



Prince Edward Island Seniors' Guide

Information about programs
and services for seniors



Seniors'
Secretariat
— of Prince Edward Island —

Your Personal Record

Name(s) _____

Civic address _____

City/town/community _____

Postal code _____

Telephone number _____

Allergies _____

Person to contact in case of emergency

Doctor(s) _____

Pharmacy _____

Hospital _____

Other _____

Emergency Numbers

Emergency numbers that you can call toll-free:

911 - The 911 System links callers to emergency service providers:

- ambulance
- fire department
- police
- poison control centre



A 911 emergency is when your health, safety or property is threatened and you need immediate assistance. When you call 911, you will be asked for your Civic Address. If you are calling from a cell phone, you will need to describe your location.

..... Phone: **911**

Other emergency numbers:

Search and Rescue

..... Toll-free: **1-800-565-1582**

Anderson House - emergency shelter for women and children who are being abused or at risk of abuse

..... Toll-free: **1-800-240-9894**

Chief Mary Bernard Memorial Women's Shelter - emergency shelter for Aboriginal and non-Aboriginal women and their children who are being abused or homeless.

..... Toll-free: **1-855-297-2332**

Crime Stoppers - report information about a crime

..... Toll-free: **1-800-222-8477**

Environment - report oil, pesticide, chemical spills, marine stranded mammals, illegal fishing activities, etc.

..... Toll-free: **1-800-565-1633**

Island Help Line **1-800-218-2885**

Poison Control - for information about poison, or something you suspect might be a poison

..... Toll-free: **1-800-565-8161**

About this Guide

The *Prince Edward Island Seniors' Guide* includes information about programs and services provided by the federal and provincial governments, community organizations and service providers.

This guide provides a general introduction to programs and services, as well as contact information.

We organized the guide into seven chapters and an appendix. For information about a program, check the table of contents at the front for the general area and then look at the detailed chapter contents. To find a specific program or service, look at the index in the back.

Visit our website
www.princeedwardisland.ca
Seniors toll-free line
1-866-770-0588

We welcome your comments on how to improve this guide and make it more useful. For additional copies of this guide, or to give comments, please contact the Seniors' Secretariat:

Seniors' Secretariat
Department of Social Development and Housing
11 Kent Street, 2nd Floor Jones Building
PO Box 2000, Charlottetown, PE C1A 7N8
Phone: 902-620-3785
Toll-free: 1-866-770-0588
Fax: 902-894-0242
Email: seniors@gov.pe.ca

Please note: Whenever possible, this guide identifies a central information source that can direct you to the appropriate organization or regional office in your area. Sometimes the number listed is for the volunteer who provides the service. In some cases, you will be referred to the phone book or a website that list the information. However, be aware that contact information that is accurate at the date of printing, may change over time.

Disclaimer

Since programs and services change, readers are reminded that this booklet is published annually as a guide, while on-line versions of the guide may be updated more frequently. Specific details should be obtained directly from sources listed. Inclusion of a private sector service in this guide is not an endorsement or recommendation. Consumers are encouraged to be cautious and ensure that individuals and companies that they deal with are reputable. The Seniors' Secretariat accepts no responsibility for events or actions caused by or resulting from the contents of this guide.

Message from the Minister



Honourable Ernie Hudson

Minister of Social Development and Housing

On behalf of my government colleagues and members of the Seniors' Secretariat, I am pleased to present this edition of the Prince Edward Island Seniors' Guide. In this guide you will discover helpful programs and services, but most importantly, I hope you discover opportunities to meet people, learn new things and help the community.

In addition to supporting the Seniors' Secretariat to produce this guide, our government recently released the first ever provincial action plan for seniors, near seniors and caregivers living in Prince Edward Island. *Promoting Health, Preserving Wellness*, is designed to improve the lives of seniors and support the enhancement and sustainability of the overall health and wellness system.

Today's aging Canadian is breaking the mould. Seniors are living longer, remaining more active, and embracing a vibrant outlook far into their senior years.

As Minister Responsible for Seniors, it is clear to me that the nearly 30,000 seniors who live in PEI are significant contributors to the economic and social well being of their communities; seniors provide valuable skills, knowledge and experience that we can all learn from.

In closing, if you need further information I invite you to call our toll-free Seniors' Line, 1-866-770-0588, and talk with staff members who can provide information on programs and services or visit the government of PEI web site www.princeedwardisland.ca.

Yours sincerely,

A handwritten signature in black ink that reads "Ernie Hudson". The signature is written in a cursive style with a long, sweeping underline.

Ernie Hudson
Minister of Social Development and Housing

Message from the Seniors' Secretariat



Isabelle Christian

Chair

Prince Edward Island Seniors' Secretariat

The Prince Edward Island Seniors' Secretariat is pleased to present this Seniors' Guide. We hope that you will find the information helpful, whether you are searching for a telephone number, a website for an organization, or discovering a new program that may be of interest to a neighbour, friend or family member.

The Seniors' Secretariat is a group of volunteers, mainly comprised of seniors, who represent community based organizations and communities across Prince Edward Island. The Seniors' Secretariat is mandated to provide policy and program advice to government and community, increase public awareness and education, and undertake research and information gathering.

The Seniors Guide, which is sponsored by the Seniors' Secretariat, fulfills a commitment to seniors, families, caregivers and health care providers to improve access to information about programs and services. The Seniors' Guide was designed for you, by older adults and it contains information that seniors feel is important. This guide is organized into chapters by theme to make information easy to find.

Seniors' organizations and service providers played a key role in providing input to the Prince Edward Island Seniors' Guide and in taking the time to contribute to this year's update - thank you for your support! If you have questions or concerns for the Seniors' Secretariat give us a call toll-free at 1-866-770-0588 or send us a message at seniors@gov.pe.ca . We look forward to hearing from you.

Regards,

A handwritten signature in cursive script that reads "Isabelle Christian". The ink is dark and the signature is written in a fluid, personal style.

Isabelle Christian

Chairperson, Prince Edward Island Seniors' Secretariat

About the PEI Seniors' Secretariat

What does the PEI Seniors' Secretariat do?

The PEI Seniors' Secretariat is focused on fulfilling three main roles and responsibilities:

- Providing advice on policy and program development for seniors to government, business and community
- Offering public awareness and education on issues of importance to seniors and
- Research and information gathering to promote informed decisions.



Who are the members of the Seniors' Secretariat?

The Seniors' Secretariat is composed of representatives from seniors organizations and service providers from: the Dental Association of PEI, PEI Senior Citizens' Federation, Hospice PEI, Women's Institute, National Association of Federal Retirees, Les Francophone L'age D'or de Î.P.E., Mi'kmaq Confederacy of PEI, Health PEI (Geriatric Program), Age-friendly Cities Committee, PEI Council of People with Disabilities, three member-at-large positions, and public members.

Representatives provide information and advice that supports the work of the Secretariat and establish communications between the Secretariat and the member's organization.

Areas of Action

The Seniors' Secretariat has identified a number of priority areas for action to improve the quality of life for older adults. These priorities include:

Ageism and Promoting Positive Images of Aging

Ageism is any action, attitude, or prejudice that is applied to an individual or group of people based on age. The Secretariat attempts to combat ageism by increasing public awareness of this issue, challenging stereotypes (both positive and negative), and realistically portraying the diversity of Island seniors.

Age-Friendly Communities

Age-friendly communities increase social and economic prosperity by ensuring that communities remain welcoming places for people of all ages and abilities. On PEI, work focuses on planning, developing, and maintaining Island communities that are '*great places to grow up and grow older in*'. The Secretariat seeks opportunities to work with community organizations and municipalities to promote age-friendly communities for Islanders.

Financial Security and Safety

Planning for retirement, responding to changes in the economy, improving financial literacy, and protecting assets from fraud are a sampling of the issues facing older Islanders. The Seniors' Secretariat works with local organizations and agencies to distribute information related to financial security and preparedness.

Safety is important across the life span. For seniors and near seniors, specific safety issues include personal safety at home and in institutions; safe use, storage and disposal of medication; emergency preparedness; injury prevention and protection from abuse. The Seniors' Secretariat seeks to work with community organizations and governments to increase public awareness on safety issues.

Healthy Aging

The Seniors' Secretariat believes that it is essential that older adults take an active role in maintaining their wellness. The Secretariat's work in this area focuses on collaborating with partners to promote active living, healthy eating, tobacco control, and mental health.

Housing

Affordable, accessible, acceptable, safe, and supportive seniors' housing options represent options are a key of active aging. The Seniors' Secretariat promotes the creation of supportive housing environments that help people at all life stages and abilities to maintain their highest possible level of functioning.

Social Isolation

Social isolation has been described as less social contact than an individual wishes. Although anyone can become socially isolated, seniors may be particularly at risk because of physical changes, environmental barriers to social participation, and changes in one's personal and social support networks. The Secretariat seeks opportunities to enhance seniors' social connections.



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Active Living and Learning





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55 + GAMES

The 55+ Games are sport and recreation activities that are held twice a year at various locations across PEI. The events range from card games and darts to golf, swimming, curling, five-pin bowling, lawn bowling and tennis.

The National 55+ Games are held every two years. There is an annual membership fee that allows competitors to enter events in the winter and summer games. There is also a small fee for each event.

..... 902-368-6570
..... Toll-free: 1-800-247-6712
..... Email: pei55plusgames@gmail.com
..... Website: www.pei55plusgamessociety.ca

Congratulatory Messages

Seniors who are celebrating a birthday, anniversary or any other special occasion can receive special greetings.

Queen Elizabeth II and the Governor General

Birthday and anniversary greetings from Queen Elizabeth II can be arranged for birthdays of 100 years or more and anniversaries of 60 years or more. Six to twelve weeks notice and proof of the birth or wedding are required.

..... Website: www.gg.ca/contactus/

Greetings from the Governor General for birthdays of 90 years or more and anniversaries of 50 years or more can be arranged. Eight weeks notice is required.

For greetings from the Governor General contact your local Member of Parliament or use the application form on the internet.

..... Website: www.gg.ca/contactus/

Greetings from the Lieutenant Governor for individuals celebrating birthdays of 80 years or more and anniversaries of 50 years or more can be arranged by contacting:

..... 902-368-5480

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Prime Minister of Canada

Greetings from the Prime Minister of Canada can be arranged for birthdays of 65 years or more and anniversaries of life together of 25 years or more. Contact your local Member of Parliament or the Prime Minister’s office directly.

Mail: Congratulatory Messages
Executive Correspondence Unit, Langevin Block
Ottawa, ON
K1A 0A2

.....Email: pm@pm.gc.ca
.....Website: www.pm.gc.ca/eng/request-greetings

Premier of Prince Edward Island

A special greeting from the Premier can be arranged for a birthday of 70 years or more, an anniversary of 25 years or more, retirement of 25 years or more or a special event. Six to eight weeks notice is required.

.....902-368-4401
.....Email: bmbuote@gov.pe.ca

PEI Senior Islanders of the Year

The PEI Senior Islanders of the Year Award was created to recognize and celebrate the many contributions of Island seniors. Each year, in October, the awards are presented to Islanders who have made a significant contribution in areas such as volunteerism, artistic achievement, community activities, education, professional achievement, fitness/recreation and other activities. To learn more about this award or to submit a nomination contact:

..... Toll-free: 1-866-770-0588
..... Email: seniors@gov.pe.ca
..... www.princeedwardisland.ca/seniors

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Fishing and Hunting

You need a licence to fish, hunt and trap wildlife on the Island.

Fishing - Fishing is permitted in PEI parks, ponds and streams. Islanders who are over the age of 60 can obtain a Courtesy Angling Fishing Licence free of charge after purchasing a Wildlife Conservation License. For information on fishing seasons and licences visit the website:

..... Website: www.princeedwardisland.ca

.. Search: Angling resources and information centre

Trapping - You must complete the Trapper Education Course. When you register for the course you will be given a PEI Trappers Manual. You must

acquire a Trappers Licence in order to trap certain wildlife on PEI. There is a fee for a Trapping Licence. To register to attend a Trapper Education Course call:

.....902-368-4683

..... Website: www.princeedwardisland.ca

..... Search: Trapping information centre

Hunting - You need a Firearms Safety Course, Hunter Safety Course and/or a Bow Hunting Safety Course to hunt on the Island. Hunters must register with Access PEI to take this course. There is a cost for this course. Upon successful completion of the Hunter Safety Course (on-line and field training day) you will receive a PEI Wildlife Card.

..... Website: www.princeedwardisland.ca

..... Search: Hunting information for residents

Note: You also need a PEI Wildlife Conservation Licence as well as the fishing, hunting and trapping licences. There is a fee for a Wildlife Conservation Licence.

Registration, applications and licences are available at Access PEI Centers or from the Department of Communities, Land and Environment by calling 902-368-4683.

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Trails, Boardwalks and Parks

Community Trails and Boardwalks - There are many boardwalks and trails in local communities. There are also scenic heritage roads and demonstration woodlots to explore.

..... 902-894-7535

.....Email: info@islandtrails.ca

..... Website: www.islandtrails.ca

Island Trails is a not-for-profit group which promotes the use, development and care of trails. The group also coordinates trail events and volunteer programs, including recreational cycling events.

Confederation Trail - Four hundred kilometers of groomed trails lead through farmlands, villages, wetland and hardwood groves. The Confederation Trail is part of the cross Canada trail system. The trail is wheelchair accessible and accommodates walking, hiking, cycling and jogging. To purchase a pass for snow mobile use on the trail (December 1 to March 31) contact the PEI Snowmobile Association.

..... Website: www.peisa.ca

Provincial Parks - The province has 8 camping parks and 13 day-use parks which offer free access to beaches, nature trails, outdoor recreation and interpretive programs.

..... Website: www.tourismpei.com/pei-provincial-parks

National Parks - The national parks offer supervised beaches, summer interpretation programs as well as cross-country skiing and skating during the winter. For 2017, in celebration of Canada's 150th anniversary admission is free to all national parks and historic sites operated by Parks Canada. Other service fees (camping, reservation, firewood etc) remain in effect.

..... 902-672-6350

.....Email: pnipe.peinp@pc.gc.ca

..... Website: www.pc.gc.ca

Newcomers

The PEI Association for Newcomers to Canada (PEIANC) helps immigrants and refugees settle in PEI.

The PEIANC:

- provides information, training and resources covering all aspects of settlement and integration to immigrant families and individuals;

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- assists newcomers to become independent and helps in their search to find employment;
- matches adult volunteers with newcomers for English language skills, Canadian workplace integration support and community connections; and
- educates and informs community, businesses and government departments about the needs of refugees and immigrants, and about the value diversity brings to PEI.

..... 902-628-6009
..... Email: info@peianc.com
..... Website: www.peianc.com

Guide for Newcomers to Prince Edward Island - This guide contains information to help people learn about the customs, laws and way of life on PEI.

..... Website: www.peianc.com/content/page/guide_home

Organized Clubs and Activities

Visiting Programs

Seniors' Friendly Visiting Program

Are you looking for a new friend? Ready to be a friend to someone who needs a special visit? The Seniors' Friendly Visitor Program offers regular visits from trained volunteer seniors. Seniors being visited may be socially isolated due to illness, decreased mobility or personal circumstances. Volunteer visitors play cards or board games, read books and newspapers, or simply chat with the senior. If you know someone who is in need of a friendly visitor or if you would like more information about volunteering, please contact the PEI Senior Citizens' Federation.

..... 902-368-9008
..... Toll-free: 1-877-368-9008
..... Email: peiscf@pei.aibn.com
..... Website: www.peiscf.com

Person-to-Person

From the comfort of your home enjoy a friendly conversation through this volunteer telephone contact program. The trained volunteers are adults from a variety of backgrounds who are interested in people and talking with them. A volunteer will phone you for a chat at a time that is convenient.

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..... 902-439-5480

Porte bonheur

To arrange senior visiting with this program contact:

..... 902-854-2091

..... Email: pierrettedansel@hotmail.com

PEI Senior Citizens' Federation Inc.

The Prince Edward Island Senior Citizens' Federation Inc. is a non-profit charitable organization that acts as a voice for seniors and advocates for a better quality of life on their behalf.

The Federation includes member clubs, individuals and partner organizations from across Prince Edward Island. In partnership with *The Guardian*, the Federation publishes the *Voice for Island Seniors*, a monthly supplement to the Guardian newspaper. In addition, the Federation administers a variety of programs including: the 55 Alive Mature Driver Refresher Course, the Island Family Trees Program, Lifetime Membership Program, the Friendly Visitor Program, and the Learning Elders Arts Program (LEAP).

Member clubs and organizations host regular social activities including meetings, dinners, quilting and knitting groups, card parties, day trips, ceilidhs, exercise classes, computer classes and other group activities. For additional information about the PEI Senior Citizens' Federation or a club near to you, please contact the Federation office.

..... 902-368-9008

..... Toll-free: 1-877-368-9008

..... Email: peiscf@pei.aibn.com

..... Website: www.peiscf.com

French language clubs are part of the Les francophones de l'âge d'or de l'Île-du-Prince-Édouard. They offer opportunities to gather and learn together as well as promote language, culture and intergenerational activities.

For more information on a French language club near you, contact:

Les Francophones de l'âge d'or de l'Île-du-Prince-Édouard

..... 902-724-5123

..... Email: calus@airtechca.com or mariarose@eastlink.ca

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East Prince Seniors' Initiative

The East Prince Seniors' Initiative provides information about programs, services and activities available in the East Prince area. The organization also offers a variety of programs and services to seniors including weekly grandparents support group meetings. An information centre is located at The Inspire Learning Centre, 57 Central Street, Summerside.

..... 902-888-2177
..... Email: eastprinceseniors@live.ca
..... Website: Google EPSI at East Prince Seniors Initiative
..... Twitter @EPSI_Initiative

Activities

There are many organized activities across PEI in local communities. Call your town office or community center to see what is happening in your area.

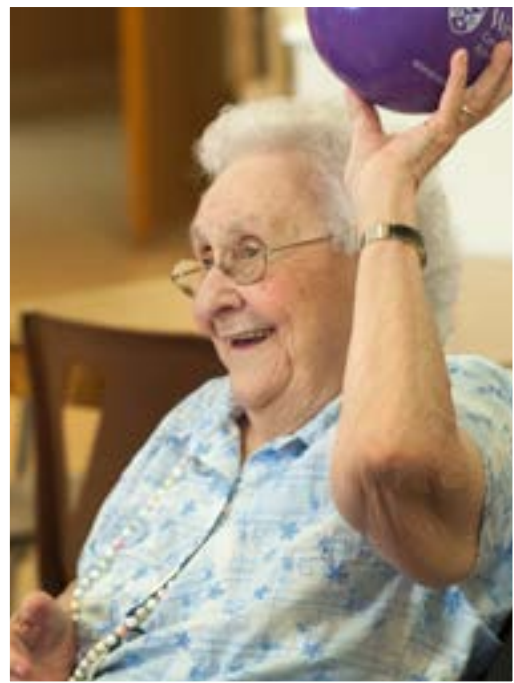
go!PEI

go!PEI is a community based healthy living program that offers free physical activity and healthy eating programs for people of all ages and abilities across PEI. The go!PEI team works hard to provide information, opportunities and supports for Islanders wishing to make simple, yet long-lasting changes to improve their overall health and quality of life. The core programs focus on walking, running, biking, hiking and healthy eating activities. Visit the go!PEI website for more information on programs and to see a complete calendar of community events.

.....
902-892-5323

.....
Email: gopei@recreationpei.ca

.....
www.gopei.ca



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Charlottetown

Murphy's Community Center - Recreational, social, and health education programs are offered for seniors including a Seniors Bowling League, Olde Tyme Square Dancing Classes, and many Seniors' Socials throughout the year.

For more information call

.....902-892-1719

..... Website: www.murphyscommunitycentre.com

Bell Aliant Centre - This complex, owned and operated as a collaboration between the city of Charlottetown, UPEI, and the town of Stratford, is conveniently located on the university campus and offers free parking to all users. The Complex offers high quality aquatics programs designed for older adults as well as those who have joint pain. There are also regular open skates from October to May for a nominal fee. Seniors are invited to visit the Bell Aliant Centre for a guided tour.

..... 902-569-4584

..... Website: www.bellaliantcentre.ca

UPEI Chi-Wan Young Sports Centre - The Athletics and Recreation department supports UPEI by providing leadership in the promotion and delivery of athletic excellence, quality physical activity programs and services that enhance health, wellness and a sense of community. The facility has a fitness centre, gymnasium, squash courts, indoor track and two new fitness class studios. A wide variety of programming for all ages is offered. For more information about fitness classes (chair yoga) and strength training programs contact:

.....902-566-0606

..... Email: amarchbank@upei.ca

Seniors Active Living Center Inc. - This center is located at UPEI within the Bell Aliant Centre. Programs include: cards, choir, crafts, dancing, darts, dinners, fitness, foot clinics, guest speakers, luncheons, musical events, pool/snooker, shuffleboard, teas and travel. The majority of programs are offered during the day, but some are on weekends and evenings.

There is an annual membership fee. Parking is free and visitors are welcome.

.....902-628-8388

..... Email: salc@pei.aibn.com

.....www.upei.ca/ar/fitness-classes

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Cornwall - The Cornwall Parks and Recreation Department offers a variety of programs and activities:

For more information or to register for programs call902-628-6260
..... Website: www.cornwallpe.ca

Cornwall Curling Club (October to April)

Daytime Curling - Takes place Monday to Friday from 10am-12pm at the Cornwall Curling Club. You do not have to be a member of the curling club to attend. You may pay a single day drop in fee or it is included in membership fee.

.....902-566-4427

Stratford - The Stratford Recreation Department offers a variety of activities. The Stratford Town Hall Fitness Center and Walking Track, 234 Shakespeare Drive includes a free fitness area and walking/running track that is available for use by all residents 15 years of age and older. Recreation staff offer a basic introduction to the fitness equipment free of charge.

For more information, call 902-569-2535
..... Website: www.townofstratford.ca

The Mayflower Seniors' Club has dedicated meeting and activity space in the Cotton Centre (57 Bunbury Road). The club offers a variety of social and recreational activities.

For more information call 902-569-2732

Summerside - Activities are offered at various locations within the city:

Historic Walking Tours - Wyatt Heritage Properties, 75 Spring Street, offers Walking Tours during the summer. There is a charge for these tours.

..... 902-432-1327

Eptek Center Noon Hour Film Series - A noon hour film series is held weekly during the fall and winter months at Eptek Center, Waterfront Properties. You bring along a sandwich and the center provides the coffee, tea and sweets. There is no charge, but a donation for the treats is accepted. Program information is available each fall.

.....902-888-8373

..... Website: www.peimuseum.com

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Credit Union Place - This centre offers skating, bowling, a fitness centre and a pool. A walking track is available for use free of charge. Senior membership rates are available for the pool.

..... 902-432-1234
..... Website: www.cupevents.ca

Organizations

Provincial Command, Royal Canadian Legion

.....902-892-2161
..... Email: royalcanadianlegion@pei.aibn.com
..... Website: www.peilegion.com

Retiree Associations:

Association of Holland College Retirees

..... 902-566-9590
..... Facebook: Holland College Alumni

Association of Retired UPEI Employees

..... Email: upeiretires@gmail.com
..... Website: www.upei.ca/hr/resources-retirees

National Association of Federal Retirees (FSNA) PEI Branch

..... Email: pat@ptassociates.ca (Charlottetown chapter)
..... Email: cliffpoirier@gmail.com (Summerside chapter)
..... Website: www.federalretirees.ca

Retired Teachers' Association902-566-4680

Telephone Pioneers 902-629-3481

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Atlantic and National Seniors' Organizations:

Active Aging Canada

Active Aging Canada supports the lifelong healthy active aging of adult Canadians through participation, education, research and promotion.

..... Toll-free: 1-800-549-9799

..... Website: www.activeagingcanada.ca

National Pensioners Federation

This national, not for profit organization seeks to stimulate public interest in the welfare of aging Canadians through its membership of 1,000,000 seniors and retirees.

..... Website: nationalpensionersfederation.ca

Canadian Association of Retired Persons

This national organization advocates for better healthcare, financial security and freedom from ageism.

..... Toll-free: 1-800-363-9736

..... Website: www.carp.ca

Canadian Snowbird Association

This association focuses on defending and improving the rights and privileges of Canadian travellers.

..... Toll-free: 1-800-265-3200

..... Email: csastaff@snowbirds.org

..... Website: www.snowbirds.org

ElderDog

ElderDog PEI is part of a national, community based non-profit organization dedicated to the well being of older people and older dogs. ElderDog welcomes volunteers and inquiries from individuals seeking support.

..... 1-855-336-4226

..... Email: elderdogpei@gmail.com

..... Website: www.elderdog.ca

..... Facebook: ElderDog PEI

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HelpAge Canada

This organization works to improve and maintain the quality of life of vulnerable older persons and their community.

..... Toll-free: 1-800-648-1111
..... Website: www.helpagecanada.ca

Genealogy

Public Archives and Records Office - This office, located at 175 Richmond street in Charlottetown, houses a large collection of genealogical materials. The collection includes an index of census records from 1728 to 1901, passenger lists, marriage registers, selected newspapers, Meacham's Atlas and funeral home registries. A guide titled *Tracing Your Family History* is available.



..... 902-368-4290
..... Email: archives@gov.pe.ca
..... Website: www.princeedwardisland.ca
..... Search: Public archives guide to tracing your family history

Vital Statistics Information - Historical records that include birth records, marriage records, and extracts from baptismal records can be searched. There are fees to search for a birth record, obtain a birth certificate, a death certificate or a marriage certificate.

..... 902-838-0880
..... Toll-free: 1-877-320-1253

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Library Services

Membership in the Provincial Library Service is free and includes access to all libraries and services. Library cards are necessary, and can be obtained by filling out a registration form and showing one piece of identification with your current address.

You can borrow most items for three weeks. You can borrow up to 40 items at one time. You can request books from any public library either in person, by phone or online.

The Home Library Service is available to anyone with a disability that prevents them from using the library regularly. This service delivers books, CDs, DVDs and Talking Books from the library's extensive collection directly to Islanders.

.....902-961-7320
..... Website: www.princeedwardisland.ca
.....Search: Your library card

Life Long Learning

Community School

More than 2,500 Islanders attend community schools each year across the province, taking courses such as guitar, arts, crafts and introductory computer. Some communities hold community school at local schools, seniors' housing units, or manors. Most programs are held weekly for ten weeks in the winter, but a few are held in the fall. Programs can be in the morning, afternoon or evening. There is a registration fee.

There is a complete listing of community schools in the newspapers in December each year.

..... 1-800-565-5629
..... Email: peicommunityschools@gmail.com
..... Website: www.peicommunityschools.com

Seniors College

This is a membership-based organization offering over 100 courses per year, mostly taught by seniors, at locations in Queens, Prince and Kings counties. Classes are typically one to ten weeks in duration, held on a weekday morning or afternoon. There are no exams or papers - the goal is to have participants share their skills, knowledge, life experiences and joy of learning.

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There is an annual membership fee that allows people age 50+ to take as many or as few courses as they wish. A registration day is held in early September and on-line registration for courses is also available. New members can join and sign up for available courses throughout the year.

Provincial Coordinator:

.....902-894-2867

..... Email: seniorscollege@upei.ca

..... Website: www.seniorscollege.ca

University of Prince Edward Island and Holland College Courses

University of Prince Edward Island (UPEI)

Seniors may wish to audit a course as it involves taking part in classes without assignments or exams. There is a cost to audit a course. Course calendars are available in August for fall and winter semesters.

Seniors' Bursary - UPEI offers one Seniors' Bursary per year to residents of PEI aged 60 and over. The bursary allows a senior to take one full credit per year and may be applied to audited courses. Seniors' Bursaries cannot be used for graduate studies, short courses, summer institutes, books or other fees.

Seniors must follow regular admissions and registration procedures. Check the university calendar for a list of courses.

.....902-566-0439

..... Email: registrar@upei.ca

..... Website: www.upei.ca/registrar

Holland College

Seniors can take short courses during the fall and winter. The cost per course varies. Course calendars are distributed in the newspapers in August each year and are available on the college website.

..... Toll-free: 1-800-446-5265

..... Website: www.hollandcollege.com (search: General interest)

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Road Scholar

Road Scholar is the name for the programs developed and offered by Elderhostel Inc., a non-profit international organization dedicated to lifelong learning. Participants, mostly over the age of 50, grow and learn through new experiences and the active exploration of subjects and interests around the world. Learning experiences include history, culture, nature and music. Outdoor learning activities include walking, cycling, golf, tennis and study cruises. There are several programs on PEI.

For more information contact

..... Toll-free: 1-800-454-5768

..... Website: www.roadscholar.org

Computer and Technology Training

East Prince Seniors Initiative - Senior Computer Club

Come join the bi-weekly computer club that meets on Mondays from 10:00 a.m. to noon at The Inspire Learning Centre. All levels of experience are welcome. One on one training is also available on computers, tablets, cell phone use and other technology.



Ipad workshops beginning January 23 and running five consecutive Wednesdays from 1:00 to 3:00 p.m. There is no charge for these classes. They will be held in the Key Room at the Inspire Learning Centre.

..... 902-888-2177

..... Email: eastprinceseniors@live.ca

..... Facebook: EPSI Initiative

Seniors College of Prince Edward Island - Computer Courses

A variety of computer courses are offered at Seniors College to help you to learn and improve your computer skills. Course offerings include: Computer I, II and III, Getting to Know Your Ipad, Ipad Advanced and Advanced Photo Editing.

Chapter I Active Living and Learning

To learn more or to register for a course in your area visit the website:

.....902-894-2867
..... Email: seniorscollege@upei.ca
..... Website: www.seniorscollege.ca

PEI Public Libraries

There are also a number of programs offered at specific branches.

Individual basics Learn on supplied computer or bring your own.

Alberton Public Library has a free basic computer and internet program “Move that Mouse” during Library month, in October. Bring your own device or use one of our own.
Alberton Public Library October 4, 11, 18, 25 at 9:30 a.m.-10:30 a.m.

Computer Skills for Seniors

Borden-Carleton Library Spring 2019, call to register 902-437-6492

Computer Skills for Seniors

Call for more information 902-368-4642

Seniors’ Computer Help

Cornwall Public Library Fridays 9:30 a.m. - 12 noon
Kensington Heritage Library (with a volunteer) 902-836-3721
Murray HarbourFridays 1:00 p.m.
Murray River Leona Giddings Memorial LibraryTuesdays 2:00 p.m
Stratford Public Library (with a volunteer)902-569-7441

E-book Help

Stratford Public Library Wednesdays 2:00-3:30pm
Call 902-569-7441 for more information.

Computer Help for Beginners

O’Leary Public Library Tuesdays at 3:00 p.m.

Technology Support

Tyne Valley Public Library Thursdays 6:00 p.m. - 8:00 p.m. (or by appointment)

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Volunteer

Whether you are ready to take charge or you are at a point in life when you do not want to take on more responsibility there are a wide variety of volunteer opportunities available on PEI to suit your interests.

You can volunteer...

- From home - In an office - In a garden - With family and friends
- On your own - Just in the summer - Once a year - Every day
- Short-term - Ongoing - Occasionally

So learn a new skill, make a friend, expand your horizons, increase your social contacts, maintain your sense of belonging and lend a helping hand. Below are some ideas to get you started.

The East Prince Youth Development Centre has developed a list of PEI organizations seeking volunteers. This list includes contact information for the organizations.

..... Website: www.epydc.org/vop.pdf

Engage PEI

Government agencies, boards and commissions are frequently searching for board members to support their work. If you are interested in volunteering Engage PEI can help you find an organization that matches your interests and skills. Visit the web site to read descriptions of agencies, boards and commissions seeking volunteers.

..... 902-620-3198

..... Email: engagepei@gov.pe.ca

..... Website: www.princeedwardisland.ca

.....Search: Engage PEI

Health PEI

If you are interested in volunteer opportunities in Island hospitals and nursing homes Health PEI can match you with an area of your interest.

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.....Email: healthpei@gov.pe.ca

..... Website: www.healthpei.ca/volunteer

PEI Humane Society

The Humane Society has a variety of volunteer positions available including animal care assistants, board members and foster family positions.

..... Email: info@peihumanesociety.com

..... Website: www.pei.humanesociety.com





PEI Seniors' Guide

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Credit Counselling

Family Service PEI can work with you to help find solutions to financial concerns. This can include developing a budget, support to help resolve debt concerns or making a debt repayment plan. These services are provided by specially trained, caring professionals, free of charge to all residents of Prince Edward Island. Services are offered at offices, however, if travel is difficult, then telephone, mail service or other arrangements can be made.

Charlottetown area: 155 Belvedere Avenue - Suite 6

..... 902-892-2441

Summerside area: 109 Water Street

..... 902-436-9171

..... Toll-free: 1-866-892-2441

..... Website: www.fspei.ca

Drug Cost Assistance Program

The Seniors' Drug Cost Assistance Program is for people who are 65 or older and are eligible for PEI Medicare. All Island seniors are automatically registered in this program when they turn 65.

The program covers approved medications that are prescribed by a doctor. You are responsible to pay \$8.25 towards the cost of medication plus \$7.69 of the pharmacy professional fee. The balance of the cost of the medication is paid directly to the pharmacy by the provincial government.

If you have questions about whether a particular item is a covered benefit, please contact your pharmacist or doctor.

Items that are **not** included under the plan:

- Most non-prescription medications such as cough and cold preparations, stomach and bowel preparations, vitamin and mineral supplements
- Diagnostic agents, therapeutic nutrient supplements, prostheses and other medical devices
- Any benefits already covered under any other program such as Worker's Compensation, Diabetes Control Program or Department of Veteran Affairs

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There are additional programs offered through PEI Pharmacy Services, including the Diabetes Drug Program, Home Oxygen Program and the High Cost Drug Program.

..... 902-368-4947
..... Toll-free: 1-877-577-3737
..... www.princeedwardisland.ca
..... Search: Seniors Drug Program

High Cost Drug Program

The high-cost drug program helps pay for approved medications for certain illnesses. Coverage is based on household income. Within this program are medications for multiple sclerosis, ankylosing spondylitis, wet age-related macular degeneration, pulmonary hypertension, Crohn's Disease, plaque psoriasis, psoriatic arthritis, rheumatoid arthritis and some high-cost cancer medications.

For more information on this program contact:

..... 902-368-4947
..... Toll free: 1-877-577-3737
..... Website: www.princeedwardisland.ca
..... Search: High Cost Drug Program

Catastrophic Drug Program

If the cost of your prescription medications is making it hard to cover your other living expenses this program may help. This program limits your annual drug costs for eligible prescription medications to a set percentage of your household income. The list of medications Islanders can apply to receive under the program includes prescription medications on the list of drugs funded by the province (healthpei.ca/formulary), except for over the counter medications and those you are already receiving through another public drug program. To qualify for the program you must:

- Be a permanent resident of Prince Edward Island (a person who is present in the province for six months or more per year)
- File a Prince Edward Island tax return
- Have a valid Prince Edward Island Health Card.
- Re-apply each year. The program runs from July 1 to June 30.

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For example, if you earn up to \$20,000 per year, the cap for drug costs is set at 3% of your annual income. Once you have spent \$600 for eligible prescription medications the rest of your costs will be covered by the program. up to \$20,000 per year, the cap for drug costs is set at 3% of the household annual income. For more information on this program or to apply contact:

..... 902-368-4947
..... Toll free: 1-877-577-3737
..... www.princeedwardisland.ca
..... Search: Catastrophic Drug Program

Employment Assistance

Passport to Employment

Passport to Employment is a job search program for adults age 55 - 64 who wish to re-enter the workforce. Participants enhance their skills in: computer, resume, cover letter, job portfolio and interviewing. As well, the program offers personality type assessment, workplace readiness knowledge and direct support to seek and find employment. Participants receive a weekly stipend.

For more information contact:

..... 1-877-491-4766
..... Website: skillsPEI.com

PEI Career Development Services

PEI Career Development Services can assist you if you wish to:

- Make a career change
- Explore employment opportunities
- Assess your skills and interests
- Plan your educational goals to advance employment opportunities

The service provides:

- Career counseling services in a confidential setting
- Assistance with the development of job search tools

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- Resource centre computers with internet access for job searches
- Job search workshops and information sessions

Contact PEI Career Development Services at any of these Island locations:

Bloomfield.....	902-859-2776
.....	Email: bloomfield@cdspei.ca
Charlottetown.....	902-626-2014
Montague	902-838-5453
.....	Email: montague@cdspei.ca
Souris	902-687-1526
.....	Email: souris@cdspei.ca
Summerside	902-436-0706
.....	Email: sside@cdspei.ca

Social Assistance Program

Social Assistance Program

The provincial government offers basic income support if you do not have adequate income to meet your basic needs.

This may include food, shelter, personal expenses, home rehabilitation, medical, dental and eye care, and assistance with funeral costs.

Social Assistance rates vary depending on specific circumstances, such as the number of dependants in the household and whether you own your home.

For more information call toll-free in Prince Edward Island..... 1-877-569-0546

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Income Tax

Even if you have little or no income, you should file an income tax return every year to ensure that you get any benefits to which you are entitled. Income tax returns may be filed by mailing the completed form to the local Canada Revenue Agency Tax Service Office or by filing electronically.

Get your slips online

You can get your Old Age Security (OAS) or Canada Pension Plan (CPP) slips at My Service Canada Account:

..... www.canada.ca/en/employment-social-development.html

.....Search: My Service Canada Account

NETFILE - You may file your tax return electronically to Canada Revenue Agency using a certified software. To learn more:

..... Toll-free: 1-800-959-8281

Federal Non-Refundable Tax Credits - These are tax credits that allow you to reduce your income tax payable when you prepare and submit your annual tax form. You may be eligible for the Age Amount, Pension Income Amount or the Transfer from Spouse Amount.

Note: When you contact Canada Revenue Agency, be sure to have your questions ready and your social insurance number and tax papers with you.

..... Toll-free:1-800-959-8281

Prince Edward Island Sales Tax Credit (PEISTC) - This is a refundable credit, designed for households with low and modest incomes, to offset the increase in provincial sales tax. This credit is paid quarterly. How much you receive will depend on your adjusted family income and your family situation. To apply for the PEISTC, file an income tax return and select the **yes** box in the GST/HST credit application area.

..... Toll-free: 1-800-387-1193

Community Volunteer Income Tax Programs - The Canada Revenue Agency provides a free tax return preparation service for low to modest income Canadians who have a simple tax return. They also provide free training sessions if you would like to volunteer.

For tax clinic dates and times, contact Canada Revenue Agency at:

..... Website: www.cra-arc.gc.ca/volunteer

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Pension and Benefits

Canada Pension Plan (CPP) - Most working Canadians contribute to the CPP. If you have contributed to the plan, and are minimum age 60, you are entitled to a retirement pension. All Canada Pension Plan benefits are paid out of the CPP fund and are subject to income tax.

If you have contributed enough to the Canada Pension Plan, you or your family are eligible for the following:

- Retirement benefits
- Death benefits
- Credit splitting for separated couples
- Disability benefits
- Survivor benefits
- Children's benefits

..... Toll-free: 1-800-277-9914

..... TTY: 1-800-255-4786

Note: The PEI Council of People with Disabilities offers assistance in filling in the CPP Disability forms and will provide assistance with an appeal if the pension is denied.

..... 902-892-9149

..... Toll-free: 1-888-473-4263

..... Email: peicod@peicod.pe.ca

..... Website: www.peicod.pe.ca

Old Age Security Program (OAS)

The Old Age Security pension is a taxable monthly payment available to most people 65 years of age and older who meet the Canadian legal status and residence requirements. Your employment history is not a factor in determining eligibility. You can receive the OAS pension even if you have never worked outside the home or are still working.

In April 2013, Service Canada started a process to automatically enroll seniors who are eligible to receive the Old Age Security pension. If you can be automatically enrolled, Service Canada will send you a letter the month after you turn 64. If you do not receive this letter, you must apply for your Old Age Security pension.

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You can delay receiving your OAS pension for up to 60 months (five years) after the date you become eligible for the pension in exchange for a higher monthly amount. If you delay receiving your Old Age Security pension, your monthly pension payment will be increased by 0.6% for every month you delay receiving it, up to a maximum of 36% at age 70.

You may also qualify for one of the following benefits:

- Allowance for the survivor (ALWS)
- Guaranteed Income Supplement (GIS)
- Allowance

However, you must meet all of the following conditions:

- meet the age requirements
- be a legal resident of Canada
- receive an Old Age Security pension or be the spouse or common law partner of an Old Age Security pension recipient
- your annual income (or in the case of a couple, your combined income) is lower than the maximum annual income.

.....Toll-free: 1-800-277-9914

..... TTY: 1-800-255-4786

.....Facebook: www.facebook.com/SeniorsinCanadaAineauCanada/

Employment Insurance (EI) Benefits - Seniors who are employed and wish to continue working after age 65 are eligible for the same EI benefits as any other workers in Canada as long as they meet the criteria for eligibility.

.....Toll-free: 1-800-206-7218

..... TTY: 1-800-529-3742

British State Pension for Canadian Residents - If you or your spouse has ever worked in the United Kingdom, you may be eligible for a UK state pension. You need to have been employed or self-employed in the United Kingdom and/or have made National Insurance Contributions for a certain minimum number of years (which could include voluntary contributions or time spent in child care). A spouse or civil partner of someone receiving this pension may also be entitled to receive a pension, even if they have never worked in the UK, lived in or visited the UK themselves. For more information contact:

..... Toll-free: Canadian Alliance of British Pensioners 1-888-591-3964

..... Website: www.britishpensions.com

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Employment Insurance Compassionate Care

Employment insurance provides compassionate care benefits to people who have to be away from work temporarily to provide care or support to a family member who is gravely ill with a significant risk of death. A maximum of 26 weeks of compassionate care benefits may be paid to eligible people.

Apply on-line at www.canada.ca (search: employment insurance compassionate care benefits) or at any Service Canada Centre.

.....Toll-free: 1-800-206-7218

.....TTY: 1-800-529-3742

Seniors Property Tax Deferral Program

This program can lower your cost of living by deferring property tax on your principle residence. You may qualify for the program if you are 65 years of age or older, have occupied your principal residence for at least six months in the preceding year and have an annual household income less than \$35,000.

The application for property deferral must include a copy of last year's income tax return for the registered owner of the property. If your application is approved, you will receive a deferred tax certificate in the mail. You will also receive an annual statement informing you of the total taxes deferred under this program.

.....902-368-4070

..... Website: www.princeedwardisland.ca

..... Search: seniors property tax deferral program

AccessAbility Support Program - Seniors who are living with disabilities (including physical, intellectual, neurological, sensory, and mental) may be eligible for personal, housing, community, caregiver, and financial supports. A supports coordinator will navigate all available support services and develop a personalized plan to meet individual needs.

If you enter the AccessAbility Support Program before the age of 65, support will continue into your senior years. The AccessAbility Support Program does not provide for new applicants aged 65 or older. For more information, contact the AccessAbility Support Program:

.....Toll-free 902-368-4070

..... Website: www.princeedwardisland.ca

..... Search: accessibility supports

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Disability Tax Credit

The disability tax credit is a non-refundable tax credit that a person with a severe and prolonged impairment in physical or mental functions can claim on their income tax return. Claiming this tax credit can help to reduce the amount of income tax that a person has to pay in a year. To be eligible for the disability tax credit Canada Revenue Agency must approve Form T2201, Disability Tax Credit Certificate. To learn more about this tax credit or watch a video series on tax measures for persons with disabilities, visit www.cra.gc.ca/disability.

..... Toll-free: 1-800-959-8281

Veterans Affairs Canada

Veterans Affairs Canada offer services and benefits to:

- Canadian and Allied War veterans
- Former and still serving members of the Canadian Forces and RCMP
- Certain civilians
- Eligible dependants

Veterans Affairs Canada offer the following to eligible clients:

Disability Pensions and Awards - Disability pensions and awards are available for conditions related to service in the Second World War or the Korean War (including war service veterans in the Merchant Navy), Canadian Forces, RCMP or those serving in support of the Canadian Forces in wartime or in Special Duty/Operations Areas.

Funeral and Burial Program - Funeral and burial benefits are available for eligible veterans and peacetime disabled pensioners who qualify. These benefits are provided by the Last Post Fund on behalf of Veterans Affairs Canada.

..... Toll-free: 1-800-465-7113

Health Benefits - Fourteen different types of health benefits (called Programs of Choice) are offered, including prescriptions, dental, hearing and vision aids. These benefits may also cover the cost of travel to seek medical care and the cost of travel for an escort, if required.

Long-Term Care - This program offers intermediate or chronic care to eligible Canadian and Allied war service veterans and certain civilians in Veterans Affairs contract facilities or in one of the 1500 community facilities across the country.

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Mental Health Services - Support is offered to those who are suffering from operational stress injuries, such as post-traumatic stress disorder, anxiety, or depression, as a result of their service. Services are provided to still-serving or released members of the Canadian Forces or RCMP and their families.

Veterans Independence Program (VIP) - This is a national home care program that helps qualified veterans stay in their homes and communities longer. It offers help with housekeeping, home adaptations and grounds maintenance. Surviving spouses may be eligible to receive housekeeping and/or grounds maintenance services from the VIP program.

War Veterans Allowance - This allowance provides regular monthly payments to some low-income veterans of the Second World War or the Korean War. The surviving spouse or common-law partner, as well as orphans, may qualify for this allowance, if the deceased veteran had the required war service.

To contact Veterans Affairs Canada:

..... Toll-free: 1-866-522-2122 (English)
..... 1-866-522-2022 (French)
..... Website: www.veterans.gc.ca

Prince Edward Island Command, The Royal Canadian Legion

The PEI Command, Royal Canadian Legion has eighteen branches on Prince Edward Island and one in the Magdalene Islands.

The PEI Command Service officer can assist veterans, widows/widowers of veterans and ex-service personnel with applications to Veterans Affairs Canada for pensions, Veterans' Independence Program and other benefit programs.

For more information contact

.....902-892-2161
..... Email: royalcanadianlegion@pei.aibn.com
..... Website: www.peilegion.com



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811

Islanders can receive free, confidential health information from a registered nurse by dialing 811 from any phone in PEI. This phone line is open 24 hours a day. Call 811 any time that you need information on a health issue. A registered nurse will be available to answer your questions, send information by mail, fax or email and help you to decide whether you need to follow up with your regular doctor.

811 provides service in over 100 languages.

..... 811
..... TTY: 711
..... Website: www.princeedwardisland.ca
..... Search: 811

Medical Alert Services

Personal response or medical alert devices can provide safety and peace of mind to seniors and their families knowing that help is available at any time, 24 hours a day, 7 days a week.

For more information on service and device options, as well as costs, contact the following providers:

Health Line – Island owned and operated

..... Tel 902-892-5463
..... Toll-free: 1-866-449-5463

Wilson Security Limited

Postie Connolly – Security Solutions Consultant

..... Tel: 902-892-1078
..... Cell: 902-388-1629
..... www.wilsonsecurity.ca

Philips Lifeline

..... 1-800-Lifeline/1-800-543-3546
..... www.lifeline.ca

Specialized technology is available for seniors with Alzheimer’s Disease or Dementia. Contact the Alzheimer Society of PEI for additional information.

..... Toll-free: 1-866-628-2257

Life Call

..... Toll-free: 1-800-661-5433
..... website: www.lifecall.ca

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Addiction Services

Provincial Addiction Services provides a range of services to help Islanders live healthy, successful lives without relying on alcohol, drugs or addictive behaviors.

Referrals are accepted from individuals and professionals. Services include:

- Inpatient and outpatient detoxification
- Rehabilitation
- Programs for men, women and families
- Seniors support group - “Friends Supporting Friends” which offers group support and information to seniors who are being affected by a family member’s addiction.
- Methadone maintenance

Call the office nearest you:

.....	Toll-free: 1-888-299-8399
Alberton	902-853-8670
Alberton - St. Martha’s House (Ambulatory Withdrawl Management)	
.....	902-853-0401
Provincial Addictions Treatment Facility.....	902-368-4120
Montague	902-838-0960
Souris	902-687-7110
Summerside.....	902-888-8380

PEI Problem Gambling Helpline

..... 1-855-255-4255

Smokers’ Help Line

..... 1-877-513-5333

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Adult Protection Program

The Adult Protection Program provides help to vulnerable adults who are unable to protect themselves from abuse or neglect. Home care workers receive and investigate referrals of neglect or abuse under the *Adult Protection Act*. A vulnerable adult may include someone who has had a head injury, physical or cognitive impairment or dementia. If you suspect that a vulnerable adult is being neglected or abused report your concern to any Home Care office.

For Adult Protection Services, call the Home Care office nearest you:

Charlottetown.....	902-368-4790
Montague	902-838-0786
O’Leary	902-859-8730
Souris	902-687-7096
Summerside.....	902-888-8440

Asthma Education Centre

The centre can help you learn more about your asthma and how to control and manage your symptoms. Your family doctor or nurse practitioner can refer you to the centre which is located in the lower level of the Ambulatory Care Centre at the Queen Elizabeth Hospital.

..... 902-894-2240

Cancer Screening Programs

PEI Breast Screening Program - is designed to detect early breast disease in people age 40 to 75 years. To book an appointment contact:

..... 1-888-592-9888

..... Website: www.princeedwardisland.ca

..... Search: breast screening

PEI Cervical Cancer Screening Program - this program is designed to detect abnormal cell changes in the cervix. Women are advised to continue cervical cancer screening after age 65 until they have had three negative screening tests in the last ten years.

..... 1-888-561-2233

..... Website: www.princeedwardisland.ca

..... Search: pap screening

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PEI Colorectal Cancer Screening Program - is designed to detect pre-cancerous polyps (growths) or diagnose colon cancer at an early stage in all Islanders age 50 to 74 years at average risk for colorectal cancer. Talk with a health care professional about screening if you have a personal or family history of colorectal cancer or are experiencing changes in your usual bowel habits, blood in your stool, extreme vomiting, weight loss or fatigue.

For more information or to order a FIT (Fecal Immunochemical Test) home test kit contact:

.....1-888-561-2233

..... Website: www.princeedwardisland.ca

.....Search: colorectal

Cancer Patient Navigator

The Cancer Patient Navigator can help you and your family find helpful programs and services and offer information to assist you if you have been diagnosed with cancer. No referral is required.

.....1-877-511-5177

.....Email: cancerpatientnavigator@ihis.org

..... Website: www.princeedwardisland.ca

.....Search: cancer patient navigation program

Diabetes Program

The diabetes program is available for:

- People newly diagnosed with diabetes or pre-diabetes.
- People with a family member living with diabetes.
- People who have been living with diabetes for a number of years.

Individual assessment, counselling, educational classes, insulin instruction, insulin pump support and follow up are available.

Charlottetown

Queens East..... 902-368-4959

Queens West.....902-569-7562

Montague and Souris902-838-0787

Chapter 3 Health Services

West Prince 902-859-8781

East Prince 902-432-2600

..... Website: www.princeedwardisland.ca

..... Search: diabetes

Organized Stroke Care Program

The PEI Organized Stroke Care Program provides information, education and support in the areas of:

- Prevention and early assessment
- Emergency care
- Inpatient care
- Rehabilitation
- Community support

A stroke is a **medical emergency**; if you think you (or someone with you) is having a stroke, call 9-1-1.

The Stroke Navigator helps people affected by stroke to move through the health system and connect with community resources. The navigator is available for:

- People newly diagnosed with stroke
- People with a family member living with stroke
- People who have been living with the effects of a stroke for a number of years.

The Stroke Navigator can:

- Provide access to information booklets, websites and support groups
- Help you understand and answer questions about your stroke recovery
- Connect you with other health care professionals who can help
- Assist you to find community and stroke related resources

..... Toll-free: 1-844-871-0634

..... Email: strokenavigator@ihis.org

..... Website: www.princeedwardisland.ca

..... Search: stroke

Chapter 3 Health Services

Health Centres

Health Centres bring together family doctors, nurses and other providers who work as a team to deliver primary health care services. They provide a range of services for acute and chronic illnesses with an emphasis on diagnosis and treatment, education, illness prevention and chronic disease management.

Health Centres

Alberton - Western Hospital, 148 Poplar Street	902-853-0403
Charlottetown – Four Neighbourhoods Health Centre, 152 St. Peter’s Road, Medical Appointments and Clinic	902-569-7772
Primary Care Queen’s East - Polyclinic, 199 Grafton Street	902-620-3260
Hunter River – Central Queens Health Centre, 4276 Hopedale Road	902-621-3050
Kensington - Health Centre, 55 Victoria Street	902-836-0180
Montague – Montague Health Centre, 407 MacIntyre Ave	902-838-0830
North Rustico – Gulf Shore Health Centre, 7379 Cavendish Road	902-963-7835
O’Leary – O’Leary Health Centre, 14 MacKinnon Drive	902-859-3929
Souris – Eastern Kings Health Centre, 7 Green Street	902-687-7033
Summerside – Harbourside Health Centre, 243 Heather Moyse Drive	902-432-2600
Tyne Valley – Tyne Valley Health Centre, 6905 Route 12	902-831-5800
Wellington – Evangeline Health Centre, 48 Mill Road.....	902-854-7259

Finding a Family Doctor

If you do not have a family doctor or nurse practitioner, you can put your name on the Patient Registry Program waiting list. The staff there help to connect Islanders who are without a family doctor to a doctor who is accepting new patients. Contact the Patient Registry if:

- you have no family doctor or nurse practitioner and would like to register for one
- you have moved within the province and are looking for a doctor or nurse practitioner in your new area
- you are currently on the Patient Registry and your contact information (phone/address) has changed
- you are on the Patient Registry and have found your own doctor.

Chapter 3 Health Services

..... Toll-free: 1-855-563-2101
..... Website: www.princeedwardisland.ca
..... Search: patient registry

Patient Navigator

The Patient Navigator can help you and your family find helpful programs and services and offer information about the health system to assist you.

..... 1-844-882-3141
..... Email: patientnavigator@gov.pe.ca

Geriatric Programs

The Provincial Geriatric Program provides assessment for older adults with complex health problems. It offers assessment for people in clinics, hospitals, homes, long-term care facilities and other community settings. You may benefit from an assessment if you are having difficulties with memory, depression, mobility, daily care (bathing, grooming or cooking) or medications. Your family doctor can refer you to this program.

..... 902-432-2860

Health Card for Provincial Medicare Coverage

To be eligible for PEI Hospital and Medical Services Insurance or Medicare, you must live in PEI for at least six months plus a day each year. Residents moving from another province in Canada have a three month waiting period before they are eligible for coverage under the PEI Medicare system.

A Health Card is issued to each resident. It shows you are eligible for Medicare. The card is renewed every five years. A renewal notice is sent about two months before the card expires. There is a \$10 charge for replacement of a lost or damaged card.

You can get application forms for Medicare coverage from Health PEI, medical clinics, hospitals or a doctor's office.

..... 902-838-0900
..... Toll-free: 1-800-321-5492
..... www.princeedwardisland.ca
..... Search: health card

Chapter 3 Health Services

Home Care Services

Home Care Services help people live independently in their own homes. This program helps people to recover at home after being discharged from hospital or another institution. Home Care helps support care that is provided by family and friends.

Services are offered based on assessed need and available resources. Services are provided at no charge. You are responsible for providing any materials, supplies and equipment required for your care.

The following services of Home Care may be provided, depending on available resources:

Nursing - services include health supervision, medication monitoring, dressing changes, ostomy care and health education.

Home Support - assistance with daily activities such as help with bathing and dressing.

Occupational Therapy - help and training to people who are having difficulty with their daily living and may require special devices, equipment and changes to the home.

Physiotherapy - to maximize your independence, function and mobility.

Dietitian Services - a nutrition assessment and education.

Social Work - individual and family counseling to help cope with illness, loss, or end of life.

Long-term Care - assessment for nursing home admission.

Call the Home Care office nearest you:

Charlottetown	902-368-4790
Montague	902-838-0786
O'Leary	902-859-8730
Souris	902-687-7096
Summerside	902-888-8440

Hospital Services

Medicare covers eligible PEI residents for the cost of certain hospital and medical treatments.

Alberton – Western Hospital.....	902-853-8650
Charlottetown – Hillsborough Hospital	902-368-5400
Queen Elizabeth Hospital.....	902-894-2111

Chapter 3 Health Services

Montague – Kings County Memorial Hospital.....	902-838-0777
O’Leary – Community Hospital O’Leary.....	902-859-8700
Souris – Souris Hospital.....	902-687-7150
Summerside – Prince County Hospital.....	902-438-4200

Mental Health Services

The community mental health system includes centers that offer:

- Assessment
- Consultation
- Treatment
- Crisis intervention
- Medication
- Outreach and ongoing support for people with mild to moderate mental health problems.

Call the **Island Helpline** at **1-800-218-2885** if you are in crisis, feeling depressed or thinking about suicide. Call the mental health service office near you for more information:

Alberton	902-853-8670
Charlottetown - Richmond Center.....	902-368-4430
McGill Center	902-368-4911
Montague	902-838-0960
O’Leary.....	902-853-8670
Souris	902-687-7110
Summerside.....	902-888-8180

PEI Renal Program

This program offers peritoneal and hemodialysis. Support and assistance is offered through the Provincial Renal Program Coordinator.

Alberton	902-853-8650, ext 275
Charlottetown.....	902-368-6763
Souris	902-687-7085
Summerside.....	902-888-8215

Chapter 3 Health Services

Seniors Mental Health Resource Team

The Seniors' Mental Health Resource Team is a team of professionals who provide specialized services to seniors experiencing mental health problems. The team consists of psychiatrists and psychiatric nurses providing community outreach to referred clients living at home, clinic appointments, and consultation services to nursing homes.

Charlottetown:..... 902-368-4911

Summerside: 902-888-8180

Restorative Care

Restorative Care - The care provided during a period of healing and rehabilitation to those who will be returning to their community is called restorative care. This is offered at the Prince Edward Home in Charlottetown. Community Care facilities also offer short-term support, depending on the availability of beds. Cost is calculated per day. Check with your family doctor to find out about this service.

Prince Edward Home902-368-4607

Walk-in Clinics

If your doctor is on holidays or you do not have a family doctor, you can go to an after hours walk-in clinic for non-urgent care.

Charlottetown

The Downtown Walk-in Clinic902-367-4444

Parkdale Medical Center, 20 St Peters Road902-892-2111

Sherwood Medical Centre.....902-628-8900

Crapaud

South Shore Health and Wellness Centre..... 902-658-2212

Hunter River

Central Queens Health Center 902-621-3050

Morell

Village Community.....902-620-3260

Souris

Eastern Kings Health Centre 902-687-7033

Chapter 3 Health Services

Stratford

Walk-in Clinic902-892-2111

Summerside

Summerside Family Clinic.....902-724-3210

Note: Please remember to take a list of your medications when you visit a clinic. Because clinic hours are subject to change without notice, we recommend that you call ahead.

Women’s Wellness Program

Community based women’s wellness services are available in Charlottetown and Summerside including:

- sexual health services for all genders

..... Toll-free: 1-844-365-8258

..... Website: www.healthpei.ca/womenswellness

Health Services Provided by Others

Community Organizations

There are a number of non-profit organizations that offer programs and services for seniors:

AIDS PEI

AIDS PEI offers one on one confidential information about sexual health including information about sexually transmitted diseases, risk factors, symptoms, accessing testing and treatment.

..... 902-566-2437

..... Email: info@peersalliance.ca

ALS Society of PEI

The ALS Society works to promote the best quality of life for people with Amyotrophic Lateral Sclerosis (ALS) and create public awareness of ALS.

..... Provincial Answering Service, Summerside: 902-439-1600

..... Email: als_society_pei@hotmail.com

..... Website: www.alspei.ca

Chapter 3 Health Services

Alzheimer Society of PEI

Through information programs such as First Link® the society supports and assists Islanders and caregivers affected by Alzheimers disease and related dementias.

..... 902-628-2257
..... Toll-free: 1-866-628-2257
..... Email: society@alzpei.ca
..... Website: www.alzheimer.ca/pei

Arthritis Society

The society organizes a number of public forums and presentations to help people with arthritis connect with experts on current and emerging treatments, wellness and recent research.

..... 902-628-2288
..... Toll-free: 1-800-321-1433
..... Email: info@pe.arthritis.ca
..... Website: www.arthritis.ca

Canadian Cancer Society, PEI Division

The society offers a cancer information centre, peer support service, on-line community at CancerConnection.ca and a variety community services.

..... 902-566-4007
..... Toll-free: 1-888-939-3333
..... Email: info@pei.cancer.ca
..... Website: www.cancer.ca

Canadian Celiac Association, PEI Chapter

The association provides information and support to people newly diagnosed with celiac disease and dermatitis herpetiformis. Meetings are held three times a year.

..... 902-724-2189
..... Email: info@celiacpei.ca
..... Website: www.celiacpei.ca

Chapter 3 Health Services

Canadian Hard of Hearing Association of PEI

This non-profit association, run by and for people who are hard of hearing, provides information about hard of hearing issues and solutions.

..... 902-855-2382

..... Email: hearpei.com

..... Website: www.chha.ca

Canadian Mental Health Association (CMHA)

The association offers a variety of programs and services designed to help Islanders improve their mental wellness.

Charlottetown 902-566-3034

Prince County Office..... 902-436-7399

West Prince Office..... 902-853-4180

..... Email: division@cmha.pe.ca

..... Website: www.pei.cmha.ca

Canadian National Institute for the Blind (CNIB)

The CNIB offers education, advocacy, research and client support. CNIB is the primary provider of vision rehabilitation in Prince Edward Island.

..... 902-566-2580

..... Toll-free: 1-800-563-2642

..... Email: info@cnib.ca

..... Website: www.cnib.ca

Canadian Red Cross

Red Cross offers a variety of community programs and services including a loan program of hospital beds for home use, essential first aid and CPR skills training.

..... 902-628-6262

..... Website: www.redcross.ca

Chapter 3 Health Services

Diabetes Canada, PEI Division

Diabetes Canada provides programs and support to help people living with or affected by diabetes navigate their care and self management.

..... 902-894-3205

..... Email: info@diabetes.ca

..... Website: www.diabetes.ca

Heart and Stroke Foundation of PEI

The Heart and Stroke Foundation offers community support groups for caregivers and stroke support groups and information on reducing your risk for heart disease.

..... 902-892-7441

..... Toll-free: 1-888-473-4636

..... Email: info@hsfpei.ca

..... Website: www.heartandstroke.ca

Kidney Foundation of Canada - PEI Branch

The Kidney Foundation provides peer support, information and financial assistance for people affected by kidney disease.

..... 1-877-453-0533

..... Email: kidneyatlantic@kidney.ca

..... Website: www.kidney.ca

Hear, Hear PEI

This hearing aid recycling program collects used hearing aids to be refurbished and fit for low income Islanders. To make a hearing aid donation, apply to the program or receive more information contact:

..... 902-368-9008

..... Email: www.peiscf.com

Chapter 3 Health Services

Hospice PEI

Hospice PEI helps prepare, support and care for those affected by a life limiting illness prior to and following death. You can obtain a copy of the Grief Support Directory at www.hospicepei.ca

Charlottetown..... 902-368-4498

..... Email: hpca@hospicepei.ca or griefsupport@hospicepei.ca

West Prince 902-786-3991

..... Email: westprince@hospicepei.ca

East Prince 902-438-4231

..... Email: eastprince@hospicepei.ca

Osteoporosis Canada, PEI Chapter

..... Toll-free: 1-800-463-6842 ext 2299

..... Email: kosther@osteoporosis.ca

..... Website: www.osteoporosis.ca

PEI Council of People with Disabilities

The council provides advocacy, support, information and community referral services to people affected by disabilities.

..... 902-892-9149

..... Toll-free: 1-888-473-4263

..... Email: peicod@peicod.pe.ca

..... Website: www.peicod.pe.ca

Summerside..... 902-436-9259

..... Email: summerside@peicod.pe.ca

Montague 902-838-5878

..... Email: montague@peicod.pe.ca

Chapter 3 Health Services

PEI Lung Association

Contact the Lung Association for information on lung health, radon reduction and chronic obstructive pulmonary disease (COPD).

..... 902-892-5957
..... Toll-free: 1-888-566-5864
..... Email: peilungassociation@gmail.com
..... Website: www.pei.lung.ca

Parkinson Society - Maritime Region

The society offers programs, support groups, services and resources for people affected by Parkinson's Disease and caregivers.

..... Toll-free: 1-800-565-3000
..... Email: info@parkinson.ca
..... Website: www.parkinson.ca

Vision Loss Rehabilitation Prince Edward Island

This organization provides training that enables people who are blind or partially sighted to develop or restore daily living skills, enhance independence, safety, mobility and emotional well-being. Certified specialists work closely with health care professionals providing essential care on a referral basis in homes and communities across PEI.

..... 902-566-2580
..... Toll-free: 1-844-887-8572
..... Email: info@vlrehab.ca
..... Website: www.pe.visionlossrehab.ca

Counselling Services for Seniors

Services and supports are available to help seniors who are having difficulty coping with everyday life or who may be experiencing feelings of depression, anxiety and grief. Fees depend on the client's ability to pay.

Chapter 3 Health Services

Alzheimer Society of PEI

Counseling services free of charge. 902-628-2257
..... Toll-free: 1-866-628-2257
..... Email: society@alzpei.ca
..... Website: www.alzheimer.ca

Catholic Family Services Bureau

..... 902-894-3515
..... Email: admin@catholicfamilyservicesbureau.com
..... Website: www.catholicfamilyservicesbureau.com

Family Service PEI

Individual and family counselling is offered for issues such as stress, anxiety, changes in health, grief and loss, workplace events, traumatic events or interpersonal problems

Charlottetown and Brudenell 902-892-2441
Summerside 902-436-9171
..... Toll-free: 1-866-892-2441
..... Website: www.fspei.ca

PEI Rape and Sexual Assault Centre

The centre provides free, confidential counselling to women and men who have experienced recent or past sexual assault and childhood sexual assault.

..... 902-368-8055
..... Toll-free: 1-888-368-8055
..... Website: www.peirsac.org

There are also many private counselling services available across PEI. An hourly fee is charged for these services. Check the Prince Edward Island Counselling Association to find a counsellor in your area.

..... Website: www.peica.org

Chapter 3 Health Services

Foot Care Clinics

Foot Care Clinics are located in local communities and are sponsored and organized by community service groups. They offer the services of a Registered Nurse who trims toenails, pares calluses, removes corns and treats ingrown toenails. A fee is charged for the RN's services.

Charlottetown

Family Foot Centre.....	902-569-8638
Medic-Feet, 8 Mt. Edward Road	902-566-5774
Seniors Active Living Center	902-628-8388
Dr. Keith Bettles, Podiatrist	902-892-7043
Dr. Brian Johnson, Podiatrist	902-569-8637
Crapaud - Southshore Pharmacy	902-658-2212
Mt. Stewart Fire Hall	902-393-5150
Queens County	902-892-6377
Summerside	902-436-6135
Tignish - Health Center	902-724-2330

Note: Some businesses offer foot care with regular office hours and/or in-home visits. Check the Yellow Pages of your phone book for more foot care options.

Home Equipment Loan

Short term loans of specialized equipment such as crutches, hospital beds, bath chairs and adaptive aids are available. A referral from specific health care professionals is usually required.

Canadian Red Cross Health Equipment Loan Program (HELP)

.....	902-628-6262
East Prince Equipment Pool	902-888-8440
Montague Loan Cupboard	902-838-0748
Souris Home Equipment Loan	902-687-7089
Tignish Co-op Health Centre	902-882-2260
West Prince Equipment Loan	902-859-8730

Note: Several businesses and most pharmacies have equipment for purchase or loan.

Chapter 3 Health Services

Nutrition and Meal Delivery

Meals-On-Wheels - Seniors who experience illness, surgery, accidents, or do not wish or are unable to cook for themselves may receive meal delivery. The meal delivery program is organized by volunteers in local communities. The meals are delivered by volunteers. There is a cost for meals.

The numbers listed are the home numbers of the volunteers.

Alberton - Requires a referral from your doctor, nurse, or dietitian 902-853-2794

Charlottetown and Cornwall 902-569-7700

Kensington 902-439-4365

Montague 902-838-4060

O’Leary - Requires a referral from your doctor, nurse, or dietitian 902-859-0250

Souris - Meals-on-Wheels is coordinated through Home Care. An assessment is completed to determine the need for the service as there is a limit on the number of meals that can be delivered.

..... 902-687-2825

Summerside 902-436-9382

Tyne Valley 902-831-2975

Real Meals - This Island company delivers frozen meals to Charlottetown residents.

..... 902-892-4257

..... Website: www.realmeals.ca

Nutrition Education

Nutrition information and cooking courses are available at Atlantic Superstore and Sobeys - Check with the dietitian at the closest store for times and dates of courses.

Food Banks and Soup Kitchens

Food banks and soup kitchens provide emergency supplies of food. These services welcome donations of food, the support of volunteers and visits from Islanders who need these services. The hours and days of week that the services are available may be subject to change so you may want to contact the services directly:

Chapter 3 Health Services

Charlottetown

- Salvation Army, 158 Fitzoy Street
..... 902-892-8870
- Upper Room Hospitality Ministry, 33 Belmont Street (Food Bank)
..... 902-892-7092
- Upper Room Hospitality Ministry, 101 Richmond Street (Soup Kitchen)
..... 902-892-1995

Montague

- Southern Kings and Queens Food Bank 902-838-3191

Souris

- Royal Canadian Legion (lower level), Food Bank, 56 Main Street..... 902-687-2996

Summerside

- Salvation Army Prince County Food Bank, 299 Pope Avenue..... 902-888-3870

West Prince

- West Prince Caring Cupboard 902-853-3447

Private Home Care Services

In addition to the government Home Care Program, several private businesses offer services for seniors. Services range from companionship, housekeeping, personal care assistance, transportation, private nursing care and Alzheimer’s and dementia care. Services are recognized by insurance providers and approved for Department of Veteran’s Affairs as well as Disability Support Provider coverage and are disability tax credit eligible.

Bayshore Home Health

- 902-393-4402
- Website: www.bayshore.ca

Home Instead Senior Care

- Toll-free: 1-866-573-8787
- Website: www.homeinstead.ca/pei



PEI Seniors' Guide

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www.gov.pe.ca/ssh

Seniors Safe @ Home



Family and
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Seniors Home Repair Program

This program provides assistance for repairs to a senior's principle residence. This program is available to people, 60 years of age or older, whose combined net income (including income of spouse) is less than \$35,000 per year (Line 236 on the Canada Revenue Agency Notice of Assessment).

The program provides 50 per cent of the cost of eligible repairs (roof, windows, doors, furnace) up to a maximum grant of \$2,000.

For more detailed information or to get a registration form, please contact:

Seniors Home Repair Program 902-368-4889
..... Toll-free: 1-855-374-7366
..... Email: shrp@gov.pe.ca
..... Website: www.princeedwardisland.ca
..... Search: Seniors home repair program

Seniors Safe @ Home Program

This program helps Islanders, who own their own home, to access a grant of up to \$5,000 to assist with necessary repairs that improve home safety, accessibility and the ability to remain independent. This program is available to people, 60 years of age or older, whose combined net income (including income of spouse) is less than \$50,000 per year (Line 236 on the Canada Revenue Agency Notice of Assessment). For more information or to obtain a registration form, please contact the PEI Home Renovation Programs Office:

..... Website: www.princeedwardisland.ca
..... Search: Seniors safe @ home program

PEI Home Renovation Programs

This program provides grants to support renovations (structural, heating, plumbing, electrical systems) to assist eligible low income Islanders, families or persons living with a permanent disability to stay in their homes or with family members.

Note: The PEI Home Renovation Programs operate on a first come, first served basis until available funds are spent.

PEI Home Renovation Program 902-368-4889
..... Toll-free: 1-855-374-7366
..... Email: homereno@gov.pe.ca
..... www.princeedwardisland.ca
..... Search: PEI home renovation programs

Chapter 4 Housing

PEI Home Renovation Programs

This program provides grants to support renovations (structural, heating, plumbing, electrical systems) to assist eligible low income Islanders, families or persons living with a permanent disability to stay in their homes or with family members.

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PEI Home Renovation Program 902-368-4889
..... Toll-free: 1-855-374-7366
..... Email: homereno@gov.pe.ca
..... www.princeedwardisland.ca
..... Search: PEI home renovation programs

Seniors Independence Initiative

The Seniors Independence Initiative provides financial assistance for practical services making it easier for seniors to remain in their own homes and communities. Help is available for services such as light housing keeping, meal preparation, or snow removal and complements supports provided to seniors by Home Care or family members for daily unmet needs.

To qualify for the services, you must:

- be 65 years of age or older;
- live independently or with a spouse;
- have a net household income of \$22,133 or less for a single person or \$31,300 or less for a couple - as defined by line 236 on CRA Notice of Assessment;
- have combined assets not greater than \$100,000 excluding primary residence, land and vehicles.

Services funded include light housekeeping; general home/property maintenance; snow removal; grass cutting; meal preparation; Meals on Wheels; errands; transportation.

Applications may be accessed on the government website or a paper copy may be picked up at any Access PEI Office. Following receipt of your application, you will be contacted by our staff and an assessment will be done to determine your individual or household needs.

For more detailed information or to get a registration form, please contact:

..... Toll-free: 1-877-569-0546
..... www.princeedwardisland.ca
..... Search: Seniors Independence Initiative

Chapter 4 Housing

Home Support Services

Considerations for Hiring in-Home Services

For seniors who purchase in-home support services such as lawn care or snow removal offered by private businesses or individuals, the Better Business Bureau recommends the following three steps:

Be informed - do your homework by talking with friends and family to learn about their experiences with companies; check the telephone book's yellow pages for names of businesses; shop around and compare prices.

Ask questions - is the business licensed, bonded, have staff members undergone criminal records checks, does the company carry insurance; how long have they been in business? Ask (and check) references from other clients. Ask questions about the cost of services.

Proceed only when you are comfortable - get details of your agreement to purchase a home support service in writing, including what will be provided and what is not included and the cost. Don't feel pressured by sales tactics to sign any contract that you do not understand. Protect your personal information - don't give credit card or banking information to businesses that you don't know.

Check with the Better Business Bureau if you have questions about a company:

..... 902-422-6581
..... Website: www.atlanticprovinces.bbb.org
..... www.bbb.org/atlantic-provinces

Providers

Bayshore Home Health offers home support services including light housekeeping, meal preparation, laundry, personal care, and escort for shopping and errands. Bayshore caregivers are screened, trained, bonded and insured and nurse-supervised.

For more information

..... 902-393-4402
..... Toll-free: 1-866-892-7355
..... Website: www.bayshore.ca

Go-For Services offers services to seniors in the Charlottetown and surrounding area. Services include: household chores, personal shopping and running errands. Services are offered on a one-time and on-going basis. Go-For Services is bonded and insured.

For more information

..... 902-626-9815
..... Email: val@goforservices.ca
..... Website: www.goforservices.ca

Chapter 4 Housing

Odd Jobbers PEI offers cleaning services (inside and outside the home), carpentry, property maintenance, snow removal, down sizing, painting, gardening, garbage removal and help with moving. Services are registered and insured.

.....902-367-4357

.....Email: oddjobberspei@gmail.com

..... Website: www.oddjobberspei.com

Home Instead Senior Care offers services including, but not limited to, housekeeping, laundry, meal preparation, medication reminders, grocery shopping and errands, help with bathing, dressing and mobility as well as Alzheimer’s and dementia care. Home Instead CAREGivers are screened, regularly trained, bonded, insured and make a personal connection to their clients.

For more information

..... 1-866-573-8787

..... Website: www.homeinstead.ca/pei

Landlord and Tenant Information

If you have a concern about the rental of a residential property, you may contact the Director of Residential Rental Property, Island Regulatory and Appeals Commission (IRAC). The Director deals with issues relating to a rental agreement, such as good behavior, condition of the premises, subletting, entry of property, quiet enjoyment, delivery of possession, mobile homes, security deposits, termination of a lease agreement, rent increases and rent owing. The Director deals with rental agreement disputes between landlords and tenants.

.....Phone: 902-892-3501

..... Toll-free: 1-800-501-6268

..... Website: www.irac.pe.ca

Subsidized Seniors Housing

Seniors Housing - The federal and provincial governments provide funding for seniors’ public housing projects. There are senior citizens’ public housing units in communities across PEI.

A Garden Suite is a portable one bedroom unit that can be moved to the property of a family member. The property must be zoned to permit installation of the unit.

Chapter 4 Housing

People aged 60 and those who are 55 and older who have a disability are eligible for subsidized seniors' housing and garden suites. Tenants pay 25% of their income in rent. Tenants are selected based on need. A rating system is used to find out which applicants have the greatest need. When assessing need, staff considers a person's income, assets, health, age and present housing situation.

Regional Housing Officers:

Charlottetown.....	902-368-5770
Montague	902-838-0796
Souris	902-687-7098
Summerside.....	902-888-8436

Shelters

Salvation Army Bedford MacDonald House

This shelter, located on 184 Weymouth Street, Charlottetown provides housing for men.

..... 902-892-9242

WrapAround Housing First

The John Howard Society offers an individualized planning process to help individuals and families meet their housing needs.

..... 902-569-7682

..... Website: www.pei.johnhoward.ca

Community Care Facilities

A licensed Community Care Facility is a privately owned and operated establishment with five or more residents. These facilities provide services such as housekeeping, meals, assistance with grooming and hygiene. Twenty-four hour nursing care is not available at these facilities. Residents are responsible for paying the cost of accommodation, although financial assistance may be available in certain situations.

* Some facilities provide both community care and nursing care.

Alberton – Rev. W.J. Phillips Residence 902-853-3109

Belfast – Dr. John Gillis Memorial Lodge* 902-659-2337

Chapter 4 Housing

Charlottetown

Andrews of Charlottetown..... 902-368-2790

Andrews of Park West* 902-566-2260

Bevan Lodge 902-894-5858

Champion Lodge..... 902-894-8968

Charlotte Residence 902-894-8134

Corrigan Home..... 902-894-9686

Geneva Villa 902-628-6642

Grafton House Community Care 902-367-2875

Langille House 902-628-8228

Emerson Lodge 902-892-0791

Old Rose Lodge..... 902-368-8313

Smith Lodge..... 902-892-4220

Stamper Residence 902-894-3815

Tenderwood Lodge..... 902-566-5174

The Mount Continuing Care Community 902-370-8888

Valley House 902-628-8268

Whisperwood Villa* 902-566-5556

Clinton – Perrins Clinton View Lodge* 902-886-2276

Clyde River– Burnside Community Care..... 902-675-2393

Crapaud – South Shore Villa* 902-658-2228

Hunter River – Rosewood Residence 902-964-2436

Kensington

Kensington Community Care Home..... 902-836-3019

The Mews..... 902-836-4678

Miscouche – Miscouche Villa 902-436-1946

Chapter 4 Housing

Montague

MacKinnon Pines Lodge 902-838-2656
Perrins Marina 902-838-4075
O’Leary – Lady Slipper Villa 902-859-3544
North Rustico – Villa Marguerite..... 902-963-3962

Souris

Bayview Lodge 902-687-3122
Hilltop Lodge 902-687-3315
Stratford – Andrews of Stratford 902-367-4100

Summerside

Andrews of Summerside 902-436-0859
Andrews of Park Hill 902-888-2273
Tignish – Seniors Home Care Cooperative 902-882-4663
Wellington – La Cooperative Le Chez Nous Ltee 902-854-3426

Nursing Homes

Nursing Homes provide skilled professional assessment and care on a 24-hour basis. The care required is carried out by, or under the supervision of a Registered Nurse. There are publicly-funded government manors and private nursing homes.

Government Manors - These facilities are publicly-funded nursing homes. A screening process determines eligibility for admission. To inquire about this process, contact your local Home Care office.

Alberton – Maplewood Manor..... 902-853-8610

Charlottetown

Beach Grove Home 902-368-6750
Prince Edward Home 902-368-4607
Montague – Riverview Manor 902-838-0772
O’Leary – Margaret Stewart Ellis Home 902-859-8752
Souris – Colville Manor 902-687-7090

Chapter 4 Housing

Summerside

Wedgewood Manor 902-888-8340

Summerset Manor 902-888-8310

Tyne Valley – Stewart Memorial Hospital 902-831-7900

Private Nursing Homes - Licensed nursing homes are privately owned and operated establishments that provide nursing care services for people whose care needs are greater than the family or community care facility can provide. A care assessment will determine if the individual's needs can be met in a community care facility or in a nursing home. The assessment can be arranged by contacting any nursing home or by calling Home Care.

Belfast – Dr. John Gillis Memorial Lodge 902-659-2337

Clinton – Clinton View Lodge 902-886-2276

Crapaud – South Shore Villa 902-658-2228

Charlottetown

Garden Home 902-892-4131

Park West Lodge 902-566-2260

PEI Atlantic Baptist Home 902-566-5975

The Mount Continuing Care Community 902-370-8888

Whisperwood Villa 902-566-5556

Summerside

Andrews of Summerside 902-436-0859

For more information about admission to Nursing Homes, contact Home Care.

Charlottetown 902-368-4790

Montague 902-838-0786

O'Leary 902-859-8730

Souris 902-687-7096

Summerside 902-888-8440



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Chapter 5 Caregiving

Are you a Caregiver?

Many of us take on a new role as we age - the role of caregiver to a family member, friend or neighbour. Caregivers help in many ways, which may include providing help around the home, assistance with bathing, feeding and self care, giving medications, managing finances, offering transportation and emotional support as some examples. You may be providing care to someone older or younger than yourself who may live in your home, neighbourhood or at a distance, in another province. Some people provide caregiving help to more than one person at a time (for example, caring for an older parent and children).

Each caregiving situation is unique but if you are currently a caregiver or you are thinking about a time in the future when you may become a caregiver it is important to know where to find supports and services that may be helpful. It is especially important to access supports and services when you find:

- you are taking on new or more intensive caregiving duties
- you are feeling overwhelmed and need help or a break
- the person that you are caring for needs more help than you are able to provide.

Caregiving can be unpredictable, especially when caring for an older relative or someone with a chronic illness. There may be times when an urgent situation unexpectedly requires your full attention. This is normal and the good news is that by planning ahead and taking care of yourself you can be better prepared to cope with challenges that arise.

Did you know? More than six million people – 35% of the workforce provides care while balancing job responsibilities.

Source: *When Work and Caregiving Collide 2015*

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Taking Care of Yourself

A caregiver is a key person in the life of the person receiving care and so it is important that you stay physically and emotionally healthy in order to be well prepared to provide care.

Take care of your physical health - by eating regularly, choosing healthy foods, getting enough rest and exercise. This may involve finding ways to be physically active with the person that you are providing care to or taking time for a rest when they are resting. Taking care of your health builds a solid foundation that will support you to be able to provide care for other people so remember to schedule regular appointments with your health care team, dentist and eye doctor to ensure that you are maintaining your health.

Take care of your emotional health - one of the most challenging aspects of being a caregiver is learning to cope with feelings. It is normal to feel a range of emotions, at times you may feel frustrated, upset or sad, angry, guilty, or afraid. These emotions may be personal or they may be a reflection of how the person you are caring for is feeling. If you can accept your feelings, recognize that you are doing your best and understand that there are some things that you cannot change this can help you to refocus on what you can do. Maintaining a strong support network is a way to gain some perspective on your situation by being reminded of the successes rather than problems.

Learn to recognize signs of stress - everyone has their unique signs of stress and there are also some common signs of stress:

- difficulty concentrating
- exhaustion
- health problems
- weight gain or loss
- denial or anger
- social withdrawal
- excessive worry

These are signals that it is time to talk to family, friends, health care providers and the community and seek out support. Taking a break, asking for help or giving up tasks to another person are all ways to recognize and respect your limits as a caregiver. Taking steps to reduce stress can prevent burnout in the future.

Chapter 5 Caregiving

Maintain contact with other people in your life - though your time for socializing may be limited, it is important to avoid becoming socially isolated by maintaining contact with other family members, friends and neighbours. Other people in your life can be a source of information, advice, comfort and practical support to help you get things done. Remember, people generally want to help - they are often just looking for ways to be helpful. Keeping in contact by telephone, email, video, mail or visiting are all ways to keep in touch with people. You may also find a health care provider or a support group offers an opportunity to share experiences, gain practical tips and advice.

Prepare for the future - planning for the future can help to reduce daily stress by reducing the uncertainty of what would happen if an emergency occurred. There are two parts to this planning - your plan, as a caregiver and the future plan of the person receiving care. Your plan should include:

- a back-up plan which identifies providers, tasks and key contacts if you were unable to provide care
- key legal documents: a will, power of attorney and advance care plan.

Take time to discuss the future with your care receiver and ensure that they have prepared a will, power of attorney and advance care plan that reflects their wishes.

For more help with planning for the future complete the *Thinking about the Future? Plan now to age in place* checklist.

..... Website: <http://www.seniors.gc.ca/eng/working/fptf/paip-cl.shtml>

Keep learning - become well informed about the health problems that your care receiver may have so you can better understand what to expect and anticipate changes. The more you know the more prepared that you will be to communicate with the health care team and support your family member. This knowledge can also help you plan for future financial needs, supportive equipment and home modifications. To learn more about community supports for caregivers continue reading.

Community Programs and Services for Caregivers

Financial Assistance

Employment Insurance Compassionate Care Benefits - This program provides up to 26 weeks of Employment Insurance benefits to people who have to be away from work temporarily to provide care to a family member (or someone who considers you a family member such as a close friend or neighbour). The person receiving care must be seriously ill and have a high risk of death within 26 weeks (six months).

If you are unemployed or already receiving EI benefits you can also apply for compassionate care benefits.

Chapter 5 Caregiving

You can apply on-line at www.servicecanada.gc.ca as soon as you stop working or apply in person at a Service Canada office.

.....Toll-free: 1-800-206-7218
..... TTY: 1-800-529-3742
..... Website: www.esdc.gc.ca (see Compassionate Care Benefits)

Caregiver Tax Credit - If you are the caregiver for an ill or aging spouse, parent, grandparent or other disabled dependent who is over 18 years old, you may be able to claim the Caregiver Tax Credit (Line 315). The amount of the credit depends on how much the caregiver earns. For more information, consult the General Income Tax and Benefit Guide.

..... Toll-free: 1-800-959-8281
..... Website: www.cra.gc.ca/forms

Respite Programs and Services

Respite services offer caregivers a break or a rest from the daily routine of caregiving while providing programs and services for the individual receiving care. Respite services may be arranged informally through family, friends and neighbours who help the caregiver or more formally through day programs, home support services for household chores or short term breaks through nursing home admission.

Day Programs for Seniors

Day programs provide support for seniors, respite for caregivers and social activity. To participate, contact the Home Care office in your area.

Alberton

Welcome Program, Maplewood Manor 902-859-8730

Charlottetown

Brecken House 902-368-4790

Montague

Stay-a-while, Riverview Manor 902-838-0786

Souris

Stay-a-while, Colville Manor 902-687-7096

Summerside

Chapman Center, Summerset Manor 902-888-8440

Chapter 5 Caregiving

Home Support Services

Home support services may include housekeeping, help with laundry, shopping, snow removal, lawn care and other general home maintenance. These services may be offered by businesses or individuals. There is a fee for home support services.

Bayshore Home Health offers home support services including light housekeeping, meal preparation, laundry, personal care, and escort for shopping and errands. Bayshore caregivers are screened, trained, bonded and insured and nurse-supervised.

..... 902-892-7355
..... Toll-free: 1-866-892-7355
..... Website: www.bayshore.ca

Go-For Services offers services in Charlottetown and surrounding areas. Services include: household chores, personal shopping and running errands. Services are offered on a one-time and on-going basis. Go-For Services is bonded and insured.

For more information

..... 902-626-9815
..... Email: val@goforservices.ca
..... Website: www.goforservices.ca

Home Instead Senior Care offers services including such as housekeeping, laundry, meal preparation, medication reminders, grocery shopping and errands, help with bathing, dressing and mobility as well as Alzheimer's and dementia care. Home Instead CAREGivers are screened, regularly trained, bonded, insured and make a personal connection to their clients.

..... 1-866-573-8787
..... Website: www.homeinstead.ca/pei

Odd Jobbers PEI offers cleaning services (inside and outside the home), carpentry, property maintenance, snow removal, down sizing, painting, gardening, garbage removal and help with moving. Services are registered and insured.

..... 902-367-4357
..... Email: oddjobberspei@gmail.com
..... Website: www.oddjobberspei.com

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Short-Term Care - Temporary nursing care beds are available at manors. Beds can be used by anyone whose caregiver may need a break from their role at home. The care offered for this short-term relief is called respite care. A person may be admitted to a respite care bed for a period not to exceed 30 days in any 12-month period. There is a cost for using the respite service which is based on income. Assessment and coordination of this service is through Home Care.

Call the Home Care office nearest you:

Charlottetown.....	902-368-4790
Montague	902-838-0786
O’Leary	902-859-8730
Souris	902-687-7096
Summerside.....	902-888-8440

Support Groups

Joining a support group offers an opportunity to share experiences with other caregivers, learn more about the health condition that is affecting your family member, gain practical advice to help you in your role and share your thoughts and feelings without judgement. Support groups may be sponsored by groups that focus on the condition affecting your family member or be a general support group for caregivers. Some examples of PEI support groups follows.

Alzheimer Caregiver Support Groups are available in Charlottetown, Montague, and Summerside. Meetings may be available in other communities upon request. For more information contact the Alzheimer Society:

..... 1-866-628-2257

Multiple Sclerosis Society Caregiver Network provides newsletters and updates on caregiving and multiple sclerosis.

.....MS Navigator Toll-free 1-844-859-6789

.....Peer Support Toll-free 1-800-268-7582

.....Website: www.mssociety.ca

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Parkinson’s Disease Support Group offers regular meetings for caregivers and people affected by Parkinson’s.

..... 902-892-7998 (Charlottetown)
..... 902-838-4749 (Montague)
..... Caregivers webinar: www.parkinson.ca

Peer Support Service connects people living with cancer and their caregivers with support services.

..... Toll-free: 1-888-939-3333
..... Email: info@cis.cancer.ca

Preparing to Move to a Community Care Facility or Nursing Home

As part of your planning for the future you may want to learn more about community care facilities and nursing homes. The Community Legal Information Association (CLIA) has a booklet that provides more information on choosing a community care facility or nursing home. Contact CLIA for a copy of *Moving to a Community Care Facility or Nursing Home* or view this booklet online:

..... Toll free 1-800-240-9798
..... Website: www.cliapei.ca

Grandparents Raising Grandchildren

Many Island grandparents are the primary care giver for their grandchildren. There are brochures and support groups that highlight programs and services that may be helpful. Support groups provide information and support for grandparents who are providing care to grandchildren. The Summerside support group meets every Monday at 10:00 am at Credit Union Place (September to June). The Charlottetown support group meets every second Wednesday at 6:30 pm at Murphy’s Community Centre. All are welcome.

..... 902-888-2177 (Summerside)
..... 902-393-2209 (Charlottetown)
..... *You and Your Grandchild* available from www.cliapei.ca
..... Raising a Second Generation available from www.princeedwardisland.ca
..... Search: Resources for grandparents parenting grandchildren

Chapter 5 Caregiving

End of Life Care

Advance Care Plan

Advance care planning is a process to develop a plan that states your wishes about health care or treatment in case you are unable to make or communicate these decisions at a later time. You can state your wishes regarding end-of-life medical treatment as well as personal statements. An advance care plan allows you to name another person, as proxy, to make decisions for you if you are unable to make decisions or communicate them yourself. Health care providers must ask if you have an advance care plan and are required to follow your plan unless they consider it unethical or illegal. Your advance care is legal in other provinces. It is important to ensure that you have given copies of your plan to your doctor, clergy, closest relatives and friends and carry one if you are traveling. You cannot use an advance care plan to request assisted dying.

..... 902-620-3045

..... Website: www.advancecareplanningpei.ca

Palliative Care - This term refers to care for anyone living with a life threatening illness, with emphasis on a good quality of life in a setting of their choice. Palliative care is about living fully to the very end of life with dignity and comfort, surrounded by a circle of support.

Bereavement Services - If you are struggling with feelings of grief and loss there is help. For more information on volunteer services in palliative care and bereavement services, call 902-368-4498 or www.hospicepei.ca.

Integrated Palliative Care Program - This program is designed to comfort and support individuals through a caregiving team of family, friends, health care professionals and volunteers. The program provides medical, nursing, palliative care, pain and symptom management, respite, emotional support, spiritual support, counseling and ongoing bereavement support after the death of a loved one. In-home care and support is available after hours through the Paramedics Providing Palliative Care at Home Program by calling 9-1-1. People who are registered with the Integrated Palliative Care Program can receive this service at no cost.

Provincial Integrated Palliative Care Program..... 902-368-4781

Call the Home Care office nearest you:

Charlottetown..... 902-368-4790

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Montague 902-838-0786
O’Leary 902-859-8730
Souris 902-687-7096
Summerside..... 902-888-8440
..... Website: www.princeedwardisland.ca
..... Search: Palliative care program

What to do when someone has died

Service Canada has collected information about what needs to be done in the event that someone dies. This information includes advice on cancelling services, key documents and arranging for survivor benefits. For more information visit:

..... Website: www.canada.ca
..... Search: Following a death

Canada Revenue Agency has collected information and frequently asked questions about what needs to be done, regarding taxation, benefits and financial matters, when someone dies.

..... Website: <http://www.cra-arc.gc.ca/deceased>

Obtaining a death certificate

When a person dies (at home or in hospital) a **medical certificate of death** must be completed by a medical practitioner or coroner.

After the medical certificate of death has been completed then a burial permit can be issued for release of the body. The **burial permit** is a legal document that is issued by funeral directors on PEI. The funeral director completes a death registration form and sends this document to Vital Statistics.

The **death certificate** is an official document that contains information taken from the death registration. This certificate can be obtained from Vital Statistics after the death registration form has been processed. A death certificate is required to file for death benefits, access the financial accounts of the deceased and insurance benefits. For more information about obtaining a death certificate contact:

..... 902-838-0880
..... Toll-free: 1-877-320-1253
..... Website: www.princeedwardisland.ca
..... Search: Apply for a death certificate

Chapter 5 Caregiving

Additional information for Caregivers

Self Care for Caregivers - The Public Health Agency of Canada offers a booklet on *Self Care for Caregivers*.

..... Website: www.phac-aspc.gc.ca

The federal government provides an interactive website that offers information for caregivers. This website is helpful to learn about programs, services and supports locally and in other provinces and territories.

..... Website: <http://www.seniors.gc.ca>

My Benefits Finder - is a website that offers information on federal and provincial services and benefits of support to caregivers.

..... <http://www.canadabenefits.gc.ca>

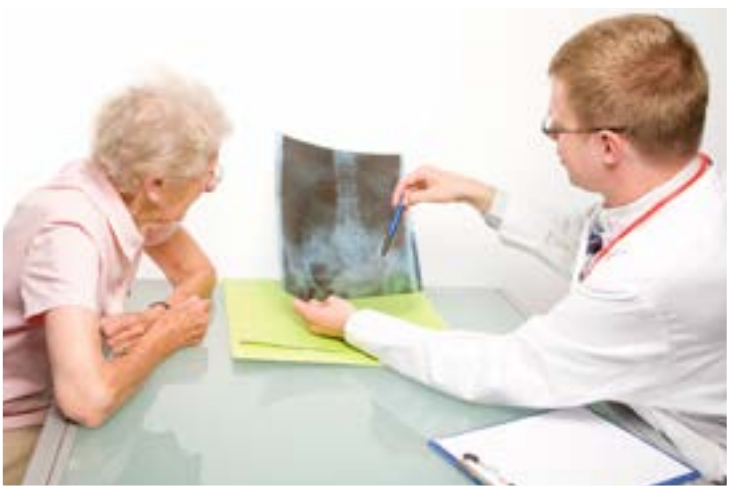
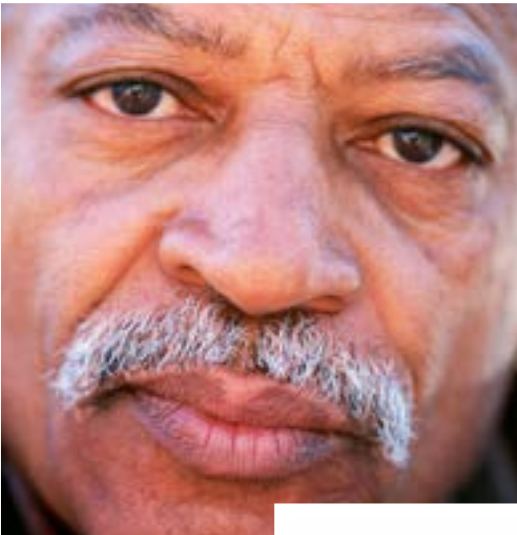
Saint Elizabeth Health Care - offers a comprehensive website of information for caregivers including a podcast series, newsletter, articles and a *Caregiver Compass* (a free guide providing tips and tools for caregivers.)

..... Website: www.sehc.com

Dementia - the Alzheimer Society of Canada offers an extensive on-line library of brochures and fact sheets on Alzheimer Disease and related dementias (early, middle and late stage) which provide information on care.

..... Website: www.alzheimer.ca/en/We-can-help/Resources

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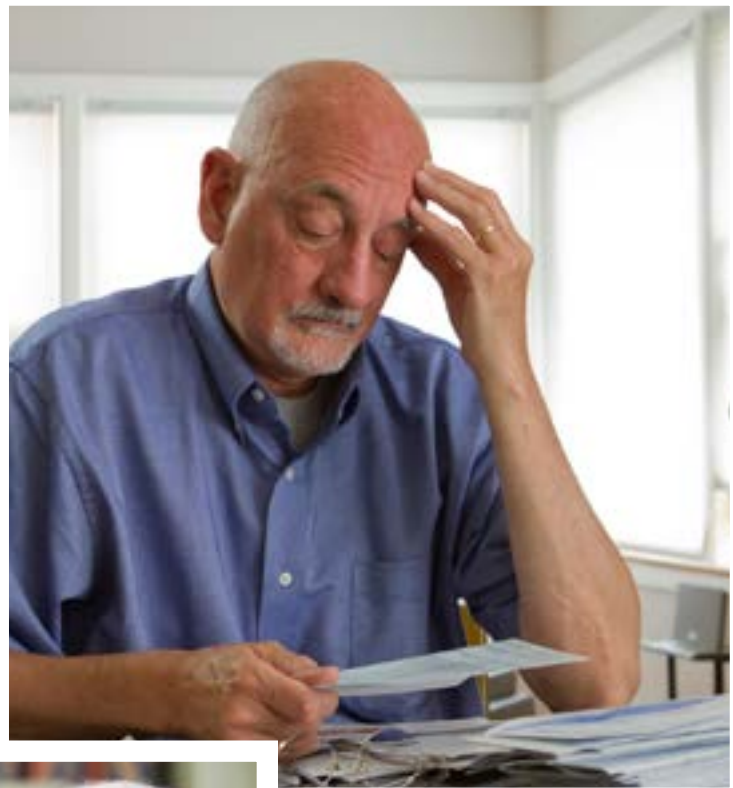


PEI Seniors' Guide

Chapter 6

Personal Security and Legal Services





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Community Legal Information Association (CLIA)

This association provides Islanders with understandable, useful information about our laws and the justice system. CLIA works with community groups, lawyers, government departments and interested members of the general public. Legal information is available on all subjects. Designed for older adults, the *Putting Your Affairs in Order at Any Age* series of booklets explain a number of important issues including: new relationships, you and your grandchildren, preventing abuse, wills and health care directives. Services are provided free of charge.

..... 902-892-0853
..... Toll-free:1-800-240-9798
..... Email: clia@cliapei.ca
..... Website: www.cliapei.ca

Child Protection Services

People of any age can be affected by abuse or neglect. On PEI it is the law that all Islanders must call Child Protection services if they think a child is being abused or neglected.

..... 1-877-341-3101 (during business hours)
..... 1-800-341-6868 (after business hours)

Elder Abuse Awareness

Abuse and neglect are actions or inactions that cause harm to people. It can happen once, or over a longer period of time. There are several types of abuse:

Psychological or Emotional Abuse includes behavior that causes distress, feelings of humiliation, insults, threats, manipulation of information or situations.

Financial Abuse is misuse of another person’s money, property or assets. This would include theft, forcing a person to change their will, misuse of Power of Attorney or fraud.

Physical Abuse is the causing of physical pain, discomfort or injury by pushing, hitting or rough handling.

Sexual Abuse is sexual contact, verbal or suggestive behaviour of any kind that is unwelcome.

Neglect is the failure to provide a safe, clean living environment, appropriate food, clothes, glasses and medications.

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Self Neglect is when the behavior of an adult threatens their own health or safety. Self neglect does not include a situation in which a mentally competent adult, who understands the consequences of their decisions, makes a conscious decision to do things that threaten their health and safety.

If you or a neighbour, friend or family member are experiencing abuse help is available.

If you believe that someone is in immediate danger call: 911.

.....Website: www.stopfamilyviolence.pe.ca

Adult Protection Services

Adult Protection offers confidential information, services and support to assist adults (18+) who are unable to protect themselves. You can make a confidential referral to Adult Protection by contacting your local Home Care office.

Charlottetown	902-368-4790
East Prince	902-888-8440
Montague	902-838-0786
Souris	902-687-7096
West Prince	902-859-8730

Victim Services - This service assists victims of crime during their involvement in the criminal justice system. Where a victim is incapacitated or has died as a result of the crime, family members may benefit from available services. Assistance is available to those who feel they have been victimized regardless of whether a complaint has been made to the police or a charge has been laid. No fees are charged for this confidential service.

..... Queens and Kings Counties 902-368-4582

..... Prince County 902-888-8218

Family Violence Prevention Services

This organization provides confidential support services and empowerment programs for women and children affected by family violence. These services include Anderson House, a provincial emergency shelter for women who are in need of safety because of violence in their lives. A 24-hour toll-free crisis and support line is available.

..... Toll-free: 1-800-240-9894

..... Website: www.fvps.ca

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Catholic Family Services Bureau

The Bureau provides professional counselling, educational and advocacy services.

..... 902-894-3515

Elder Mediation

Elder mediators are specially trained individuals that apply their knowledge on aging to the issues facing older people. Through a cooperative, neutral process trained elder mediators help people to develop mutually agreeable solutions to conflicts. In addition, mediators can help facilitate an alternate process to legal proceedings. For information about this service contact Mediation PEI.

..... 902-626-9787

..... Website: www.mediationpei.com

Legal Services

Lawyer Referral Services - This service is available to anyone who needs legal information. It is designed to encourage you to seek legal advice early, before your problems become complicated and expensive. The service will give you the name of a lawyer. You

arrange an appointment for an interview of up to forty-five minutes at a charge of \$25 (plus tax). The lawyer will tell you whether he or she thinks you have a legal problem, what is involved, how long it should take to solve the problem and approximately how much legal services would cost.

..... 902-892-0853

..... Toll-free: 1-800-240-9798

..... Email: clia@cliapei.ca

Legal Aid - Legal Aid lawyers provide representation in family and criminal law to clients who, for financial reasons, would be unable to obtain essential legal services from the private sector. Services are limited and not all types of cases are represented.

Charlottetown..... Family law: 902-368-6656

..... Criminal law: 902-368-6043

Summerside..... Family law: 902-888-8066

..... Criminal law: 902-888-8219

..... Website: www.princeedwardisland.ca

..... Search: Legal aid

Chapter 6 Personal Security and Legal Services

Emergency Preparedness

Preparing for an emergency is something that every Islander can do. The Office of Public Safety advises all residents to take three simple steps to become better prepared to face a range of emergencies and reduce the impact on yourself and your community.

- 1. Know the risks** - although the results of disasters can be similar, knowing the risks specific to this region (such as what to do in the case of hurricanes, storm surge and power failure) can help you better prepare.
- 2. Make a plan** - every Island household needs an emergency plan. It will help you and your family know what to do if disaster strikes.
- 3. Get an emergency kit** - during an emergency you need some basic supplies and to be prepared to be self-sufficient for at least 72 hours. Be aware that if you live in a rural area you may need to prepare to be self-sufficient for a longer period of time.

To receive your copy of the Emergency Preparedness Guide or the Emergency Preparedness Guide for People with Disabilities or Special needs go to www.getprepared.ca or call the toll free seniors line at 1-866-770-0588.

Emergency Response Services

Home Security Systems - Home alarm services are available that can alert you to burglary, carbon monoxide, fire, low temperature and water in the basement. A security system is installed in the home and an alarm is automatically activated when the security of the home is compromised. Free in-home assessments are available. Costs include installation and monitoring of the alarm system.

ADT Security Services Canada Inc

..... 1-877-627-0504
..... Website: www.adt.ca/en/home-security

Alliance Security System

..... 902-892-2519
..... Website: www.alliancepei.com

Connolly Security System

..... 1-902-892-5276

Eastern Alarms

..... 902-892-9098
..... Website: www.easternalarms.net

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Island Alarms

..... 902-629-1449

..... 902-894-7233

Medic Alert

..... Toll-free:1-800-668-1507

..... Website: www.medicalert.ca

PEI Monitoring

..... Website: www.peimonitoring.ca

Pro-Tech Alarms

..... 902-393-0545

Security First

..... 902-368-3082

Stewart Security

..... 902-569-2191

..... Website: www.stewartsecurity.ca

MedicAlert® Safely Home® The Alzheimer Society partners with the Canadian MedicAlert Foundation to offer MedicAlert® Safely Home®, a nationwide program designed to help identify the person with dementia who is lost and assist with a safe return home. Personal information and a hotline number are engraved on a MedicAlert bracelet that is worn full-time by the person with dementia. Should the individual ever go missing, police can quickly identify them by calling the MedicAlert 24-hour emergency hotline, whose emergency hotline specialists immediately contact caregivers to let them know the situation and location of their loved one.

For further information contact the Alzheimer Society of PEI:

..... 902-628-2257

..... Toll-free:1-866-628-2257

..... Email: society@alzpei.ca

..... Website: www.alzheimer.ca/pei

Chapter 6 Personal Security and Legal Services

Personal Emergency Response Services - Emergency alert services are available for those who live alone and are at risk. These privately owned services allow seniors to live in confidence and security in their own home. A device is worn that can be activated for medical, fire, and police emergencies. Family or neighbors will also be alerted in the case of an emergency.

Health Alert..... 902-892-5276

Life Call

.....Toll-free: 1-800-661-5433

.....Website: www.lifecall.ca

Lifeline System

..... Toll-free: 1-866-817-5185

..... Website: www.lifeline.ca

Power of Attorney

A Power of Attorney is a legal document that gives permission to someone to look after your financial affairs if you cannot do this yourself or if you wish someone to do it for you. This document is usually written with the help of a lawyer and allows the person named to take care of your financial and legal business. A Power of Attorney does not give someone authority to make decisions about your health care.

You can appoint your spouse, partner, friend or family member. The person you choose must be 18 years or older, be mentally capable and someone who will accept the responsibility and understand what it means to have Power of Attorney.

The Community Legal Information Association (CLIA) has a booklet that provides more information on power of attorney. Contact CLIA for a copy of *Putting Your Affairs in Order: Powers of Attorney* or view this booklet online. CLIA also offers a do-it-yourself Power of Attorney kit. For more information contact:

..... Toll free 1-800-240-9798

..... Website: www.cliapei.ca

Chapter 6 Personal Security and Legal Services

Public Guardianship Program

The Public Guardian is a person appointed by the provincial government to help people who have been declared incompetent to look after their personal affairs. Legal guardianship is recommended when an individual has no family or trusted friends willing or able to assume responsibility for them.

The Public Guardianship Program is responsible for all Public Guardianship Orders ordered by the courts.

..... 902-368-6281

..... Website: www.princeedwardisland.ca

..... Search: Public trustee, public and official guardian

Public Trustee

The Public Trustee is a person appointed by the provincial government to help people who are unable to look after their own financial affairs. The Public Trustee gets involved when you have no trusted family or friends who can do this for you, and no Power of Attorney has been signed.

..... 902-368-6281

..... Website: www.princeedwardisland.ca

..... Search: Public trustee, public and official guardian

Consumer Information and Complaints

The Consumer Services provides protection to the public through licensing and regulation of certain individuals, businesses and non-profit enterprises. The staff at Consumer Services will take written complaints regarding local businesses and services. They help consumers by either doing some informal mediation to resolve a problem or by directing consumers to the appropriate department or agency.

..... 902-368-4550

..... Email: ccs@gov.pe.ca

..... Website: www.princeedwardisland.ca

..... Search: Complaint handling process for consumers

Chapter 6 Personal Security and Legal Services

Human Rights Commission

The Commission administers and enforces the *PEI Human Rights Act* which prohibits discrimination. Discrimination is the unequal, stereotypical and prejudicial treatment of a person. The Commission also develops programs of public information and education about human rights through seminars, publications, responses to general inquiries and a resource center. There is no cost for services.

..... 902-368-4180

..... Toll-free: 1-800-237-5031

..... Email: contact@peihumanrights.ca





CLIA PEI
Community Legal Information Association of Prince Edward Island
is a registered charity

Home About Us Programs & Services Legal Information Resources Kits

Can't find what you need?
Do you still have questions?
✉ clia@cliapei.ca

Welcome to the Board of 2018 & 2017
Meet CLIA's Board of Directors
Thursday, 20th June 2018 11:40
On June 14th, at our Annual General Meeting, the Board of Directors welcomed Samantha Allen, Sarah Stewart-Jackson, Jeff Collins and Rachael Heller
[Read More](#)

CLIA's Organizational Brochure now Available in Japanese
CLIAの組織パンフレットが日本語版で提供されています
Tuesday 27th February 2018 07:32

Uncontested Divorce Kit \$60

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Accessible Parking Permits

The Designated Parking Permit Program is offered by the PEI Council of People with Disabilities. A designated parking permit allows eligible permit holders to park in specially designated parking spots. These parking permits are for those unable to walk more than 75 meters without serious difficulty or danger to safety or health. To apply for a permit, have the written approval of your doctor and fill out an application form. There is a fee for parking permits. It is valid for one calendar year. Temporary permits are also available.

Charlottetown 902-892-9149

..... Email: info@peicod.pe.ca

Montague 902-838-5878

..... Email: montague@peicod.pe.ca

Summerside 902-436-9259

..... Email: summerside@peicod.pe.ca

To access an application form:

..... www.peicod.pe.ca/programs_parking.php

Ambulance Services - Ground and Air

911 - A province wide 911 Emergency Response System is in place. Callers are linked to the appropriate emergency service provider: police, fire or ambulance.

Ground Ambulance - Emergency and non-emergency ground ambulance service is provided on PEI through Island EMS. There is no fee for emergency ground ambulance services for people 65 years of age and over. Emergency ambulance services include medical situations where a call to 911 would normally occur. There is a standard charge of \$150 for non-emergency use of ambulance services. The maximum cost of \$150 per patient per day applies when multiple transports are made within a 24 hour period. In certain circumstances when there are transfers between hospitals within a 24 hour period, the hospital is responsible for payment of the user fee.

Out-of-Province Medical Transport Support Program - PEI residents requiring medical care outside PEI, who are deemed medically to require transportation by ambulance and attendance by a paramedic, are not charged a user fee. Non-residents pay the cost of this service. For more information see:

..... Website: www.princeedwardisland.ca

..... Search: Out of province medical services for Island residents

Chapter 7 Transportation and Travel

Air Ambulance - Emergency air ambulance is used when critical or specialty care is required out of province immediately. The decision to use this service is made by the doctors in consultation with medical control doctors at specialty hospitals out of province.

Residents of PEI are not charged a patient user fee for these services. Non-residents pay the full cost of the service.

Emergency Health Services Manager 902-368-6719

Island Emergency Medical Service (EMS) for Non-Emergencies - EMS offers non-emergency ambulance services across the province and within the Atlantic region. The provincial user fee for non-emergency transport is \$150 for a one-way transfer within PEI.

You must pay the full cost if you arrange your own ambulance service and are not deemed to medically require ambulance transportation.

.....902-892-9995 (for billing inquiries)

Out of Province Travel Support Program

This program provides travel assistance through the Maritime Bus Company to eligible Islanders travelling to New Brunswick or Nova Scotia for medical appointments. Those approved will have the cost of their bus ticket subsidized by 50% or 100% depending on income.

To be eligible you must:

- be a permanent resident and hold a valid PEI Health Card
- complete an application form and submit a current Canada Revenue Agency Notice of Assessment
- be approved by Health PEI for out of province medical services
- not be receiving support for travel expenses from other non-provincial government sources
- have an annual net household income of less than \$50,000

For more information, or to apply contact:

.....902-368-5918

..... www.princeedwardisland.ca

..... Search: Out of province travel support program

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Hope Air

This national charity provides free flights, Confederation Bridge toll passes and Northumberland Ferry passes for eligible PEI residents (with a valid PEI Health Card) who are required to travel for medical services in another province. Hope Air reviews all requests for travel support and considers household income, expenditures, number of dependants in the household and other factors. To apply for assistance or for more information contact:

..... Toll-free: 1-877-346-4673
..... Website: www.hopeair.ca

Bus Services and Shuttle Services

Maritime Bus - For bus fares and schedules

..... 1-800-575-1807
..... Website: www.maritimebus.com

Greyhound Canada - Transportation between PEI and other places in Canada

..... Toll free: 1-800-661-8747
..... Website: www.greyhound.ca

East Connection Shuttle - Transportation between Charlottetown and Souris, Montague and St. Peters area.

..... 902-892-6760

Montague Rotary Bus - Transportation in the Montague area

..... 902-838-2412

Via Rail Canada - Transportation across Canada. The connection to Via Rail is through Maritime Bus.

..... Toll free: 1-888-842-7245
..... Website: www.viarail.ca

Ferry Service

A 75-minute ferry route runs between Wood Islands, PEI and Caribou, Nova Scotia from 1 May to 20 December. For schedules and fare information contact:

..... 1-877-762-7245
..... Website: www.ferries.ca

Chapter 7 Transportation and Travel

Drivers Handbook

The PEI Driver's Handbook is available in English, French, Arabic and Chinese.

..... Website: www.princeedwardisland.ca

..... Search: Driver's Handbook Driver Refresher Course

55 Alive/Mature Driving Program

The 55 Alive/Mature Driving Program is a refresher course designed to help you maintain independence and retain driving privileges. With aging, changes occur in hearing, vision, flexibility and reaction time. This course teaches you how to adjust your skills to compensate for physical changes. The six-hour program is conducted in a classroom setting using a presentation, student workbooks, and group discussions guided by the instructor.

The course is offered in both French and English at various location across the Island. A fee of \$10 per person covers the cost of the course manual and refreshments. To register or for additional information, call the PEI Senior Citizens' Federation.

.....902-368-9008

.....Website: www.peiscf.com

Health Coverage When Traveling

Coverage for Out of Province Medical Services - within Canada

Health PEI covers the cost of out of province in-patient and/or out-patient medical services outside the province in the instance of emergency or sudden illness. Except in the care of an extreme emergency or sudden illness written approval is required from Health PEI to obtain in-patient and/or out-patient services.

Residents can apply for prior approval to receive out of province medical services through their physician. Each approval is effective for a 12 month period, providing the referral is for the same diagnosis and the same physician.

Applications may be approved in the following circumstances:

- The insured medical and/or hospital service is not available within PEI.
- There is only one medical practitioner in the required specialty.
- Special circumstances exist that permit services to be provided in another province or territory.

Chapter 7 Transportation and Travel

Services Received Outside Canada

Payment may be provided by Health PEI for eligible residents of PEI to obtain in-patient and/or out-patient medical services outside Canada in the case of extreme emergency or sudden illness occurring while outside the country.

Residents visiting other countries are advised to obtain private medical insurance for the period they are absent from PEI.

If you are referred by a PEI physician to an out of country hospital or physician for a service not available in Canada and have received prior written approval from Health PEI **call Health PEI before leaving the country for the medical service.**

..... 902-368-6516

Out-of-Province Liaison Program - If you must travel out of province for medical treatment, this program provides a person to contact concerning your care. The program provides links to health care professionals and assistance is given with discharge planning.

Halifax..... Toll-free: 1-866-232-3042

Moncton Toll-free: 1-855-860-2246

Travel Clinics

PEI Travel Clinic - 199 Grafton Street, Charlottetown

This clinic provides travellers with an opportunity to obtain information, receive immunizations and other prescriptions.

.....902-629-8846

Murphy's Travel Health Clinic - 24 St. Peters Road

The clinic offers full consultations to plan travel vaccinations.

.....902-894-8553 extension #3

Passports

On PEI, Service Canada Centres in Charlottetown, Montague, O'Leary, Souris and Summerside can accept general passport applications, review your application to make sure it is complete, collect fees and supporting documents and send the application to the Passport Program for processing.

.....Website: www.cic.gc.ca

Chapter 7 Transportation and Travel

Transportation - Private / Public

Private Transportation

Donna’s Transport Ltd. - This service transports seniors as well as people with mental and physical disabilities between Charlottetown and Summerside for medical appointments.

..... 902-436-3394

Montague Rotary Bus Service - The bus transports seniors to church, doctor’s appointments and shopping. Call ahead to book this service.

..... 902-838-2412

Pat and the Elephant - This service offers specialized transportation anywhere in the province or the mainland. The service is provided for persons with any mobility impairments (visual, physical, etc). Non emergency stretcher service available. Service is available outside Charlottetown and province by arrangement.

..... 902-894-3339

..... Email: pat.e@pei.sympatico.ca

..... Website: www.patandtheelephant.org

Transportation West Inc. - This service provides transportation in the West Prince area and is available for seniors. All buses are wheelchair accessible.

..... 902-853-6010

Public Transportation

Public transit buses provide service within the city of Charlottetown (daily), within the city of Summerside (Monday to Friday), connections between Cornwall, Stratford and Charlottetown (Monday to Friday) and areas between Summerside and Charlottetown (Monday to Friday). Transit passengers may transfer between the Charlottetown and Stratford transit systems once they have paid the fare.

Chapter 7 Transportation and Travel

The fare for Charlottetown, Summerside, Cornwall and Stratford transit is \$2.00 with special rates available for frequent travelers, seniors and students. The one way fare between Summerside and Charlottetown is \$9, Hunter River to Summerside is \$7.25 and to Kensington to Summerside is \$5.50. There are both high and low floor transit buses.

There is no transit service on major holidays including : New Year's Day, Islander Day, Good Friday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

For schedule information 902-566-9962

..... Website: www.triustransit.ca



PEI Seniors' Guide

Appendix - Tips





Appendix Tips

How to Find Government Services

Access PEI - Located across the Island, these centers are a place to obtain information about provincial government programs and services. You can pay property tax, get a drivers licence or arrange to have your water tested. Centers are open Monday to Friday from 8:30 a.m. to 5:00 p.m. in the winter and 8:00 a.m. to 4:00 p.m. in the summer.

Alberton, 116 Dufferin Street..... 902-853-8622

..... Email: accesspeialberton@gov.pe.ca

Charlottetown, 33 Riverside Drive..... 902-368-5200

..... Email: accesspeicharlottetown@gov.pe.ca

Montague, 41 Wood Islands Hill..... 902-838-0600

..... Email: accesspeimontague@gov.pe.ca

O’Leary, 45 East Drive 902-859-8800

..... Email: accesspeioleary@gov.pe.ca

Souris, 15 Green Street..... 902-687-7000

..... Email: accesspeisouris@gov.pe.ca

Summerside, 120 Heather Moyse Drive 902-888-8000

..... Email: accesspeisummerside@gov.pe.ca

Tignish, 103 School Street..... 902-882-7351

..... Email: accesspeitignish@gov.pe.ca

Wellington, 48 Mill Road 902-854-7250

..... Email: accesspeiwellington@gov.pe.ca

Island Information Service (IIS) - IIS offers a bilingual telephone information service, answering inquiries regarding programs and services offered by the provincial government.

..... 902-368-4000

..... Toll-free: 1-800-236-5196

Appendix Tips

Service Canada - You can get information about federal government programs and services from Service Canada. When you phone you get personal service, in English and French, between 8:00 a.m. to 5:00 p.m.

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

..... Website: www.servicecanada.gc.ca

When to use Emergency versus Non-Emergency Services

Emergency Room - The Queen Elizabeth Hospital has developed these guidelines to decide whether to go to an Emergency Room or to a walk-in clinic when you are not feeling well.

In most cases, your family doctor is the best person to see if you are not feeling well. After-hours service for medical problems that cannot wait until the next day, but are not life threatening, are provided by walk-in clinics and outpatient departments. Use the walk-in clinics for non-urgent care if your doctor is on holidays or if you do not have a family doctor.

Go to the nearest Emergency Department when you have:

- Discomfort or tightness in the chest
- Unusual shortness of breath
- Severe abdominal pain
- Prolonged and persistent headache or dizziness
- An injury that may require stitches or may involve a broken bone.
- Experienced a major crisis, and as a result, feel helpless, hopeless and have nowhere to turn.

When to call 911 versus 811

Call 811 in non-emergency situations, when you have health concerns or need health information.

Call 911 (for ambulance, fire or police) when you are in an Emergency situation:

Immediate ambulance assistance is needed when medical attention or transport is required for victims of serious accidents or illness such as a heart attack

Immediate fire assistance is needed when reporting a fire at home or any other location.

Appendix Tips

For non-emergency situations call:

Alberton - RCMP

..... 902-853-9300

Charlottetown - City Police

..... 902-629-4172

Charlottetown - RCMP

..... 902-368-9300

Kensington - Police

..... 902-836-4499

Montague - RCMP

..... 902-838-9300

Stratford - RCMP

..... 902-368-9300

Souris - RCMP

..... 902-687-9300

Summerside - City Police

..... 902-432-1201

Summerside - RCMP

..... 902-436-9300



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For information on provincial government programs
or services for seniors, please contact:

Prince Edward Island Seniors' Secretariat

(902) 569-0588

toll-free 1-866-770-0588

email: seniors@gov.pe.ca

www.princeedwardisland.ca

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