resource material as it relates to fraud. The CAFC commits to providing timely, accurate and useful information to assist citizens, businesses, law enforcement and governments in Canada and around the world. The primary goals are prevention through education and awareness, disruption of criminal activities, providing assistance with regard to enforcement, and strengthening partnerships between the private and public sectors with the aim of maintaining Canada's strong economic integrity.

For more information, please contact:

Canadian Anti-Fraud Centre
P.O. Box 686
North Bay, ON P1B 8J8
Toll-free: 1-888-495-8501
Toll-free Fax: 1-888-654-9426
Or visit: www.antifraudcentre.ca

Crime

Legal Help

The Legal Aid program provides confidential legal services, advice, and representation by a lawyer for residents of the NWT who are eligible, or through an Outreach clinic.

Community Court Workers

Community Court Workers help people who come into contact with the justice system. Their primary duty is to help clients apply for legal aid and ensure that applications and supporting documentation are provided to the Legal Aid office. Court workers also provide general information and referrals to services inside and outside the justice system.

Inuvik

Communities Covered: Aklavik, Fort McPherson, Inuvik, Paulatuk, Sachs Harbour, Tuktoyaktuk, and Ulukhaktok,
Phone: (867) 777-7338
Fax: 867-777-3211
Toll free: 1-800-661-0704

Fort Good Hope

Communities Covered: Colville Lake, Déline, Fort Good Hope, Norman Wells, and Tulita.
Phone: (867) 598-2762
Fax: 867-598-2525

Fort Simpson

Communities Covered: Fort Liard, Fort Simpson, Jean Marie River, Nahanni Butte, Sambaa K'e, and Wrigley
Phone: (867) 695-2106
Fax 867-695-2136

Fort Smith

Phone: (867) 872-6568
Fax 867-872-3602

Hay River

Communities Covered: Enterprise, Fort Resolution, Hay River, Hay River Reserve, Kakisa, Fort Providence
Phone: (867) 874-2475
Fax 867-874-3435

Behchokò

Communities Covered: Gamètì, Whatì, Wekweètì, Behchokò
Phone: (867) 392-6386
Fax: 867-392-6387

Yellowknife

Communities Covered Dettah, N'dilo, Yellowknife, Łutsel k'e
Phone: (867) 767-9365 or (867) 767-9361 Fax: 867-873-5320
Toll Free: 1-844-835-8050

Crime

Did you know?

In a recent survey carried out by the NWT Seniors' Society across the NWT, over 70% of respondents said abuse of older adults was a problem in their community.

Community Legal Outreach

The Legal Aid Commission operates a Community Legal Outreach program, which provides basic legal information and support, including in some cases, assistance with wills or estate planning.

For more information, please contact:

Phone: (867) 767-9383

Toll free: 1-844-842-0227

Prevention of Abuse of Older Adults

NWT Network of Prevention of Abuse of Older Adults

The NWT Seniors' Society provides administrative support to the NWT Network to Prevent Abuse of Older Adults. The NWT Network was initiated in 2012. Membership in the NWT Network is free. The NWT Network meets regularly through teleconference, and when funding is available, a conference of the membership is organized to strategize the support the membership who are seniors, family members, caregivers and service providers.

For more information, please contact:

Executive Director
NWT Seniors' Society

102, 4916-46th Street
Yellowknife, NT X1A 1L2
Toll-free: 1-800-661-0878
Phone: (867) 920-7444
Fax: (867) 920-7601
Email: ed@seniorsnwt.ca
Website: www.nwtnetwork.com
www.nwtseiorsociety.ca

The Departments of Health and Social Services and Justice have several resources on elder abuse. Please visit their websites at www.hss.gov.nt.ca and www.justice.gov.nt.ca.

The NWT Seniors' Society has a large number of resource material and information on abuse of older adults. Please visit www.nwtseiorsociety.ca and www.nwtnetwork.com.

You can also get these resources by contacting Communications at the Department of Health and Social Services at 867-767-9052, ext.49034 or emailing hsscommunications@gov.nt.ca.

Crime

Victim Services

The Government of the Northwest Territories Victim Services Program offers information, assistance, support and referrals to all victims of crime and their families. Through a community-based model of Victim Services, community sponsoring organizations are funded by the Department of Justice to hire and supervise staff and to manage, provide, and report on the activities of local Victim Services programs in eight communities - Inuvik, Hay River, Fort Smith, Fort Good Hope, Fort Simpson, Behchokò (Tłìchò), Yellowknife, and Tulita. Three programs have Outreach Services – Yellowknife, Hay River and Inuvik.

Local Victim Services programs provide victims of crime with the following services:

- **Information about:** being a witness, Court process, shelters, safety planning;
- **Assistance with:** support going to Court, RCMP, Health Centers or hospitals, Victim Impact Statements, Victims of Crime Emergency Fund applications, registration with Victim Notification Programs of GNWT and Correctional Service of Canada, and registration with the Parole Board of Canada;
- **Immediate emotional support** following a crime; and
- **Referrals for:** Immediate safety/protection, Emergency Protection Orders, Protection Orders, Peace Bonds, and No Contact Orders, Shelters, Income Assistance, Public Housing, ongoing counseling or other supports as necessary.

Contact numbers for the Victim Services programs are below: If there is no program in your community, call the nearest program to your community. You can find the number for your community in the Telephone Directory of Services in this handbook.

Behchokò (Tłìchò)	867-392-6381, ext. 1332
Fort Good Hope	867-598-2247
Fort Simpson.....	867-695-3136
Fort Smith.....	867-872-3520
Hay River	867-876-2020
Inuvik	867-777-5493
Tulita	867-588-3341 ext. 3
Yellowknife	867-920-2978 (ext 231) or 873-5509 (ext 229)
	867-765-8811 24-Hour crisis phone
	Toll Free: 1-888-459-1114

Education

Aurora College

Aurora College serves a population of 41,000 dispersed across 1.3 million square kilometres in 33 communities in the Northwest Territories. A majority of Aurora College students are Aboriginal. Many of our students are from small, remote communities.

Aurora College delivers programs and courses as close to the communities as possible. This is achieved through a network of three regional campuses as well as Community Learning Centres in most of our communities. We offer a broad range of programming, from Developmental Studies to certificate, diploma and degree programs. Our programs and services give our students the vocational and professional skills, communication skills and life skills needed for success in their chosen careers.

For more information, please contact or visit our website at
www.auroracollege.nt.ca:

Aurora College – Office of the
President & Board of Governors
P.O. Box 1290
50 Conibear Crescent
Fort Smith, NT X0E 0P0
Phone: 867-872-7000
Fax: 867-872-4730
(Finance) & 867-872-5143

Aurora Campus
87 Gwich'in Road
P.O. Box 1008
Inuvik, NT X0E 0T0
Toll-free: 1-866-287-2655
Phone: (867) 777-7800
Fax: (867) 777-2850

Thebacha Campus
50 Conibear Crescent
P.O. Box 600
Fort Smith, NT X0E 0P0
Toll-free: 1-866-266-4966
Phone: (867) 872-7500
Fax: (867) 872-4511

Yellowknife /North Slave Campus
5004-54th Street
Northern United Place
Bag Service 9700
Yellowknife, NT X1A 2R3
Toll-free: 1-866-291-4866
Phone: (867) 920-3030
Fax: (867) 873-0333

Aurora Research Institute
191 Mackenzie Road
P.O. Box 1450
Inuvik, NT X0E 0T0
Phone: (867) 777-3298
Fax: (867) 777-4264

Did you know?

Along with the three campuses, Aurora College has learning centers in 23 communities in the NWT.

Education

NWT Literacy Council

The NWT Literacy Council builds capacity through literacy training, research, resource development, and promotion for the benefit of all Northerners. The following activities help us do this:

- Develop resources and learning materials
- Mentor, train and support local literacy workers and projects
- Design, write and edit plain language documents
- Promote, research and share information about literacy and essential skills
- Monitor and respond to territorial and national literacy and essential skills policies

Program Areas:

Aboriginal Languages - Aboriginal languages and culture give people their identity. They actively promote literacy in all of the NWT's nine official Aboriginal languages, as well as English and French.

Family Literacy - Family members are a child's first teachers. Playing, singing, reading and talking with children during their early years builds a solid foundation for strong language skills and learning success.

Adult Literacy and Essential Skills - Today's changing world means that as adults we must continuously use and grow our skills at home, in the community and at work.

Youth Literacy - Youth represent the future of the NWT. They're the next leaders, parents, employers and employees. Finding ways to keep youth engaged in learning is an important part of our work.

Plain Language - Plain language design, writing and editing can get your message across clearly to everyone, whatever their literacy skills. They do this work on a fee-for-service basis.

NWT Literacy Council

Box 761
5122 - 48th Street
Yellowknife, NT Canada
X1A 2N6
Phone: (867) 873-9262
Toll Free in NWT: 1-866-599-6758
Fax: (867) 873-2176
Email: nwtliteracy@nwtliteracy.ca

Emergency Food, Shelter and Protection

Aimayunga Women and Emergency Foster Care Shelter

The Aimayunga Women and Emergency Foster Care Shelter offers a home for women and children (males up to 14 years old) who are homeless or are experiencing violence. The shelter provides in house support, one to one counselling and referrals to other helpful agencies in the community.

For more information, please contact:

Aimayunga Women and Emergency Foster Care Shelter
P.O. Box 350
Tuktoyaktuk, NT X0E 0C0
Phone: (867) 977-2000

Alison McAteer House

YWCA Yellowknife provides shelter for women and children who are experiencing violence at the 12-bed Alison McAteer House. Women and children receive support and help to plan for a life without violence. Women and children stay up to six weeks. Alison McAteer House staff also helps both men and women apply for Emergency Protection Orders.

For more information, please contact:

Crisis Line: (867) 873-8257 (Yellowknife)
Toll-free: 1-866-223-7775
Phone: (867) 669-0235 (administrative inquiries)
Fax: (867) 669-0334

Bailey House

The Bailey House is a transition home for single men at risk of homelessness and men in transition towards improving their independence. The Bailey House has a capacity for 32 men

- Self-contained bachelor apartments
- All bedding, furniture, and household items are supplied
- Reasonable rent
- 24 hour staff support and structure provided

For more information, please contact:

Salvation Army
4925-45th Street
P.O. Box 2585
Phone: (867) 920-4673
Fax: (867) 920-4096

Emergency Food, Shelter and Protection

Centre for Northern Families

The Centre for Northern Families provides a broad range of programs that support families and offers temporary shelter to women not living with partners or children.

For more information, please contact:

Centre for Northern Families
P.O. Box 2303
5610-50th Avenue
Yellowknife, NT X1A 2P7
Phone: (867) 873-2566
Fax: (867) 873-2576
Email: reception@centrefornorthernfamilies.org

Emergency Protection Orders

EPO's are short-term No Contact Orders designed to protect victims in emergency situations. Only the RCMP and Alison McAteer House are designated by the Justice Department to assist victims to apply for EPOs.

For more information, please contact:

Alison McAteer House Crisis Line:
Yellowknife: (867) 873-8257
Toll-free: 1-866-223-7775, or
Local RCMP – Dial your local 3-digit prefix, followed by 1111

Family Support Centre, Hay River

The Family Support Centre offers a six week in house shelter program for women and children who are fleeing Family Violence and/or in a crisis situation. The Family Support Centre, works in partnership with other community organizations offering individual and family support, education, referrals, and follow-up services for women and children.

For more information, please contact:

Family Support Centre, Hay River
P.O. Box 4413
Hay River, NT X0E 1G3
Phone: (867) 874-3311
Fax: (867) 874-3252
Crisis Line: (867) 874-6626
Email: executivedirector@hrfsc.ca

Emergency Food, Shelter and Protection

Inuvik Transition House

The Inuvik Transition House offers a home for women and children who are experiencing violence. The shelter provides in-house support, one-on-one counseling and referrals to other helpful agencies in the community.

For more information, please contact:

Inuvik Transition House
P.O. Box 2628
Inuvik, NT X0E 0T0
Phone: (867) 777-3877

Salvation Army

The Salvation Army NWT Resource Centre offers a variety of programs and services including withdrawal management services, residential and outpatient treatment centre, emergency food and shelter, advocacy, workshops, court support, employment support, a thrift store and casual labour pool.

For more information, please contact:

Salvation Army
4925-45th Street
P.O. Box 2585
Yellowknife, NT X1A 2P9
Phone: (867) 920-4673
Fax: (867) 920-4096

Emergency Food, Shelter and Protection

Sutherland House, Fort Smith

Sutherland House offers a home for women and children who are experiencing violence. Sutherland House offers in-house support for women and children, one-on-one counselling to clients and referrals to other helpful agencies in the community. Sutherland House also has a crisis line that you can call anywhere in the NWT if you are having personal problems.

For more information, please contact:

Sutherland House, Fort Smith
P.O. Box 879
Fort Smith, NT X0E 0P0
Toll-free: 1-877-872-5925
Crisis line: (867) 872-4133

YK Food Bank

The YK Food Bank is a registered not-for-profit society that provides supplemental and/or emergency food to Yellowknife residents in need. It is open every second Saturday from 9:30 to 12:00 to anyone who presents themselves and requests food aid.

For more information, please contact:

Yellowknife Food Bank
Unit 1
6 Coronation Drive
P.O. Box 602
Yellowknife, NT X1A 2N5
Phone: (867) 765-5003

Health and Social Programs

This section has information about health benefit programs and health and social programs offered by the Department of Health and Social Services. For more information please visit www.hss.gov.nt.ca.

Alcohol and Drug Programs

Most communities have centres that offer alcohol and drug programs like Alcoholics Anonymous (AA) and counselling services. You can also talk to your nurse, doctor or social worker. You can find the number for your community health centre in the Telephone Directory of Services in this handbook.

Community Counselling Program

The Community Counselling Program provides support and counselling services in the area of addiction, mental health and family violence. The program may provide referrals for additional programs and services as required and provides prevention and education initiatives around addiction, mental health and family violence issues. You can find the number for your community in the Telephone Directory of Services in this handbook.

Continuing Care

Continuing Care includes Home and Community Care, Supported Living, and Long Term Care Programs.

Home and Community Care

The Home and Community Care Program helps people remain in their homes when they are sick, or in need of medical help or support with daily living activities. The program assists people to stay in their homes rather than going to a hospital or long term care facility which may not be located in their community. This program is for people who have a valid NWT Health Care Card, and have been assessed and found to have needs best met by Home Care.

People can get help with services like:

- foot care
- home intravenous therapy
- home support
- nursing
- nutrition services
- palliative care
- loan of medical equipment
- respite care

To receive homecare services, contact your Home Care program or Health Centre. You can find the number for your community in the Telephone Directory of Services in this handbook.

Health and Social Programs

This section has information about health benefit programs and health and social programs offered by the Department of Health and Social Services. For more information please visit www.hss.gov.nt.ca.

Long Term Care (LTC)

Long Term Care facilities provide a wide range of personal support, physical, social and mental health services to individuals who require a high level of assistance. These facilities are designed for individuals who are no longer able to live independently in their own homes or with family, and require on-site supervision in a safe setting.

Long Term Care facilities provide 24-hour availability of professional care and high levels of personal care. Services in long-term care facilities include meals, laundry services, housekeeping, social and recreational programs, medication administration, and assistance with activities of daily living. In order to provide this specialized service, long term care facilities are staffed with a range of professionals from registered nurses, licensed practical nurses, resident care attendants, as well as personnel in laundry, kitchen, recreation, maintenance and administration.

There are 9 Long Term Care Facilities in the NWT:

- Behchokò - Jimmy Erasmus Senior's Home
- Fort Simpson - Elder Care Home
- Fort Smith - Northern Lights Special Care Home
- Hay River - H.H. Williams Long Term Care Unit; Woodland Manor
- Inuvik - Inuvik Regional Hospital Long Term Care Unit
- Yellowknife - Aven Manor; Aven Cottages (Territorial Dementia Facility)
- Stanton Territorial Hospital - Extended Care Unit

To apply for Long Term Care, contact your local Home Care program or Health Centre You can find the number for your community in the Telephone Directory of Services in this handbook. To be eligible, you will need a valid NWT Health Care Card with an effective date preceding the date of the application.

Supported Living

Supported Living is available for persons with a physical, intellectual and/or cognitive disability, and who may also have a physical, sensory and/or psychiatric disability. These services are for individuals who require 24 hour support and supervision and who generally do not have medical needs or require minimal nursing care. To apply for supported living services, contact your local Social Services office of Health and Social Services Authority You can find the number for your community in the Telephone Directory of Services in this handbook.

Did you know?

Long Term Care facilities aren't retirement homes. Admission into long term care facilities is based on care required – not age or what community you are from.

Health and Social Programs

This section has information about health benefit programs and health and social programs offered by the Department of Health and Social Services. For more information please visit www.hss.gov.nt.ca.

Did you know?

Approximately 200 new cases of diabetes are diagnosed each year in the NWT. About one in five people aged 60 and above have diabetes. The most common is Type 2 diabetes, which can be prevented in many cases by exercising and eating healthy foods.

Diabetes Education Program

The Diabetes Education Program provides education and support to individuals with diabetes and their family.

For more information please contact:

For Dettah, N'dilo and Yellowknife
Diabetes Education Program
NTHSSA - Yellowknife Region
Yellowknife Primary Care Centre
YK Centre East
4915-48th Street
Yellowknife NT X1A 3S4
Phone: (867) 873-7619
Fax: (867) 873-4179

Please contact your regional Health and Social Services Authority about diabetes services in all other NWT communities. You can find the number for your community in the Telephone Directory of Services in this handbook.

Canadian Diabetes Association
1400-522 University Ave.
Toronto ON M5G 2R5
Toll-free: 1-800-226-8464
Phone: (416) 363-3373
E-mail: info@diabetes.ca
Website: www.diabetes.ca

Extended Health Benefits Seniors' Program

Coverage for Seniors

The Government of the Northwest Territories (GNWT) sponsors the *Extended Health Benefits (EHB) for Seniors Program* to provide non- Native and Metis residents of the NWT who are 60 years of age and over, with access to a range of benefits not covered by hospital and medical care insurance. All benefits provided by the EHB program are administered by Alberta Blue Cross on behalf of the GNWT.

Prior to accessing these programs, you must access employer or similar plans first.

Health and Social Programs

This section has information about health benefit programs and health and social programs offered by the Department of Health and Social Services. For more information please visit www.hss.gov.nt.ca.

Medical Supplies and Equipment

Medical Supplies and Equipment benefits must be prescribed by a physician, a nurse practitioner, or a health professional licensed to prescribe in the NWT.

Some benefits are limited, so please contact Alberta Blue Cross for verification.

Note: If your medical condition requires medical-surgical appliances, supplies and/or prosthetics, submit a letter from your physician or occupational therapist and obtain approval from Alberta Blue Cross prior to purchasing these items.

For more information, please contact:

EHB for Seniors Program:

Health Services Administration
Department of Health and Social Services
Government of the Northwest Territories
Bag #9, Inuvik, NWT X0E 0T0
Toll-free: 1-800-661-0830
Phone: (867) 777-7400
Fax: (867) 777-3197
Email: hsa@gov.nt.ca
Website: www.hss.gov.nt.ca

Claiming and Benefit Inquiries:

Alberta Blue Cross
Blue Cross Place
10009 108th Street NW
Edmonton, Alberta T5J 3C5
Toll-Free: 1-800-661-6995
Website: www.ab.bluecross.ca

Please have your Alberta Blue Cross identification card on hand when you call.

Health and Social Programs

This section has information about health benefit programs and health and social programs offered by the Department of Health and Social Services. For more information please visit www.hss.gov.nt.ca.

Northwest Territories Health and Social Services Authorities

Below is a listing of telephone numbers for the regional administration offices of the Northwest Territories Health and Social Services Authority (NTHSSA), Hay River Health and Social Services Authority, and the Tłı̄chǫ Community Services Agency who are responsible for managing, controlling and operating the health and social services facilities in their region.

Hay River Health and Social Services Authority

37911 MacKenzie Highway
Hay River NT X0E 0R3
Phone: 867-874-8140

Phone: 867-587-3650

NTHSSA Beaufort-Delta Region

Bag Service #2
Inuvik, NT X0E 0T0
Canada
Phone: 867-777-8000

NTHSSA Yellowknife Region

P.O. BOX 608
Yellowknife NT X1A 2N5
Phone: 867-873-7224

NTHSSA Dehcho Region

P.O. Box 246
Fort Simpson NT X0E 0N0
Phone: 867-695-3815

Stanton Territorial Hospital

P.O. Box 10
Yellowknife NT X1A 2N1
Phone: 867-669-4361

NTHSSA Fort Smith Region

41 Breynat Street
P.O. Box 1080
Fort Smith NT X0E 0P0
Phone: 867-872-6200

Tłı̄chǫ Community Services Agency

Bag 5
Behchokǫ NT X0E 0Y0
Phone: 867-392-3000

NTHSSA Sahtu Region

Norman Wells NT X0E 0V0

Health and Social Programs

This section has information about health benefit programs and health and social programs offered by the Department of Health and Social Services. For more information please visit www.hss.gov.nt.ca.

Health and Social Services System Navigator

The Health and Social Services (HSS) System Navigator can help you with your questions and concerns about how to access services provided by the NWT health and social services system.

The HSS System Navigator can help you by:

- Resolving concerns;
- Providing information on all health and social services available in the NWT;
- Connecting you with your health and social services provider to address your issues or concerns;
- Helping you find commonly used forms such as health care card application, health care card renewal, extended health benefits application, Alberta Blue Cross claim form and vital statistics forms.

For more information, please contact:

HSS System Navigator

Phone: 867-767-9050 Ext. 49008 (Yellowknife)

Toll free: 1-855-846-9601 (outside of Yellowknife)

Email: HSS_Navigator@gov.nt.ca

Meals on Wheels

Your community may have meals on wheels or a similar program that promotes health and independence by providing quality, nutritious and affordable meals to seniors and individuals with mental or physical disabilities. For more information, or if you are interested in volunteering to deliver meals, please contact your Home Care program or Health Centre. You can find the number for your community in the Telephone Directory of Services in this handbook.

Did you know?

If you don't eat enough food, you may not meet your calorie intake needs. This can lead to unhealthy changes in weight and loss of muscle tissue.

Health and Social Programs

This section has information about health benefit programs and health and social programs offered by the Department of Health and Social Services. For more information please visit www.hss.gov.nt.ca.

Medical Travel

The Government of the Northwest Territories will provide medical travel benefits to eligible persons in the NWT who must travel in order to access necessary and appropriate insured health services. To be eligible for this benefit, travel must originate in the NWT and service must not be available within the resident's home community. Furthermore, the medical referral from the resident's home community must be to the nearest insured centre that offers the required treatment.

The medical travel benefit extends only to individuals who do not have similar coverage through an employer or some other program. The benefit provides for return airfare, inter-facility ambulance services on emergency medical evacuations, and limited support for meals, accommodation and ground transportation.

Medical Travel will make all arrangements for travel once the medical referral is received and travel is approved. Clients may choose to make their own arrangements and claim their expenses after the fact.

Clients who choose to submit a claim must contact Medical Travel for guidance. The staff at Medical Travel will provide the proper claim forms and verify the current daily rates for meals, accommodations and transportation to and from appointments.

Yellowknife:

Phone: (867) 669-4115
Fax: After Hours (867) 669-8289
Fax: (Business Hours) - (867) 920-2172

Inuvik:

Phone: (867) 777-8034
Fax: (867) 777-2921

Fort Smith:

Phone: (867) 872-5626
Fax: (867) 872-4233

Fort Simpson:

Phone: (867) 695-7035
Fax: (867) 695-7020

Fort Liard:

Phone: (867) 770-4301
Fax: (867) 770-3235

Behchokò:

Phone: (867) 392-3000
Fax: (867) 392-3001

Hay River:

Phone: (867) 874-2557
Fax: (867) 874-5724

Fort Resolution:

Phone: (867) 394-4511
Fax: (867) 394-3117

Fort Providence:

Phone: (867) 699-4311
Fax: (867) 699-3811

Norman Wells:

Phone: (867) 587-3659
Fax: (867) 587-4271

Health and Social Programs

This section has information about health benefit programs and health and social programs offered by the Department of Health and Social Services. For more information please visit www.hss.gov.nt.ca.

Did you know?

First Nations and Inuit residents need to access extended health benefits through the Non-Insured Health Benefits (NIHB) program.

Did you know?

Injuries accounted for 16% (\$1.2 million) of hospitalization costs for seniors age 75 and over. Falls accounted for 61% of the estimated cost of injury hospitalizations.

Non-Insured Health Benefits

The Non-Insured Health Benefits Program is Health Canada's national health benefit program for eligible First Nations and Inuit clients. The program provides coverage for a specified range of drugs, dental care, vision care, medical supplies and equipment, short-term crisis intervention mental health counseling and medical transportation where services are not available in the community or on reserve. This program provides coverage for a limited range of medically necessary goods and services when they are not insured elsewhere. Portions of this program is administered by the GNWT Department of Health and Social Services through a contribution agreement.

For more information, please contact:

Manager, Non- Insured Health Benefits
Health Services Administration
Department of Health and Social Services
Government of the Northwest Territories
Bag #9
Inuvik, NT X0E 0T0
Toll-free: 1-800-661-0830 Ext. 152
Phone: (867) 777-7400
Fax: (867) 777-3197
E.mail: hsa@gov.nt.ca

Website: <http://healthycanadians.gc.ca/health-system-systeme-sante/services/non-insured-health-benefits-services-sante-non-assures/index-eng.php>

Rehabilitation Services

Rehabilitation services help people of all ages improve and maintain their independence if they have an injury, disability, or chronic disease that affects their ability to function. There are four main types of rehabilitation services:

- Physiotherapy – helps restore and maintain mobility and physical function
- Occupational therapy –helps develop physical, cognitive, sensory, developmental, and/or psychological skills for living independently.
- Speech language pathology – helps overcome and prevent communication problems in language, speech, voice and fluency.
- Audiology – helps detect and evaluate hearing loss as soon as possible, and recommend treatment.

Rehabilitation services are available in NWT regional centres and through community outreach clinics.

For a referral, contact your nurse or doctor. You can find the number for your community in the Telephone Directory of Services in this handbook.

Help Lines

Family Violence Crisis Line

You can call this line from anywhere in the NWT if you are having personal problems.

Crisis Line: (867) 873-8257 (Yellowknife)

Toll-free: 1-866-223-7775

For more information please contact:

YWCA Yellowknife

4904 54 Avenue (Rockhill Apartments)

P.O. Box 1679

Yellowknife, NT X1A 2P3

Phone: (867) 920-2777

Fax: (867) 873-9406

Email: info@ywcanwt.ca

Website: www.ywcanwt.ca

NWT Helpline

The NWT Helpline is available 24/7 and is completely free and confidential. The Helpline is operated by trained counselors called “Care Coaches” who provide support to callers through a variety of means including: de-escalating immediate crisis situations; responding to mental health concerns, including suicide; and providing referrals to community-based services. In addition, follow-up calls can be made to individuals who would like to receive them.

Toll-Free: 1-800-661-0844

Email: nwthelpline@gov.nt.ca

Website: www.nwthelpline.ca

Sutherland House Crisis Telephone Line

You can call this line from anywhere in the NWT if you are having personal problems.

Toll-free: 1-877-872-5925

Crisis line: (867) 872-4133

For more information, please contact:

Sutherland House, Fort Smith

P.O. Box 879

Fort Smith, NT X0E 0P0

Toll-free: 1-877-872-5925

Crisis line: (867) 872-4133

Housing

Department of Education, Culture and Employment

Seniors Home Heating Subsidy (SHHS)

This program assists eligible low-income seniors with the cost of heating their homes. Seniors may be eligible to receive a set amount of either wood, oil, propane, gas, and/or electricity depending on household income and the community in which they live. Seniors must own and occupy their homes to receive this subsidy.

For more information, please contact:

Education Culture and Employment
Income Security Programs
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Toll-free: 1-866-973-7252
Phone: (867) 920-8921
Fax: (867) 873-0443
Website: www.ece.gov.nt.ca

Look under your community listing in the telephone directory of this handbook for the ECE Service Centre nearest you. Anyone unable to reach their local number can contact the Yellowknife office toll-free 1-866-973-7252.

Beaufort Delta ECE Service Centre

GNWT Multi-Use Building
106 Veterans Way
Bag Service #1
Inuvik, NT X0E 0T0
Tel: 867-777-7365
Toll-Free Tel: 1-855-283-9311
Fax: 867-777-7219

North Slave ECE Service Centre

Nova Plaza, Main Floor
5019-52 Street
Box 1320
Yellowknife, NT X1A 2L9
Tel: 867-767-9356
Toll-Free Tel: 1-866-768-8145
Fax: 867-873-0423

Fort Smith ECE Service Centres

Sweetgrass Building
177 McDougal Road
Box 1406
Fort Smith, NT X0E 0P0
Tel: 867-872-7425
Fax: 867-872-4507

Deh Cho ECE Service Centre

Deh Cho Regional Education Centre
9802-98 Avenue
Box 740
Fort Simpson, NT X0E 0N0
Tel: 867-695-7338
Fax: 867-695-7351

Housing

Sahtu ECE Service Centre

Edward G. Hodgson Building
1A Raven Road
Box 147
Norman Wells, NT X0E 0V0
Tel: 867-587-7162
Toll-Free Tel: 1-866-814-9840
Fax: 867-587-2612

Hay River ECE Service Centre

Court House Building
8 Capital Drive
Hay River, NT X0E 1G2
Tel: 867-874-5050
Fax: 867-874-5062

Department of Municipal and Community Affairs (MACA)

MACA offers a variety of programs and services for seniors.

Senior Citizens' and Disabled Persons' Property Tax Relief

This program helps seniors (65 and older) and people with disabilities pay for their property tax. Taxes are lowered depending on the type of property owned or occupied. You have to apply for this program every year.

For more information, please contact your MACA regional office:

Inuvik

Phone: (867) 777-7121
Fax: (867) 777-7352
Toll-Free Number: 1-877-777-3322

Dehcho

Phone: (867) 695-7220
Fax: (867) 695-2029

Sahtu

Phone: (867) 587-7100
Fax: (867) 587-2044

Or you can direct inquiries to MACA Community Operations headquarters:

Municipal and Community Affairs
Community Operations
Government of the Northwest Territories
Suite 400, 5201 - 50th Ave.
Yellowknife, NT X1A 3S9
Phone: (867) 873-7672
Fax: (867) 873-0609

South Slave

Phone: (867) 872-6525
Fort Smith Office Fax: (867) 872-6526
Hay River Office Fax: (867) 874-4603

North Slave

Phone: (867) 920-8084
Behchokò Office Fax: (867) 392-6312
Yellowknife Office Fax: (867) 873-0622

Housing

Northwest Territories Housing Corporation

The Northwest Territories Housing Corporation (NWT HC) offers a variety of programs and services. The information provided gives only a general description of NWT HC programs available to seniors. Not all information relating to NWT HC programs and their eligibility requirements has been included. Seniors should contact the NWT HC District Office in their area or the Local Housing Organization in their community. Their phone numbers are in the Telephone Directory of Services in this handbook.

Public Housing

Through its Public Housing Program, the NWT HC offers low-income households affordable, subsidized housing by charging rent based on income.

Rental Assistance through the Transitional Rent Supplement Program (TRSP), the NWT HC aims to support residents in private market rentals who pay more than 30% of their gross income towards rent.

TRSP provides a rent subsidy of up to \$500 per month for a maximum of two years. Applications for TRSP are taken all year around.

Subsidies are not provided to renters who already live in subsidized housing, such as Public Housing.

Repairs and Renovations

Through Contributing Assistance to Repairs and Enhancements (CARE) the NWT HC provides forgivable loans to homeowners with low or modest income to subsidize necessary major renovations and repairs of their home. For homeowners with disabilities and low or modest income, they may be eligible for assistance to carry out modifications to their home to improve accessibility.

Preventative Maintenance

The NWT HC provides up to \$3,000 annually to homeowners with low or modest income for preventative maintenance of their home such as:

- Furnace check-ups;
 - Electric inspections;
 - Servicing of smoke and carbon monoxide detectors; and
 - Inspection of sewage and water tanks.
- Assistance may also be used for minor repairs, including repairs of:
- Water pumps;
 - Light fixtures and receptacles; and
 - Minor problems of the roof and/or ceiling.

The NWT HC will contact seniors who have subscribed to this program in the past to improve the accessibility of the program.

Did you know?

Seniors may apply at any time for assistance under any NWT Housing Corporation (NWT HC) programs, but timelines for Home Repair Programs depend on factors such as tendering, winter road delivery, and barge.

Housing

Repairs to Support Aging in Place

Securing Assistance for Emergencies (SAFE) to support seniors to age in place provides senior homeowners with low or modest income with up to \$20,000 assistance for emergency repairs. Funding could also be used for retrofits to reduce energy usage.

The loan is completely forgiven over a one-year period.

Assistance is available in situations such as:

- Furnace failures;
- Freeze-ups;
- Damage to, or leaking of, hot water tanks
- Electrical failures
- Energy-efficient retrofits.

Homelessness Assistance

The Homelessness Assistance Fund (HAF) is a one- time fund that assists homeless persons to obtain housing or persons in danger of becoming homeless retain their current housing by providing up to a maximum level of assistance of \$3000. A potential HAF applicant must work with a referral agency (agent) to apply for HAF. The referral agent acts as the liaison between the NWT HC and the HAF applicant. The fund provides support in two ways:

- Financial assistance: provides one time only financial assistance for certain costs to provide applicants assistance to sustain current housing or gain access into housing.
- Travel assistance: provides one time, one way travel (by air, bus, etc.) in order for a person to return to their home community where they will no longer be homeless.

Homeownership

Providing Assistance for Territorial Homeownership (PATH) allows clients the opportunity to become homeowners by assisting in the construction or purchase of a modest home. Clients obtain additional funding from an approved financial institution or other verifiable sources.

Housing

Educational Courses

Solutions to Educate People (STEP) provides education and counselling assistance consisting of four courses designed to prepare participants for the requirements of homeownership. STEP aims to increase homeownership applicants' financial skills, as well as their knowledge of the home purchase process and basic home maintenance repairs.

For more information, please contact:

Northwest Territories Housing Corporation

P.O. Box 2100

Yellowknife, NT X1A 2P6

Toll-free: **1-844-NWT-HOME** (1-844-698-4663)

Fax: (867) 669-7901

Website: www.nwthc.gov.nt.ca

Facebook: www.facebook.com/NWTHC

You can find the numbers for the NWTHC's community housing service agents: local housing authorities and associations in the Telephone Directory of Services in this handbook.

Beaufort Delta District Office

103 Mackenzie Road

Phone: (867) 777-7271

Inuvik, NT X0E 0T0

Nahendeh District Office

9706 - 100 Street

Phone: (867) 695-7700

Fort Simpson, NT X0E 0N0

North Slave District Office

5201 - 50 Avenue

Phone: (867) 873-7795

Yellowknife, NT X1A 2P6

Sahtu District Office

#4 Caribou Crescent

Phone: (867) 587-5110

Norman Wells, NT X0E 0V0

South Slave District Office

#201 - 62 Woodland Drive

Phone: (867) 874-7600

Hay River, NT X0E 0R0

Housing

N.W.T. Community Services Corporation

The N.W.T. Community Services Corporation offers bachelor and one bedroom units in Northern United Place (Yellowknife) for seniors aged 65 or older at below market rental rates. Rent is based on income (30% of gross income) less a rebate of \$300 per month. To qualify, seniors must earn less than \$45,000 per year.

For more information, please contact:

N.W.T. Community Services Corporation
Northern United Place
PO Box 715
5403 Franklin Avenue
Yellowknife NT X1A 2N6
Telephone: (867) 873-2527
Fax: (866) 873-0489
Toll Free: (800) 649-6033
Email: manager@northernunitedplace.com

Rental Office

The NWT Rental Office is independent from the Department of Justice. The *Residential Tenancies Act* gives the Rental Officer specific powers and duties that are designed to resolve disputes between landlords and tenants who have entered into residential tenancy agreements. The Rental Office also provides an important service to both landlords and tenants as a convenient source of information regarding rights and obligations of landlords and tenants under the *Residential Tenancies Act*.

For more information, please contact:

Rental Office
3rd Floor, YK Centre East (formerly Panda II)
PO Box 1920
Yellowknife NT X1A 2P4
Telephone: (867) 767-9254
Fax: (867) 873-0489
Toll Free: (800) 661-0760
Email: rentaloffice@gov.nt.ca
www.nwtrentaloffice.nt.ca

Human Rights

NWT Human Rights Commission

The NWT Human Rights Commission provides education, information, and deals with complaints about discrimination in employment, tenancy, and public services. Discrimination means being treated negatively or being denied an opportunity because of your race, colour, ancestry, place of origin, age, marital or family status, disability, religion, sex, pregnancy, sexual orientation, gender identity, or social conditions.

For more information, please contact:

NWT Human Rights Commission
P.O. Box 1860
Yellowknife, NT X1A 2P4
Toll-free: 1-888-669-5575
Phone: (867) 669-5575
Fax: (867) 873-0357
Email: info@nwthumanrights.ca
Website: www.nwthumanrights.ca

Office of the Public Guardian

The Office of the Public Guardian helps people become legal guardians of individuals 18 years of age and older, who are unable to make decisions about their personal or health care. People who need help with their decisions may have a long-term mental condition or brain damage. Usually a family member will become a legal guardian. To become a legal guardian people should call the Office of the Public Guardian, who will then arrange to have a capacity assessment completed on the proposed represented person to determine the need for a guardian. That capacity assessment then goes to the courts to decide what kind of decisions the legal guardian may make. The kinds of decisions are usually about living arrangements, employment, social and recreational activities, education, health care and day-to-day living matters. The public/private guardian does not make decisions about money. The public/private trustee makes those decisions.

For more information, please contact:

Office of the Public Guardian
Department of Health and Social Services
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Phone: (867) 920-8029
Fax: (867) 873-0248
Website: www.hss.gov.nt.ca

Human Rights

Office of the Public Trustee

The Public Trustee is a person appointed by the Commissioner of the Northwest Territories who will, in certain circumstances, manage the money, land, and other belongings of people who die or who are incapable of handling their financial affairs.

For more information, please contact:

Office of the Public Trustee
Department of Justice
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Toll-free: 1-866-535-0423
Phone: (867) 767-9252 ext. 82447
Fax: (867) 873-0184
Website: www.justice.gov.nt.ca

Protection Against Discrimination

This program investigates seniors' complaints about discrimination against organizations under federal jurisdiction.

For more information, please contact:

Canadian Human Rights Commission
344 Slater Street, 8th Floor
Ottawa, ON K1A 1E1
Toll-free: 1-888-214-1090
TTY: 1-888-643-3304 (*for people with trouble hearing*)
Fax: (613) 996-9661
Email: info.com@chrc-ccdp.gc.ca
Website: www.chrc-ccdp.gc.ca

Medical Boarding Homes

This section has information about medical boarding homes that provide places for people to stay when they are travelling for medical reasons.

Larga Kitikmeot Boarding Home

The Larga Kitikmeot Boarding Home provides a place to stay and meals for people who have travelled from the Kitikmeot region to Yellowknife for medical appointments.

For more information, please contact:

Larga Kitikmeot Boarding Home
5602 50 Avenue
Yellowknife, NT X1A 1E7
Phone: (867) 766-3410
Fax: (867) 766-3411

Vital Abel House

The Vital Abel House is located in N'dilo and provides a place to stay and meals for people who have travelled to Yellowknife for medical appointments.

For more information, please contact:

The Vital Abel House
P.O. Box 1287
N'dilo, NT X1A 2N9
Phone: (867) 873-6689
Fax: (867) 873-5751

Larga Edmonton Boarding Home

The Larga Edmonton Boarding Home provides a place to stay and meals for people who have travelled to Edmonton for medical appointments.

For more information, please contact:

Larga Edmonton
10723 111 Avenue
Edmonton AB
T5G 0C2
Phone: (780) 477-6284
Fax: (780) 479-6150

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Government of Canada - Canada Pension Plan

The Government of Canada administers the Canada Pension Plan (CPP), which is a contributory, earnings-related social insurance program. It ensures a measure of protection to a contributor and his or her family against the loss of income due to retirement, disability and death. There are different CPP benefits. **You must apply to receive these benefits.**

Disability Benefit

The Disability benefit is available to people who have made sufficient contributions to the CPP, and whose disability prevents them from working at any job on a regular basis. The disability must be long lasting or likely to result in death. People who qualify for disability benefits from other programs may not qualify for the CPP disability benefit. You must apply for a disability benefit in writing. Applications are available online or can be mailed upon request. There are also benefits available to the children of a person who receives a CPP disability benefit.

Retirement Pension

The Retirement pension is a monthly benefit paid to people who are at least 60 years of age and who have contributed to the CPP. The retirement pension does not start automatically. You must apply for it (unless you already receive a CPP disability benefit and turn 65, at which point your disability benefit automatically changes to a retirement pension). It is best to apply at least six months before you want your pension to begin.

There are various options associated to the CPP application that you may want to investigate further:

Pension sharing

Married or common-law couples in an ongoing relationship may voluntarily share their CPP retirement pensions.

Credit splitting for divorced or separated couples

The CPP contributions you and your spouse or common-law partner made during the time you lived together can be equally divided after a divorce or separation.

Child Rearing Provision

If your earnings stopped or were lower because you were the primary caregiver raising your children under the age of seven, you can request the child-rearing provision. If you are deemed eligible, the child-rearing period will be excluded from the contributory period when calculating your CPP benefit amount, ensuring that you get the highest possible payment.

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Survivor Benefits

Canada Pension Plan survivor benefits are paid to a deceased contributor's estate, surviving spouse or common-law partner and dependent children. There are three types of benefits:

- The CPP death benefit is a one-time, lump-sum payment made to the deceased contributor's estate. If there is no estate, the person responsible for the funeral expenses, the surviving spouse or common-law partner or the next of kin may be eligible, in that order.
- The CPP survivor's pension is paid to the person who, at the time of death, is the legal spouse or common-law partner of the deceased contributor. If you are a separated legal spouse and you are not living with a common-law partner, you may qualify for this benefit. If your deceased same-sex common-law partner contributed to the Canada Pension Plan, you could be eligible for survivor's benefits if the contributor died on or after January 1, 1998.
- The CPP children's benefit is paid to a dependent natural or adopted child of the deceased contributor or a child in the care and control of the deceased contributor at the time of death. The child must be either under age 18, or between the ages of 18 and 25 and in fulltime attendance at a school or university. It is important to apply for Canada Pension Plan benefits. If you do not apply, you may lose benefits you are entitled to receive.

For more information, please contact:

Service Canada
P.O. Box 2710, Station Main
Edmonton, AB T5J 2G4

To be identified you will need to provide your Social Insurance Number.

Canada and the United States Toll-free: 1-800-277-9914 (English); 1-800-277-9915 (French)

Canada and the United States TTY: 1-800-255-4786

Outside Canada and the United States: 1-613-957-1954 (Collect calls are accepted)

The hours of operation are 8:30 a.m. to 4:30 p.m. EST, Monday to Friday.

Website: www.canada.ca

You can also visit a Service Canada Center near you. The **Find a Service Canada Office tool** will help you find the location of the services close to your home:

<http://www.servicecanada.gc.ca/tbssc-fsco/sc-hme.jsp>

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

In the Northwest Territories, Service Canada Centers are located in Fort Simpson, Fort Smith, Inuvik, Hay River, and Yellowknife. In addition, Outreach Services are provided in Délı̄ne, Fort Liard, Fort Providence, Fort Resolution, Tuktoyaktuk every month, and in Behchokò weekly. Use the *Find a Service Canada Office* tool to find scheduled outreach information.

Benefit Finder

If you want to know about the federal, provincial and territorial programs and services that may apply to you, you can use the Benefit Finder. Through a limited number of questions, the Benefits Finder will customize your search results to match your particular situation: www.canadabenefits.gc.ca

Mobile Outreach Service

Through **mobile outreach services**, Service Canada Citizen Service Specialist works with local communities, non-profit and advocacy groups, health-care professionals, Aboriginal bands and councils, provincial/territorial governments, volunteer organizations, employers, industry and professional associations, educational institutions, unions, and other partner organizations. Through these partnerships, Service Canada increases awareness of Government of Canada programs and facilitate access to the services and benefits available.

Service Canada Citizen Service Specialist works together with community partners to provide information on programs and services that benefit all clients, including:

- Aboriginal people
- Families and children
- Newcomers to Canada
- People with disabilities
- Seniors
- Veterans
- Youth and students

This information service is free of charge and can include:

- On-site information sessions for groups or organizations;
- Brochures and printed material describing Service Canada programs and services;

If you want to book a session on a particular subject such as CPP/OAS/GIS, or be informed on other programs and services, please call 1-800 O Canada (1-800-622-6232) or TTY 1-800-926-9105 for the hearing impaired.

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Government of Canada - Veterans' Programs

Veteran's Affairs Canada provides pensions for disability or death, economic support in the form of allowances, health care benefits and services to members of the Canadian Forces and Merchant Navy veterans who have war time service; certain civilians who have war time service; former members of the Canadian Forces (including those who served in Special Duty Areas) and the Royal Canadian Mounted Police, and survivors and dependents of military and civilian personnel.

For more information, please contact:

Veterans Affairs Canada
Suite 940, Canada Place
9700 Jasper Ave.
Edmonton, AB T5J 4C3
Toll-free: 1-866-522-2122
Email: information@vac-acc.gc.ca
Website: www.vac-acc.gc.ca

Last Post Fund

The Last Post Fund delivers the Veterans Affairs Canada Funeral & Burial Program. To qualify, applicants must be financially eligible and meet the service criteria.

For more information, please contact:

National Office Last Post Fund
401-505 Rene Levesque Blvd
Montreal QC, H2Z 1Y7
Phone: 1-800-465-7113
Fax: 614-866-1471
info@lastpost.ca

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Government of the Northwest Territories Programs

The Department of Education, Culture and Employment offers Income Security Programs, in combination with developmental opportunities, to help NWT residents become self-reliant as individual capacity allows, to participate fully in community life, and to share in the opportunities available to them.

Income Assistance (IA)

This program provides financial assistance to low-income NWT residents to help meet their basic and enhanced needs. Its aim is to encourage and support greater self-reliance to improve the quality of lives. The program provides a set amount for food, shelter, and utilities, and enhanced needs such as incidentals, clothing, allowances for seniors and persons with disabilities, furniture, and educational assistance, depending on household income, size of family and community. The amount of financial support available to individuals is based on where a person lives, family size and the financial resources available to meet individual needs.

NWT Senior Citizen Supplementary Benefit (SCSB)

This program provides financial assistance to help seniors pay for living costs. The program provides a monthly cash payment to low-income seniors. The program is automatically available to eligible seniors who are receiving Old Age Security and the Guaranteed Income Supplement or the Spouse's Allowance from the Government of Canada.

Seniors Home Heating Subsidy (SHHS)

This program assists eligible low-income seniors with the cost of heating their homes. Seniors may be eligible to receive a set amount of either wood, oil, propane, gas, and/or electricity depending on household income and the community in which they live. Seniors must own and occupy their homes to receive this subsidy.

For more information, please contact:

Education Culture and Employment
Income Security Programs
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Toll-free: 1-866-973-7252
Phone: (867) 920-8921
Fax: (867) 873-0443
Website: www.ece.gov.nt.ca

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Look under your community listing in the telephone directory of this handbook for the ECE Service Centre nearest you. Anyone unable to reach their local number can contact the Yellowknife office toll-free 1-866-973-7252.

Beaufort Delta ECE Service Centre

GNWT Multi-Use Building
106 Veterans Way
Bag Service #1
Inuvik, NT X0E 0T0
Tel: 867-777-7365
Toll-Free Tel: 1-855-283-9311
Fax: 867-777-7219

North Slave ECE Service Centre

Nova Plaza, Main Floor
5019-52 Street
Box 1320
Yellowknife, NT X1A 2L9
Tel: 867-767-9356
Toll-Free Tel: 1-866-768-8145
Fax: 867-873-0423

Fort Smith ECE Service Centre

Sweetgrass Building
177 McDougal Road
Box 1406
Fort Smith, NT X0E 0P0
Tel: 867-872-7425
Fax: 867-872-4507

Deh Cho ECE Service Centre

Deh Cho Regional Education Centre
9802-98 Avenue
Box 740
Fort Simpson, NT X0E 0N0
Tel: 867-695-7338
Fax: 867-695-7351

Sahtu ECE Service Centre

Edward G. Hodgson Building
1A Raven Road
Box 147
Norman Wells, NT X0E 0V0
Tel: 867-587-7162
Toll-Free Tel: 1-866-814-9840
Fax: 867-587-2612

Hay River ECE Service Centre

Court House Building
8 Capital Drive
Hay River, NT X0E 1G2
Tel: 867-874-5050
Fax: 867-874-5062

Safety

The Safe Living Guide - Home Safety for Seniors

The Safe Living Guide provides advice on how to prevent injuries by keeping you, your home and your environment safe.

It can be viewed and downloaded free of charge at the following web address:
<http://www.phac-aspc.gc.ca/seniors-aines/publications/public/injury-blessure/safelive-securete/index-eng.php>

A print copy can be obtained free of charge by calling toll-free 1-866-225-0709, TTY: 1-800-465-7735. It also be ordered through Health Canada's online ordering system at:

<http://www.hc-sc.gc.ca/contact/pubs-eng.php>

Is Your Home Healthy? Easy Steps to Maintaining a Healthy Home Environmental Health Guide for Seniors at Home

It's important that the places we call home are healthy environments, for ourselves and our visitors. This guide talks about common health risks and tips you can use to help ensure a healthy home environment.

It can be viewed and downloaded free of charge at the following web address:
<http://www.hc-sc.gc.ca/hl-vs/pubs/seniors-aines/seniors-enviro-aines-eng.php#tphp>

A print copy can be obtained free of charge by calling toll-free 1-866-225-0709, TTY: 1-800-465-7735. It also be ordered through Health Canada's online ordering system at:

<http://www.hc-sc.gc.ca/contact/pubs-eng.php>

For more information on these publications, please contact:

Health Canada Publications

Address Locator 0900C2

Ottawa, Ontario

K1A 0K9

E-mail: publications@hc-sc.gc.ca

Toll free: 1-866-225-0709

TTY: 1-800-465-7735

Facsimile: 613-941-5366

Website: www.phac-aspc.gc.ca/seniors-aines

Seniors' Groups in the NWT

NWT Seniors' Society

The NWT Seniors' Society gives information and support to seniors, elders and their families across the NWT. The Society operates a toll-free Seniors' Information Line that you can call Monday through Friday from 8:30 a.m. to 4:30 p.m. The Society also conducts public information sessions, workshops on preventing abuse of older adults and meets with seniors to help with problems. The Society has a special working partnership with all GNWT departments. Acting in an advisory capacity, the Society helps develop and implement GNWT programs.

Other Seniors' Groups across the NWT:

Deh Gah Got'ie First Nation

Elders Committee
P.O. Box 200
Fort Providence, NT X0E 0L0

Deninu K'ue Seniors' Group

Director
General Delivery
Fort Resolution, NT X0E 0M0

Enterprise Seniors Society

President,
507 Birch Street
Enterprise, NT X0E 0R1

Fort Smith Senior Citizens' Society

President
P.O. Box 1103
Fort Smith, NT X0E 0P0

Hay River Seniors' Society

President
#210, 86 Capital Drive
Hay River, NT X0E 1G2

Fort McPherson Elders Council

PO Box 42
Fort McPherson, NT X0E 0J0

Fort Good Hope Elders Committee

President,
c/o K'asho Got'ine Community Council
Fort Good Hope, NT X0E 0H0

Tsiigehtchic Elders Council

President
P.O. Box 47
Tsiigehtchic X0E 0B0

Ulukhaktok Elders Committee

President,
P. O. Box 95
Ulukhaktok, NT X0E 0S0

Yellowknife Seniors' Society

Executive Director
#2 5710 50th Avenue
Yellowknife, NT X1A 1G1
Phone: (867) 873-9475
Email: ykseniorsociety@theedge.ca
Website: www.yksenior.ca

For more information, please contact:

Executive Director
NWT Seniors' Society
102, 4916-46th Street
Yellowknife, NT X1A 1L2
Toll-free: 1-800-661-0878
Phone: (867) 920-7444
Fax: (867) 920-7601
Email: ed@seniorsnwt.ca
Website: www.nwtseniorssociety.ca
Website: www.nwtnetwork.com

Transportation

Accessible Parking Permits

The NWT Disabilities Council administers, on behalf of the Government of the Northwest Territories and at no charge to the individual, the parking permit program for accessible parking in the Northwest Territories.

For more information, please contact:

NWT Disabilities Council
Yellowknife and across the NWT
Toll-free: 1-800-491-8885
Phone: (867) 873-8230

Department of Transportation

NWT Driver's License

A Class 1, 2, 3 or 4 driver's license requires an NWT driver's medical examination report when you first apply, every five years until age 45, every 3 years until age 65, and every year after that.

A Class 5, 6 or 7 driver's license requires a medical at age 75, at age 80, and every two years after age 80.

The Registrar may require medical reports on a more frequent basis, and may require a medical if an individual or their medical professional has identified a medical concern that limits that individual's ability to drive safely.

A medical professional is responsible for completing and submitting the medical form to the Registrar of Motor Vehicles.

In general, seniors (>60 years old) will receive a 50% discount when purchasing a license and will receive discounted prices for tests, registration and identification cards. Information on fees for seniors can be found at: <http://www.dot.gov.nt.ca/DMV/Registration/Fees> and <http://www.dot.gov.nt.ca/DMV/Licences-GICs>.

For more information, please contact:

Department of Transportation
Road Licensing and Safety Division
Government of the Northwest Territories
5015-49 Street, 3rd Floor
P.O. Box 1320
Yellowknife, NT X1A 2L9
Phone: (867) 767-9088
Fax: (867) 873-0120
Website: www.dot.gov.nt.ca

Transportation

NWT Highway and Ferry Information

For reports on road conditions and ferry information, please visit www.dot.gov.nt.ca or call Toll-free 1-800-661-0750.

Yellowknife Transit

Bus Passes

People who are 60 years of age and over can obtain bus passes for regular transit services at a reduced cost. You may be asked to supply proof of age when purchasing passes.

Yellowknife Accessible Transit Service

Yellowknife offers both conventional and accessible transit services. The accessible transit service (YATS) is available for people who are unable to board, ride or disembark the fixed route transit system with safety and dignity due to a temporary or permanent physical or functional disability.

For more information on Yellowknife Transit, please contact:

Yellowknife Transit

P.O. Box 580

4807-52 Street

Yellowknife, NT X1A 2N4

Phone: (867) 920-5600

Website: <https://www.yellowknife.ca/en/living-here/transit.asp>

For information on public transit in your community, please contact your community government. You can find the number for your community in the Telephone Directory of Services in this handbook.

Travel, Recreation and Harvesting

Firearms License and Registration

Under the *Firearms Act*, individuals must obtain a Firearms License to possess or obtain an unrestricted firearm or ammunition. A Firearms License is valid for 5 years after your next birthday. For information on obtaining a Possession and Acquisition Firearm License, please visit

Toll Free: 1-800-731-4000 (option 5)

Website: <http://www.rcmp-grc.gc.ca/cfp-pcaf/>

Hunting and Trapping

Seniors must possess a valid hunting license and species tags in order to harvest wildlife. Aboriginal harvesters no longer need a General Hunting License (GHL) to exercise Aboriginal or treaty rights. They do need to carry and show identification proving a right to harvest in the area. Licenses and tags may be purchased from most ENR offices in the NWT. In Yellowknife and some of the larger communities, licenses and tags may also be purchased from vendors.

Sport Fishing License

For most areas in the NWT, seniors do not need a sport fishing license if they are 65 years of age or older. However, seniors do require a license if they are fishing in the areas below:

- Within the Great Bear Lake Special Management Area - you must have a valid Sport Fishing License and a Special Management Area License (\$10.00 plus GST). Both can be obtained from any Environment and Natural Resources (ENR) office.
- Inuvialuit Settlement Region - you must have a valid Sport Fishing License and validation to fish in the ISR. This free validation may be obtained on-line or from any vendor of fishing licenses or any ENR office.

ENR Regional Offices:

Dehcho Regional Office:
Fort Simpson, NT X0E 0N0
Phone: 867-695-7450
Fax: 867-695-2381

Inuvik Regional Office:
Shell Lake, NT X0E 0T0
Phone: 867-678-6650
Fax: 867-678-6659
Website: <https://licences.enr.gov.nt.ca>

Travel, Recreation and Harvesting

North Slave Regional Office:
Yellowknife, NT X1A 2P9
Phone: 867-873-7184
Fax: 867-873-6230

South Slave Regional Office:
Fort Smith, NT X0E 0P0
Phone: 867-872-6400
Fax: 867-872-4250

Sahtu Regional Office:
Norman Wells, NT X0E 0V0
Phone: 867-587-3500
Fax: 867-587-3516

National Parks and National Historic Sites

Seniors 65 and older can receive discounts on entry fees into many of Canada's National Parks and Historic Sites. The prices and discounts vary from park to park and site to site, and some parks do not have entrance fees at all. To receive these discounts, seniors must show proof of their age. Discounts are only offered on entrance fees and do not apply to other services like mooring, camping or guided tours. Before leaving for a park or historic site, it would be best to call ahead or visit online for detailed fee information. Parks Canada offers annual National Park Passes and Historic Site Passes; patrons pay a one-time fee and are able to use all parks and sites without paying the entrance fee. Call ahead or visit online for the latest fee information.

For more information please contact:

Parks Canada
1-888-773-8888
or visit www.pc.gc.ca

NWT Library Services

NWT Public Library Services supports the provision of quality library services that meets the educational, informational and recreational needs of all residents of the Northwest Territories. This office provides residents of communities without libraries with free library materials through the *Borrow by Mail Program* and can also provide information about community libraries. The number for your community library can be found in the phone book.

Did you know?

The Prince of Wales Northern Heritage Centre in Yellowknife holds a museum and archives that display and represent the cultures and history of the Northwest Territories; admission is free.

Did you know?

The Northwest Territories are home to 5 National Parks; Aulavik, Nááts'ihch'oh, Nahanni, Tuktu Nogait and Wood Buffalo.

Travel, Recreation and Harvesting

NWT Parks

The NWT has an extensive system of parks. The territorial parks are owned and operated by the Government of the Northwest Territories. There are 33 parks in the NWT, the majority of which are open from mid-May to mid-September. Several parks offer campgrounds and kitchen shelters.

For more information, please contact **Government of the Northwest Territories Regional Park Contacts:**

Deh Cho Region
Phone: (867) 695-7515

South Slave Region
Phone: (867) 875-5566

Inuvik Region
Phone: (867) 777-7353

Sahtu Region
Phone: (867) 587-7165

North Slave Region
Phone: (867) 767-9212 ext 63246

Email: parks@gov.nt.ca
To book a camp site, visit www.nwtparks.ca

Did you know?

To achieve health benefits, and improve functional abilities, adults aged 65 years and older should accumulate at least 150 minutes of moderate- to vigorous-intensity aerobic physical activity per week, in bouts of 10 minutes or more.

Travel, Recreation and Harvesting

NWT Recreation and Parks Association - Elders in Motion (EIM)

The NWT Recreation and Parks Association (NWTRPA) works with communities across the NWT to promote healthy living through active recreation. The mission of the NWTRPA is: To promote the inclusion of recreation and parks as key to our way of life. The NWTRPA achieves its mission by supporting leaders, communities and partners through training, advocacy and networking.

Elders in Motion is a made-in-the-NWT program that provides training and support for community groups interested in delivering and sustaining safe, engaging, and culturally appropriate recreational programming for older adults. The goals of Elders in Motion are to improve access to physical activity opportunities and increase or maintain the independence and functional mobility of NWT elders. Elders in Motion promote the use of traditional activities in elder recreation programs.

In addition to training and support, the NWTRPA also organizes the Elders in Motion Training Gathering, which brings together elders, recreation leaders, health care workers, volunteers, youth and others interested in the well-being of older adults. The Training Gathering provides an opportunity to share, learn and promote best practices, participate in training and celebrate elders and their caregivers.

The NWTRPA leads EIM in partnership with the Dene Nation, Canadian Centre for Activity and Aging, NWT Seniors' Society, Aurora College, and the GNWT Department of Health and Social Services. The current NWT EIM Program has been in place since 2009 and is funded primarily through the Sports and Recreation Council.

For more information please contact:

NWT Recreation and Parks Association
Active Communities Coordinator
P.O.Box 841
4908 49th Street
Yellowknife, NT X1A 2N6
Phone: 867 669-8375
E-mail: admin@nwtrpa.org

Did you know?

The NWT Recreation and Parks Association (NWTRPA) recognizes inspirational Elders who are active, lead traditional activities and are role models in their community through the Active Elder Award. You can contact the NWTRPA at any time of the year to submit nominations for the Active Elder Award.

Finance and Planning

Birth, Marriage, Death Certificates

You can apply for a birth, marriage or death certificate by obtaining the Application for Certificate of Birth/Marriage/ Death form by calling Health Services Administration at 1-800-661-0830, visiting www.hss.gov.nt.ca, or emailing hsa@gov.nt.ca.

Funeral Planning

Many people choose to avoid planning their own funeral. However, it is easier for your loved ones if you let your loved ones know about the type of funeral and burial you might like. You can also seek advice from your church or funeral service. For more information, see the Funeral Homes & Directors in the Yellow Pages of the NWT phone book.

Last Will and Testament

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person to act as your executor after your death and to make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until you die. If you require a lawyer or would like more information on wills, contact the Law Society at (867) 873-3828 or visit <http://www.lawsociety.nt.ca/public/lawyer-referral-service/>. If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*.

Personal Directive

A personal directive is a legal document that lets you give advance written instructions to health care and other service providers in case you cannot make your own personal decisions. It lets you choose another person (called an agent), to act on your behalf and make decisions for you when you cannot make them yourself. It lets you provide written instructions for decisions regarding your future. It is not a will or power of attorney. For more information on Personal Directives, visit www.hss.gov.nt.ca.

Telephone Directory of Services

For a complete listing of contacts, please see the blue pages of the NWT Phone Directory.
Write down frequently used contacts in the front of this book.

Aklavik

Aklavik Housing Association	(867) 978-2303
Ehdiitat Gwich'in Council- Band Office/Council	(867) 978-2340
Beaufort Delta District NWT Housing Corporation	(867) 777-7271
Court Worker	(867) 777-7338 or 1-800-661-0704
ECE Service Centre (Income Security)	(867) 978-2644
Government Service Officer	(867) 978-2285
Health Centre	(867) 978-2516
RCMP	(867) 978-1111
Service Canada	1-800-622-6232
Social Workers	(867) 978-2236
Victim Services	(867) 777-5493

Behchokò

Behchokò Housing Authority	(867) 392-6431
Court Worker	(867) 392-6386
ECE Service Centre (Income Security)	(867) 392-6201
Government Service Officer	(867) 392-6046
Health Centre	(867) 392-6075
Jimmy Erasmus Seniors Home	(867) 392-3018
North Slave District NWT Housing Corporation	(867) 873-7795
RCMP	(867) 392-1111
Recreation	(867) 392-6500
Service Canada	(867) 392-6341
Tłı̄chq̄ Government Office	(867) 392-6381
Social Services	(867) 392-3005
Victim Services	(867) 392-6381, ext. 1332

Colville Lake

Behdzi Ahda' First Nation- Band Council	(867) 709-2200
Court Worker	(867) 598-2762
ECE Service Centre (Income Security)	1-866-814-9480 or (867) 587-7162
Government Service Officer	(867) 709-2047
Health Centre	(867) 709-2409
RCMP	(867) 709-1111
If no answer call (Fort Good Hope) (867) 598-1111	

Telephone Directory of Services

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K'asho Got'ine Community Council- Band Office	(867) 598-2231
Radilih Koe Housing Association	(867) 598-2290
RCMP	(867) 598-1111
Sahtu District NWT Housing Corporation	(867) 587-5100
Service Canada	1-800-622-6232
Social Workers	(867) 598-2304
Victim Services	(867) 598-2247

Fort Liard

Acho Dene Koe First Nation- Band Office	(867) 770-4146
Court Worker	(867) 695-2106
ECE Service Centre (Income Security)	(867) 770-4104
Fort Liard Social Housing	(867) 770-4104
Government Service Officer	(867) 770-2277
Health Centre	(867) 770-4301
Nahendeh District NWT Housing Corporation	(867) 695-7700
RCMP	(867) 770-1111
Recreation	(867) 770-4104
Service Canada	1-800-622-6232
Social Workers	(867) 770-4770
Victim Services	(867) 695-3136

Fort McPherson

Beaufort Delta District NWT Housing Corporation	(867) 777-7271
Court Worker	(867) 777-7338 or 1-800-661-0704
ECE Service Centre (Income Security)	(867) 952-2074
Fort McPherson Housing Association	(867) 952-2125
Government Service Officer	(867) 952-2060
Health Centre	(867) 952-2586
RCMP	(867) 952-1111
Service Canada	1-800-622-6232
Social Workers	(867) 952-2250
Tetlit Gwich'in Council- Band Office	(867) 952-2330
Victim Services	(867) 777-5493

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Nahendeh District NWT Housing Corporation	(867) 695-7700
RCMP	(867) 695-1111
Recreation Centre.....	(867) 695-3300
Service Canada	(867) 695-2238
Social Workers	(867) 695-2293
Victim Services	(867) 695-3136

Fort Smith

ECE Service Centre (Income Security)	(867) 872-7425
Fort Smith Housing Authority.....	(867) 872-2646
Health Centre	(867) 872-6203
Home Care.....	(867) 872-6204
Medical Clinic	(867) 872-6205
Northern Lights Special Care Home	(867) 872-5403
RCMP	(867) 872-1111
Recreation	(867) 872-4732
Salt River First Nation- Band Office	(867) 872-2986
Service Canada	(867) 872-2747
Smith's Landing First Nation- Band Office	(867) 872-4950
Social Workers	(867) 872-6300
South Slave District NWT Housing Corporation.....	(867) 874-7600
Sutherland House (Crisis Line).....	(867) 872-4133 or 1-877-872-5925 (Toll-free)
Town of Fort Smith	(867) 982-8400
Victim Services	(867) 872-3520

Gamètì

Community Government of Gamètì (Band Office).....	(867) 997-3441
Court Worker.....	(867) 392-6386
ECE Service Centre (Income Security)	(867) 573-3053
Gamètì Housing Association.....	(867) 997-3162
Government Service Officer	(867) 997-3106
Health Centre	(867) 997-3141
North Slave District NWT Housing Corporation	(867) 873-7795
RCMP (Behchokò).....	(867) 392-1111
Service Canada	1-800-622-6232
Social Services (Behchokò)	(867) 392-3005
Tłıchq Community Services Agency.....	(867) 392-3000
Victim Services	(867) 392-6381 ex 1332

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Hay River

Court Worker.....	(867) 874-2475
ECE Service Centre (Income Security)	(867) 874-5050
Family Support Centre.....	(867) 874-3311
Crisis Line.....	(867) 874-6626
Hay River Housing Authority	(867) 874-6477
Health Centre	(867) 874-8000
Home Care.....	(867) 874-7201
Katl'odeeche First Nation	(867) 874-6701
Katl'odeeche First Nation – Hay River Service Centre	(867) 874-5058
Medical Clinic	(867) 874-8100
Long Term Care (HH Williams).....	(867) 874-7169
RCMP	(867) 874-1111
Recreation	(867) 874-6500
Service Canada	(867) 874-6739
Social Workers.....	(867) 874-7213
South Slave District NWT Housing Corporation.....	(867) 874-7600
Victim Services	(867) 876-2020 or (867) 874-6701
Town of Hay River.....	(867) 874-6522
West Point First Nation.....	(867) 874-6677
Woodland Manor	(867) 874-7226

Inuvik

Ambulance Emergency Line	(867) 777-4444
Beaufort Delta District NWT Housing Corporation.....	(867) 777-7271
Court Worker.....	(867) 777-7338 or 1-800-661-0704
ECE Service Centre (Income Security)	(867) 777-7365
Elders Day Program	(867) 777-8162
Home Care.....	(867) 777-7399
Hospital	(867) 777-8000
Inuvik Housing Authority.....	(867) 777-2924
Long Term Care.....	(867) 777-8171
Midnight Sun Recreation Complex	(867) 777-8640
Nihtat Gwich'in Council Band Office	(867) 777-6650
RCMP	(867) 777-1111
Service Canada	(867) 777-2122
Social Workers.....	(867) 777-8185
Victim Services	(867) 777-5493

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Jean Marie River

Court Worker.....	(867) 695-2106
ECE Service Centre (Income Security)	1-866-973-7252 or (867) 695-7338 (Fort Simpson)
Health Centre	(867) 809-2900
Jean Marie River First Nation	(867) 809-2000
Nahendeh District NWT Housing Corporation	(867) 695-7700
RCMP (Fort Simpson)	(867) 695-1111
Service Canada	1-800-622-6232
Social Worker (Fort Simpson)	(867) 695-2293
Victim Services	(867) 695-3136

Kakisa Lake

See Fort Providence/Hay River Phone Listings

ECE Service Centre (Income Security)	1-866-973-7252 or (867) 695-7338 (Fort Simpson)
RCMP (Fort Providence)	(867) 699-1111
Victim Services	(867) 876-2020.

Łutsel K'e

Court Worker.....	(867) 392-6386
ECE Service Centre (Income Security)	(867) 370-3014 or 1-866-768-8145 (North Slave Centre)
Government Service Officer.	(867) 370-3386
Health Centre	(867) 370-3111
Łutsel K'e Dene First Nation Band Office	(867) 370-3051
Łutsel K'e Housing Authority	(867) 370-3207
RCMP	(867) 370-1111
Recreation	(867) 370-3080
Service Canada	1-800-622-6232
Social Worker	(867) 370-3316
South Slave District NWT Housing Corporation.....	(867) 874-7600
Victim Services	(867) 920-2978 (ext 231) or 873-5509 (ext 229)

Telephone Directory of Services

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Write down frequently used contacts in the front of this book.

Paulatuk

Beaufort Delta District NWT Housing Corporation.....	(867) 777-7271
Court Worker.....	(867) 777-7338 or 1-800-661-0704
ECE Service Centre (Income Security)	(867) 580-3224
Government Service Officer	(867) 580-3068
Hamlet / Recreation	(867) 580-3531
Health Centre	(867) 580-3231
Paulatuk Housing Association	(867) 580-3386
RCMP	(867) 580-1111
Service Canada	1-800-622-6232
Social Workers	(867) 580-3800
Victim Services	(867) 777-5493

Sachs Harbour

Beaufort Delta District NWT Housing Corporation.....	(867) 777-7271
Court Worker.....	(867) 777-7338 or 1-800-661-0704
ECE Service Centre (Income Security)	(867) 690-4703 or 1-855-283-9311
Government Service Officer	(867) 690-3812
Health Centre	(867) 690-4181
RCMP	(867) 690-1111
Sachs Harbour Housing Association	(867) 690-4703
Service Canada	1-800-622-6232
Social Services (Inuvik)	(867) 777-8185
Victim Services	(867) 777-5493

Sambaa K'e

Court Worker.....	(867) 695-2106
ECE Service Centre (Income Security)	1-866-973-7252 or (867) 695-7338 (Fort Simpson)
Health Centre	(867) 206-2838
Nahendeh District NWT Housing Corporation	(867) 695-7700
RCMP (Fort Liard)	(867) 770-1111
Recreation	(867) 690-4354
Sambaa K'e Dene Band Office	(867) 206-2800
Service Canada	1-800-622-6232
Social Worker (Fort Simpson)	(867) 695-2293
Victim Services	(867) 695-3136

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Tsiigehtchic

Beaufort Delta District NWT Housing Corporation.....	(867) 777-7271
Court Worker.....	(867) 777-7338 or 1-800-661-0704
ECE Service Centre (Income Security)	1-855-283-9311
Government Service Officer	(867) 953-3726
Gwichya Gwich'in Council Band Office	(867) 953-3201
Health Centre	(867) 953-3361
RCMP (Fort McPherson).....	(867) 952-1111
Service Canada	1-800-622-6232
Social Workers (Fort McPherson)	(867) 952-2250
Recreation	(867) 953-3201
Tsiigehtchic Housing Association	(867) 953-3110
Victim Services	(867) 777-5493

Tuktoyaktuk

Beaufort Delta District NWT Housing Corporation.....	(867) 777-7271
Court Worker.....	(867) 777-7338 or 1-800-661-0704
ECE Service Centre (Income Security)	(867) 977-2539
Government Service Officer	(867) 977-2097
Health Centre	(867) 977-2321
RCMP.....	(867) 977-1111
Service Canada	(867) 977-2390
Social Workers.....	(867) 977-2434 or (867) 977-2140
Tuktoyaktuk Housing Association.....	(867) 977-2137
Victim Services	(867) 777-5493

Tulita

Court Worker.....	(867) 598-2762
ECE Service Centre (Income Security)	(867) 588-3211
Government Service Officer	(867) 588-3002
Health Centre	(867) 588-4251
RCMP	(867) 588-1111
Sahtu District NWT Housing Corporation.....	(867) 587-5100
Service Canada	1-800-622-6232
Social Workers.....	(867) 588-4271

Telephone Directory of Services

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Tulita Band Council- Band Office	(867) 588-3341
Tulita Housing Association.....	(867) 588-4111
Victim Services	(867) 598-2247

Ulukhaktok

Beaufort Delta District NWT Housing Corporation.....	(867) 777-7271
Court Worker.....	(867) 777-7338
ECE Service Centre (Income Security)	(867) 396-3116
Government Service Officer	(867) 396-3084
Health Centre	(867) 396-3111
RCMP	(867) 396-1111
Service Canada	1-800-622-6232
Social Workers	(867) 396-3907
Ulukhaktok Housing Association	(867) 396-3562
Victim Services	(867) 777-5493

Wekweètì

Court Worker.....	(867) 392-6386
ECE Service Centre (Income Security)	(867) 573-3053
Government Service Officer	(867) 713-2600
Health Centre	(867) 713-2904
North Slave District NWT Housing Corporation	(867) 873-7795
RCMP (Yellowknife)	(867) 669-1111
Service Canada	1-800-622-6232
Social Workers (Behchokò)	(867) 392-3005
Tłıchq Community Services Agency.....	(867) 392-3000
Tłıchq Government Office	(867) 713-2511
Victim Services	(867) 392-6381 ext. 1332
Wekweètì Community Government.....	(867) 713-2010

Telephone Directory of Services

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Write down frequently used contacts in the front of this book.*

Yellowknife

AVENS - A Community for Seniors.....	(867) 920-2443
Community Legal Outreach.....	(867) 767-9383
Court Worker.....	(867) 767-9365 or (867) 767-9361
North Slave Service Centre (Income Security).....	(867) 767-9356
Community Legal Aid Clinic.....	(867) 767-9383
Extended Care Unit (Stanton).....	(867) 669-4125
Frame Lake Community Health Clinic.....	(867) 873-3512
Home Care.....	(867) 920-3338
Law Society of the Northwest Territories.....	(867) 873-3828
Legal Aid Commission.....	(867) 767-9361
North Slave District NWT Housing Corporation.....	(867) 873-7795
North Slave Metis Alliance.....	(867) 873-6762
NWT Senior's Society.....	(867) 920-7444
Public Health.....	(867) 920-6570
RCMP - 24-hour Emergency.....	(867) 669-1111
General Enquiries Mon to Fri 9:00 a.m. to 5:00 p.m.....	(867) 765-3900
Salvation Army.....	(867) 920-4673
Service Canada.....	(867) 766-8300
Social Service Programs.....	(867) 873-7276
Stanton Territorial Hospital.....	(867) 669-4111
Tree of Peace Friendship Centre.....	(867) 873-2864
Yellowknife Housing Authority.....	(867) 873-5694
Yellowknife Primary Care Centre.....	(867) 920-7777
Victim Services.....	(867) 920-2978 (ext 231) or 873-5509 (ext 229)
Yellowknives Dene First Nation (N'Dilo).....	(867) 873-8951
Yellowknife Senior's Society.....	(867) 873-9475

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If you would like this information in another official language, call us.

English

Si vous voulez ces informations dans une autre langue officielle, contactez-nous.

French

Kīspin ki nitawih̄tīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.

Cree

Tłı̄chq̄ yatı k'èè. Dı wegodı newq̄ dè, gots'ō gonede.

Tłı̄chq̄

ʔerih̄t'ıs Dēne Sų́nė yatı t'a huts'elkēr xa beyáyatı theʔą ʔat'e, nuwe ts'ēn yóftı.

Chipewyan

Edı gondı dehgháh got'ıe zhatié k'ée edat'éh enahddhę nıde naxets'é edahfı.

South Slavey

K'áhshó got'ıne xadā k'é hederı ʔedjhtı'é yerııwę nıde dúle.

North Slavey

Jii gwandak izhii ginjik vat'atr'ijāhch'uu zhit yınohthan jı', diits'āt ginohkhii.

Gwich'in

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqłuta.

Inuvialuktun

Ċ'bdĳ NN^{sb}Δ^c ΛϱLJΔ^{rc} Δ^{ob}ND^cϱ^{sb}γLϳN^b, D^{ec}N^aϱ^c D^{sb}ϱ^aϱ^{sb}ϳN^c.

Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

1-855-846-9601

